CONNECTICUT Consumer Protection

At-a-Glance

Commissioner, Bryan Cafferelli

Deputy Commissioner, Maureen Magnan
Deputy Commissioner, Shirley Skyers-Thomas
Established – 1959
Statutory Authority – Conn. Gen. Statute Chap. 416, Section 21a-1
Central Office – 450 Columbus Boulevard Suite 901, Hartford, CT 06103

Number of employees (All Funds)	359
Recurring Operating Expenses	$23,201,820.79
General Fund Revenue	$51,523,799.32
Transportation Fund Revenue	$1,812,335.60

Organizational Structure

Office of the Commissioner; Regulation of Food, Standards, and Product Safety; Regulation of Drugs, Cosmetics, Adult-Use Cannabis Program, Medical Marijuana Program, & Medical Devices; Regulation of Alcoholic Liquor and the establishments that dispense it; Regulation of Occupational & Professional Licensing in the Trades and other areas; Regulation of Public Charities; Regulation of Gaming, Wagering, and Lotteries; Investigations Division; License Services Division; Legal Services Division; Communications Office; Education and Outreach Office; Administrative Services Office; Operations Division (Technical Systems Unit, Real Estate, Boards/Continuing Education, Complaint Center).

Mission

The mission of the Connecticut Department of Consumer Protection (DCP) is to ensure a fair and equitable marketplace as well as safe products and services for consumers in all industries that it regulates:

- Managing licenses, permits, and registrations across many regulated industries.
- Enforcing regulations in the industries we oversee without overburdening businesses that abide by the law.
- Monitoring the marketplace to protect consumers from unfair, deceptive business practices and unsafe products.
- Investigating submitted consumer complaints.

Statutory Responsibility

The Department of Consumer Protection is a regulatory agency that protects residents from physical injury and financial loss that may occur because of unsafe or fraudulent products and

services marketed in Connecticut. The extent of the Department's regulatory oversight is unique in that its jurisdiction often overlaps with that of other state agencies. The Department is responsible for enforcing numerous significant consumer protection laws, including, but not limited to, the Connecticut Unfair Trade Practices Act (CUTPA), the Liquor Control Act, the Connecticut Pure Food, Drug & Cosmetic Act, the Connecticut Weights & Measures Act, and the Connecticut State Child Protection Act. The Department also oversees legalized gaming, the Medical Marijuana Program, the Adult-Use Recreational Marijuana Program, and various occupational services. We can quickly mobilize staff and resources to address issues related to food, drug, product safety, or market crises that affect consumers and businesses in the state.

Public Service

The Department of Consumer Protection continues to fulfill its mandate to protect Connecticut consumers through numerous enforcement, outreach, and educational initiatives. Public service provided by the Department during Fiscal Year 2024-2025 included the following activities:

Regulating Alcoholic Liquor

- Through its Liquor Control Division, the Department worked to protect residents' health and safety by regulating all parties involved in the distribution and sale of alcoholic liquor. This included preventing sales to minors and intoxicated individuals, as well as ensuring product integrity and compliance.
- Department staff conducted inspections and investigations to ensure adherence to state laws and regulations related to the manufacturing, importation, sale, and dispensing of alcoholic liquor.
- The Department investigated alleged violations of the State Liquor Control Act and consumer complaints involving alcoholic liquor. This included issues such as the sale of alcohol to minors and intoxicated individuals, improper pricing and labeling, regulatory violations related to live entertainment, trade practices, and purchases from prohibited entities. Additionally, the Department issued four summary suspensions for violations affecting public health and safety. The Department continued adding enhancements to a mobile inspection application to improve efficiency for agents conducting inspections.
- Department staff collaborated with the Department of Mental Health and Addiction Services (DMHAS) to strengthen the enforcement of underage drinking laws. This new partnership included alcohol checks using trained minors recruited by police and DMHAS. This collaboration with DMHAS facilitated detailed compliance checks at no additional cost to the state.
- The Department added to its online service options for permit holders and applicants, making it easier for individuals to manage their own accounts and information, and reducing the administrative workload for staff.
- The Department provided in-person and remote training and education to state law enforcement officers, liquor retailers, resource groups, and community members, aiming to deter underage access to alcoholic liquor and prevent intoxicated driving.
- The Department added two additional positions, one new Liquor Control Agent and one new License Analyst, to improve our licensing efficiency and assist new businesses in opening quicker. We additionally moved the issuance of out-of-state permits back under the jurisdiction of Liquor Control from Licensing to streamline approval timeframes.

- The Department partnered with its sister Drug Control and Cannabis Divisions to enforce THC- Infused Beverage laws.
- The Department was one of three states selected to receive a grant from the National Liquor Law Enforcement Association to investigate third-party app delivery of alcohol to minors. We conducted six first-of-their-kind undercover investigations because of the grant funding, gaining important preliminary data on how to improve enforcement strategies.
- The Department continued to work with the Governor's office and the Legislature to simplify the liquor permitting process by updating statutes to reflect recent permit changes.
- The Department proposed and passed a measure that would require all new liquor permit holders to complete a mandatory education class, instituting the first state-mandated liquor education program. The goal of the program is to teach permittees about safe service, identifying minors, and remaining compliant with the law for their permit to increase safety and reduce illegal sales.

