The MN Adult Abuse Reporting Center (MAARC)

Kari Benson
Aging and Adult Services Division
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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
mn.gov/dhs/reportadultabuse/

- Mandated Reporters
  Health Care, Social Services, Law Enforcement, Education
- Medical Examiners
- Facility Staff and Licensed Providers
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

Total: 80,666

- County: 42,990 (53%)
- MDH: 28,540 (35%)
- DHS: 9,136 (11%)

DHS Data Warehouse
1-10-18
# MAARC Trends
## CY 2016 & 2017

<table>
<thead>
<tr>
<th>Notifications to Law Enforcement</th>
<th>2016 Totals</th>
<th>2017 Totals</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>27,372 Notifications</td>
<td>29,987 Notifications</td>
<td>+ 10%</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency Protective Services Notifications</th>
<th>2016 Totals</th>
<th>2017 Totals</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7,806 Notifications</td>
<td>7,505 Notifications</td>
<td>- 4%</td>
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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

- Daily contact
- 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
Olmstead Plan Measure

• By 2021, a 20% reduction in the number of vulnerable adults who experience more than one episode of the same type of abuse within six months.

  • Established baseline for reports referred to county adult protection.

  • Data for reports from DHS Licensing and MDH Office of Health Facility Complaints is in process.

  • Activities include remediation at the individual level, data collection on types of remediation strategies, identification of trends in types of repeat abuse and remediation, and – at the system level – the development of training for lead investigative agencies and prevention strategies for community partners.
Thank you!