



Quick Guide: Canceling/Closing Reports on Ineligible Adults

This guide was created to assist staff in determining if canceling a report or closing a report is more appropriate when the reported adult isn't an eligible adult. The determination to cancel or close a report should be made in conjunction with your supervisor.
*Refer to Policy 1703.10 for further information.

Canceling a Report

When minimal contacts have been made to determine that the individual does not meet the statutory definition of an eligible adult, the report can be canceled. Before canceling, the APS Specialist shall document all calls or contacts performed to support the determination that the reported adult is not an eligible adult.

The Eligibility Case Note should contain the following information: "This individual is not an eligible adult as defined in RSMo Section 192.2005 and 192.2400 " and **why** they do not meet the definition.

Example: This individual is not an eligible adult as defined in RSMo Section 192.2005 and 192.2400. He is a 60 year old male and has been employed with ABC Home Health Care for 20 years. He conducts his affairs and meets his essential daily needs, such as shopping, bathing, clothing, and paying bills. He has a valid driver's license and drives daily. He has no physical or mental impairments that impact his ability to protect his own interests or obtain his own services. He can walk, communicate basic needs, and perform manual tasks.

After the APS Specialist completes these activities, the APS Unit Supervisor will be responsible for canceling the report. The APS Unit Supervisor will select the "Cancel - Does not meet statutory definition of eligible adult." Then click the toggle next to Cancel Case to "Yes."

Eligibility Case Note - Saved

Case Notes

APS-2024-09300001

Notes

General

Related

Created On

8/7/2024

11:37 AM

Note Type

* Eligibility Case Note

Final

No

Contact Name

Copy to Grouped Cases

No

Contact Date

* 8/7/2024

8:00 AM

Delete Note

No

Contact Phone

Created By

* Katelyn Ryun

Contact Email

Modified On

8/7/2024

11:38 AM

Contact Role

Modified By

Katelyn Ryun

Note

* This individual is not an eligible adult as defined in RSMo Section 192.2005 and 192.2400 He is a 60-year-old male and has been employed with ABC Home Health Care for 20 years. He conducts his affairs and meets his essential daily needs, such as shopping, bathing, clothing, and paying bills. He has a valid driver's license and drives daily. He has no physical or mental impairments that impact his ability to protect his own interests or obtain his own services. He can walk, communicate basic needs, and perform manual tasks.

Example

APS-2024-09300001 - Saved

ANE

Class I-ANE

Millie Partee

APS-2024-09300001

Case Type

Action Subtype

Eligible Adult

Case Number

Case Details

People

Allegations

Onsite Risk

Notes

Interventions

Associated Cases

Assessments

Case Documents

Validations

Disposition

Cancel - Does not meet statutory definition of eli...

Closure Date

Cancel Case

No

Completed By

Closing Team

Cancellation Date

Canceled By

"Does not meet statutory definition of eligible adult."

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Closing a Report

When significant contacts have been made to determine that the individual does not meet the statutory definition of an eligible adult, the report should be closed. All calls or contacts performed to support the determination that the reported adult is not an eligible adult will be documented in case notes.

APS Specialists shall use routine closing procedures.

- All applicable exceptions must be addressed before closing the report. If the reporter is unavailable or cannot be contacted, a waiver shall be requested.
- All allegations must be addressed in MOAPSS to close. The allegation status should be unsubstantiated.
- Select any interventions that were referred, provided, refused, and/or unavailable in the Interventions tab.
- Attachments should be uploaded as appropriate.
- The Eligibility Case Note should contain the following information: "This individual is not an eligible adult as defined in RSMo Section 192.2005 and 192.2400" and **why** they do not meet the definition.

Example: This individual is not an eligible adult as defined in RSMo Section 192.2005 and 192.2400. He is a 60 year old male and has been employed with ABC Home Health Care for 20 years. He conducts his affairs and meets his essential daily needs, such as shopping, bathing, clothing, and paying bills. He has a valid driver's license and drives daily. He has no physical or mental impairments that impact his ability to protect his own interests or obtain his own services. He can walk, communicate basic needs, and perform manual tasks. Refer to the eligibility case note example on page one.

- Select the Disposition "Does not meet the statutory requirements of eligible adult." Then click the toggle next to Close Case to "Yes."

Note: An Investigation Summary Case Note is not required on canceling/closing reports on ineligible adults.