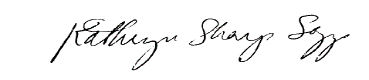
APS-19-03

May 06, 2019

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

**ADULT PROTECTIVE SERVICES STAFF**

From: Kathryn Sharp Sapp, Bureau Chief 

Division of Senior and Disability Services

Bureau of Adult Protective Services Policy and Staff Development

Subject: Service Interventions

Enhancements to the Adult Protective Services (APS) Policy manual have been made to reflect changes in how service intervention data is collected. These changes are being implemented in response to feedback from Protective Service (PS) workers during follow-up training on the interventions tab. Field staff voiced confusion on when an intervention was “in-place,” “unresolved,” and the disposition. The following definitions have been added to the policy:

* In Place –the eligible adult already had the service in place at the time the hotline was received.
* Disposition - any services that field staff provided to the eligible adult during the course of the investigation.
* Unresolved - The intervention is unresolved when the selected intervention has not been resolved during the course of the investigation.

There have also been examples added to the policy when “in-place” and “unresolved” should be marked; and what should be documented under the disposition drop down menu.

Help texts have been updated in the following intervention categories:

* Care/Case Management
* Financial Management
* Housing and Relocation
* In-Home Assistance
* Legal
* Public Assistance

The following categories and interventions have been added or changed:

* **Financial Management** 
  + Added: MO ABLE
  + Changed: Estate Planning to Will
  + Changed: Money Management to Money Management/Budgeting
* **Housing and Relocation** 
  + Added: Resources for Housing
* **In-Home Assistance** 
  + Changed: Home & Community Based Services to HCBS (private/public)
  + Added: Medical/Safety Alert
* **Legal** 
  + Added: Advanced Directives

**NECESSARY ACTION:**

1. Review this memorandum with all APS staff.
2. Review [APS Policy 1703.68: Service Interventions](https://health.mo.gov/seniors/apsmanual/index.php).
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 Policy