

MAARC Adult Maltreatment Reports (AMR)

SSIS 15.4

Important Changes

Effective 12-9-15

County Practice Impacts for 15.4 Highlights *

1. All AMR's are taken through MARRC.
2. SSIS "Send" functionality, to send or share Adult Maltreatment Reports (AMR's) with another county through SSIS is not available for reports originated by MAARC.
3. The MAARC bounce feature is used to send Adult Maltreatment Reports (AMR's) to another lead investigative agency (LIA).
4. All AMR's are sent to the LIA through MAARC to allow tracking of critical steps in the process.
This includes:
 - a. Error: MAARC selected the wrong LIA for AMR
 - b. Intercounty agreement: MAARC selected the correct LIA, but another county has agreed to accept jurisdiction from the county with original LIA jurisdiction.
5. Assignment of multiple LIA's for one AMR's is allowed when the AMR identifies multiple allegations/alleged perpetrators.

15.4 County Process Map PDF is attached.

*Refer [SSIS Release Information, "What's New in SSIS Version 15.4"](#) for information on additional changes without policy impact.

Original County Lead Investigative Agency (LIA) Jurisdiction 626.557 Subd. 9a. (5)

Under guidelines established by the commissioner of human services the county with jurisdiction, as LIA for the investigation and adult protective services, is the county where the vulnerable adult is located at the time of the report based on information provided by the reporter.

Inter-county agreements to change original county LIA jurisdiction may occur under the following circumstances:

- Reports involving multiple county locations. Another county may agree to accept jurisdiction from the county with original jurisdiction under the LIA jurisdiction guidelines.
- Conflict of interest potential identified by the original county LIA.
- MAARC error.

The guiding policy for inter-county changes to original county LIA jurisdiction is that the county agency best able to protect the vulnerable adult and conduct the investigation should accept LIA jurisdiction.

Changing Original County LIA Jurisdiction: Policy for Use of MAARC Bounce Feature

The MAARC bounce feature should be used to change LIA jurisdiction in the following circumstances:

- Error: Reports referred to an LIA in error are required to immediately, within one working day, be sent back to MAARC using the bounce feature. MN Statutes 626.557 Subd. 9a. (5) (b).
- Inter-County Agreement: MAARC selected the correct LIA, but another county agrees to accept LIA jurisdiction from the county with original LIA jurisdiction.
 - ❖ Requests to MAARC to use the bounce feature to change the LIA based on inter-county agreement should be made within 2 working days of the original county LIA receiving the Adult Maltreatment Report (AMR) in their SSIS Unassigned Intake log.

- ❖ Agreement between the new county accepting LIA jurisdiction and the county with original LIA jurisdiction, must be obtained between the counties prior to the original county using the bounce feature to request MAARC re-assign the LIA for the AMR. Agreement may be either prior written inter-county agreement, or agreement between the supervisors for both the county with original jurisdiction and the county accepting jurisdiction.

The MAARC bounce feature should not be used to change LIA jurisdiction for the following circumstances:

- Emergency Adult Protective Services (EPS) referrals: The bounce feature cannot be used for EPS referrals. The county that received MAARC notification for EPS is responsible for EPS. Collaboration between counties and LIA's to provide EPS to the vulnerable adult are coordinated outside of MAARC and SSIS.
- When there is not agreement to accept LIA jurisdiction between the original LIA and the new county.
- Add LIA's for alleged perpetrators and allegations not identified in the AMR.

