



## Missouri Department of Health and Senior Services

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**Paula F. Nickelson**  
Director

**Michael L. Parson**  
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APS-24-06

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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: Protective Service Response Policy Updates

The Protective Service Response policy has been updated to clarify requirements for initiating a report. When the reporter or no other collateral contact is available and the report needs to be initiated by contacting the eligible adult, the APS Specialist may contact the eligible adult by phone when appropriate.

The reclassifying reports section has been updated to reflect that duplicate reports can be reclassified without Regional Management approval.

#### 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](mailto:APSPolicy@health.mo.gov).

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### 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.