



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
Director

Michael L. Parson
Governor

APS-24-15

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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: Policy Updates

The following policies have been updated and are effective upon receipt. A line down the right side of the policy highlights changes for APS staff.

1703.10 Protective Service Response:

- Clarified language around canceling/closing a report and task waivers for persons who are not eligible adults;
- Amended reclassification requirements to reflect that classing a report down must go through the Regional Manager; and
- Defined the SLUMS exam and added information about required Lichtenberg assessments and when to utilize them.

1703.12 Protective Service Response Report Closure:

- Clarified language around task waivers for persons who are not eligible adults.

1706.20 Case Record Documentation:

- Added language regarding documenting the Lichtenberg assessments.

Examples of Investigation Summary Case Notes:

- Amended examples to include person-centered language; and
- Updated the 'suspected' example to clarify how a suspected allegation could be documented.

Quick Guide Lichtenberg Assessments:

- Created a guide on how to use the Lichtenberg assessment tools. This guide will be located in the Resources & Tools section of the manual.

1703.13 Consistency in Determining Findings Matrix:

- Added the Protective Services (PS) allegation to the CIF Matrix. The PS allegation will be utilized only with Employee Disqualification List (EDL) report allegations; and
- Added the allegation findings definitions for the convenience of PSU staff members.

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.

ROLE	REQUIRED ACTION
CRU	These policy updates do not directly impact CRU. However, CRU should review policy updates and be aware of best practice changes.
PSU Field Staff	PSU field staff members shall review policies, understand how they are applied, and apply them in the course of their casework. Questions shall be directed to PSU Supervisors as appropriate.
PSU Supervisor	PSU Supervisors are required to review new policies/policy updates with team members during staff meetings and ensure team members understand and utilize them. Supervisors are responsible for confirming employee understanding and application of policy updates through case reviews and case conferences. Supervisors shall forward questions to the APS Policy Unit as needed.
PSU Management	PSU Managers shall ensure that PSU Supervisors review policies with staff and hold PSU field staff responsible for implementing and applying policies.
Administrative Support Assistant (ASA/LASA)	There is no required action for this group.
Training	Trainers shall review policies and incorporate policies into the training package.
Quality Assurance (QA)	QA staff members shall review and thoroughly understand policy changes that may impact QA Reviews, update the QA forms as needed/change processes as required, and evaluate affected team members' understanding of policy changes through QA Reviews. QA Staff shall communicate updates to QA processes to PSU Supervisors and Managers within two business days of completion and 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.

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