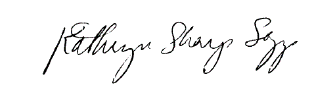
APS-20-13

April 27, 2020

**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: COVID-19 Update: Eligible Adult Contact & Exceptions

**RA Contact**

As a result of Covid-19, staff are only completing a face-to-face visit with reported adults (RA) in extreme circumstances. Protective Service Unit (PSU) staff are currently attempting to contact RAs by phone to provide services and referrals amid the COVID-19 pandemic. There are occasions when PSU staff have difficulty contacting the RA by phone. Enhancements to the Adult Protective Services (APS) Manual have been made to add the [RA Contact Letter](https://health.mo.gov/seniors/apsmanual/pdf/ra-contact-letter.pdf) into section VII. The letter was developed utilizing examples and suggestions from the field and is mailed to the RA to request that they contact the assigned worker. The letter is a fillable PDF and only takes a few minutes to complete.

**Exceptions**

When PSU and SIU staff are unable to complete face to face visits with the RA due to concerns of Covid-19, staff should document in case recordings that the face to face visit was waived due to Covid-19. Staff should document all relevant attempts to contact the RA or other collateral contacts in case recordings. Staff should only request task exceptions when they are unable to make contact with the RA by phone or other means.

**NECESSARY ACTION:**

1. Review this memorandum with all APS staff.
2. Review the RA Contact Letter
3. All questions should be cleared through normal supervisory channels and directed to: [APSPolicy@health.mo.gov](mailto:APSPolicy@health.mo.gov) or by calling 573-526-0714.

**APS Manual Revisions:**

RA Contact Letter -- Added to Forms Section VII

KSS/AV