



Missouri Department of Health and Senior Services

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APS-25-05

May 15, 2025

MEMORANDUM FOR SECTION OF ADULT PROTECTIVE SERVICES STAFF

From: Nicole Gatlin, Bureau Chief of APS Supports 
DSDS
Section of Adult Protective Services (APS)

Subject: Role Clarity

Feedback from the APS Evaluation with Alvarez and Marsal revealed significant differences in how team members and supervisors viewed their roles and corresponding job responsibilities. As a result, the APS Strategic Plan identified the need for clearer role definitions across the Section of Adult Protective Services. To provide this role clarity, role objectives have been established for all positions within APS. In addition to outlining the objectives for each position, indicators of success have been added to each document.

The role objectives, along with the APS mission and guiding principles, set a solid foundation for the critical work done by Adult Protective Services.

The Staff Operational Manual has been updated to reflect the role objectives for each position. By June 30, 2025, all supervisory staff shall review the role objectives with each member of their team to ensure understanding.

ROLE	REQUIRED ACTION
CRU	CRU Intake Specialist shall review and apply the role objectives for their position. Questions should be directed to CRU Supervisors as appropriate. CRU Intake Supervisors shall review and apply the role objectives for their position. Additionally, they shall review the role objectives with each employee under their supervision and ensure that the objectives are applied. Questions should be directed to the CRU Bureau Chief.
PSU Specialist	PSU Specialists shall review and apply the role objectives for their position. Questions should be directed to PSU Supervisors as appropriate.
PSU Supervisors	PSU Supervisors shall review and apply the role objectives for their position. Additionally, they shall review the role objectives with each employee under their supervision and ensure that they are applied. Questions should be directed to PSU Regional Managers 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 Management	PSU Regional Managers shall review and apply the role objectives for their position. They shall also review the role objectives with each PSU Supervisor under their supervision, ensure the PSU Supervisor applies the objectives for their position, and ensure that role objectives are reviewed with each PSU Field Staff within their Region. Questions should be directed to the PSU Bureau Chief as appropriate.
Administrative Support Assistant (ASA/LASA)	ASAs and LASAs shall review and apply the role objectives for their positions. Questions should be directed to their direct supervisor as appropriate.
APS Supports Team Members	All members of APS Supports shall review and apply the role objectives for their positions. APS Supports Managers and Supervisors shall review the appropriate role objectives with staff under their supervision. Questions should be directed to each member's supervisor as appropriate.

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