



Missouri Department of Health and Senior Services

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APS-25-04

April 3, 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: Consistency in Determining Findings Matrix Updates

The Consistency in Determining Findings (CIF) Matrix has been updated to reflect the following:

- Added language to clarify each allegation's defining elements to more clearly identify which elements are required to substantiate the allegation;
- Added threats of violence to the Physical Abuse indicators and evidentiary issues to consider sections; and
- Added a note to the Protective Services allegation that PS allegations should only have an allegation status of 'substantiated' or 'unsubstantiated.'

ROLE	REQUIRED ACTION
CRU	This update does not directly impact CRU.
PSU Field Staff	PSU field staff members shall review updates to the CIF Matrix, understand how to apply it, and utilize the document 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 the CIF Matrix 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 these changes.
Administrative Support Assistant (ASA/LASA)	There is no required action for this group.

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.

Training	Trainers shall review the CIF Matrix updates and incorporate them into the training package as appropriate.
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 CIF Matrix 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/ca