



Missouri Department of Health and Senior Services

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APS-21-06

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MEMORANDUM FOR SECTION OF ADULT PROTECTIVE SERVICES STAFF

From: Nicole Gatlin, Bureau Chief 
Division of Senior and Disability Services
Bureau of APS Supports

Subject: COVID-19 Resurgence: Eligible Adult Contact & Exceptions

Eligible Adult Contact

Due to a recent resurgence in COVID-19, Adult Protective Services (APS) staff are directed to complete a face-to-face visit with eligible adults only in extreme circumstances and after supervisory consultation. Protective Service Unit (PSU) staff shall attempt to contact eligible adults by phone to provide services and referrals amid the resurgence. On the occasion that PSU staff have difficulty contacting the eligible adult by phone, the [RA Contact Letter](#) located in the APS manual shall be utilized.

Exceptions

When appropriate, PSU staff shall document in case recordings that the face-to-face visit was waived due to COVID-19 as well as all relevant attempts to contact the eligible adult or other collateral contacts. When a face-to-face visit has been waived, PSU staff shall request an exception to the appropriate investigation plan task in Case Compass.

NECESSARY ACTION:

1. Review this memorandum with all APS staff.
2. All questions should be cleared through normal supervisory channels and directed to: APSPolicy@health.mo.gov or by calling 573-526-0714.

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www.health.mo.gov

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