

Maltreatment report and investigation dashboard

Dashboard

Data Tips

Data Structure

This dashboard provides an overview of key data points from the intake and investigations of maltreatment reports received by the Minnesota Department of Human Services Licensing Division. This dashboard is interactive. Hover over data points for more information and use the navigation buttons above for more detail on this data. This dashboard is updated at the beginning of every month and shows data for the last 12 full months.

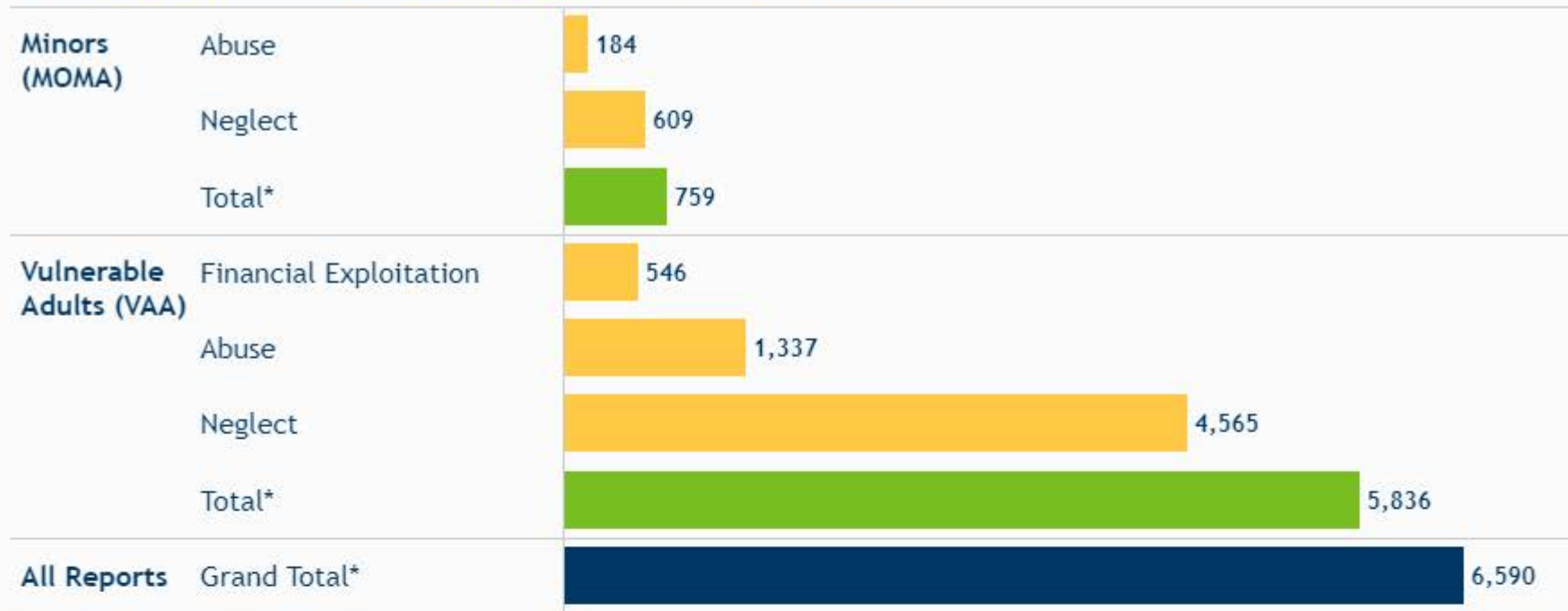
Maltreatment reports received

DHS receives reports of alleged maltreatment in many licensed programs that serve children and vulnerable adults. At the end of **June 2021**, there were **11,257** of these programs. In the last 12 months, between **July 2020** and **June 2021**, DHS received **6,604** reports of alleged maltreatment in these programs.

In the last 12 months, between **July 2020** and **June 2021**, DHS received an average of **550** reports of alleged maltreatment each month.



