

MAKING MINNESOTA ADULT ABUSE REPORTING CENTER (MAARC) REPORTS

**** Emergency: Call 911** before making a MAARC report if emergency response is needed from police, fire, or medical personnel. **A MAARC Report is NOT a replacement for 911.** **

Make a MAARC Report:

Adult protection reports are made through the **Minnesota Adult Abuse Reporting Center (MAARC)**. To make an Adult Abuse report, call the toll-free number, **1-844-880-1574**. MAARC serves as the central entry point for all adult abuse reports in the state, holds a role in determining the Lead Investigative Agency (LIA), and routes it accordingly.

Reporter identity is confidential, and your report will be promptly sent to the appropriate investigative agency(s) by MAARC.

Out of state maltreatment: Maltreatment that occurred in another state, and is not suspected to be occurring in Minnesota, must be reported to the state in which the maltreatment occurred. The National Adult Protective Services Association (NAPSA) has an [APS map available online with information on reporting suspected abuse nationwide](#).

Definitions for adults who are vulnerable:

- **Categorical:** An adult who is a resident or inpatient of a facility, or who receives home and community-based services licensed by the MDH or DHS, or who receives personal care assistance (PCA) / community first services and supports (CFSS) from a person or organization that exclusively offers, provides, or arranges for PCA/ CFSS services under the medical assistance program (MN Statute 626.5572, Subd. 21[a] [1–3]).
- **Functional:** An adult who has impaired ability (mental, physical, or emotional) to provide adequately for his/her own necessary food, shelter, health care or supervision without assistance AND because of this condition has an impaired ability to protect themselves from maltreatment (MN Statute 626.5572, Subd. 21[a][4]).

Tips for making a good report:

- Be sure to provide as much information as possible to identify and locate the adult who is vulnerable so there is enough information to review for possible action.
- Provide all the information available
 - Who, what, when?
 - Where was the person at the time of the incident, and where is the person now?
 - What was the impact to the adult who is vulnerable?
 - Are there more known facts?
 - What basic needs are not being met? (for example: food, shelter, access to medical care)
- Known information about the people involved:
 - Names, Address, Phone, Email, Birthdate (guess on age if needed), County, other
- What makes the person vulnerable?
 - Diagnosis and/or functioning level
 - Supervision needs
 - Self-care skills
 - Examples of inability to protect self
 - Examples of cognitive impairment impacting basic needs

Lead Investigative Agency (LIA) agencies:

Where your report is routed is determined by MAARC. Following are the LIA options MAARC uses:

- MDH (Minnesota Department of Health) is the LIA for all services and facilities licensed or are required to be licensed by MDH as hospitals, home care providers, nursing homes, residential care homes, boarding care homes, assisted living facilities, or residential facilities that are also federally certified as intermediate care facilities that serve people with developmental disabilities.

- DHS (Department of Human Services) is the LIA for services and facilities licensed or required to be licensed for home and community-based services including adult day care, adult foster care, programs for people with developmental disabilities, mental health programs, or chemical health problems.
- The county social service agency or its designee is the LIA for all other reports, including reports involving adults who are vulnerable to maltreatment receiving services from an unlicensed personal care provider organization.
- Local law enforcement if there are possible criminal activities.

Additional Considerations around Adults who are Vulnerable:

- Situations involving outpatient mental health, chemical health services, and/or domestic violence may not be considered unless the alleged adult who is vulnerable meets the statutory definition of a vulnerable adult.
- Adult Protection does not handle financial collections.
- If a person is already deceased at the time of the report, the report will be forwarded to law enforcement for review of any possible criminal allegations.
- Adult Protection is a short-term involvement. Ongoing involvement for referrals, services and supports is not within Adult Protection's scope of services.
- People who are considered competent have the right to refuse referrals, services and supports.
- Adult Protection does not petition for Conservatorship or Guardianship when there is no presenting maltreatment requiring protection.