Changing Original County LIA Jurisdiction: Documentation Process

1. Bounce Type: Error, MAARC Selected Wrong LIA

Bounce the report when MAARC selected an incorrect LIA based on:

- Location of the vulnerable adult identified by the reporter at the time of the report.
- Relationship between the alleged perpetrator and a licensed provider or service.
- Do Not use bounce function when the LIA discovers additional allegations/alleged perpetrator not identified by MAARC.

a. Error: Required Documentation

Include the following information in the “Bounce Reason” text box:

- Date the note was entered, “11-24-15”
- Type of bounce request, “MAARC error”
- Reason for the bounce, “AP is nursing home staff, not family member”
- Indicate the LIA where the report should be sent, “LIA = MDH”
- Name and county for person requesting bounce, “Mike Olson, Aitkin”

b. Submit Bounce Referral Request: Documentation Example

Lead Investigative Agency

Referred to LIA? Yes No Date Referred: 11/23/2015 10:35 AM State: [dropdown]

LIA	County	Status
County	Aitkin	Sent

Bounce Reason

11-24-15 MAARC error. AP is nursing home staff, not family member. LIA=MDH. Mike Olson, Aitkin

c. MAARC will re-direct the report to the newly identified LIA within 2 hours.

2. **Bounce Type: Inter-County Agreement**

Bounce the report to MAARC when the original LIA with jurisdiction:

- Needs to be changed to accommodate an inter-county agreement
Or
- Identifies the appearance of a conflict of interest
Or
- May not be the LIA best able to protect the vulnerable adult or conduct the investigation based on multiple or changing locations for the vulnerable adult, incident or alleged perpetrator
And
- Agrees to relinquish jurisdiction to another county and the other county agrees to accept jurisdiction.

a. Inter-County Agreement Required Documentation:

Include the following information in the “Bounce Reason” text box:

- Date the note was entered, “11-24-15”
- Identify reason for bounce, “Inter-county agreement”
- Identify new county LIA where the report should be sent and name of county contact agreeing to accept jurisdiction, “LIA = Isanti, Delores Sands” or for established agreements, ex. “LIA=Hennepin, MAMC (or name of the agreement)”
- Name and county for person requesting bounce, “Mike Olson, Aitkin”

b. Submit Bounce Referral Request: Documentation Example

LIA	County	Status
County	Aitkin	Sent

Bounce Reason
11-24-15 Inter-county agreement. Send to Isanti, Delores Sands. Mike Olson, Aitkin

c. MAARC will re-direct the report to the newly identified LIA within 2 hours.

Best Practice: MAARC Identifies Multiple LIA Jurisdictions

MAARC reports referred to multiple LIA's do not identify LIA jurisdiction by each allegation in the AMR.

- When multiple LIA's receive MAARC referral, LIA's must initiate communication to ensure LIA clarity on allegation jurisdiction for the AMR.

Best Practice: MAARC Error, Multiple Allegations/Alleged Perpetrators Identified in AMR, MAARC did not refer to all LIA's.

When the AMR identifies multiple allegations/alleged perpetrators, but MAARC did not send the AMR to all LIA's with jurisdiction:

- Do not bounce the report to MAARC.
- Contact your DHS Adult Protection Resource Specialist (APRS) to review the AMR.
- If appropriate, APRS will initiate a request to send the AMR to the additional LIA.
- Description of incident will inform the additional LIA of the reason for referral
- The APRS will request a quality review and coaching for MAARC regarding the report.

Best Practice: LIA Discovers Additional Allegation/Perpetrator Not Identified in AMR

MAARC reports are taken based on the information provided by the reporter. LIA's may identify or discover additional allegations or perpetrators during intake or investigation.

When a LIA identifies or discovers additional allegation/perpetrator(s) during intake or Investigation that identified by MAARC:

- Same LIA Jurisdiction: LIA adds the new Perpetrator/Allegation into existing report.
- Different LIA Jurisdiction: LIA makes new MAARC report using phone or web reporting system. Reference existing MAARC report number in "description of incident". "This report for caregiver neglect by the foster care provider corresponds to MAARC report number XXXXXX with Olmsted County LIA for physical abuse by family member regarding the same incident".

Best Practice: Working with Law Enforcement, Multiple LIA's

- For reports with multiple LIA's, each LIA responsible for an allegation which contains suspected criminal activity communicates with law enforcement. Law enforcement needs information of the LIA with civil jurisdiction for each allegation/alleged perpetrator.
- For reports where a new LIA accepts jurisdiction from an original LIA, the new LIA accepting jurisdiction communicates the LIA change to law enforcement.