



**Missouri Department of Health and Senior Services**

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APS-22-07

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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: Continuation of the Crisis Staffing Plan

Due to low staffing levels in the Protective Services Unit, the following Crisis Staffing Plan (CSP) continues to be in effect:

- 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 the 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 can 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 CSP. Staff should document all relevant attempts to contact the eligible adult and/or other collateral contacts in case recordings and appropriate tasks 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.

As a reminder, when a face-to-face visit is not conducted, signing the HIPAA Privacy Policy and Safety Plan is not required. However, it is critical that HIPAA is addressed with the eligible adult. Staff need to make the client aware of the privacy practices by phone, document the receipt of verbal acknowledgment on the form, and upload as appropriate.

Staff will continue to complete or attempt to complete safety planning with the client *by phone* when a home visit is not conducted. Per PSEM-21-03, use of the Safety Plan form continues to be optional, and the safety planning information can be documented in the case recording. However, in instances where the Safety Plan form is completed by phone, the form does not require a client's signature. Staff shall document the date and time the form was completed with the client on the signature line in lieu of a signature, and forms shall be uploaded as appropriate. The Safety Plan does not need to be mailed to the client unless he/she specifically requests a copy.

NG/CA

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