



Abuse Reporting Hotlines

If you are concerned about abuse, neglect, or exploitation, help is available. The hotlines below connect you with the appropriate Massachusetts agency based on a person's age, disability, or care setting.

Commission for the Protection of Persons with Disabilities (CPPD)

For suspected abuse against adults with disabilities ages 18-59
24-hour Hotline:

1-800-426-9009

Executive Office of Aging & Independence (AGE)

For suspected abuse against adults ages 60+

1-800-922-2275

Department of Public Health (DPH)

For suspected abuse against all people in long-term care facilities

1-800-462-5540

Department of Children and Families (DCF)

For suspected abuse against children ages 0-17

1-800-792-5200

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

Massachusetts Adult Protective Services

Commission for the Protection of Persons with Disabilities

About CPPD

The Commission for the Protection of Persons with Disabilities (CPPD) is an independent state agency established by legislation in 1987. Massachusetts General Law chapter 19C (M.G.L. c. 19C) created CPPD to protect adults with mental and physical disabilities, ages 18 to 59, from abuse or neglect by caregivers in private, family, or state care settings. CPPD's enabling statute fills the gap between Massachusetts child (ages 0–17) and older adult abuse laws (age 60 and over). In cases of suspected abuse or neglect of a person with a disability, CPPD:

- Receives and screens reports of suspected abuse and neglect through its 24-hour Hotline and Online reporting form.
- Receives and screens reports of all deaths when an individual dies while in the care of a state or private service provider
- Forwards reports not within the jurisdiction of CPPD to the appropriate state agency for review/action
- Conducts investigations
- Oversees investigations conducted by other state agencies on CPPD's behalf
- Ensures appropriate protective services are provided when abuse is substantiated
- Provides training and education

Mandated Reporting

Anyone that suspects an adult with a disability is being abused is encouraged to file a report with the CPPD. However, there are certain professions, referred to as Mandated Reporters, that are more likely to become aware of abuse or neglect and are required by law to report suspected abuse or neglect to CPPD when they have a suspicion that a person with a disability is experiencing a reportable case of abuse or neglect. Please visit CPPD's website for a complete list of Mandated Reporters. Allegations of abuse or neglect must be reported immediately to CPPD's 24-hour Hotline or [Online](#) for non-emergent reports. In addition, when the death of an individual with a disability occurs, the caregiver agency is required to immediately make an oral report to CPPD's 24-hour Hotline, even when there is no suspicion that the death resulted from abuse.



Commission for the Protection of Persons with Disabilities

300 Granite Street, Suite 404, Braintree, MA 02184

Website: CPPDMass.gov | Phone: 617-727-6465

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

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Executive Office of Aging & Independence
One Ashburton Place, 10th Floor, Boston, MA 02108

Website: [Mass.gov/ProtectOlderAdults](https://www.mass.gov/ProtectOlderAdults)

Report Abuse of Adults Aged 60+: 1-800-922-2275

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

Massachusetts Adult Protective Services

Executive Office of Aging & Independence

About AGE

The Executive Office of Aging & Independence (AGE) is the state agency responsible for advancing the health, safety, and independence of older adults and adults with disabilities across the Commonwealth. The Adult Protective Services Program was established in Massachusetts General Laws, Chapter 19A in 1983. The Protective Services program is administered in accordance with Massachusetts General Law chapter 19A and 651 CMR 5.00. Protective Services is designed to protect adults age 60 and over residing in the community from abuse, neglect, self-neglect, and financial exploitation and provide short term crisis intervention. In cases of suspected abuse, neglect, self-neglect, or financial exploitation of an older adult through the Protective Services program:

- Receives and screens reports statewide through the 24-hour Central Intake Unit (CIU) or Web Intake Portal for non-emergent reports
- Reports go to designated local Protective Services agencies for response and investigation
- Ensures appropriate protective services are offered and coordinated when abuse or is substantiated
- Reports certain abuse or neglect cases to the appropriate District Attorney or Attorney Generals Offices

AGE's administration of Protective Services reflects the Commonwealth's commitment to balancing protection with self-determination, ensuring that older adults are safeguarded from harm while respecting their rights, choices, and independence.

Mandated Reporting

Certain professionals under 651 CMR 5.0 are Mandated Reporters of suspected abuse and neglect, however anyone including the older adult themselves who has a concern, or a suspicion abuse, neglect or exploitation of an older adult can file a report. Reports can be made to the Central Intake Unit 24/7 or for through the Online Reporting Portal. To find out if you are a mandated reporter or more information on filing a report go to [Mass.gov/ProtectOlderAdults](https://www.mass.gov/ProtectOlderAdults)