Between **July 2020** and **June 2021**, the most common types of reported maltreatment were **Neglect** for minors and **Neglect** for vulnerable adults.

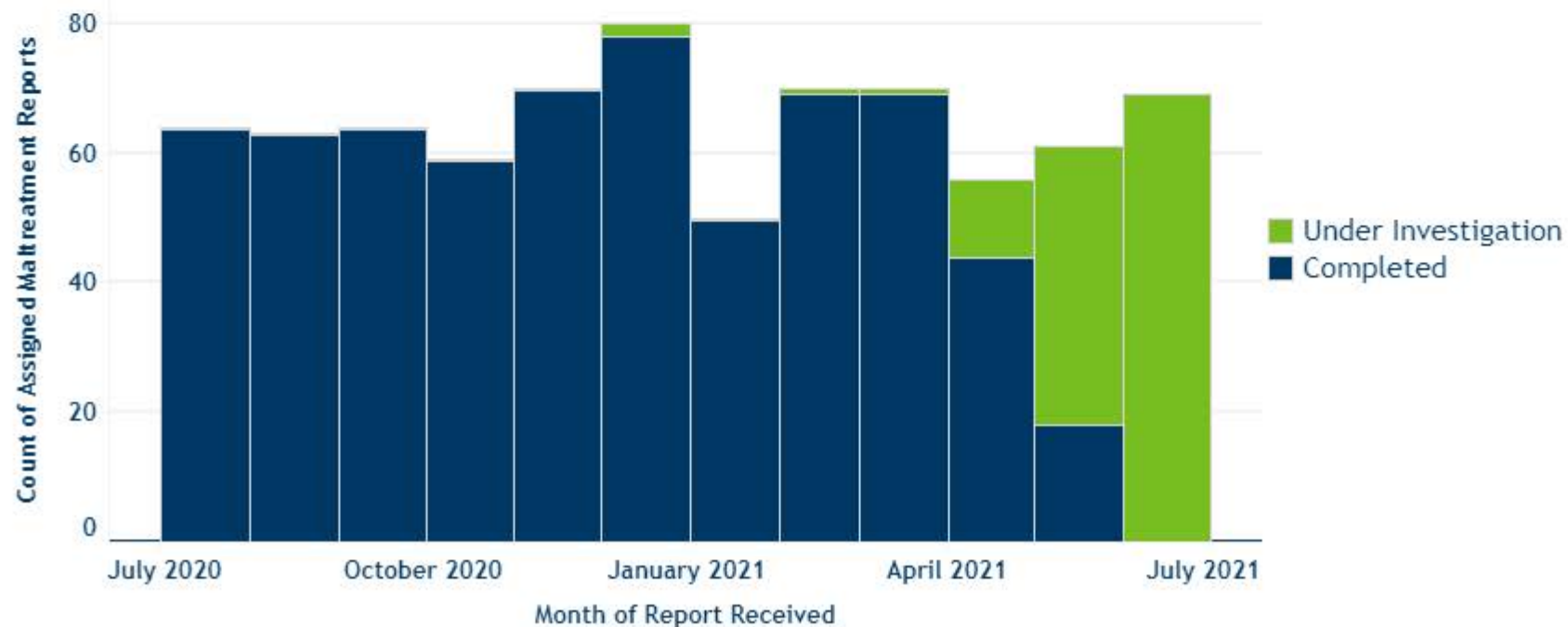


* "Total" is the sum of individual reports received. Since a report may contain multiple allegations of abuse, neglect, and financial exploitation, the sum of these categories exceeds the total number of reports received.

