



## Missouri Department of Health and Senior Services

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**Sarah Willson**  
Director

**Mike Kehoe**  
Governor

APS-25-07

June 25, 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 Frequently Asked Questions

A Consistency in Determining Findings (CIF) Frequently Asked Questions (FAQs) document has been developed for your use and added to the resource section of the APS manual. The FAQs should assist APS Specialists and Supervisors in applying the CIF Matrix to various situations.

As additional questions are encountered, the document will be updated to reflect policy direction. Questions regarding the CIF Matrix should be sent to [APSPolicy@health.mo.gov](mailto:APSPolicy@health.mo.gov).

ROLE	REQUIRED ACTION
CRU	There is no required action for this group.
PSU Specialist	PSU Specialists shall review the FAQs and refer to them as needed for assistance in applying the CIF Matrix. Questions shall be directed to PSU Supervisors as appropriate.
PSU Supervisors	PSU Supervisors shall review the FAQs and direct APS Specialists to the document as needed for assistance in applying the CIF Matrix. Supervisors are also responsible for ensuring understanding and application through case reviews and case conferences. Questions shall be directed to PSU Regional Managers as appropriate.
PSU Management	PSU Regional Managers shall ensure that PSU Supervisors have reviewed the FAQs and hold APS Specialists responsible for using the document as needed.
Administrative Support Assistant (ASA/LASA)	There is no required action for this group.
Training	APS Trainers shall review the FAQs and incorporate them into the training package as appropriate
Quality Assurance (QA)	QA Specialists shall review and thoroughly understand the FAQs to evaluate the affected team members' understanding of them through QA reviews.

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### 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.