APS-18-07

November 9, 2018

**MEMORANDUM FOR DIVISION OF SENIOR & DISABILITY SERVICES**

**ADULT PROTECTIVE SERVICES STAFF**

From: Kathryn Sharp Sapp, Bureau Chief

Division of Senior and Disability Services

Adult Protective Services Policy Unit

Subject: Service Interventions

Pursuant to PSEM 18-17 (MO Case Compass Enhancement Release 4.8.4), Case Compass has been enhanced to include the Service Interventions tab. Staff are to begin entering data into the Service Interventions tab, effective immediately on any open hotline as of 11/9/18. Draft APS Policy 1703.68: Service Intervention is to be utilized, as trained, when selecting the appropriate category of action taken or attempted while responding to an ANE Report. This policy will remain in draft form through December to allow field staff to test the definitions and directions. As mentioned in training, the APS Policy Unit will solicit feedback from field staff during a Bureau of Adult Protective Services APCS Conference Call by the end of November.

**NECESSARY ACTION:**

1. Review this memorandum with all APS staff.
2. Review Draft APS Policy 1703.68: Service Interventions.
3. All questions should be cleared through normal supervisory channels and directed to:
4. Michelle Humphrey at [APSPolicy@health.mo.gov](mailto:APSPolicy@health.mo.gov) or by calling 573-526-8502.

**APS Manual Revisions:**

APS Policy 1703.68: Service Interventions – New Draft Policy