



**Missouri Department of Health and Senior Services**

P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-6400 FAX: 573-751-6010  
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**Paula F. Nickelson**  
Acting Director




**Michael L. Parson**  
Governor

APS-23-03

August 17, 2023

**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: Discontinuation of the Continuity of Operations Crisis Staffing Plan

Effective with this memo, the Continuity of Operations (COOP) Crisis Staffing Plan is withdrawn. The Section of Adult Protective Services will resume normal operations as staffing levels have significantly improved and are maintained at 70% or greater. APS staff shall restart face-to-face visits and complete Safety Plan and HIPAA Privacy Policy Acknowledgment forms per policies [1703.10](#) and [1707.60](#).

This memo supersedes APS-22-07, APS-22-02, and PSEM-21-03 related to the Crisis Staffing Plan and Safety Plan. For guidelines on conducting face-to-face visits, refer to the [Protective Service Response Policy 1703.10](#).

Policy efficiencies outlined in [PSEM-21-06](#) remain in effect.

**HEALTHY MISSOURIANS FOR LIFE**

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