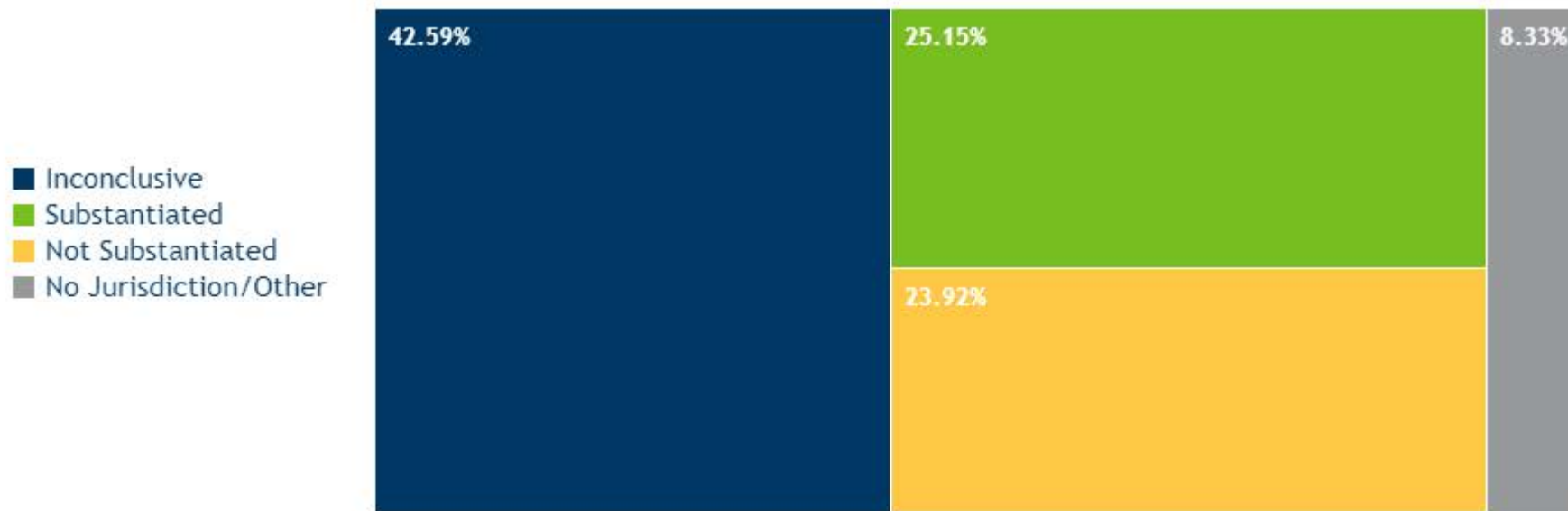
Completed reports and outcomes

Between **July 2020** and **June 2021**, DHS assigned **776** or **12%** of received reports for an out-of-office investigation.

Of reports assigned for an out-of-office investigation between **July 2020** and **June 2021**, **648** or **84%** have been completed and **128** or **16%** are still under investigation.



