



**Missouri Department of Health and Senior Services**

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PSEM-21-04

August 17, 2021

**MEMORANDUM FOR SECTION OF ADULT PROTECTIVE SERVICES STAFF**

From: Nicole Gatlin, Bureau Chief of APS Supports  
Division of Senior and Disability Services  
Section of Adult Protective Services (APS)

Subject: Discontinuing Departmental Client Number (DCN) creation for involved persons

Effective immediately, Adult Protective Services (APS) staff will no longer be required to create new DCNs for any involved person, including eligible adults or alleged perpetrators, before closing the hotline. APS Social Service Specialists shall review the involved person's pedigree information for accuracy and conduct a search for DCN in Case Compass and/or the mainframe system. If a DCN exists, the DCN shall be added to the report.

Any questions regarding this memo should be directed to [APSPolicy@health.mo.gov](mailto:APSPolicy@health.mo.gov). Thank you.

NG/ca

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