



The MN Adult Abuse Reporting Center (MAARC)

Aging and Adult Services Division

Wednesday, February 28, 2018



Minnesota Adult Abuse Reporting Center (MAARC)

24/7/365 accept and make required referrals for reports of suspected maltreatment of a vulnerable adult

- Screen and immediately refer reports to county for emergency protective services.
- Evaluate each report and immediately notify law enforcement, medical examiner and ombudsman
- Forward every report to the lead investigative agency responsible to respond.

Refer non-maltreatment callers

What Doesn't MAARC Do With Reports?

- Refuse to Accept Reports
- Screen Out Reports
- Make Investigation Decisions
- Information and Advice

Phone Reporting

- 24/7/365
- Voluntary Reporters
- 911: Reporters directed first to 911 for crime in progress or if police or ambulance are needed; then MAARC



Web Reporting

mn.gov/dhs/reportadultabuse/

- Mandated Reporters

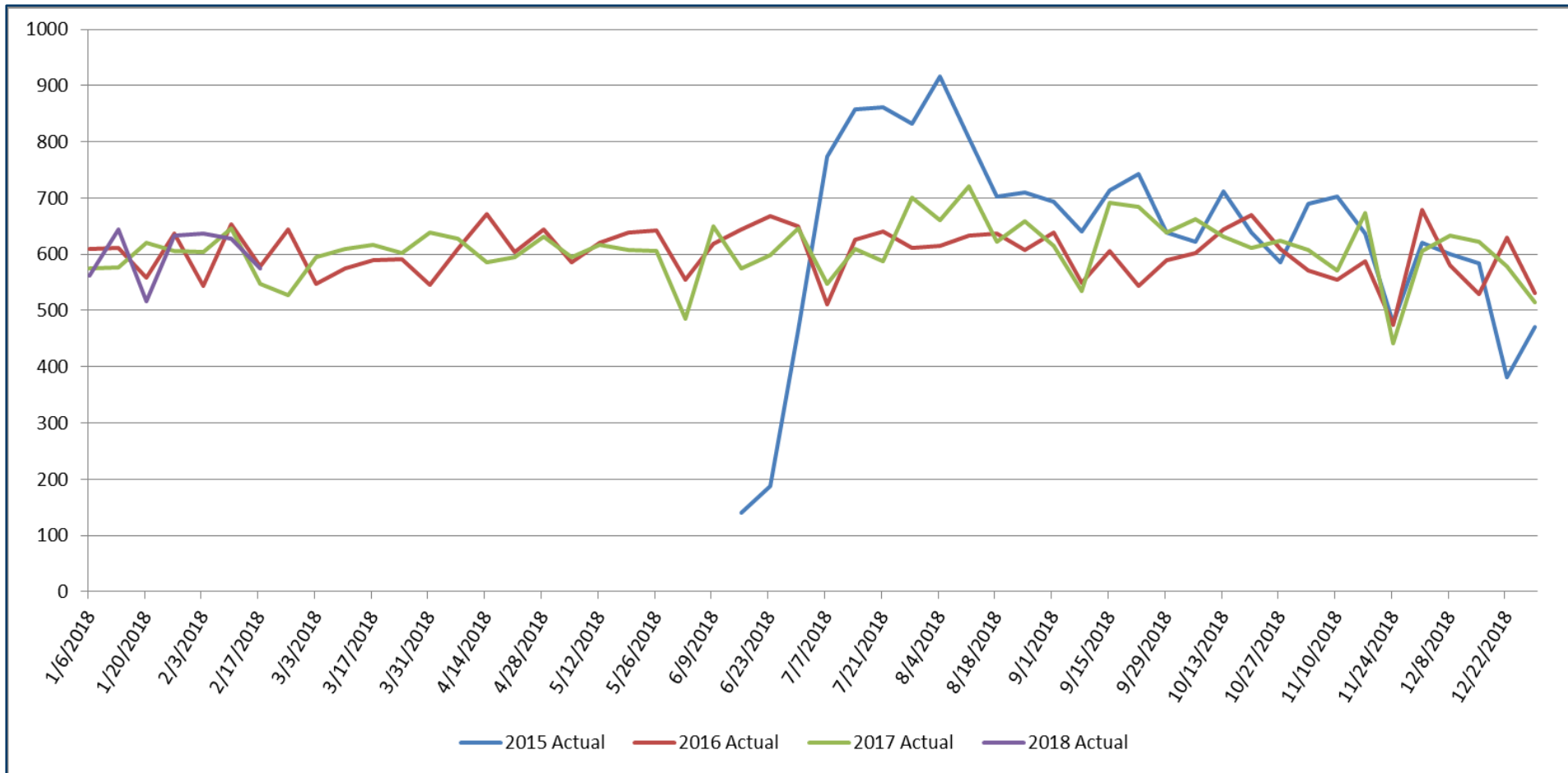
Health Care, Social Services, Law Enforcement, Education

