

# Hennepin County adult protection

## Keep vulnerable adults safe

The abuse, neglect and financial exploitation 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 responds to reports of abuse, neglect, and financial exploitation

Adult Protection Services (APS) is a social service program for adults who are vulnerable to abuse, neglect, or exploitation. APS supports adults who are vulnerable so they can live with safety and dignity, consistent with their own culture, values, and goals.

We use approaches that respect the adult's dignity and cultural identity, and balance the choices and values of the person who is vulnerable with the need for safety from abuse, neglect and financial exploitation. This may mean engaging the legal system to stop those who would harm vulnerable adults, or strengthening supports such as housing, medical care, in-home services, financial management, and legal assistance.

[Learn more about who may be a vulnerable adult and what may be maltreatment.](#)

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

You can help by letting us know if you suspect abuse, neglect or financial exploitation of a vulnerable adult.

To make a report, 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.

Minnesota encourages good faith reporting of suspected maltreatment of vulnerable adults by any person. If you make a call, your identity is confidential and cannot be released without a court order.

[Learn more about the Minnesota Adult Abuse Reporting Center \(PDF\)](#)

## Reports are referred to responsible agencies

All reports of suspected maltreatment are referred to the agency responsible to respond. Lead investigative agencies are county adult protection services, the Minnesota Department of Health, or 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 using the county's [prioritization guidelines for assignment](#). 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

To make a vulnerable adult report:

Call 1-844-880-1574 to reach the Minnesota Adult Abuse Reporting Center

For general questions:

Adult Protection Services

612-543-9912

[adultprotection@hennepin.us](mailto:adultprotection@hennepin.us)

## Website

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