

Minnesota Adult Abuse Reporting Center (MAARC)

As of July 1, 2015, the Minnesota Adult Abuse Reporting Center (MAARC) has been designated by the Minnesota Department of Human Services (DHS) to be the single, statewide common entry point (CEP) for accepting reports of suspected maltreatment of vulnerable adults.

What are the roles and responsibilities of MAARC?

- **To be available 24 hours a day** to take calls from mandated and voluntary reporters of suspected maltreatment of vulnerable adults
- **To immediately notify the responsible county agency** when a vulnerable adult needs immediate adult protective services
- **To immediately notify the appropriate law enforcement agency** when suspected maltreatment has been reported if there is reason to believe a crime has been committed
- **To immediately notify** the medical examiner and the Ombudsman for Mental Health and Developmental Disabilities when suspected maltreatment that involves a suspicious death has been reported
- **To refer reports of suspected maltreatment** to the lead investigative agency (LIA) responsible for the report

Who is a vulnerable adult?

A vulnerable adult is any person age 18 and over who meets any of the following criteria:

1. Is a resident or inpatient of a facility
2. Receives services at or from a facility required to be licensed to serve adults under [MN Stat. secs. 245A.01 – 245A.15](#). However, a person receiving outpatient services for treatment of substance use disorder or mental illness, or a person who is served through the Minnesota Sex Offender Program (MSOP), is on a court hold order for commitment, or is committed as a sexual psychopathic personality or as a sexually dangerous person under [MN Stat. Chap. 253B](#), is not considered a vulnerable adult unless the person meets the requirements of #4 below.
3. Receives services from a home care provider required to be licensed under [MN Stat. secs. 144A.43 – 144A.484](#) or from a person or organization that exclusively offers, provides, or arranges for personal care assistant (PCA) services under the Medical Assistance (Medicaid) program as authorized under [MN Stat. sec. 256B.0625, subd. 19a](#); [sec. 256B.0651](#); and [sec. 256B.0653](#).
4. Regardless of residence or whether any type of service is received, possesses a physical or mental infirmity or other physical, mental, or emotional dysfunction that leads to the following:
 - a. Impairment of the person's ability to provide adequately for his/her own care without assistance. This includes the provision of food, shelter, clothing, health care, or supervision.
 - b. An impaired ability to protect him/herself from maltreatment because of the dysfunction or infirmity and the need for care or services

What is maltreatment?

Maltreatment means abuse, neglect, or financial exploitation as defined below.

- **Abuse** is physical, emotional, or sexual harm ([MN Stat. sec. 656.5572, subd. 2](#)).

- **Neglect** is the failure to provide food, clothing, shelter, medical care, and/or supervision ([MN Stat. sec. 626.5572, subd. 17](#)).
- **Financial exploitation** is the misuse of funds, assets, or property or the failure to use the vulnerable adult's financial resources to care for the vulnerable adult. The result of this is actual or likely detriment to the vulnerable adult ([MN Stat. sec. 626.5572, subd. 9](#)).

How do I file a report with MAARC?

- Voluntary and mandated reporters can call MAARC at **1-844-880-1574** (toll free), 24 hours a day, 7 days a week, 365 days a year.
- Mandated reporters can file a report using a [web-based reporting tool](#).

Who are mandated reporters?

“Mandated reporters” are professionals or a professional’s delegates who are required to make a report if they believe a vulnerable adult has been abused, neglected, or financially exploited. Mandated reporters may be engaged in the following areas:

- Social services
- Law enforcement
- Education
- Direct care
- Health and human services provided by a licensed professional ([MN Stat. sec. 214.01, subd. 2](#))
- Employment in a licensed facility
- Medical examiner or coroner activities

Are there any exceptions to MAARC?

Federally certified Skilled Nursing Facilities/Nursing Facilities (SNF/NFs), SNFs, nursing facilities, and hospitals with Swing Beds all have additional Federal reporting requirements and file reports with the Minnesota Department of Health (MDH) instead of MAARC. Online submission of applicable reports to MDH is required within 24 hours after discovery of the incident.

MDH Office of Facility of Complaints (OHFC)

The MDH Office of Health Facility Complaints (OHFC) is available to help patients and residents enforce their rights. The OHFC can be reached at **1-651-201-4200** or **1-800-369-7994** (toll free).

Complaints, questions, or concerns directed to the OHFC must relate to the following licensed facilities:

- Hospitals
- Nursing homes
- Boarding care homes
- Supervised living facilities
- Assisted living facilities
- Home health agencies

Resources

- DHS [Adult Protection](#) web page
- MDH OHFC – Health.fpc-web@state.mn.us

Information comes from the Minnesota Department of Human Services (DHS).