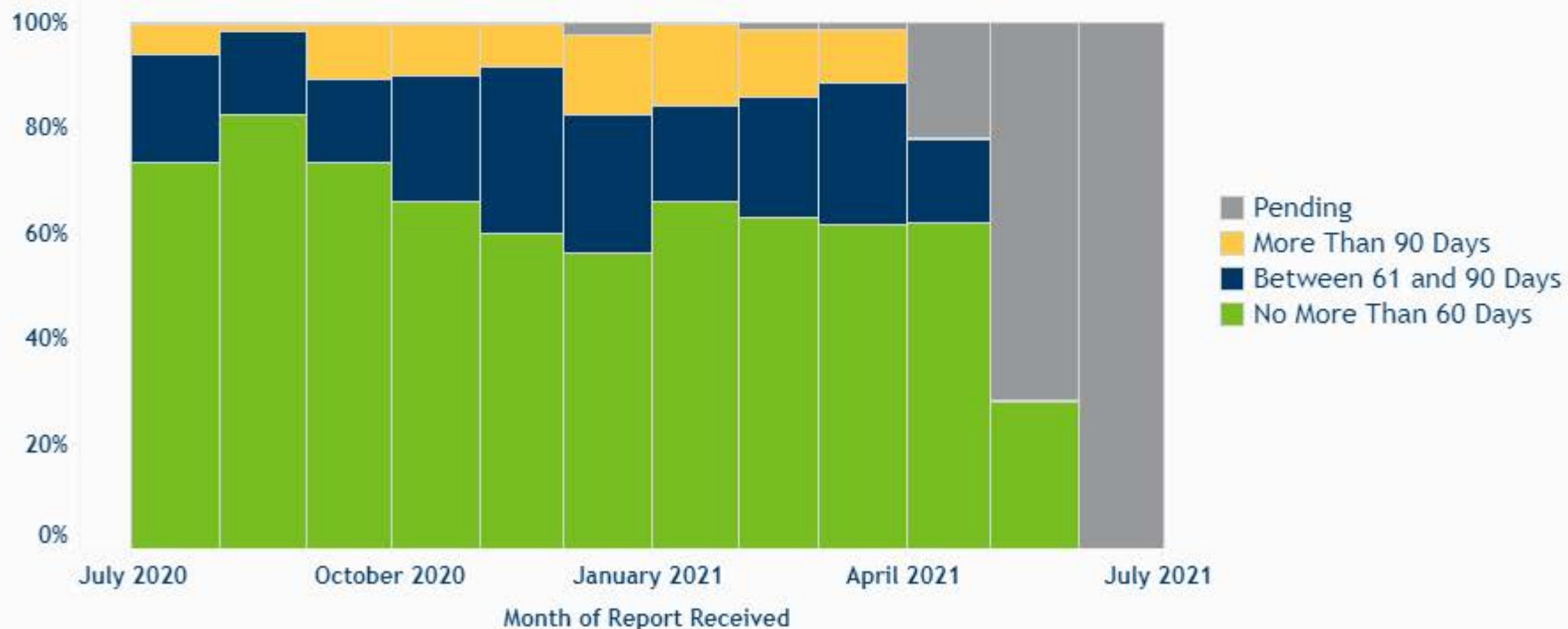
Of the 648 reports received, assigned, and completed between July 2020 and June 2021, 25% were substantiated.



Timeliness of out-of-office-investigations

Between July 2020 and June 2021, DHS assigned 776, or 12% of received reports for an out-of-office investigation. Minnesota Statute states that these investigations shall be completed within 60 calendar days.

For reports received between July 2020 and April 2021 DHS completed 66% of out-of-office investigations within 60 days.*



* The last 2 full months are excluded from this calculation because they include reports that were received within 60 days and are still under investigation.

This page contains more detailed information on the sections and key data points of the maltreatment dashboard for anyone who wants a better understanding of the maltreatment investigation process. Use the buttons in the two sections below for more information and definitions.

Dashboard Data Descriptions

For more information on the data in each section of the dashboard, how DHS processes reports of maltreatment, and term definitions, click on the headers below.

Sections	Reports Received
	Assigned and Completed
	Timeliness
Data Points	Abuse
	Financial Exploitation
	Inconclusive
	Licensed Program
	Maltreatment
	Maltreatment Allegation
	Maltreatment Report
	Minors
	Neglect
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	Reports Assigned
	Reports Completed
Substantiated	
Vulnerable Adults	

Assigned and Completed:

Reports that are determined to meet the statutory criteria as possible maltreatment are assigned for an out-of-office/field investigation. During this investigation, staff will often visit a licensed site and speak with more people connected to the incident in order to come to a final determination on each allegation in the report. The final disposition of a maltreatment report that was assigned for an out-of-office investigation under the Vulnerable Adults Act (VAA) can be "substantiated", "inconclusive", "false", or "no jurisdiction". For maltreatment reports under the Maltreatment of Minors Act (MOMA), the final disposition can be "maltreatment determined", "maltreatment not determined", or "no jurisdiction". This dashboard combines "substantiated" and "maltreatment determined" as "substantiated" and combines "false" and "maltreatment not determined" as "not substantiated" for ease of use.

