



Missouri Department of Health and Senior Services

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APS-24-04

March 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: Protective Service Response Policy Updates

Effective March 11, 2024, updates have been made to policy 1703.10, Protective Services Response, to reflect the following changes:

- Clarification added on the initiation of reports, including the following:
 - Timeframes,
 - Initiation date field,
 - Consideration of whom to initiate the report with when the reporter isn't available,
 - Prior history/Background checks,
 - How to handle reports with no identifiable ANE,
 - Restricting reports,
 - Duplicate reports,
 - Grouping reports, and
 - Reclassifying reports.
- Clarification added on reporter contact and timeframe requirements.
- Clarification of the number of face-to-face attempts with the eligible adult prior to postponement or waiver.
- Separated postponement and waiver requirements for face-to-face interview with the eligible adult.
- Separated postponement and waiver requirements for the safety plan.
- Clarification of HIPAA requirements.
- Clarification added on when a report may be cancelled.
- Clarification on closing reports by defining and amending closing and cancelling dispositions and updating closing timeframes.
- Updated the extension reasons to match MoAPSS.

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