Regulating Drugs, Cosmetics & Medical Devices

- The Department's Drug Control Division worked to protect the health and safety of Connecticut residents by regulating all persons and firms involved in the distribution of drugs, cosmetics and medical devices.
- Through the Drug Control Division, the Department investigated alleged diversion of controlled substances by practitioners in both pharmacies and healthcare facilities, conducted pharmacy inspections and responded to consumer complaints regarding prescription errors. In collaboration with the federal Drug Enforcement Administration (DEA) and the Food and Drug Administration (FDA), the Drug Control Division investigated sales and distribution of controlled substances.
- Department staff assisted local law enforcement, the Connecticut Attorney General's Office, the federal Department of Health and Human Services (HHS), the Federal Bureau of Investigation (FBI), the federal Food and Drug Administration (FDA), the Connecticut office of the United States Attorney and the DEA in investigating and adjudicating cases of drug fraud in the state.
- Staff performed compliance inspections of all Drug Control licensees and registrants—either as opening inspections, routine inspections, special inspections, or closing inspections.
- Legislation passed this past legislative session establishes a Canadian prescription drug importation program study. The law requires the Department to hire a consultant to study the feasibility of establishing a Canadian drug importation program and report the findings to committees of cognizance by October 1, 2027.
- The Department continued operating and upgrading the Prescription Monitoring Program (PMP), which protects public health and safety by requiring prescribers and pharmacists to access a patient's prescription history to help identify patterns of misuse, diversion and/or abuse. Law enforcement and regulatory personnel also have access to the program to assist with investigations related to doctor shopping, pharmacy shopping and fraudulent activity. The program conducted education and outreach to the public on prescription drug abuse, safe storage and disposal of prescription medication and taking medications safely.

- The Division's Prescription Monitoring Program (PMP) continues to oversee the Connecticut Prescription Monitoring and Reporting System (CPMRS), collecting information including, but not limited to, controlled substance prescriptions that were filled, patient demographic environment, CPMRS registration, CPMRS utilization, and interstate data sharing. Currently, there are over 41,000 users registered within the CPMRS who review information related to prescriptions filled for controlled substances, naloxone, diabetic medications and devices, and gabapentin. The Prescription Monitoring Program analyzes and interprets data collected within the CPMRS and provides the data quarterly through a newsletter and through the State's Open Data portal. The PMP has also been working with the Division's Data Stewardship team to analyze prescription data to better inform compliance and enforcement efforts, as well as enhance provider outreach and education.
- Staff monitored compliance agreements of pharmacists in a probationary program due to drug addiction. The Department also oversaw the compliance of the various police departments' canine labs which involved the licensing of the labs as well as assisting with the canines used to detect drugs.
- Legislation passed in 2023 allowed for qualifying pharmacists and pharmacy interns to participate in the Health Assistance InterVention Education Network (HAVEN), a confidential program to support healthcare professionals living with debilitating conditions, including mental illness and substance use disorders. The Division works with HAVEN to monitor participating pharmacists and interns and meets with HAVEN regularly.
- The Department conducted presentations to professional and community organizations and presented at state and national pharmacy conferences and seminars.
- The Department continues to expand the Drop Box Program. Currently, 117 drop box programs are operating in municipalities across the state and recently pharmacies began participating in the program as well. From 2012 through 2024, more than 443,000 pounds of medication have been destroyed through this program.
- Department staff continued to assist the Centers for Disease Control and Prevention (CDC) and Department of Public Health in managing the Chempak program for hospitals and first responders, and in the storage and dissemination of strategic medication. The Division also continued to assist the FDA in dissemination of drug recall notices to prescribers, pharmacists and pharmacies via an electronic list-serve.
- The Department continued to house the Board Administrator for the Commission of Pharmacy which meets nine times a year. The Commission works in tandem with the Department to license and enforce statutes governing pharmacies, pharmacists, and pharmacy interns.
- The regulations and related documents allowing pharmacists to prescribe hormonal contraceptives were approved and pharmacists may now prescribe hormonal contraceptives to patients. Additional information, including a link to the regulations and screening documents, is available on the Department of Consumer Protection's Drug Control Division website at http://ct.gov/dcp/dcd.

- The Division implemented the registration for pharmacy clerks which is required for any individual who physically works in an area of a pharmacy or institutional pharmacy where controlled substances or other prescription drugs are dispensed.
- The Division continued the registration of Pharmaceutical Marketing Firms. The Division has registered 316 pharmaceutical marketing firms and collected the required marketing activity reports as part of the firm's renewal.
- The Division updated its Connecticut Comprehensive Drug Law resource, commonly referred to as the "Law Book", providing pertinent state statutes and regulations related to pharmaceuticals in one place, for easy access and enhanced continuity.
- The Division continues to use mobile inspections which were first successfully implemented in 2022. These highly complex forms have been a significant enhancement for inspectors and credential holders.

