



Departmental Annual Report on Abuse and
Neglect of Individuals with Intellectual and
Developmental Disability: Calendar Year 2024

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Commissioner

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01 Introduction

PUBLIC ACT 25-89 Report Information

Subsection (a) of Section 1 of Public Act 25-89 requires the Department of Developmental Services (DDS) to report annually on specific information regarding the following:

- The number of abuse and neglect complaints received by DDS in the previous calendar year, including deaths of persons reported
- The number and type of complaints that were investigated by the department and the percentage of the complaints that were investigated directly by the department or a private provider
- The number and percentage of cases that were substantiated
- What, if any, administrative action was taken by the department regarding substantiated complaints, including distribution of outcomes and recommendations.

The information contained in this report is intended to meet the requirements of the legislation.

For the purpose of this report, data will focus on allegations reported within the 2024 calendar year. All investigations, substantiations, and recommendations will relate specifically to the cases reported within that timeframe.

Definitions for terms used in the tables

The Department follows the statutory definition as outlined in section 17a-247a and 46a-11a (as applicable) in addition to the Department's policies and procedures.

"Abuse" means (A) the wilful infliction by an employee of physical pain or injury, financial exploitation, psychological abuse or verbal abuse; (B) the wilful deprivation of services necessary to the physical and mental health and safety of an individual who receives services or funding from the department; or (C) sexual abuse.

"Financial exploitation" means the theft, misappropriation or unauthorized or improper use of property, money or other resource that is intended to be used by or for an individual who receives services or funding from the department.

"Neglect" means the failure by an employee, through action or inaction, to provide an individual who receives services or funding from the department with the services necessary to maintain such individual's physical and mental health and safety.

"Psychological abuse" means an act intended to (A) humiliate, intimidate, degrade or demean an individual who receives services or funding from the department, (B) inflict emotional harm or invoke fear in such individual, or (C) otherwise negatively impact the mental health of such individual.

"Sexual abuse" means (A) any sexual contact between an individual who receives services or funding from the department, regardless of such individual's ability to consent, and an employee, or (B) the encouragement by an employee of an individual who receives services or funding from the department to engage in sexual activity.

"Substantiated abuse or neglect" means a determination by an authorized agency, following an investigation conducted or monitored by such agency, that (A) abuse or neglect of an individual who receives services or funding from the department, or (B) there has been a criminal conviction of a felony or misdemeanor involving abuse or neglect.

“Verbal abuse” means the use of offensive or intimidating language that is intended to provoke or cause the distress of an individual who receives services or funding from the department.

02 Allegations

Number Of Allegations by Type Within the Calendar Year

DDS tracks the number and types of allegations reported. In the table below, the counts by type of allegation are shown for calendar year (CY) 2024. Neglect is the most common type, accounting for 65% of allegations followed by physical abuse (11%), and less common are injury of unknown origin (8%), financial (6%), psychological (5%), verbal (4%), and sexual abuse (1%).

| Table 1. Allegations on Neglect and Abuse by Type Reported CY2024 | | |
|-------------------------------------------------------------------|---------------|----------|
| | Number | % |
| Financial | 256 | 6% |
| Injury of Unknown Origin | 357 | 8% |
| Neglect | 2,764 | 65% |
| Physical | 446 | 11% |
| Psychological | 193 | 5% |
| Sexual | 61 | 1% |
| Verbal | 169 | 4% |
| Total Allegations Reported in CY | 4,246 | |

During CY2024, 15 deaths were also reported with allegations of abuse and neglect.

| Table 2. Allegations Involving Deaths | |
|---------------------------------------|---------------|
| | Number |
| Deaths | 15 |

03 Investigations

Counts of Investigations and Type of Investigator Within the Calendar Year

Once an allegation has been received, a determination is made by the Abuse Investigation Unit regarding the lead investigatory entity. Investigations may be led by DDS Division of Investigations (DOI) or a provider, if they have appropriately trained investigators on staff, or privately contracted investigators. Provider staff investigators and private investigators must be on a DDS-certified list. If a provider leads the investigation, DDS DOI oversees it and remains available for technical assistance. Once the provider completes the investigation, DDS DOI must review and approve the report before further processing occurs. On occasion, both the provider and DDS DOI may jointly investigate. There are also entities other than DDS or providers that may investigate allegations reported to DDS based upon the circumstances and their own mandates, such as law enforcement or other state agencies.

The categories in this report are recorded as DDS, provider, and other.