- Medical Examiners
- Facility Staff and Licensed Providers



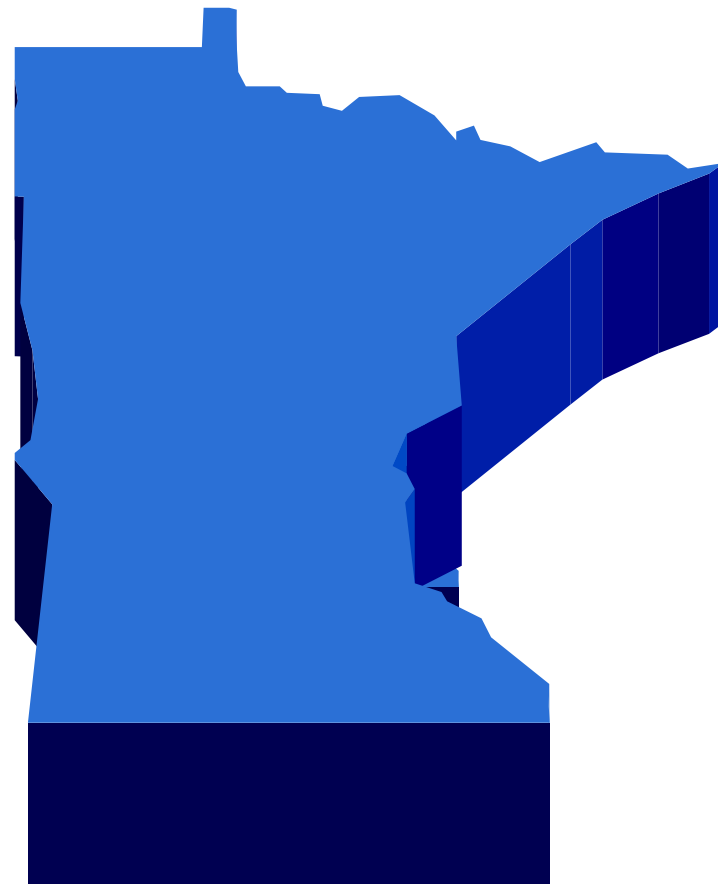
MAARC Phone Activity 2015-2017

Weekly MAARC Phone Activity



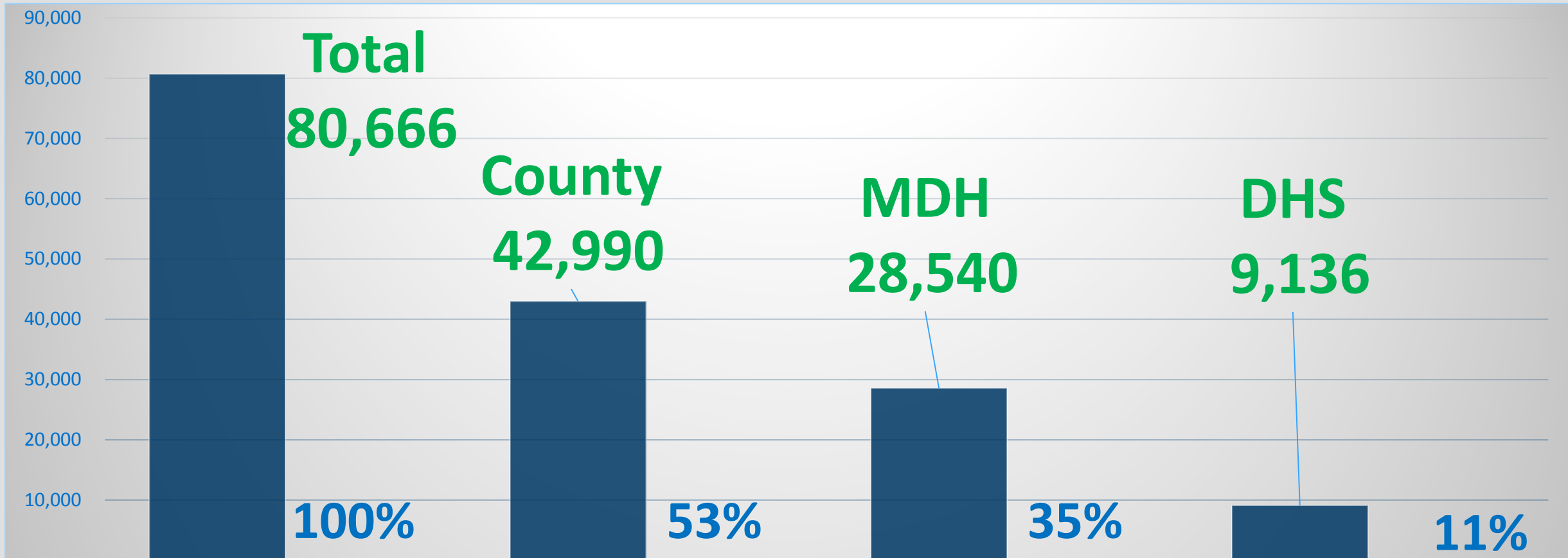
CY17 MAARC Reports 57,180
Allegations 80,666

Caregiver Neglect	35%
Financial Exploitation	18%
Self Neglect	18%
Emotional Abuse	15%
Physical Abuse	11%
Sexual Abuse	3%