Regulating Adult-Use Cannabis, Medical Marijuana, Infused Beverages and Moderate-THC Hemp Products

- The newly formed Cannabis Control Division is responsible for the regulatory and operational oversight of adult-use cannabis, medical marijuana, THC-infused beverages and moderate-THC hemp products.
- The Medical Marijuana Program, previously housed within the Drug Control Division, was moved to the Cannabis Control Division when the new division was created. The program is responsible for the online registration procedures for patients, physicians and caregivers.
- The Medical Marijuana Program website was updated and rebuilt within the state's cannabis website at ct.gov/cannabis. The new site improves the user experience and is responsive, allowing users to easily navigate the information on a desktop or mobile device.
- The Department continues to house the Medical Marijuana Board of Physicians which meets regularly to advise on the Medical Marijuana Program.
- Since the inception of the Adult-Use Cannabis Program through the end of the present fiscal year (June 30, 2025), adult-use cannabis retail sales totaled nearly $450 million. As of June 30, 2025, there are 113 licensed cannabis establishments and 17 provisional license holders.
- Cannabis Control Agents conducted the compliance and investigative functions of the program, including partnering with local law enforcement, sister agencies, and the Office of the Attorney General to investigate the sale of illicit cannabis at retail locations, including vape shops.
- The Division continues to manage the state's seed-to-sale cannabis tracking system, working to implement updates to the system based on changes to legislation and the Department's policies and procedures, as well as onboard new licensees into the program. The system allows for the tracking of cannabis from a seed or clone through the stages of growth and manufacturing to the final point of sale, helping to prevent diversion and providing robust real-time data and information regarding the state's cannabis market. Data collected from the seed-to-sale tracking system has been made available online monthly on the State's Open Data portal, providing information including total cannabis retail sales in dollars, average product price and types of products purchased. Last year,

the Division began reporting the average price per gram of usable cannabis sold to consumers in addition to the other data points.

- To better support adult-use cannabis registrants, the Division developed several training materials including guides and videos on how to use the state's seed-to-sale cannabis tracking system as well as how to register brands for cannabis products in eLicense. The materials were well received, and the Division continues to develop more materials to support registrants.
- As of June 30, 2025, there were 33,584 qualifying patients, 3,054 caregivers and 1,900 certifying providers registered with the Medical Marijuana Program. Benefits for qualifying patients registered in the Medical Marijuana Program include a wider variety of cannabis products, larger transaction limits and tax-free purchases.
- The Medical Marijuana Program published its data story on the Connecticut Open Data Portal providing historical information and showcasing various data points including the number of participants in the program, top qualifying conditions and demographic information of qualifying patients.
- The Adult-Use Cannabis and Medical Marijuana Product Registry provides detailed information of all adult-use cannabis and medical marijuana products registered with the State. The online registry includes information for each registered product including the product's name, dosage form, manufacturer, photo of the product and label, copy of the product's Certificate of Analysis, approval date, registration number, and chemical makeup. From July 1, 2024, through June 30, 2025, nearly 5,000 product registrations were reviewed and approved by the Division.

Regulating Food, Standards and Product Safety

- Through the Food, Standards and Product Safety Division, the Department enforces packaged and manufactured Food laws, Weights and Measures laws and Product Safety laws with a specific mandate to protect public health in the commerce of food and product safety. Weights and Measures also oversees local sealers of weights and measures in Norwalk, Stamford, Bridgeport, New Haven, Danbury, Waterbury and Hartford.
- The Department received an FDA grant to host a Rapid Response Team (RRT) for food emergencies in Connecticut. The RRT is an interagency work group designed to promote cooperation and quick response to such emergencies. We work with Agriculture, Public Health, and other agencies to promote and foster collaboration.
- Staff conducted inspections of food-processing plants, warehouses, retail food stores, bakeries, nonalcoholic beverage plants, frozen dessert plants, vending machine locations, apple juice and cider plants. The Department is working diligently to fulfill the Department's inspection mandate under the State's Uniform Food and Drug Act to protect public health in the intra-state commerce of food.
- Overall, the Department responded to 722 complaints from consumers related to food, weights and measures, and product safety.
- The Department responded to 28 traffic and highway accidents or fires involving food and beverage products. The inspections are done to ensure that contaminated/adulterated foods are not re-distributed to the public.

