



Missouri Department of Health and Senior Services

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APS-24-12

07/1/2024

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: Adult Protective Services Transformation and Policy Updates

As you may be aware, the Section for Adult Protective Services has been undergoing transformation. Using recent funding opportunities, APS contracted with the University of Missouri Kansas City, Alvarez and Marsal, and APS Training Consultants to review APS policies and procedures, streamline APS processes, and provide guidance, training, and best practice models.

One outcome of these partnerships was the development of a framework for consistently determining allegation findings (the Consistency in Determining Findings Matrix), along with training conducted to provide staff understanding of the use of this tool. Another was identifying critical decision points in APS investigations, including eligibility determination. APS must use its resources effectively to serve those eligible. Because eligibility can be determined at several points in an investigation, a separate eligibility case note was created.

Effective July 1, 2024, the Adult Protective Services manual has been updated to reflect the following changes.

Policy 1703.10: Protective Service Response

- Added a note on using expert assistance when decisional capacity is in question
- Removed information related to report closure
- Added eligibility case note information

Policy 1703.12: Protective Services Response Report Closure (NEW)

This policy was created to thoroughly define the report closure process with specific directions for determining and documenting allegation status findings. Information from 1703.10 was moved, and new information includes:

- Consistency in Determining Findings considerations;
- Allegation status considerations;
- Allegation status definitions; and
- Clarification on required investigation summary case note elements.

Policy 1703.13: Consistency in Determining Findings (CIF) Matrix (NEW)

The CIF Matrix was added to the policy manual to provide staff with a consistent guideline for determining allegation statuses. The CIF Matrix is allegation-specific and has three columns: Allegation Indicators,

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Evidentiary Issues to Consider, and Defining Elements. APS staff shall use the CIF Matrix to determine whether evidence supports the allegation finding.

Policy 1706.20: Case Record Documentation

- Added marital status back as a required demographic information
- Updated language around vague pronoun usage
- Updated case initiation documentation language
- Added Eligibility Case Note information
- Removed uploading the Risk Assessment as it is completed in MoAPSS
- Updated allegation statuses: removing outdated ones and adding new ones
- Added Investigation Summary case note information and defining elements

The following guides have been updated in the Resources & Tools section of the Manual:

Examples of Investigation Summary Case Notes

- Updates have been made to reflect the required elements of an Investigation Summary case note

Examples of Eligibility Case Notes (NEW)

A new case note type has been added to MoAPSS so that APS staff can document eligibility at any point during the investigation. Case notes examples were created to provide guidance.

Quick Guide: Canceling/Closing Reports on Ineligible Adults

- Updated the example ineligibility case note

MoAPSS Updates

The following changes have been made to MoAPSS:

Addition of case note type:

- Eligibility Case Note

Allegation statuses removed:

- Valid
- Invalid
- Reason to Believe
- SIU

Allegation statuses added:

- Suspected and Referred to OSI
- Suspected

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