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Timeliness:

Minnesota Statute states that out-of-office maltreatment investigations shall be completed within 60 days of when they are received. DHS strives to meet this deadline in all investigations, but it is not always feasible for several reasons, including the need to coordinate with external agencies, such as law enforcement and medical providers, and the need to gather necessary information and conduct interviews with multiple sources of information. Additionally, timelines are challenging with the increased complexity of investigations that can involve more than one allegation of maltreatment and more than one vulnerable adult or minor. This dashboard shows our compliance with meeting this timeline.

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Abuse:

Abuse is defined in the Minnesota Vulnerable Adults Act (MN Statute 626.5572) and Maltreatment of Minors Act (MN Statute 626.556). Generally abuse is categorized as the physical or sexual abuse of a vulnerable adult or minor, and emotional abuse of a vulnerable adult.

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Financial Exploitation:

Financial exploitation is defined in the Minnesota Vulnerable Adults Act (626.5572). Generally, financial exploitation is categorized as willfully using, withholding, or disposing of funds or property of a vulnerable adult; acquiring possession of control of funds or property of a vulnerable adult through the use of undue influence, duress, or deception; or forcing or compelling a vulnerable adult to perform services for the profit of another person. Financial exploitation also includes drug diversion, or theft of medication.

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Inconclusive:

Inconclusive means that there is less than a preponderance of evidence that maltreatment did or did not occur.

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Licensed Program:

The DHS licensing division directly and indirectly licenses many different types of programs. The division has jurisdiction to investigate maltreatment in many, but not all of these licensed settings. Notably, the division does not investigate maltreatment in Family Child Care and Child Foster care. These investigations are done at the county level by child protective services. The license types for which the division investigates maltreatment include: home and community-based services; adult foster care, child care centers, adult day care centers, children's residential facilities, residential mental health program, and residential substance use disorder programs.

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Maltreatment:

Maltreatment is abuse, neglect, and/or financial exploitation as defined by the Vulnerable Adults Act, and abuse, neglect, or mental injury as defined by the maltreatment of minors act.

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Maltreatment Allegation:

A maltreatment allegation is a single instance of alleged maltreatment contained in a maltreatment report. For example, if three children were left alone with no supervision, that would constitute 3 maltreatment allegation under the same report.

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Maltreatment Report:

A maltreatment report is a report of alleged maltreatment regarding an individual who is receiving DHS licensed services. One report can have more than one allegation of maltreatment.

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Minors:

Minors are individuals under the age of 18.

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Neglect:

Neglect is defined in the Minnesota Vulnerable Adults Act (MN Statute 626.5572) and Maltreatment of Minors Act (MN Statute 626.557). Generally neglect of a vulnerable adult is categorized as the failure to provide a vulnerable adult with reasonable and necessary care or services, including food, clothing, shelter, health care, or supervision. Neglect of a minor is categorized as the failure to provide a child with necessary food, clothing, shelter, medical or other care, or the failure to protect a child from conditions or actions that seriously endanger the child's physical or mental health.

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Reports Received:

DHS receives reports of alleged maltreatment from the Minnesota Adult Abuse Reporting Center (MAARC) for all reports involving vulnerable adults. Reports involving minors are received directly by the Licensing Division. Allegations of maltreatment, for both vulnerable adults and children, are reported by a variety of sources including from licensed providers, staff persons, family members, community organizations, law enforcement, county workers, and the general public. This number includes every report categorized as maltreatment received from these various sources. Other reports are categorized as licensing complaints if they indicate a licensing violation may have occurred, but there are no alleged maltreatment concerns.

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No Jurisdiction:

No jurisdiction means that the Department of Human Services did not have jurisdiction as the lead investigative agency for the allegations reported. Reports determined to be no jurisdiction are referred to the appropriate agency.

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Not Substantiated:

Not substantiated means that a preponderance of evidence shows that an act that meets the definition of maltreatment did not occur. For this dashboard, this number includes determinations of "false" as defined by the Vulnerable Adults Act and "maltreatment not determined" as defined by the Maltreatment of Minors Act.