- Staff inspected gasoline stations, heating oil dealers and all weighing and measuring devices used in commerce, such as retail store scales, motor truck scales, petroleum meters and home delivery truck meters.
- The Department audited heating oil pre-buy and budget plans to ensure consumers are protected and get the fuel they have paid for.
- The Department checked packaging, labeling, unit pricing, price accuracy scanning and advertising of food and other consumer commodities, produce sampling, restaurant menus, advertisements, and gasoline station price signs to ensure that the contents and quality were represented correctly.
- Pursuant to a Cooperative Agreement with the U. S. Department of Agriculture, the Division conducted Country of Origin Labeling (COOL) inspections. Last year, 33 inspections were completed to ensure transparent and proper labeling on food products to protect public health.
- The Department maintained a cooperative agreement with the Consumer Products Safety Commission (CPSC) to conduct effective checks for CPSC recalls. The Department conducted up to 25 effectiveness checks for CPSC recalls. The effectiveness checks are done in cooperation with the United States Consumer Product Safety Commission, ensuring that recalled products and toys are removed from store shelves to protect children and adults.
- Staff worked cooperatively with the Departments of Motor Vehicles and Public Safety on the Commercial Vehicle Safety and Inspection program, ensuring the accuracy of portable truck scales used in the State's highway safety enforcement programs to prevent overweight trucks from posing a threat to the driving public and damage to the State's highways and roadways.
- The Department supervised inspection work performed by municipal sealers of weights and measures in Waterbury, Danbury, New Haven, Bridgeport, Norwalk, and Stamford.
- The Department has struggled to maintain recognition from the U.S. Department of Commerce, National Institute of Standards and Technology for the State Metrology Laboratory after the departure of the last Metrologist. We are working diligently to regain recognition.
- Staff from the Division participated in the Connecticut Fuel and Generator Task Force and Traffic Incident Management Task Force, maintaining a list of motor fuel stations that have generator or hook up capacity.
- Nationally, the Department participated on the board of the Association of Food and Drug Officials (AFDO).
- Product Safety is responsible for enforcing the furniture and bedding sales requirements, and the State Child Protective Act regulating children's products such as toys. Product safety also regulates other product safety items. Bedding and furniture have become increasingly important due to the resurgent issue of bed bugs in our State and the potential toxicity of fire retardants.
- Continued to maintain a list of toxic substances that should not exist in children's products in cooperation with the Department of Public Health, the Department of Energy and Environmental Protection and Trinity College. The list is published on the DCP website.

Performing Investigations, Protecting Against Fraud and Resolving Complaints

- Through the work of the Investigations Division, the Department investigated a range of cases, resulting in criminal, civil, and administrative actions under various statutes, including the Connecticut Unfair Trade Practices Act, the Home Improvement Act, the Homemaker Companion Act, the Solicitation of Charitable Funds Act, and regulations concerning occupational and professional licensing, health and martial clubs, and more. This included 64 referrals to the Office of the Attorney General for criminal violations of the Home Improvement Act and 17 cases referred to the Office of the Chief State's Attorney for criminal violations of occupational licensing statutes.
- Investigators continued to work cooperatively with the Department of Public Health and the Department of Social Services' Protective Services for the Elderly to ensure homemaker companion agencies were properly executing contracted services and not exceeding the scope of their registration. Through this multi-agency collaboration, elderly clients who were victimized by unscrupulous caregivers were able to receive continuous care and remain in a safe environment. The Division and representatives from the Department of Social Services held monthly meetings on Microsoft Teams to facilitate this enforcement. Additionally, the Division participated in informational sessions for industry groups as part of continuing outreach and education.
- The Occupational and Professional Trades Enforcement Unit investigated 327 complaints:
    - 289 for investigation and occupational licensing compliance.
    - 26 for investigation and professional licensing compliance
    - 32 for investigation and mobile home park licensing compliance
    - 51 occupational complaint investigations yielded restitution to consumers: $171,204.33
- Occupational Trades inspectors increased the number of construction site inspections statewide to 77. These inspections ensured that workers were properly credentialed for their tasks. Inspectors and the Department of Labor's Wage and Workforce Unit conducted 11 joint site inspections of large commercial construction sites in the state. Inspectors processed 17 affidavits of arrest for unlicensed work. As a result of license compliance checks, the inspectors processed 143 Assurances of Voluntary Compliance (AVCs) with forfeitures paid that totaled $504,705.00 from respondents, who voluntarily agreed to comply with statutes and regulations governing their occupation.
- The Occupational Trades inspectors are licensed credential holders and code officials who obtain continuing education credits each year. This year the inspectors received several trainings: Court Procedure and Trial Preparation training hosted by Connecticut Association of Housing Code Enforcement Officials, Inc.; Warrants & Affidavit Writing from New England State Police Information Network; AARP Law Enforcement Training and workplace safety from the Connecticut Department of Labor's (DOL) Occupational Safety and Health Administration (OSHA) Unit. This unit also participated in speaking engagements for industry groups to include Southeast Plumbing-Heating-Cooling Contractors Association and various Building Officials' district meetings. The investigator assigned to this unit conducted 197 annual Mobile Home Park licensing compliance inspections.
- Consumer Fraud investigated 16 store closings, 20 credit card surcharges, and numerous refund and exchange complaints. The unit identified 400 unlicensed martial arts clubs

and worked to bring the clubs into compliance. Investigators received training on cybercrimes, artificial intelligence, crypto currency and elder fraud scams from the National White Collar Crime Center. They learned to conduct cyber investigations, process digital evidence, and investigate network intrusions.

