



The Commonwealth of Massachusetts
Executive Office of Elder Affairs
One Ashburton Place, Boston, MA 02108

WILLIAM F. WELD
GOVERNOR

ARGEO PAUL CELLUCCI
LIEUTENANT GOVERNOR

FRANKLIN P. OLLIVIERRE
SECRETARY

PROGRAM INSTRUCTION

EOEA-PI-94-19

TO: Designated Protective Service Agencies
Elder Abuse Hotline

FR: Franklin P. Ollivierre

RE: Elder Abuse Referrals from the
Disabled Persons Protection Commission

DT: May 6, 1994

The Disabled Person Protection Commission (DPPC) is responsible for receiving reports of abuse regarding people with disabilities who are between the ages of 18 and 59, inclusive. Their statute (MGL 19C) and regulations direct them to refer all reports of elders, people 60 and over, to the Executive Office of Elder Affairs, regardless of the place of residence of the elder.

Currently reports that are screened out by the Disabled Persons Protection Commission due to the fact that the client is age 60 or older are sent to Elder Affairs. Effective May 16, 1994, all such reports will be faxed directly to the appropriate designated Protective Service agency. When your agency receives such a report, it should be forwarded to the Protective Services Supervisor for screening. All cases will be screened in accordance with procedures outlined in Regulations 651 CMR 5.09 and the Standards of Practice for Intake. A blank copy of the DPPC form is attached for your information.

The practice for designated Protective Service agencies upon receipt of a report of abuse of an elder residing in a residence or institution operated by or contracted by the Department of Mental Health (DMH) or the Department of Mental Retardation (DMR) is to a) contact the appropriate investigator in DMH or DMR (list attached) b) obtain verification that the appropriate agency is investigating the report c) record necessary documentation on the Elder Abuse Intake form and screen out. In the event that the investigator from DMH or DMR indicates that they will be not be conducting an investigation, contact should be made with your Protective Services Regional Manager.

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Although both Elder Affairs and DPPC recognize that this system is circuitous, attempts to change the statute through legislation have not been successful in the past two years. House 2451 was filed by DPPC this year to hopefully rectify this situation. This bill will allow DPPC to investigate reports of abuse of disabled elders who reside in facilities operated or contracted by DMH or DMR.

Please contact your Regional Protective Services Manager if you have any questions about this Program Instruction.

CASE # 12909DISABLED PERSONS PROTECTION COMMISSION
19C INTAKE FORMDATE: 4/13/94

HOTLINE NO: 1-800-426-9009

INTAKE AGENCY: _____

RECEIVED BY: _____

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Disabled Persons Protection Commission

2 Boylston Street Boston, MA

(617) 727-6465

CLIENT NAME & ADDRESS:

CURRENTLY SERVED BY:

REPORTER INFO:

MA

TYPE OF SERVICE:

MA

PHONE:

SEX: F AGE: 0 DOB: 00/00/00

SPEC. REQUIREMENTS:

RELATIONSHIP:

DISABILITIES:

ABUSER INFO:

MA

MARITAL STATUS:

SEX: UNKNOWN
RELATIONSHIP:

PROGRAM:

NATURE OF ALLEGATION:

SCREENING DECISION: _____
REFERRAL AGENCY: _____

MA

INITIAL RESPONSE DUE:

GUARDIAN INFO:

00/00/00

MA

19C INVESTIGATION DUE:

00/00/00

ALLEGATION

SAMPLE FORM

INITIAL RESPONSE: CONTACT PERSON: _____

DATE SENT: ___/___/___ AREA/FACILITY/LSC: _____

REGION: _____ PHONE NUMBER: _____

REASONABLE CAUSE FOUND? YES [] NO [] ACTION TAKEN? [] [] [] [] [] []

CLIENT AT RISK? YES [] NO [] ACTION TAKEN? [] [] [] [] [] []

DATE OF VISIT TO RESIDENCE: ___/___/___; TO DAY PROGRAM: ___/___/___

CLIENT INTERVIEW: ___/___/___

REASONABLE CAUSE CODES: [1] 104 CMR 24 FILED; [2] LOCAL OFFICIALS CALLED;
ADMIN. ACTION; [4] REFUSED ACCESS; [5] REFUSED INTERVIEW; [8] NONEAT RISK CODES: [6] PROT.SVC.PROVIDED; [7] ALLEGED SOURCE OF ABUSE REMOVED;
[8] NONE; [9] PROT. SVC. REFUSED

DPPC SCREENING BY:

NAME

4/13/94

DATE

APPROVED BY



Philip Campbell
Commissioner

The Commonwealth of Massachusetts
Executive Office of Health & Human Services
Department of Mental Retardation
160 North Washington Street
Boston, MA 02114

Area Code (617)
727-5608

DMR

TO: Donna Ruelbach, Director of Investigations, EOE
FROM: Richard A. Cohen, Director of Investigations, DMR
DATE: April 13, 1994
RE: Contacts for Referrals

115 CMR 9.06(1) provides:

Any individual or the human rights committee of any provider may file a complaint by communicating the complaint to the senior investigator for the region.

A referral should, therefore, be made to the Senior Investigator for the region in which the alleged abuse or mistreatment occurred. Attached is a list of senior investigators by region with their beeper and home phone numbers.