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Out-of-Office Investigation:

An out-of-office investigation means that the allegation of maltreatment was assigned to an investigator to determine whether there was an act of maltreatment that occurred.

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Reports Assigned:

Every allegation of maltreatment received by DHS receives a robust in-office investigation. This includes researching DHS and state databases for history with the licensed provider, the alleged victim, and/or the alleged perpetrator; and gathering additional information through phone calls and documentation as necessary. If information from this in-office investigation determines that there was a high risk of harm, or the incident appears to meet the statutory definition of maltreatment, the report is assigned for an out-of-office maltreatment investigation. An Investigator then goes on-site to complete an investigation and determine whether maltreatment occurred. This number is the total number of reports assigned for an out-of-office maltreatment investigation.

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Reports Completed:

A report is completed when it is either determined that it does not meet the threshold to be assigned for an out-of-office maltreatment investigation, or when there is a final determination of whether maltreatment occurred during an out-of-office investigation. In this dashboard, tables count the number of out-of-office investigations completed. This number excludes all investigations that were completed in office.

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Substantiated:

Substantiated means that there was a preponderance of evidence that an act that meets a definition of maltreatment occurred. For this dashboard, this number also includes findings of "maltreatment determined" as defined in the Maltreatment of Minors Act.

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Vulnerable Adults:

A vulnerable adult is a person 18 years of age or older who is a resident of a facility; receives DHS-licensed services; receives personal care assistance from a home care provider; or possesses a physical, mental, or emotional dysfunction regardless of their residence or participation in services.

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Reports Received:

Every report received by DHS undergoes an initial in-office investigation to determine whether the report meets the criteria to be assigned for an out-of-office investigation. During this in-office investigation, intake staff identify and flag reports that have high priority needs or jurisdiction issues and complete an initial triage for emergency protection needs. Additionally, intake staff complete research on the alleged perpetrator, alleged victim, and facility to check for duplicate or similar allegations. From there, assessors frequently gather additional information to determine the harm, or risk of harm presented to the vulnerable adult or child by the reported events or conditions.

In the initial in office investigation, the type of maltreatment in each allegation is also identified. Maltreatment is defined in statute for children under the Maltreatment of Minors Act (MOMA) and for vulnerable adults under the Vulnerable Adults Act (VAA). MOMA defines maltreatment under the categories of abuse and neglect, whereas the VAA includes abuse, neglect, and financial exploitation (which includes drug diversion). A maltreatment report can have more than one allegation of maltreatment in each of these categories.

Data Structure

Data Source

The maltreatment dashboard pulls data from the licensing database where allegations and investigations of maltreatment that occur at facilities licensed by DHS are stored and tracked. This data includes information on all allegations that are received, details collected throughout each investigation, and the final outcomes of each investigation. The maltreatment dashboard provides a high-level overview of DHS's maltreatment work, specifically on the volume of reports received, the outcome of those reports, and the timeliness of report completion.

Licensed services covered in this dashboard

DHS investigates maltreatment in all directly licensed service classes and some indirectly license..

- Child Care Center
- Child Caring-Placing Agency
- Mental Health Center/Clinic
- Residential Facilities for Adults with Mental Illness
- Residential Program & Services for Physically Disabled
- Psychopathic Personality
- Adult Day Care Services
- Adult Foster Care
- Detox Services
- Children's Residential Facilities
- Home and Community Based Services
- Home and Community Based Services - Community Residential Setting
- Home and Community Based Services - Day Services Facility
- Home and Community Based Services - Residential Services Facility
- Certified Child Care Center
- Substance Use Disorder Treatment

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Licensed services not covered in this dashboard

Maltreatment in certain services classes that are indirectly licensed by DHS are investigated by the counties, child protective services, or agencies in other states for out of state children's residenti..

- Family Child Care
- Child Foster Care
- Family Adult Day Services
- Out of State Children's Residential Facilities

Nursing homes and elder care facilities are licensed by the Minnesota Department of Health. Maltreatment in these types of facilities is investigated by the Minnesota Department of Health.