



# DISABLED PERSONS PROTECTION COMMISSION OVERVIEW

## ABOUT DPPC

The Disabled Persons Protection Commission (DPPC) was created through legislation in 1987 as an independent state agency responsible for the investigation and remediation of instances of abuse against adults with disabilities. The mission of the DPPC is to protect adults with disabilities from the abusive acts and omissions of their caregivers through investigation, oversight, public awareness and abuse prevention. Pursuant to its enabling statute, M.G.L. c. 19C, the jurisdiction of the DPPC extends to adults with disabilities between the ages of 18 and 59 who suffer serious physical and/or emotional injury through an act and/or omission by their caregiver(s). This protection is provided whether the individual is in state care or in a private setting.

## DPPC'S GUIDING PRINCIPLES

- ✓ To receive reports of abuse committed against persons with disabilities and assess risk to alleged victims by operating a 24-hour Hotline and processing reports in a timely and efficient manner.
- ✓ To conduct thorough, objective, and professional investigations of allegations of abuse committed against persons with disabilities by their caregivers.
- ✓ To ensure the safety and remediation of abuse victims with disabilities through the recommendation of befitting protective services in a timely and effective manner with maximum deference to the preference of victims/survivors with disabilities.
- ✓ To enhance protective service opportunities, understand and offer available resources and thoughtfully utilize judicial intervention only when necessary to ensure the safety of abuse victims with disabilities.
- ✓ To educate and train persons with disabilities, families, mandated reporters, and the public to recognize and appropriately respond to suspected abuse.
- ✓ To increase public awareness of the existence of abuse of adults with disabilities and the mechanisms available to address the abuse.
- ✓ To continually educate and train DPPC staff and adult protective service (APS) investigators to ensure best practices are used to maximize staff performance in processing reports, conducting investigations and overseeing protective services.
- ✓ To operate according to sound fiscal and management practices that comply with the DPPC's Internal Control Plan (ICP), the Commonwealth's Office of the Comptroller's (CTR) Statewide Risk Management Internal Control Guide, and other CTR published guidance.
- ✓ To work effectively and responsibly by using public funds to best serve persons with disabilities and the Commonwealth and by referring suspected fraud, waste and abuse of Commonwealth resources to the appropriate regulatory agency.



# DISABLED PERSONS PROTECTION COMMISSION OVERVIEW

## OUR VISION

ALL PERSONS WITH DISABILITIES CAN LIVE  
THEIR LIVES FREE FROM ABUSE AND NEGLECT.

## DPPC'S ESSENTIAL FUNCTIONS



### INTAKE

Operates DPPC's 24-hour Hotline and screens reports of suspected abuse.



### INVESTIGATIONS

Conducts civil investigations of allegations of abuse of adults with disabilities under M.G.L. chapter 19C.



### OVERSIGHT

Ensures the fulfillment of jurisdictional requirements and the implementation of protective services.



### LEGAL

Provides legal oversight of DPPC's statute, regulations and operations.



### INFORMATION TECHNOLOGY

Manages DPPC's technological resources.



### LEARNING AND DEVELOPMENT

Uses education and awareness as a driving tool to prevent, recognize and report abuse.



### STATE POLICE DETECTIVE UNIT

Screens reports of abuse made to the DPPC 24-hour Hotline for criminal activity and conducts investigations.



### HUMAN RESOURCES

Manages employee relations, hiring, recruitment, benefits, and compliance.



### FINANCE

Manages state and federal funding utilizing sound fiscal practices.



### QUALITY ASSURANCE

Monitors DPPC's processes to ensure compliance and to enhance practices.

**Disabled Persons Protection Commission**  
**300 Granite Street, Suite 404, Braintree, MA 02184**

**Website:** [DPPCMass.Gov](http://DPPCMass.Gov) | **Phone:** 617-727-6465

**24-Hour Abuse Reporting Hotline:** 1-800-426-9009

**Deaf or Hard of Hearing callers, please use Video Relay Service (VRS) or MassRelay at 711**

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