

Vulnerable adults: More resources to help consumers; improvements in adult protection, oversight of care

Minnesota took major steps forward in protecting vulnerable adults in the 2019 session, with new resources to investigate complaints about long-term care, improve adult protective services and strengthen oversight of DHS-licensed services used by many vulnerable adults. The creation of an assisted living report card will give consumers more insight into the quality of assisted living facilities, a popular and expanding option.

Vulnerable adults have the right to live in dignity, free from harm and to receive high-quality care. The Minnesota Adult Abuse Reporting Center (MAARC) will receive more resources to better coordinate civil and criminal investigations into maltreatment, while improving operations. Counties and tribes will receive grants to support vulnerable adults and investigate allegations of maltreatment. More oversight of adult day centers will improve the quality of services for seniors and people with disabilities.

The changes are part of a comprehensive initiative supported by Governor Walz and the Legislature to improve protections for vulnerable adults, including Minnesota Department of Health licensing for assisted living facilities and more oversight of long-term care.

2019 legislation

More resources for the Office of Ombudsman for Long-Term Care. Seventeen new full-time positions will expand the capacity of the Office of Ombudsman for Long-Term Care to handle complaints from consumers, families and providers across Minnesota. Vulnerable adults will receive help with issues including abuse, use of electronic monitoring, and systemic problems such as eviction. The Office of the Ombudsman advocates for consumers, free of charge. *FY 2020-21: \$2.4 million*

Better protective services for vulnerable adults. Adult protective services will improve and become more consistent across the state. Dedicated funding for county grants and new tribal grants will support increased need for maltreatment investigations and improved adult protection responses, including culturally appropriate responses. New resources will help the Minnesota Adult Abuse Reporting Center improve data sharing with law enforcement and make other operational technology upgrades to more effectively protect vulnerable adults. *FY 2020-21: \$4.6 million.*

Assisted living report card. The creation of an assisted living report card, modeled on Minnesota's successful Nursing Home Report Card, will give consumers more information about the quality of assisted living facilities. A survey of some of the 47,000 people who live in assisted living facilities and up to 50,000 of their family

members and friends will establish quality reporting in assisted living and prompt providers to improve quality. *FY 2020-21: \$3.7 million.*

Adult day care oversight. Adding two full-time licensing staff for adult day centers, a rapidly growing service category, will improve oversight and increase the frequency of site visits. Providers with licensing issues will receive more monitoring and technical assistance, while seniors and people with disabilities will benefit from improved services. *FY 2020-21: \$270,000.*

Related information

- [DHS 2019 session fact sheets](#)

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