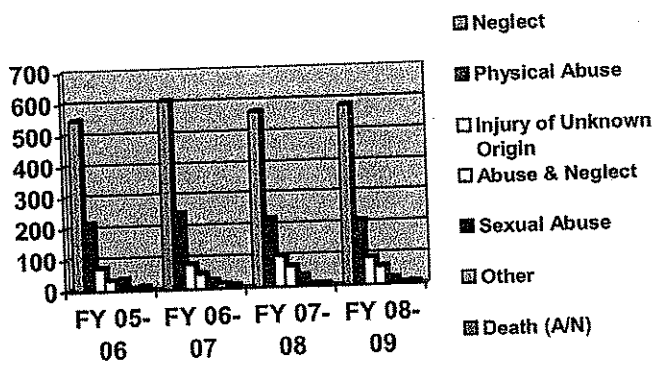
Program Report Card: Abuse Investigation Division (OPA)

Quality of Life Result: All adults with intellectual disabilities are safe and secure.

Contribution to Result: The Abuse Investigation Division (AID) ensures that allegations of abuse and neglect with respect to adults with intellectual disabilities are promptly and thoroughly investigated, and that when abuse or neglect is substantiated, Protective Service Plans (PSPs) are initiated through appropriate service agencies in order to remedy conditions and protect victims. If a situation of immediate jeopardy is reported, AID initiates a request for an Immediate Protective Services Plan (IPSP) from the Department of Developmental Services (DDS), pending the results of a full investigation. In addition, AID monitors the status of PSPs to ensure promised services are, in fact, being delivered, and to periodically review whether there is a continuing need for a formal protective service plan.

Partners: Department of Developmental Services (DDS) and private providers licensed or contracted by DDS; State Prosecutors, Statutorily Mandated Reporters; State and local police agencies; probate courts; Departments of Public Health (DPH), Social Services (DSS) and Children and Families (DCF); Fatality Review Board for Persons with Disabilities (FRB); Office of the Chief Medical Examiner (OCME); Connecticut Sexual Assault Crisis Centers; local mental health authorities.

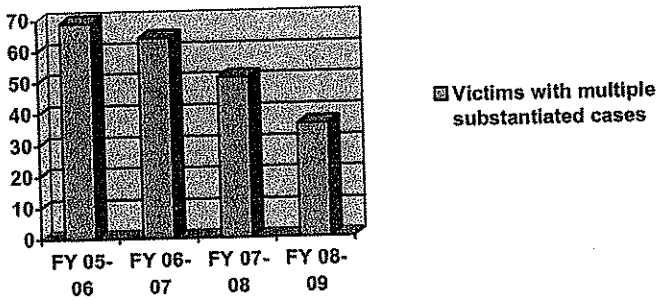
Performance Measure 1: Reporting rates of selected, specific categories of abuse and neglect.



Story behind the baseline: Reporting of suspected abuse or neglect is a critical component in state-wide efforts to remedy and protect against abuse and neglect. By tracking overall reporting activity, focusing on particular categories, significant deviations from historical norms can be identified and further explanations sought. Identifying reporting patterns for particular categories of allegations also assists in developing systemic strategies for preventative efforts.

Proposed actions to turn the curve: Quarterly meetings with the Department of Developmental Services to discuss trends and ways to better ensure the safety of their clients. Issuance of periodic reports regarding trends in allegations. Ongoing communication with regulatory agencies such as the Department of Public Health about the need for nursing homes to be competent to care for persons with mental retardation.

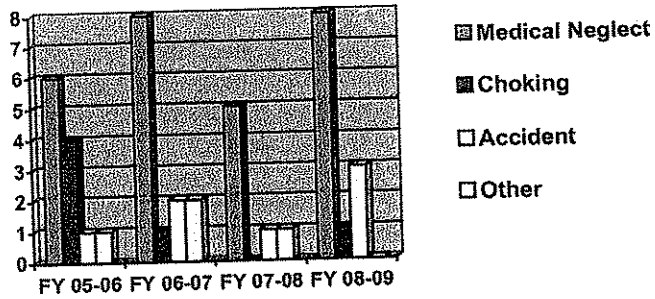
Performance Measure 2: Abuse/neglect victims with multiple substantiated cases.



Story behind the baseline: By focusing on the number of people who repeatedly become victims of abuse or neglect, this is one measure of the effectiveness of protective service interventions (PSPs). The decreasing number of repeat victims shown in this graph correlates to the establishment of a position within AID specifically dedicated to following up on PSPs

Proposed actions to turn the curve: Develop additional data on the length of time PSPs must remain under active monitoring, and identifying any regional or programmatic variables. This information will inform discussions with DDS and other partners. Continue to press for effective and timely PSPs during quarterly meetings with the Commissioner of DDS and his executive team.

Performance Measure 3: Types of abuse and neglect allegations linked to DDS client deaths.



Story behind the baseline: Since 2004, AID has been charged with conducting investigations into all DDS client deaths where abuse or neglect is suspected to have played a role. Although the absolute numbers are relatively small, analysis reflected in this measure has informed efforts to address systems. For instance, in response to several deaths that resulted from choking on food, AID urged DDS to initiate training and policy reviews that resulted in stronger safeguards for people at risk of choking

Proposed actions to turn the curve: The types of abuse and neglect allegations linked to DDS client deaths vary over time. Because many allegations involve medical neglect AID needs to refill the vacant Nurse Investigator position. The Nurse Investigator position was originally funded by a transfer of dollars from DDS when policy makers determined AID needed medical expertise to provide an independent review of the nature and cause of DDS client deaths.