



Missouri Department of Health and Senior Services

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APS-25-01

February 5, 2025

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: Procedure for Addressing Classification, Allegation, and Eligible Adult Concerns from the Central Registry Unit and Protective Service Response Policy Update

The purpose of this memo is to establish a procedure for addressing perceived errors in classification, allegations assigned, or eligible adult determinations made at intake.

When the field encounters a perceived error in classification, allegations assigned, or eligible adult determination on a report routed by CRU, the concern should be sent through the APS Supervisor to the APS Regional Manager for review. When reviewing the report to determine if an error occurred at CRU, consideration should be given only to the information available at the time of intake.

Note: The field can view the intake within MoAPSS to review the intake source and all other information documented in the intake by clicking the Intake Report ID (INTK number) displayed on the "Case Details" tab of the APS case.

After reviewing the intake information, if it is determined that the CRU made an error, the information should be sent back to CRU via email at CRUInquiry@health.mo.gov for review and correction, as appropriate.

If, after making additional contacts and/or gathering additional information, the field determines that an APS report's classification is incorrect, the field should follow the guidance provided in 1703.10 Protective Service Response regarding reclassifying reports.

In response to this memo, 1703.10 Protective Service Response has been updated.

- Language has been removed regarding reclassification related to errors.

ROLE	REQUIRED ACTION
CRU	CRU team leads and/or supervisors shall review reports sent back to CRU from the field to determine if classification, allegations assigned, and eligible adult determinations are correct. Errors made by CRU shall be corrected at CRU. If it is determined changes are needed based on additional information obtained by the field after report routing, CRU

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	should request that any changes to classification, allegations, or eligible adult determination be made at the field.
PSU Field Staff	PSU field staff members shall review this memo and policy updates and request assistance through the PSU Supervisor as appropriate. When there is a perceived error, PSU field staff should review the initial intake prior to contacting the PSU Supervisor. Only information available at the time of intake should be considered in making the determination.
PSU Supervisors	PSU Supervisors are required to review this memo and policy updates with team members during staff meetings. Supervisors are also responsible for confirming employee understanding and application of this procedure through case reviews and case conferences. Supervisors shall review information related to perceived errors and forward questions to the Regional Manager, as needed.
PSU Management	PSU Managers shall ensure that PSU Supervisors review this memo and policy updates with staff and hold PSU field staff responsible for implementing and applying the procedure.
Administrative Support Assistant (ASA/LASA)	There is no required action for this group.
Training	Trainers shall review this memo and incorporate its contents into the training package, as appropriate.
Quality Assurance (QA)	QA staff members shall review and thoroughly understand the procedure outlined in this memo and policy update, update the QA forms as needed/change processes as required, and evaluate affected team members' understanding of the memo 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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