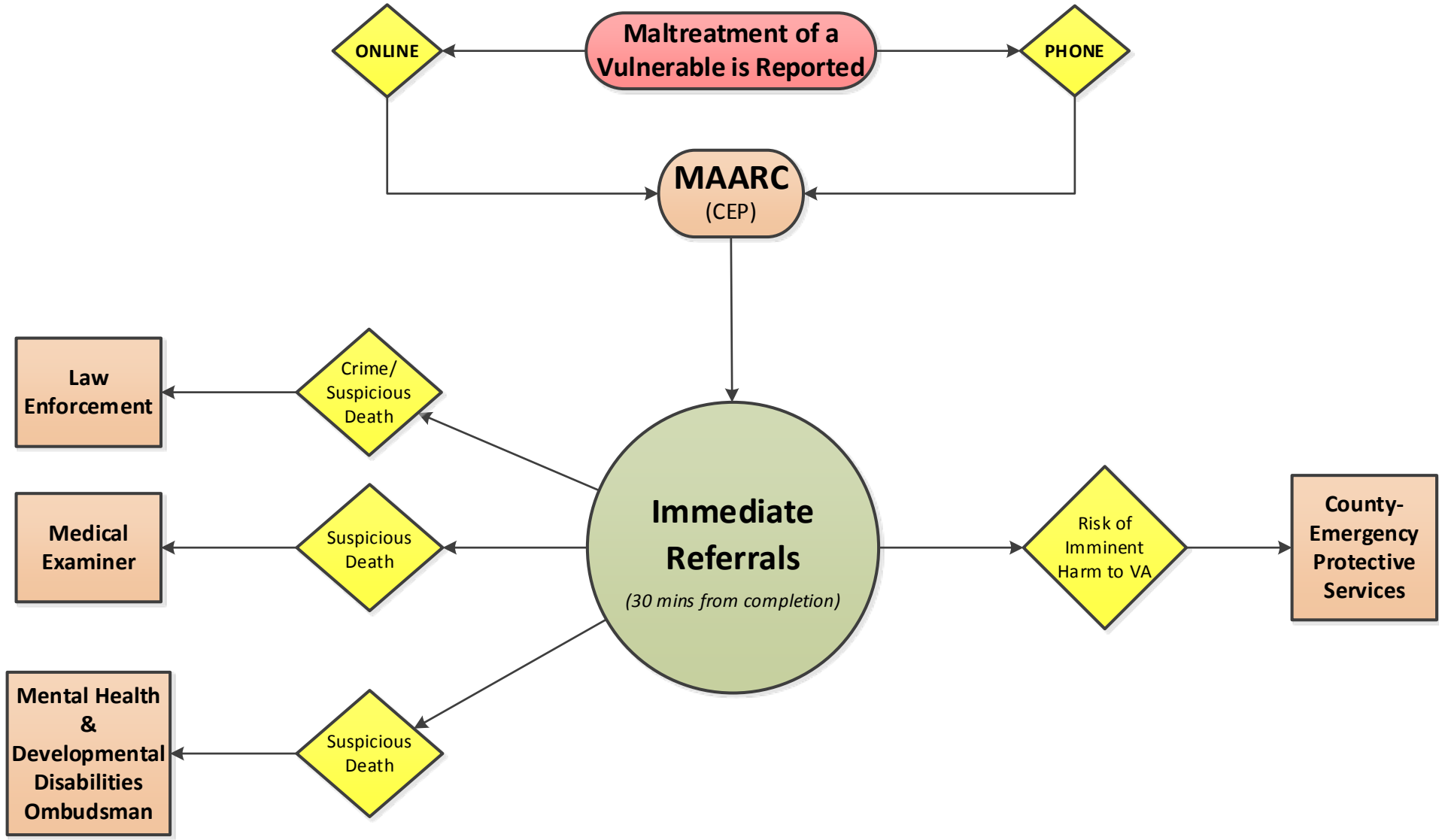
DHS Data Warehouse 1-10-18

CY17 Allegations Referred to Lead Investigative Agencies



DHS Data Warehouse
1-10-18

**Minnesota Adult Abuse Reporting Center (MAARC)
Adult Maltreatment Report Referrals**



MAARC Trends CY 2016 & 2017

	2016 Totals	2017 Totals	Change
Notifications to Law Enforcement	27,372 Notifications	29,987 Notifications	+ 10%
Emergency Protective Services Notifications	7,806 Notifications	7,505 Notifications	- 4%

Every Report is referred to a Civil Lead Investigative Agency (LIA)

- MN Department of Health; Office of Health Facility Complaints

Hospitals, Nursing Homes, Comprehensive Home Care, Assisted Living, Housing with Services

- MN Department of Human Services; Licensing

Home and Community Based Services (HCBS and DHS Licensed Facilities)

- County Adult Protective Services

Allegation does not involve a DHS or MDH licensed provider.

Allegation is family, friend, stranger, scam or self-neglect.

Referral Timeframes

- Referral of Phone Reports to LIA – 30 minutes
- Referral of Web Reports to LIA – 4 hours
- Referral to Law Enforcement – 30 minutes
- Referral to Medical Examiner – 30 minutes
- Referral to Ombudsman Mental Health DD – 30 minutes

Call Center Vendor

- Minnesota-based vendor
- Twin Cities based with 3 call center locations in Greater Minnesota
- 24/7/365 availability
- Oversight by DHS

DHS Adult Protection Oversight

- Weekly Quality Meetings
- Monthly site visits to call centers
- Quarterly Review

Performance Standards

- Hiring and Onboarding
 - Agents vetted, screened, and background checked
 - Subject matter experts
 - Dedicated team
- Quality Assurance and Training
 - Recorded calls
 - Standardized Training
 - Structured coaching

Aging and Adult Services



Thank you!