



Missouri Department of Health and Senior Services

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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: Staffing Levels and Activation of the COOP Crisis Staffing Plan

At this time staffing levels in the Protective Services Unit (PSU) are critically low. Currently there are thirty-seven PSU vacancies, and an increasing number of PSU Specialists are out related to illness. When taking vacancies, absences, and new staff who are not yet able to respond to investigations into account, PSU is currently operating at 48% capacity. Regional Managers have prioritized hiring and are making every effort to fill vacancies. However, staffing levels are expected to remain at lower than ideal levels while hiring and training occurs.

As a result of critically low staffing, the following will be implemented immediately in accordance with the COOP Crisis Staffing Plan:

- PSU Specialist duties will be prioritized to investigate Class I reports. Face-to-face visits will continue to be required for all Class I reports unless the criteria for an exception is met. See [Protective Service Response Policy 1730.10](#) for exceptions.
- Class II reports will be triaged via phone contact to determine immediacy of need for intervention. If the safety of the eligible adult cannot be ensured via phone contacts, face-to-face contact is required. When PSU staff are able to ensure safety of the eligible adult via phone and do not need to complete a face-to-face visit with the eligible adult, staff should document in case recordings that the face-to-face visit was waived due to activation of the Crisis Staffing Plan. Staff should document all relevant attempts to contact the eligible adult and/or other collateral contacts in case recordings, and appropriate exceptions should be requested.
- PSU Supervisors will be utilized to assist with hotline investigations.
- Administrative Support Assistants will be utilized to assist in making phone contacts when appropriate and after consultation with the Regional Manager.

PSU staffing levels will be closely monitored on a weekly basis to evaluate the need for continued Crisis Staffing Plan activation. In addition to assessing the staffing levels of PSU, consideration will be given to staffing levels within the Special Investigations Unit and the Central Registry Unit, and the Crisis Staffing Plan protocol will be implemented as appropriate.

NG/KS

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