



Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 | Phone: 573-751-6400 | FAX: 573-751-6010
RELAY MISSOURI for Hearing and Speech Impaired and Voice dial: 711



Paula F. Nickelson
Director

Michael L. Parson
Governor

APS-24-01

January 11, 2024

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: Face-to-Face Visit Attempts, Reporter Contacts, and Waiver Approvals

Effective the date of this memo, APS Specialists shall make three attempts to see an eligible adult before requesting a waiver of the face-to-face visit. Two of those attempts shall be within the classification timeframes outlined below. The third attempt may be completed outside the required policy timeframes.

Timeframes for conducting a face-to-face interview:

1. Class I Reports

The face-to-face contact with the eligible adult must occur within twenty-four hours of report receipt.

2. Class II Reports

The face-to-face contact with the eligible adult must occur within seven calendar days.

When requesting a waiver of the face-to-face contact as outlined in policy 1703.10, “other extenuating circumstances” must be approved in consultation with the Regional Manager.

APS Specialists shall attempt to contact the reporter at least twice before requesting a waiver of the reporter’s contact. If the APS Specialist leaves a message, this does not constitute a successful contact. Unsuccessful attempts to contact the reporter require a waiver. When the reporter is anonymous, a waiver is not required.

When APS Specialists receive reports through the Online Reporting Application (ORA) and the reporter has provided contact information but checked the anonymous box, the reporter shall be contacted as outlined in APS policy. In these instances, this is **not** considered an anonymous report.

Timeframes for making reporter contacts and initiating reports:

1. Class I Reports

Initiated within one hour of the report being routed.

2. Class II Reports

Initiated within forty-eight hours of the report being routed.

PROMOTING HEALTH AND SAFETY

The Missouri Department of Health and Senior Services’ vision is optimal health and safety for all Missourians, in all communities, for life.

NECESSARY ACTION:

1. Review this memorandum with all APS staff.
2. All questions should be cleared through normal supervisory channels and directed to the Bureau of APS Supports at APSPolicy@health.mo.gov.

NG/ca