



**Missouri Department of Health and Senior Services**

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APS 20-07

March 17, 2020

**MEMORANDUM FOR DIVISION OF SENIOR & DISABILITY SERVICES  
ADULT PROTECTIVE SERVICES STAFF**

From: Kathryn Sharp Sapp, Bureau Chief  
Division of Senior and Disability Service  
Bureau of Policy & Staff Development

Subject: Coronavirus (COVID-19)

As mentioned in DSDS director Jessica Bax’s email message on March 13, 2020, the Department has taken proactive measures to address concerns with COVID-19. For more information about COVID-19 including signs and symptoms, please see the [“Novel Coronavirus Fact Sheet”](#) and other resources/links available at [www.health.mo.gov/coronavirus/](http://www.health.mo.gov/coronavirus/)

Besides exercising good hygiene/hand-washing and following recommendations on cleaning and disinfection, staff should also keep healthy by engaging in self-care activities. For ideas and helpful links, staff should review [1705.15: Self-Care](#).

Per direction from Director Bax, policies and procedures regarding face-to-face contacts, including home visits, for staff in the Section for Adult Protective Services are being temporarily modified to reduce the risk to both staff and individuals served. A significant event indicator has also been added to track COVID-19 involvement.

**Significant Event Indicator**

Section for Adult Protective Services staff shall ensure that the “Coronavirus” significant event is selected in Case Compass upon intake or when field staff discover Coronavirus related concerns during the course of responding to ANE Class I, II, INV, EDLs. Central Registry Unit shall also select the indicator for IQCs and IDRs when there are Coronavirus related concerns. The indicator cannot be selected in IDRs after routing, so field staff responding to IDRs need to document any concerns about coronavirus in recordings. There does not have to be a positive test to select the “Coronavirus” indicator and reasons to select include:

- The reporter, eligible adult or other involved person states they have concern the eligible adult or anyone living in his/her home is ill with coronavirus or been exposed
- The eligible adult or anyone in his/her home has run a fever in the previous 24 hours of the report or during the course of the response to the hotline.
- The eligible adult or anyone in his/her home has had a cough or shortness of breath in the previous 24 hours of the report or during the course of responding to the hotline

[www.health.mo.gov](http://www.health.mo.gov)

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- The eligible adult or anyone in his/her home has traveled to an area with widespread or ongoing spread of Coronavirus, either within the United States or abroad

The “Coronavirus” indicator is located either on the Intake screen or on the Report Summary tab on ANE Class I, II, INV, EDLs. See examples on the next page.

### Intake Screen Example

CaseCompass™ Home Alert Inbox Calendar Reports Links Welcome Bohannon, Candy Today is Thursday Mar 5 2020 Logout

New Find Manage Admin Help

DSDS ACTION INTAKE  
 Intake Number: I2020065436613  
 Created Date : 3/5/2020 Source : Hotline Mo Number :  
 Author : Bohannon, Candy Received Date : 03/05/2020 Time : 05:37 PM

Suspicious Death:  Yes  No  
 Missing Persons:  Yes  No  
 Significant Event, such as a Natural Disaster:  Yes  No  
 Possible Illegal Activity:  Yes  No

Description of Event/Incident: **Select -**  
 Winter Weather  
 Opioid Hotline  
 Sr. Savings Act  
 LOC Referral  
 Heat Wave  
 Coronavirus

Narrative: Show results...  
 Involved Persons: Show detail...

### ANE Report Summary Tab Example

CaseCompass™ Home Alert Inbox Calendar Reports Links Welcome Bohannon, Candy Today is Thursday Mar 5 2020 Logout

New Find Manage Admin Help

DSDS Action	Routing	Management	Notification	Forms/Letters
DA Number: 201927000027		Focus: CASECOMPASS, TESTRA	Region: 5	Status: Open
Type: ANE		Role: Reported Adult	County: Phelps	Disposition:
Subtype: Class II		Identifier:	Zip: 65401	Assigned To: Bohannon, Candy
Received Date: 9/27/2019				

Report Summary Investigation Plan Involved Persons Involved Entities Assessments Allegations Referrals Cross References Recording Attachments Intervention Disposition History

Original Report DA Workflow

DA Action : 201927000027 Created On : 9/27/2019 9:47:03 AM Source : Phone  
 Author : Bohannon, Candy Received : 09/27/2019 Time : 9:42 AM  
 DA Type : Abuse, Neglect and Exploitation DA Subtype : Class II MO Number :

Narrative  
 I'm entering my new test narrative and the time was 9:42 am when I started typing the narrative

Suspicious Death:  Yes  No  
 Missing Persons:  Yes  No  
 Significant Event, such as a Natural Disaster:  Yes  No  
 Possible Illegal Activity:  Yes  No

Description of Event/Incident: **Select -**  
 Coronavirus  
 Heat Wave  
 LOC Referral  
 Opioid Hotline  
 Sr. Savings Act  
 Winter Weather

Danger to DSDS Worker: Person Address

Save

## **Face-to-Face/Home Visit Procedure**

Beginning immediately, all DSDS staff shall take the following precautions prior to **EVERY** face-to-face contact, including home visits:

1. Call the person you are visiting to determine whether he/she may be experiencing an illness that may preclude a home visit. If the person is in a nursing home, hospital or other facility, staff shall respect and follow the facility's policies on visits/contacts and discuss any concerns with a supervisor.

As a reminder, here are some possible questions to ask to determine whether it is safe to complete a face-to-face contact:

- Have you or anyone in your home been tested for Coronavirus/influenza or tested positive for Coronavirus/influenza?
  - Are you or anyone in your home currently ill? *If yes have them explain*
  - How are you currently feeling?
  - Have you or anyone in your home had a fever in the last 24 hours?
  - Have you or anyone in your home experienced a cough or shortness of breath?
  - Have you or anyone in your home been in close contact with someone that has the flu or Coronavirus?
  - Have you or anyone in your home traveled to an area with widespread or ongoing spread of Coronavirus, either within the United States or abroad?
2. If the person indicates that they or anyone in their home are ill, have had a fever in the last 24 hours, have been exposed to the flu and/or Coronavirus, or have traveled to an area with widespread or ongoing spread of Coronavirus, staff shall talk to their supervisor.
  3. If appropriate, the supervisor shall waive the face-to-face and discuss what actions need to be taken to make contact with the adult. This may involve a phone call and/or mailing information to the adult.
  4. Staff shall ensure that the "Coronavirus" significant event is selected in Case Compass as directed above.
  5. Staff shall ensure that all contacts are documented in Recordings consistent with [1706.20: Case Record Documentation](#) policy.

**NECESSARY ACTION:**

1. Review this memorandum with all APS staff
2. All questions should be cleared through normal supervisory channels and directed to: Amanda Veltrop at [APSPolicy@health.mo.gov](mailto:APSPolicy@health.mo.gov) or by calling 573-526-5391.

KSS/AV