

Minnesota Adult Abuse Reporting Center

Minnesota aims to ensure a safe environment for adults who are vulnerable to abuse, neglect and exploitation. The Minnesota Adult Abuse Reporting Center (MAARC) began operating July 1, 2015, as a single place where the general public and mandated reporters can report suspected maltreatment. Reports are accepted 24 hours a day, seven days a week, over the phone at 844-880-1574 by the public and online by mandated reporters.

How is MAARC different from the previous system?

MAARC replaces a system of 169 county phone numbers that had been designated as “common entry points” for reporting suspected maltreatment.

Who investigates the reports?

After MAARC receives a report, it is sent to the lead investigative agency. If there is reason to believe a crime has been committed, law enforcement is notified. Lead investigative agencies are:

- Minnesota Department of Health
- Minnesota Department of Human Services
- County social services

What agency is responsible to respond to reports?

In fiscal year 2018:

- The Department of Health received 21,631 reports where the allegation involved facilities licensed as hospitals, home care providers, nursing homes, licensed residential care homes and boarding care homes.
- The Department of Human Services received 6,729 reports where the allegation involved programs licensed as adult day care and adult foster care and programs serving people with developmental disabilities, mental illness and substance abuse.
- County social services received 29,278 reports where the allegation did not involve a licensed provider, including reports involving vulnerable adults receiving services from unlicensed personal care assistance provider organizations and reports involving family members, or informal supports.

Visit mn.gov/dhs/adult-protection-reports for a breakdown of reports by lead investigative agency and county.

What types of neglect/abuse are being reported?

A total of 77,979 allegations were included across the 56,550 reports made in fiscal year 2018. The most reported allegations were caregiver neglect and self-neglect. A single report can contain multiple types of maltreatment. Approximately 60 percent of reports are made by mandated reporters and 30 percent of reports are made by the public.

- Caregiver neglect: 25,014 (32.1 percent)
- Self-neglect, self: 14,354 (18.4 percent)
- Financial exploitation, not fiduciary relationship: 10,999 (14.1 percent)
- Emotional or mental abuse: 12,400 (15.9 percent)
- Physical abuse: 9,429 (12.1 percent)
- Financial exploitation, fiduciary relationship: 3,310 (4.2 percent)
- Sexual abuse: 2,473 (3.2 percent)

What are signs of maltreatment?

- Statement by the vulnerable person that they have been maltreated.
- Involuntary isolation, punishment, harassment, humiliation, threatening, hitting, slapping of the vulnerable person.
- Warning signs of abuse can include bruises, black eyes, broken bones, burns or cuts, internal injuries, infections, changes in mental functioning or behavior or injuries that are unexplained or are not consistent with the explanation given.
- Signs of neglect can include dehydration, weight loss, malnutrition, pressure sores, poor hygiene, depression, repeated falls, incontinence and isolation.
- Financial exploitation can be indicated by bills going unpaid, individuals losing access to their own money or being asked to sign unfamiliar documents, changes being made in a will, transfer or sale of assets, and missing personal property, such as cash, checks, credit cards, jewelry and furniture.

What should I do if I suspect maltreatment?

Report any suspected abuse, neglect, self-neglect or financial exploitation of vulnerable adults to the Minnesota Adult Abuse Reporting Center at 844-880-1574.



For accessible formats of this information or assistance with additional equal access to human services, write to dhs.info@state.mn.us, call 651-431-2000, or use your preferred relay service. ADA1 (1-18)