

# Hennepin County adult protection

## Keep vulnerable adults safe

The mistreatment of older people and adults with disabilities is a real and serious issue, affecting one out of 10 vulnerable adults in Hennepin County.

## Adult Protection Services responds to reports of maltreatment

Adult Protection Services (APS) is charged with protecting vulnerable adults who have been the victims of abuse, neglect, or financial exploitation. We do this by reducing or eliminating harm brought on by others or by the individuals themselves. Sometimes this means engaging the legal system to stop those who would harm vulnerable adults, while strengthening supports for protected people involving housing, medical care, in-home support services, financial management, and legal assistance.

Most older people and adults with disabilities live independently. Some, however, need trained professionals to intervene on their behalf. You can help by letting us know if you suspect mistreatment of a vulnerable adult.

[Learn more about the definitions of maltreatment and vulnerable adults.](#)

## Make a report by calling 1-844-880-1574

To report abuse, neglect or financial exploitation of a vulnerable adult, contact the Minnesota Adult Abuse Reporting Center (MAARC) at 1-844-880-1574. This number is answered 24 hours a day, every day of the year. Reports are classified as confidential.

[Minnesota Adult Abuse Reporting Center brochure \(PDF\)](#)

## Be prepared to make a complete report

Always provide the following information:

- The vulnerable adult's name, address, age, and other identifying information
- Details about why they are at risk for abuse, neglect, self-neglect, or exploitation
- Any important identifiers of the alleged abusers or other dangers in their home

## Reports are referred to responsible agencies

All reports of suspected maltreatment are referred to responsible agencies. Lead investigative agencies include county adult protective services, the Minnesota Department of Health and the Minnesota Department of Human Services. Reports that include an alleged crime also are referred to law enforcement.

If MAARC sends a report to Hennepin County Adult Protection Services, a social worker will evaluate it to determine whether it meets the statutory criteria for APS services. If the situation meets criteria for abuse, neglect or financial exploitation, the worker will:

- Initiate face-to-face contact with the vulnerable adult who needs assistance
- Assess the adult's safety and provide emergency help as needed
- Investigate allegations of abuse, neglect, or financial exploitation
- Work to both stop the harm, and provide services to maintain the adult's well-being and independence

While Adult Protection Services workers help vulnerable adults every day, people always have the right to decline services.

## Contact

### **Adult Protection Services**

Inquiries: 612-543-9912 or [adultprotection@hennepin.us](mailto:adultprotection@hennepin.us)

## Website

[hennepin.us/adult-protection](https://hennepin.us/adult-protection)