Table 3 below enumerates the count of abuse and neglect allegation investigations by agency. Most investigations in CY2024 were conducted by providers only (70%), followed by DDS (27%).

| Table 3. Investigating Agency Reported in CY2024 | | |
|--------------------------------------------------|--------|-------|
| | Number | % |
| DDS only | 1,159 | 27% |
| DDS and other | 2 | 0.05% |
| DDS and provider | 38 | 1% |
| DDS, provider and other | 1 | 0.02% |
| Provider only | 2,954 | 70% |
| Provider and other | 11 | 0.3% |
| Other only | 81 | 2% |
| Total Allegations within CY | 4,246 | |

04 Substantiations

Outcomes of the investigations, focusing on the substantiations of allegations

As investigations are completed, outcomes are recorded. Table 4 below provides information on investigation outcomes in CY2024. The “Ongoing” category represents investigations that cross over calendar years; these investigations would not yet have an outcome at the end of the calendar year, as they were still in process. There are certain circumstances in which the Department may not complete an investigation based upon preliminary fact finding related to an intake report. Reasons may include reports for an individual who resides in a location where DDS does not have the authority to take action, such as a long-term care facility. This category is labeled “Did Not Take.”

| | Number | % |
|----------------------------------|---------------|----------|
| Did Not Take | 809 | 19% |
| Not Substantiated | 1,140 | 27% |
| Ongoing | 460 | 11% |
| Substantiated | 1,837 | 43% |
| Total Allegations Reported in CY | 4,246 | |

In Table 5, “Investigating Agency for Ongoing Investigations Reported CY 2024”, the agency or agencies responsible for the investigation are shown. Providers are most likely to have an ongoing investigation while “other” is the next most common category. Of note, “other” does include law enforcement, whose investigations can take years to prosecute and conclude.

| Table 5. Investigating Agency for Ongoing Investigations Reported CY2024 | | |
|--------------------------------------------------------------------------|---------------|----------|
| | Number | % |
| DDS | 36 | 8% |
| DDS and provider | 18 | 4% |
| DDS provider and other | 1 | 0.2% |
| Other | 68 | 15% |
| Provider | 334 | 73% |
| Provider and other | 3 | 1% |
| Total ongoing in CY | 460 | |

The types of Abuse and Neglect substantiated during CY2024 are shown in Table 6 below. As shown, there may be multiple combinations of abuse and neglect substantiated in an investigation. Up to three substantiation types can be recorded in the data system. Neglect is the most commonly substantiated type, accounting for 93.2% of substantiations when combining all the categories containing neglect.

| Table 6. Type(s) of Abuse and Neglect for Substantiated Investigations Reported CY2024 | | |
|----------------------------------------------------------------------------------------|---------------|----------|
| | Number | % |
| Financial only | 41 | 2% |
| Financial and Neglect | 27 | 1.5% |
| Financial and Physical | 1 | 0.1% |
| Financial, Physical and Neglect | 1 | 0.1% |
| Financial, Psychological and Neglect | 2 | 0.1% |
| Financial, Psychological and Verbal | 1 | 0.1% |
| Financial, Sexual and Neglect | 6 | 0.3% |
| Injury of Unknown Origin | 4 | 0.2% |
| Injury of Unknown Origin and Neglect | 2 | 0.1% |
| Neglect only | 1,478 | 80.5% |
| Physical only | 18 | 1% |
| Physical and Neglect | 59 | 3% |
| Physical and Psychological | 1 | 0.1% |
| Physical and Verbal | 2 | 0.1% |
| Physical Psychological and Neglect | 15 | 0.8% |
| Physical Verbal and Neglect | 9 | 0.5% |
| Psychological only | 18 | 1% |
| Psychological and Neglect | 51 | 2.8% |
| Psychological and Verbal | 15 | 0.8% |
| Psychological Verbal and Neglect | 23 | 1.3% |
| Sexual and Neglect | 1 | 0.1% |
| Verbal only | 24 | 1% |
| Verbal and Neglect | 38 | 2% |
| Total Substantiations | 1,837 | |

05 Recommendations

Any investigation may lead to recommendations. All recommendations are reviewed by type and subtype.

During the course of an investigation, recommendations are made to ensure the safety of the individuals involved. Recommendations are not only made for substantiated allegations. Recommendations can also be made for unsubstantiated allegations of abuse or neglect. Additionally, one allegation can result in multiple recommendations.

In Table 7, “Types of Recommendations for Allegations Reported CY2024”, recommendations are listed in the categories where the remediation would need to occur. The most common is Administrative/Programmatic while Case Management is the least common. The terms below represent entry into the DDS data system with abbreviated actions that are required to be taken by a program.

| Table 7. Type of Recommendations for Allegations Reported CY2024 | | |
|------------------------------------------------------------------|---------------|----------|
| | Number | % |
| Administrative/Programmatic | 4,276 | 88% |
| Case Management | 70 | 1% |
| Individual Specific | 540 | 11% |
| Total Recommendations for Allegations Reported | 4,886 | |

Subcategory of recommendations indicates the required remediation type. Most frequently made recommendations require training, as shown in Table 8 below.

| Table 8. Subtype of Recommendations for Allegations in Reported CY 2024 | | |
|-------------------------------------------------------------------------|---------------|----------|
| | Number | % |
| Individual Program | 1,427 | 29% |
| Environmental | 274 | 6% |
| Medical | 118 | 2% |
| Personnel Action | 757 | 15% |
| Supervision Level | 157 | 3% |
| Training | 2,153 | 44% |
| Total Recommendations for Allegations Reported | 4,886 | |

06 Conclusion

In conclusion, the information submitted in this report is in response to the requirements in section 1 of Public Act 25-89. DDS remains committed to providing yearly updates and is available to supply additional detail or clarification upon request.

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