



Missouri Department of Health and Senior Services

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APS-25-02

February 12, 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: APS Policy Updates: Guides/Checklists

The following guides/checklists have been created or updated:

Quick Guide: MOAPSS Interventions:

- Added “other professionals” to the description of Provided and Recommended Intervention Stages. Interventions provided or obtained by other professionals during the course of an investigation shall be marked as such.

Quick Guide: Guardianship/Conservatorship:

- Created a guide on what should be included when submitting a guardianship/conservatorship packet to the Office of General Counsel. This guide can be located in the Miscellaneous section of the Resources & Tools.

Class I/Class II Report Checklist:

- Updated the name of the document from APS Specialist Report Checklist to Class I/II Report Checklist.

Class III and IDR Report Checklist:

- Developed a checklist to assist APS staff in making sure required tasks are completed prior to completing Class III or IDR reports. This guide can be located in the Miscellaneous section of the Resources & Tools.

ROLE	REQUIRED ACTION
CRU	These guides/checklists do not directly impact CRU.
PSU Field Staff	PSU field staff members shall review guides/checklists, understand how they are applied, and apply them in the course of their casework. Questions shall be directed to PSU Supervisors as appropriate.

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.

PSU Supervisors	PSU Supervisors are required to review guides/checklists with team members during staff meetings and ensure they understand and utilize them. Supervisors are also responsible for confirming employee understanding and application of guides/checklists 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 guides/checklists with staff and hold PSU field staff responsible for implementing and applying the guides/checklists.
Administrative Support Assistant (ASA/LASA)	There is no required action for this group.
Training	Trainers shall review guides/checklists and incorporate into the training package.
Quality Assurance (QA)	QA staff members shall review and thoroughly understand guides/checklists that may impact QA Reviews, update the QA forms as needed/change processes as required, and evaluate affected team members' understanding of guides/checklists 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.

NG/mh