- The Home Improvement Unit assisted several law enforcement agencies in resolving storm-chaser scams, chimney repair scams, driveway paving scams, solar complaints, and other contractor fraud. Homeowners who paid deposits to unscrupulous contractors often found that no work was performed. Investigators also dealt with fraudulent solar sales tactics, failed or unperformed repairs, and difficult-to-terminate contracts, including firms that went out of business or filed for bankruptcy. The Home Improvement Unit issued 143 Assurances of Voluntary Compliance for violations of the Home Improvement Act, resulting in $77,500 in fines and forfeitures. The unit referred 64 cases to the Office of the Attorney General for criminal violations of Home Improvement Act. This work resulted in $89,776.33 in restitution to consumers.
- The Public Charities Examination Unit conducted audits of registered charities and investigated 65 complaints under the Solicitation of Charitable Funds Act. These complaints included allegations of misappropriation of funds, questionable financial transactions, deceptive fundraising tactics, and failure to register as a charitable organization. The unit also supports the Investigations Division by examining financial records and billings to verify allegations of financial fraud. Additionally, the Charities Examination Unit identified 120 non-compliant charity donation bins wherein 13 tickets were issued through the Centralized Infraction Bureau. A recent legislative change now requires donation bins owners to obtain permission from landowners prior to parking bins at any location.
- The Board of Accountancy Unit investigated complaints against Certified Public Accountants (CPAs) and individuals falsely claiming to be CPAs. The unit investigated 40 violations of the Connecticut Accountancy Act, including professional misconduct, practicing without a license, unauthorized use of the CPA title, improper tax filings, failure to undergo peer review, and fraud or deceit in obtaining credentials.
- Special Investigators participated in the Fairfield County Detective School, educating newly promoted detectives from various municipal police departments in home improvement and consumer fraud laws.
- A special investigator serves as the agency's State Agency Liaison Officer to the Connecticut Intelligence Center (CTIC). CTIC is Homeland Security's Intelligence Fusion Center which is focused on counter terrorism and intelligence gathering in the state.
- Investigators inspected 197 Mobile Home Park communities for licensing and regulatory compliance. The Department began issuing tickets to park owners with outstanding violations.

Real Estate and Appraisal

- The Department's Real Estate unit resolved over 500 complaints related to real estate brokers, salespeople, and community association managers, significantly reducing its backlog of open cases. New regulations were implemented that, among other things, clearly defined the advertising requirements for licensees.
- The Appraisal Unit conducted a comprehensive audit of continuing education

programs for all licensees.

Complaint Center

- The Department's Complaint Center handled 9,731 phone calls and responded to 3,869 written consumer complaints during the year. Through these efforts, the Complaint Center helped recover over $493,000 in value for consumers. The most common complaints involved home improvement contractors, licensed tradesmen and professionals, telecommunications and cable companies, utility companies, general retail stores (both online and in-store), warranty providers, funeral homes, medical bills, homemaker-companion agencies, health clubs, and various types of scams.

Regulating Gaming

- The Gaming Division is responsible for regulating legalized gambling in the State of Connecticut which includes lottery, casino, off track betting, sports betting, iLottery and sealed ticket commerce that collectively generated revenue of $727,257,994 to the General Fund. This was accomplished through a rigorous program of monitoring, inspecting, auditing, investigating, and licensing safeguards designed to ensure the integrity of the gaming process and protect the interests of players and the public at large.
- Lottery Operations: Monitored lottery commerce for compliance and integrity in all aspects of operations to include instant and terminal based games, drawing operations, promotions, multi state games, technical testing, and building relationships with gaming system and ticket printing vendors. This comprehensive program of regulation resulted in a transfer of approximately $384,200,000 to the General Fund.
- Casino Operations: Monitored slot machine and cage operation integrity through detailed audit and technical inspection of video facsimile slot machines, resulting in a contribution to the General Fund which was approximately $214,884,030.
- Off Track Betting (OTB)/Pari-Mutuel Operations: Monitored OTB operations across 9 locations throughout Connecticut as well as authorized online wagering and out of state hub operations that coordinated racing events all over the world. Collected and disbursed OTB contributions totaling $1,995,591.00 to the General Fund.
- ADW – Advance Deposit Wagering: Collected and transferred ADW funds to the General Fund in the amount of $1,614,362.
- OTB/Municipal Contributions: In addition to General Fund disbursement, the Gaming Division also collected and disbursed OTB shares to municipalities hosting OTB facilities, generating $1,234,751 to the General Fund.
- Keno/Tribal Contributions: The Gaming Division served as conduit to monitor and ensure compliance with Keno share distribution to Tribal casinos, which in FY 2025 amounted to $10,824,561 to the General Fund.
- Sealed Tickets Operations: DCP Gaming regulates, licenses, and monitors the sealed ticket industry by vetting ticket prize structures, labeling, and truth in advertising and design. Additionally, background investigations are conducted as part of suitability inquiries for licensing of printers and distributors. These efforts yielded approximately $221,370 in annual contribution in the form of license fees and taxes to the General Fund.
- Lottery Retailer/OTB Facility Inspections: Gaming Division completed 8,177

gambling regulation inspections and visits to ensure compliance with all state statutes and regulations related to gaming, and to educate agents on state statutes and regulations related to Lottery.