		<u>Office</u>	<u>Beeper</u>
Region I <i>Western Mass</i>	Steven Williams Senior Investigator	(413)731-7742	(617)230-1686
Region II <i>Central Mass</i>	Bob Cooney Senior Investigator	(508)792-7790 Ext. 155	(617)230-1669
Region III <i>Northeast</i>	Jayne Zundell Senior Investigator	(617)727-9550 Ext. 250	(617)230-1691
Region V <i>Southeast</i>	Rod Johnson Senior Investigator	(617)727-9088	(617)230-1683
Region VI <i>Metro Boston</i>	Kim Kelly Senior Investigator	(617)727-5608 Ext. 430	(617)230-1684
Central Office	Richard Cohen Director	(617)727-5608 Ext. 280	(617)230-1694
Central Office	James White Deputy Director	(617)727-5608 Ext. 229	(617)230-1670



William F. Weld
Governor

Charles D. Baker
Secretary

Eileen Elias
Commissioner

The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Mental Health
25 Staniford Street
Boston, Massachusetts 02114

Area Code (617)
727-5500

TTY 727-9842



M E M O R A N D U M

TO: Donna Ruelbach
Executive Office of Elder Affairs

FROM: Robert E. Baker, Jr., J.D., Director *REB.J.*
Office of Internal Affairs

DATE: May 3, 1994

RE: LIST OF DMH CONTACTS TO WHOM TO FORWARD ABUSE COMPLAINTS

Pursuant to your inquiry, it would be appropriate to forward reports of abuse to the Investigations Managers of the Office of Internal Affairs. They are assigned to areas within DMH. Attached is a resource guide which indicates which municipalities fall within each area.

Western Massachusetts

George Lysiak
P.O. Box 389
Northampton, MA 01061-0389
Tel: (413)784-1790 X 309

Central Massachusetts

William Teece
Worcester State Hospital
305 Belmont Street
Worcester, MA 01604
Tel: (508)752-4681 X 545

DMH

2

Northeast

Gregory Johnson
P.O. Box 387
Tewksbury, MA 01876-0387
Tel: (508)851-7321 X 2971

Metro West

Richard Pickett III
Westborough State Hospital
P.O. Box 288, Lyman Street
Westborough, MA 01581
Tel: (508)366-4401 X 2412

Metro South

Carole Pelchat
Medfield State Hospital
45 Hospital Road
Medfield, MA 02052
Tel: (508)359-7312 X 296

Metro Boston

Maureen McHugh
20 Vining Street
Boston, MA 02115
Tel: (617)727-4923 X 372

Southeast

David Faria
(serving the Taunton State Hospital, Corrigan Mental Health Center and the municipalities organized under the Fall River, New Bedford and Taunton/Attleboro offices)
P.O. Box 4007
Taunton, MA 02780
Tel: (508)824-7551 X 345

Joseph Hogan
(serving Pocasset Mental Health Center, Brockton Multi-Service Center and the municipalities organized under the Brockton, Cape Cod and Islands and Plymouth offices)
830 County Road
Pocasset, MA 02559
Tel: (508)563-2276

REB/uj

Enclosure

HOUSE No. 2451

By Mr. Kollios of Millbury, petition of Paul Kollios and David B. Cohen for legislation to further define the term "disabled person". Human Services and Elderly Affairs.

The Commonwealth of Massachusetts

In the Year One Thousand Nine Hundred and Ninety-Four.

AN ACT REGARDING THE DEFINITION OF "DISABLED PERSON" AS USED BY THE DISABLED PERSONS PROTECTION COMMISSION.

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

- 1 Section 1 of Chapter 19C of the General Laws, as appearing
- 2 in the 1990 Official Edition, is hereby amended in the definition
- 3 for the term "disabled person", by adding at the end the following
- 4 clause: —
- 5 "including all persons who are over the age of eighteen and
- 6 are mentally retarded, otherwise mentally disabled, or physically
- 7 disabled, and reside in a state school, state hospital, or any
- 8 residential setting operated by a private agency which provides
- 9 services to disabled persons, or have as their caretaker a state
- 10 agency, as defined in this chapter."

PROGRAM INSTRUCTION
SIGN-OFF SHEET

DATE SUBMITTED _____

NUMBER: EOE-PI-94-19

SUBJECT: Elder Abuse Referrals from DPPC

SUBMITTED BY: D. Reulbach

REVIEW MEETING DATE: _____

Check (✓) if meeting is not required ☐

ASSISTANT SECRETARY,
PROGRAM MANAGEMENT:

Lillian Gledhill 5/5/94

ASSISTANT SECRETARY,
POLICY AND DEVELOPMENT:

mlh 5/5/94

GENERAL COUNSEL:

Chase 5/5

ASSISTANT SECRETARY,
ADMINISTRATION AND FINANCE:

Tom Lynn 5/9/94

FOR SECRETARY'S USE ONLY:

☐

INTERESTED PARTIES

☐

CONCERNED PARTIES

FOR BUSINESS OPERATIONS' USE ONLY:

REPRODUCTION DATE: _____ INITIALS: _____

3/1/94
me