



Maine Department of Health and Human Services
Aging and Disability Services
11 State House Station
41 Anthony Avenue
Augusta, Maine 04333-0011
Tel; (207) 287-9200; Toll Free: (800) 262-2232
Fax (Disability) (207) 287-9915; Fax (Aging) (207) 287-9229
TTY: Dial 711 (Maine Relay)

Mandated Reporting FAQ:

Who are APS Mandated Reporters?

A mandated reporter is anyone who has:

A full, intermittent, or occasional responsibility for the care or custody of an incapacitated or dependent adult (regardless of whether they receive payment).

[Complete list of professionals required to report to APS.](#)

When must they report to Adult Protective Services?

Maine law requires that mandated reporters report immediately to Adult Protective Services when the person knows or has reasonable cause to suspect that an incapacitated or dependent adult has been or is likely to be abused, neglected, or exploited.

How does a Mandated Reporter make a report?

Call APS 24/7 at 1-800-624-8404.

A supervisor or administrator of a person mandated to report to APS may not impede or inhibit the reporting, and a person making a good faith report may not be subject to any sanction for making a report.

Are there differences between Mandated Reporting for Adult Protective Services and Child Protective Services?

Yes – there are differences. If you are a mandated reporter for both adults and children, you should take training in both to understand your responsibilities.

How often am I required to take the mandated reporter training?

Per Maine State Law ([§3477, 8.](#)), this training must be completed by mandated reporters “at least” **every 4 years**. However, some organizations may require it be taken more frequently and/or may require additional training. It is your responsibility to complete the training as often as required by law and your place of employment.

As a mandated reporter, how should I document that I have taken this training?

Per Maine State Law, this training must be completed by mandated reporters every 4 years. However, some organizations may require it be taken more frequently. It is your responsibility to maintain your certificates and complete the training as often as required by law and your place of employment.

Can I substitute other training for this one?

No. The only training that can be used to meet the state law requirement are the [online training](#) or ones provided by Adult Protective Services.

If I am a mandated reporter through my professional or volunteer role, should I wait for my employer to set up a training for me or should I go ahead and do this training on my own?

It is the individual’s responsibility to take the required training and retain proof of completion. You may do that individually, or in a group training provided by Adult Protective Services (if your organization makes that available.)

What if I am not sure, but suspect, someone may be experiencing abuse?

If you have any reason to suspect abuse, you should make a report to Adult Protective Services.

The resource, [A Helping Voice](#), is a confidential phone-based service, offering clarity, guidance and support to help professionals figure out whether what they are concerned about is abuse, to offer guidance on their role as a mandated reporter, and to support callers in reporting abuse.

What if I make a report and I am mistaken?

As long as you are making a report to Adult Protective Services, in good faith, you are, “immune from any civil liability that might otherwise result from these actions, including, but not limited to, any civil liability that might otherwise arise under state or local laws or rules regarding confidentiality of information.” Maine Revised Statutes Title 22, §3479-A

If I have already called 911, or Law Enforcement, do I still need to report?

If someone is in danger, always immediately call 911 first. Safety is paramount, but then also report to Adult Protective Services. Not all forms of abuse, neglect or exploitation are considered crimes and the services that may be offered by Adult Protective Services can extend beyond the immediate emergency.