- During this reporting period, the CLC resumed conducting 2nd Chance Drawing Promotions. The CLC redesigned and introduced its new 2nd Chance Platform in early 2024, and the first 2nd Chance Drawing was conducted on October 10, 2024, for the ELECTRIC 8s game (1769). In all, a total of 12, 2nd Chance Drawings were conducted during the reporting period.
- Lottery Drawing Operations: DCP Gaming Lottery Drawing Officers and Gaming Regulation Officers managed 2,562 lottery drawings to ensure the integrity of the games.
- Lottery Change/Modification/New Game vetting and approval: The Gaming Division evaluated and approved changes or modifications to wagering systems and related equipment to ensure the integrity of lottery games and operation of Off-Track Betting.
- Casino Employee Gaming License Investigations: The Department assured that only suitable individuals worked in Connecticut's gaming industry by coordinating and conducting appropriate background checks before licensing, registering, or issuing permits to individuals, organizations, and vendors to be employed by, or contracted with, gaming licenses or permittees within Connecticut, including businesses authorized to sell lottery tickets. Through these efforts, the department currently has 121 total Online Gaming Service Providers, 96 of which are active and 25 pending are pending. There are 1,386 total online gaming employee licenses, (461 Gaming Key Employees, 749 Occupation Employees and 637 Live Gaming Employees). There are currently 162 Casino Vendor Key licenses and 868 Casino Technicians. Mohegan currently has 91 Vendor licenses and 5,587 associated employees. Foxwoods currently has 72 Vendor licenses and 2,830 associated employees.
- Gaming Enforcement Investigations: The Gaming Division conducted a total of 285 investigations and monitored gaming operations to ensure that all gambling activities were consistently conducted in a fair and honest manner, and to detect and prevent fraudulent gaming activity. These efforts resulted in 9 arrests. Additionally, the Investigative Gaming team has also ramped up efforts by conducting joint operations with other divisions and law enforcement agencies in targeting underage sales and the detection of illegal gambling activities across Connecticut.
- Site Visit/Inspections: Gaming Investigations conducted site inspections of instant ticket printing and services of the Pollard Bank Note which is an Instant ticket print facility/Ypsilanti, MI and a CLC courier service in Hartford, Connecticut. These site inspections evaluated specific operational and physical security compliance procedures at the site according to regulatory standards.
- Chronic Gamblers Support: The Department supported treatment and rehabilitation for chronic gamblers through public awareness activities and by ensuring that funding for such programs is provided pursuant to the Conn. Gen. Statutes Sec. 17a-713(b). There was also an investment for enhancements within the voluntary self-exclusion database that is maintained within the department offering patrons different time lengths up to a lifetime exclusion period.
- Retail Sports Wagering: 15 RSW locations have been allocated for Connecticut. Currently, there are 12 locations operating, 9 locations are now managed by Sportech,

and 2 locations are managed by CLC (Peoples Bank Arena and Total Mortgage Arena), and CLC HQ which only cashes tickets. All facilities were inspected and found to be following the Department's regulations concerning Online Casino Gaming, Retail and Online Sports Wagering, Fantasy Contests, Keno, and Online Sales of Lottery Tickets. Retail Sports Wagering payments to the state for this period totaled $1,288,605.

- Online Sports Wagering: There are three (3) Online Gaming Operators providing revenue to the state of Connecticut: FanDuel, DraftKings & Fanatics Betting & Gaming for Online Sports Wagering. Online Sports Wagering payments to the state totaled $26,444,768.
- DCP Gaming Regulators continue to participate in on-going training, education and networking in the gambling industry by attending both the G2E and the GLI 2025 Regulators Roundtable Conference, NAGRA, National Council of Legislators from Gaming States (NCLGS), the SBCA North America Summit, and participated in the high-level discussions with diverse industry regulators encompassing future technologies such as crypto-currency, the impact of AI (Artificial Intelligence) and the evolution of gaming. Discussion included: convergence of digital opportunities and risks**,** iGaming and iLottery, future Cyber Security Management Systems, Sports Wagering Platform Partnerships, New Technology Trends, combatting illegal gambling and working with other State Regulators to monitor and address U.S. and foreign illegal entities. By participating in these training and workshop sessions, we are preparing the State of Connecticut for the future to keep pace and ensure a fair and equitable market in a rapidly evolving billion-dollar industry.
- On-Reservation Online Casino: Collected $347,786 from the operation of online casinos on the Mashantucket and Mohegan tribal reservations.
- Daily Fantasy Contests: There is currently one licensed provider of Daily Fantasy Contests operating in the State of CT (DraftKings). The payments to the state for Daily Fantasy Contests totaled $283,045
- Online Casino Gaming: There are two (2) Online Gaming Operators providing revenue to Connecticut for Online Casino Gaming (FanDuel & DraftKings). Online Casino Gaming payments to the state totaled $94,743,704.
- The DCP Gaming Division has received 1885 online casino game submissions from FanDuel and DraftKings. Currently, 1594 games are approved (DraftKings 800, FanDuel 794), 52 have been denied or rejected, 17 were withdrawn, and 102 were suspended. There are 120 games currently pending evaluation. Additionally, the DCP Gaming Division evaluated over 1060 DraftKings and FanDuel transactional changes with Gaming Operators and On-Line Service Providers regarding Release Notes, Client Changes, and Change Logs for modifications to existing games.
- Fantasy, Retail Sports, and Online Sports and Casino Gaming Operations: DCP Gaming GROs conducted 232 investigations in matters related to various aspects of gaming, such as: , deceptive marketing/promotion practices, licensing, cease and desist notices to unlicensed offshore casino operators, game integrity, auditing OGSP's for prohibited players, prohibited NCAA wagers offered, upholding patron payouts on an operator void request, operator disabling MFA, etc. A significant number of these investigations involve the issuance of over 70 Cease & Desist orders against unlicensed online platforms who are operating Sweepstakes Casinos. In one of these investigations, the operator made restitution to the patrons in the amount of $930,000. Investigations

further discovered a game provider that advertised a bet enhancer that was unachievable and had been in operation for over two–years. Patrons who played the game were refunded a percentage of the total stake which amounted to $980,000.

