



## Missouri Department of Health and Senior Services

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APS-25-03

February 18, 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

In an effort to make the Adult Protective Services (APS) manual clearer, more understandable, and easier to navigate, we are retitling manual chapters and renaming, renumbering, and consolidating policies as appropriate.

Chapter 1 of the APS manual has been released and retitled “Introduction to Adult Protective Services” and contains the following policies/updates:

- 1.1 Introduction to APS Practice
  - This policy was formerly 1701.10 Introduction/Philosophy;
  - Updated the Division’s vision and mission and the mission of APS; and
  - Added APS Guiding Principles developed with the APS Advisory Council.
- 1.2 APS Purpose and Goals
  - This policy was formerly 1701.00 Investigative Authority;
  - Added the definition of Protective Services; and
  - Clarified terminology around investigations and added alleged perpetrators.
- 1.3 Missouri Statutes on APS
  - This policy was formerly 1701.30 Chapter 192, RSMo, Statutes Governing Adult Protective Services; and
  - No changes to this policy.
- 1.4 Confidentiality
  - This policy was formerly 1702.80 Confidentiality of Information
  - Added a new introductory paragraph for confidentiality;
  - Added language around who may receive a copy of reports when the eligible adult is deceased;
  - Added language around consulting with OGC prior to releasing a reporter’s name;
  - Updated wording on in-home services participant;
  - Replaced old terminology of “narrative recording” with “case notes;”
  - Consolidated public administrator information;
  - Updated staff titles;

### 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.

- Added instructions on where to send subpoenas;
- Added information on online record request procedure; and
- Updated the name of the Bureau responsible for record requests and who can release records.

The following policies are being removed from the manual:

- 1701.00 Investigative Authority;
- 1701.10 Introduction/Philosophy;
- 1701.20 History; and
- 1701.30 Chapter 192, RSMo, Statutes Governing Adult Protective Services

<b>ROLE</b>	<b>REQUIRED ACTION</b>
CRU	CRU staff shall review policy updates, understand how they are applied, and apply them in the course of their work. Questions shall be directed to CRU Supervisors as appropriate.
PSU Field Staff	PSU field staff members shall review policy updates, understand how they are applied, and apply them in the course of their casework. Questions shall be directed to PSU Supervisors as appropriate.
PSU Supervisors	PSU Supervisors are required to review policy updates with team members during staff meetings and ensure they understand and utilize them. Supervisors are also responsible for confirming employee understanding and application of 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 policy updates with staff and hold PSU field staff responsible for implementing and applying policy updates.
Administrative Support Assistant (ASA/LASA)	ASAs and LASAs are responsible to review these APS policy updates and be familiar with basic APS practice, confidentiality, and Missouri state statutes.
Training	Trainers shall review policy updates and incorporate them into the training package.
Quality Assurance (QA)	QA staff members shall review and thoroughly understand policy updates that may impact QA Reviews, update the QA forms as needed/change processes as required, and evaluate affected team members' understanding of policy updates 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](mailto:APSPolicy@health.mo.gov).

NG/ca