

DHS Adult Protection Monthly Communication

May Adult Protection Communication

This communication contains important information for partners in the adult protection system: County Agencies, DHS Licensing, Minnesota Department of Health-Office of Health Facility Complaints (MDH-OHFC) and law enforcement agencies.

On July 1, 2015, the Minnesota Adult Abuse Reporting Center (MAARC) became the common entry point (CEP) and the designated entity for accepting reports of suspected maltreatment of vulnerable adults. Reports can be made 24/7 via telephone at **(844) 880-1574** or mandated reporters may use the VA-CEP Web-based Reporting Tool, mn.gov/dhs/reportadultabuse/. A [MAARC Report Guide](#) is available to assist mandated reporters with using the web-based reporting tool to make a report.

Its launch was a step toward supporting easier and consistent reporting and notification of lead investigative agencies (LIA).

May 12, 2016 News

CEP Report Totals: March = 4499
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MAARC Feedback

Please send any feedback you receive from reporters and providers regarding the MAARC program to DHS Adult Protection Unit, dhs.adultprotection@state.mn.us.

Recent Updates

- **MAARC EPS Notifications Process Improvements:** The DHS Adult Protection Unit is analyzing MAARC data, IT enhancements since launch and feedback from 52 counties from survey on EPS, to identify process improvements for EPS assessment and notification procedures.
- **Microsoft Secure Messaging Issue:** April 25, 2016, an issue with Microsoft's Exchange Online, prevented law enforcement agencies from opening secure MAARC email messages. Microsoft resolved the issue Tuesday April 26, 2016 allowing law enforcement to successfully open secure messages. DHS Adult Protection processed all requests from law enforcement agencies to have MAARC email messages resent.
- **VA Name Profile Merge:** When contacting DHS Adult Protection Unit regarding a MAARC report, please reference the MAARC report number and VA's name to assist DHS AP with locating the report. When a VA's SSN is provided in the MAARC report, the MAARC SSIS reporting system is programmed to locate an existing profile for the VA with the same SSN & DOB. If a profile is located, the MAARC report is merged with the existing VA name profile in SSIS. The process of merging the MAARC report to an existing profile on the VA may update the VA's name in the MAARC report after it is sent to the LIA.

Example: Report is received with SSN on VA, Robert M. Johnson. SSIS locates an existing VA profile by the VA's SSN. The existing profile in SSIS lists the VA's name as Bobby Johnson. The VA's name on the secondary report will be merged to the existing profile and the VA's name in the MAARC report will update to Bobby Johnson.

Partnering Agency Communication

County Social Services

May Updates

MAARC EPS Notification Phone Calls: Effective at **8:00am on Monday, May 16th**, the MAARC EPS phone notification process will change. This is the first step in a series of changes taking place to improve the MAARC EPS notification process.

The MAARC call center will only contact county APS, or their after-hours EPS designee, via telephone to alert them of MAARC reports where the VA may require EPS in the following instances:

1. **LIA is the county**
EPS notification calls to county APS will be made:
 - a. Between 3pm Friday and 8am Monday AND on
 - b. On state holidays
2. **LIA is DHS or MDH**
EPS notification calls to county APS will be made UNLESS:
 - a. County is also the LIA and the EPS notification is NOT
 - i. Between 3pm Friday and 8am Monday OR
 - ii. On state holiday

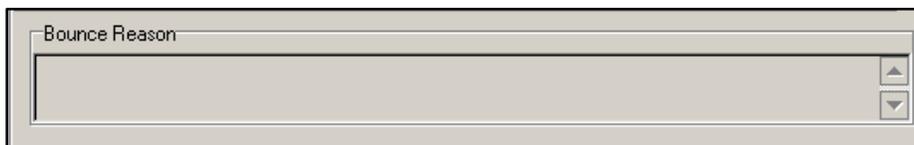
Time frames for phone notification were selected to support county agency's meeting statutory requirements for immediate response to EPS notification. This process change is a result of recent system enhancements allowing submission of safety information, included in the MAARC report, to all LIA's. DHS IT has verified the enhancements are working as intended.

MAARC EPS Notifications Process Improvements: The DHS Adult Protection Unit is analyzing MAARC data, IT enhancements since launch and feedback from 52 counties from survey on EPS, to identify process improvements for EPS assessment and notification procedures.

Shared Comments Tab: Shared Comments Tab: A new tab labeled "Shared Comments" was added however its functionality is not being used by all LIAs. As a result, the Shared Comments tab should not be used in any capacity until further notice. DHS APS will notify all agencies and provide policy guidelines regarding proper use of Shared Comments when this functionality is fully operational for all LIAs.