- Sixty-one (61) of these investigations have been referred to DCP Legal for administrative action. DCP Gaming GROs reviewed 217 patron complaints filed relating to Online Sports and iCasino Gaming.

Issuing Licenses, Permits and Registrations

- In FY 25, the License Services Division efficiently and accurately processed over 267,000 licenses, permits, and registrations across 207 different categories, generating more than $59 million in revenue.
- In July 2024, with a high demand for our online processes, the Division produced an illustrated guide to assist customers in navigating the online elicense portal. This initiative has been well received, as online usage has risen modestly and our telephone calls and emails requesting support have diminished. Online guides have been added to the DCP website for the following high volume credentialing areas. We anticipate adding more guides to other licensing areas.
    - Home Improvement Contractor.
    - New Home Construction Contractor.
    - Out of State Liquor Shippers and Wineries.
    - Liquor Brand Registration.
    - Real Estate Salesperson.
    - Real Estate Broker.
- In the Fall of 2024, the Division created, tested and implemented numerous online amendment applications. An applicant can apply, renew and reinstate a license, however, many with existing licenses require a change or update. These processes were historically handled through a manual or paper process. The Division responded to public need for an online option. The online option is available throughout the year. These processes are self-service to the licensee or their designee. The processes were added to multiple license types and for various change request types. Instructions on using these features were added to our online guides. Some of the change request processes implemented were:
    - Inactivate a license.
    - Apply for retiree status.
    - Request an alternate name for real estate.
    - Activate a broker or salesperson initial license after passing the applicable exams.
    - Update insurance requirement for home improvement contractors.
    - Request a license verification letter for professional licenses.
- The Division streamlined the professional engineer licensing process by introducing an online application specifically for reciprocal applicants. Previously, all applications required review by the Engineering Board. Under the new process, Division staff verify reciprocal applicant qualifications based on Board guidance. As a result, license issuance dropped from 28 days to 11 days over the past four months.

Regulating Boards, Commissions, and Councils

The administrative functions of the Boards, Commissions, and Councils are carried out by the Operations Division for the following:

- State Board of Accountancy
- Plumbing and Piping Work Examining Board
- Heating, Piping, Cooling and Sheet Metal Work Examining Board
- Electrical Work Examining Board
- Elevator Craftsman Work Examining Board
- Fire Protection Sprinkler Work Examining Board
- Automotive and Flat Glass Work Examining Board
- Home Inspector Licensing Board
- Architectural Licensing Board
- State Boards of Examiners for Professional Engineers and Land Surveyors
- State Board of Landscape Architects
- Real Estate Commission
- Real Estate Appraisal Commission
- Mobile Manufactured Home Park Council

Legal, Information Technology, Communications, and Outreach/Education Functions

- Through its Legal Division, the Department enhanced the enforcement of consumer protection laws by effectively resolving issues of concern with the persons and establishments it regulates. These initiatives included 334 compliance meetings, 56 formal hearings/administrative complaints, 65 formal hearing decisions, 358 Settlement Agreements, 12 Consent Decrees and Stipulations, 15 Assurances of Voluntary Compliance, and 13 subpoenas/civil investigative demands were issued for FY 2024-2025.
- The Department processed and provided monetary restitution to consumers who were financially damaged in the areas of home improvement, new home construction, real estate, and health club closings. More specifically, 214 consumer claims were processed from the Home Improvement Guaranty Fund, resulting in $193,324.89 paid; 13 claims processed from the New Home Contractor Guaranty Fund with $330,000.00 ordered paid; 0 consumer claims were processed from the Health Club Guaranty Fund with $0 ordered paid; and 1 consumer claim was processed from the Real Estate Guaranty Fund with $25,000.00 ordered paid. In addition, in FY 2025, the Guaranty Funds collectively contributed a total of $688,610.38 to the State's General Fund. Throughout the year, the agency's vehicle arbitration ("Lemon Law") program ordered restitution to (approximately) 125 consumers, resulting in $5,826,000.00 in restitution to consumers.
- The Outreach and Education Office continued its participation on the Federal Trade Commission (FTC) National Working Group, the ESF-15 Diverse Communities Working Group, and the Governor's Women and Girls sub-group on financial literary and education.
- Outreach and Education partnered with License Services and the Occupational Enforcement Unit to visit three schools with skilled trades programs, including a regional apprenticeship competition.
- Continued to produce three monthly columns covering a range of consumer-related topics for ethnic media sources in Spanish, Portuguese, and Polish.

Improvements/Achievements 2024 – 2025

During Fiscal Year 2025, the Department of Consumer Protection realized numerous improvements and achievements:

- Partnered with the University of Connecticut to study drug shortages and ways to minimize their impact. The report, produced by a select group of members from DCP and the University of Connecticut School of Pharmacy (UConn), provides information on prescription drug shortages at the national and state levels, reasons for drug shortages, consumer and public health considerations, drug shortage mitigation and prevention methods in other states, and recommendations for state legislation that would help alleviate or prevent such shortages. For recommendations that can be implemented in Connecticut, the logistics, advantages and disadvantages, and costs of each were explored.
- Secured a new learning management system and training software which will allow the Department to develop and administer trainings for registrants and consumers. The system allows the Department to assign courses to users and track learning. In addition to tracking their learning, users can sign up for learning pathways and will be alerted when new courses are added for these pathways.
- Automated data integration between eLicensing and the Prescription Monitoring Program to improve accuracy, reduce manual work, and lower operational costs.
- Introduced a series of Biznet enhancements designed to assist medical marijuana registrants in completing their online applications to deliver a smoother registration experience.
- Updated the agency's language document, encompassing a district-by-district and county-by-county analysis of the top languages spoken around the state for tailoring future outreach and education initiatives.
- The Occupational and Licensing Manager led targeted outreach and educational initiatives to promote careers in the trades and to clarify licensure processes and requirements. These efforts reached hundreds of individuals, including both professionals and secondary-level students. Additionally, 150 businesses received guidance on licensure and regulatory compliance. Following the flash floods that impacted the Town of Oxford, the Occupational and Licensing Manager provided critical support by educating municipal staff on identifying vetted contractors qualified to assist in post-disaster rebuilding efforts after the town was officially declared a disaster area.
- Expanded the agency's internship program for students across the state. This past year, the agency welcomed three separate intern cohorts with five students this past fall, five in the spring, and fourteen in the summer. Interns were assigned to one of DCP's many divisions, contributing to numerous projects, including but not limited to: conducting research to update the agency's language document; assisting with the call center and taking in complaints from the public; auditing funeral homes and public charities to ensure financial compliance; investigating illegal offshore gambling sites; and improving the agency's outreach and social media presence on Instagram, Facebook, X, and LinkedIn.
- Hosted a symposium on artificial intelligence (AI) in October 2024 for the public and state employees. The symposium lasted an entire day and brought in experts from around the country to share their insights, research, and challenges on how AI can be harnessed in a public service setting for the public good.

- Increased public education in the private sector by visiting and presenting at eight chambers of commerce across the state and by participating in monthly webinars with the CT Conference of Municipalities (CCM).
- The Commissioner's Office developed a framework for the agency's Opportunity Plan as required by the Governor's Office. The Opportunity Plan encapsulates three priorities: expanding language translation tools for public-facing staff when interacting with limited English proficient (LEP) residents, training staff in cultural competence, well-being, and resilience, and collaborating with the cannabis industry by instituting a Cannabis Advisory Council with representatives from twelve different credential types, the Office of the Cannabis Ombudsman, and the Social Equity Council.
- As part of that goal the Department administered the grant funded quality improvement program related to food safety inspections – "Manufactured Foods Regulatory Program Standards" (MFRPS) in collaboration with the Food and Drug Administration (FDA), with a particular focus on ensuring that food safety inspections done by State inspectors are equivalent to those completed by FDA inspectors. This ensures that consumers in Connecticut as well as those consumers of food products produced in Connecticut are protected from food related injury or illness. The program also prepares staff and the regulated public for the requirements under the Food Safety Modernization Act (FSMA). The Food program has been recognized for achieving full conformance with the MFRPS Standards set by the FDA. We continue to work to maintain conformance in inspections.
- In January of 2025, the Division partnered with the Secretary of State's Office to bring legal entities into compliance. The Division verified the legal entity status of all registered LLCs and corporations prior to renewal for home improvement and new home construction contractors in March 2025. All contractors not in compliance with Secretary of State's Office were notified. Prior to notification, the Division worked with Secretary of State's Office to develop the deficiency notification with proper contact information for Secretary of State's Office and links to resolve the deficiency. This partnership not only brought many contractors into compliance with DCP but also brought them into compliance and generated revenue with the Secretary of State's Office. The project was very successful for both agencies and may be utilized for other license renewals.
- To address emerging challenges in fraud detection and prevention, Division staff received training from the International Association of Financial Crimes Investigators (IAFCI), the National White Collar Crime Center (NW3C), the Association of Certified Fraud Examiners (ACFE), the New England State Police Information Network (NESPIN), and the Association of Certified Anti-Money Laundering Specialists (ACAMS). Investigators maintain their certifications by earning continuous educational credits.

Equal Employment Opportunity Reporting Requirement

The Equal Employment Opportunity Office ensures that the agency complies with federal, state and local affirmative action and equal opportunity laws including serving as the Americans with Disabilities Act coordinator. The EEO Unit also ensures compliance with the agency's non-discrimination and anti-harassment policies as well as compiles the agency's affirmative action plan which is made available to all employees. The Department did not knowingly do business with any bidder, contractor, sub-contractor, supplier of materials, or

licensee who discriminates against members of any class protected under Conn. Gen. Statutes Sec. 4a-60 or 4a-68. As a Department of the State of Connecticut, the agency adheres to the State's requirement of being an equal opportunity employer.