- MAARC call center notations will remain in the *Description of Incident* field. Continue to refer to this field to obtain necessary information regarding the report.
- The current bounce back process will remain the same. All bounce back reasons and notations will be located in the *Description of Incident* field.

In addition, bounce reasons need to be entered into the 'Bounce Reason' field not in the Shared Comments.

A screenshot of a web form field labeled "Bounce Reason". The field is a rectangular text box with a light gray border and a small vertical scrollbar on the right side. The text "Bounce Reason" is visible at the top left of the box.

Technical Issues Reminder: All SSIS technical issues should be directed to your County SSIS Mentor and not the SSIS Help Desk. The County SSIS Mentor will route any issues to the SSIS Help Desk.

MN Department of Health- Office of Health Facility Complaints

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Department of Human Services- Licensing

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Multiple LIAs: The MAARC report submitted to DHS Licensing indicates whether the report was initially sent to more than one LIA. This information is located in section J of the MAARC report under "Referred to Lead Investigative Agency."

Is there need for Adult Protection Services?	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes	
Name of specific county adult protection services agency not	_____		
Date & Time of notification:	_____		
Name & phone number of contact:	_____		
Referred to Lead Investigative Agency?	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	Date & Time of referral: 04/28/2016 4:54 pm
Health:	<input type="checkbox"/>	DHS: <input checked="" type="checkbox"/>	County: <input checked="" type="checkbox"/> Specify County: Dakota

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Law Enforcement

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MAARC Reporting: Law enforcement agencies have been required to take reports on the common entry point/MAARC form since 1995. [Minnesota Statutes 626.557 Subd. 9.e.](#) [Minnesota Statutes 626.5572 Subd. 16.](#) As mandated reporters, law enforcement is not required to make a report when law enforcement has reason to know a report has been made to MAARC. [Minnesota Statutes 626.557 Subd. 3.\(c\)](#)

Law enforcement's mandated reporter duty is met by making reports by calling MAARC at 1-844-880-1574 or via the VA-CEP Web-based Reporting Tool, mn.gov/dhs/reportadultabuse/. The [MAARC Web Reporting Guide](#) is a resource available to assist mandated reporters with efficient reporting for both new and experienced MAARC web reporters.

Resources

Partnering Agency Contact Information

DHS Adult Protection Unit

Website: [DHS Adult Protection](#)

Email: dhs.adultprotection@state.mn.us

(651) 431-2609 or (800) 882-6262

Minnesota Adult Abuse Reporting Center (24/7)

(844) 880-1574

VA-CEP Web-based Reporting Tool: mn.gov/dhs/reportadultabuse/

MAARC Web Report Guide: [MAARC Report Guide](#)

Office of Ombudsman for Mental Health & Developmental Disabilities

Website: [Ombudsman for MHDD](#)

(800) 657-3506 *medical review coordinator*

DHS Licensing Division

Website: [DHS Licensing](#)

Email: dhs.licensingintake@state.mn.us

(651) 431-6600 - *intake/licensing investigations*

(651) 431-7601 - *maltreatment fax*

(651) 431-7673 - *general fax*

MN Department of Health

Website: [MDH Office of Health Facility Complaints](#)

Email: health.ohfc-complaints@state.mn.us

(651) 201-4201

(651) 201-4142 – *county only*

(651) 201-4979 – *law enforcement only*

(651) 281-9796 - *fax*

County Social Services

SSIS Issues:

SSIS Helpdesk (mentor)

dhs.ssishelp@state.mn.us

(651) 431-4801

MAARC Report Questions:

Kelli Klein, Adult Protection Resource Specialist (North)

Kelli.Klein@state.mn.us

(763) 689-7230

Melissa Vongsy, Adult Protection Resource Specialist (South)

Melissa.Vongsy@state.mn.us

(507) 831-8058

Minnesota Department of Health- OHFC & DHS Licensing

SSIS Issues:

SSIS Helpdesk

dhs.ssishelp@state.mn.us

(651) 431-4801

Reporting Questions: Adult Protection Unit

jennifer.kirchen@state.mn.us

(651) 431-2546

Law Enforcement

MAARC Report Questions:

Adult Protection Unit

mary.mcgurran@state.mn.us

(651) 431-2547 or (800) 882-6262

MAARC Resources

[MAARC Public Flyer](#)

[MAARC Report Guide](#)