

DIVISION OF SENIOR AND DISABILITY SERVICES

The Division of Senior and Disability Services (DSDS) serves as the State Unit on Aging and carries out the mandates of the State of Missouri regarding programs and services for seniors and adults with disabilities. Mandates for the division include oversight, implementation and administration of state-, federal- and community-based programs designed to maximize independence and safety for adults who choose to remain independent in the community. In coordination with the department director, the division advises legislators, advocates, state agencies and other organizations and individuals regarding services and available data.

Telephone: (573) 526-3626

BUREAU OF SENIOR PROGRAMS

The Bureau of Senior Programs is responsible for ensuring the effective and efficient management of state and local activities associated with the Older Americans Act. As a result of the 1973 amendments to the Older Americans Act, states must designate planning and service areas to develop and implement programs and services for older persons at the local level. Missouri has ten Area Agencies on Aging (AAAs), each responsible for providing services and overseeing programs within specifically defined geographic boundaries. Within the mandates of the act, priority is given to serving older adults in the greatest social and economic need, with a focus on serving low-income and minority elderly. Under the direction of the bureau chief, staff:

- Conducts periodic monitoring reviews of the local programs to verify compliance with state and federal guidelines and to validate program and service effectiveness.
- Provides training and technical assistance to AAA staff members and their boards as requested, keeping them apprised of new developments in the aging field and federal and state policies and procedures.

Each AAA is allowed flexibility in providing the services most needed within its planning and service area. Each AAA:

- Is required to submit an area plan for review and approval in order to receive funding to carry out various provisions of the Older Americans Act at the local level.
- Administers the nutrition program—both congregate and home-delivered meals—and nutrition education activities.
- Provides funding for access services, legal services and in-home services. Access services include transportation and Information and Assistance (I&A) and general outreach and advocacy activities. (In-home services include homemaker chore, personal care and respite.)
- Provides services to encourage the employment of older workers, services to support family caregivers, ombudsman services, information about the prevention of abuse, neglect and exploitation of seniors and issues relating to elder justice.
- May also provide one or more of the following services: minor home modification, counseling, adult day care, evidence-based disease prevention and health promotion activities, telephone reassurance, friendly visiting, case management and volunteer recruitment.

Telephone: (573) 526-4542

LONG-TERM CARE OMBUDSMAN PROGRAM

The Long-Term Care Ombudsman Program works to advocate for the rights of residents in long-term care facilities. An ombudsman is someone who “speaks on behalf of another.” Through the work of regional ombudsman coordinators (who are employees or contractors of the Area Agencies on Aging) and many volunteers, residents and their families receive assistance with questions and are empowered to resolve complaints. The program also provides educational forums and information to the public regarding issues dealing with long-term care facilities.

Telephone: (573) 526-0727; toll-free: (800) 309-3282

Section of Home and Community Based Services

HOME-AND-COMMUNITY-BASED SERVICES CALL CENTER

The Home-and-Community Based Services (HCBS) Call Center serves as the statewide, centralized intake point for Medicaid (Title XIX) funded in-home services authorized through the Division of Senior and Disability Services. Referrals are initially screened at the Call Center for preliminary eligibility.

Telephone: (866) 835-3505

BUREAU OF LONG TERM SERVICES & SUPPORTS

The Bureau of Long Term Services & Supports is responsible for the interpretation, development, implementation and maintenance of Missouri home-and-community-based services’ case-management policies. Staff interprets and promulgates state regulations and coordinates and develops protocols and operating procedures to maximize efficiency and effectiveness on behalf of management and sister state agencies in the provision of home-and-community-based services. The bureau provides oversight, support and program evaluation to management in the administration of the Aged and Disabled, Adult Day Care and Independent Living Medicaid Waivers, in coordination with the Department of Social Services’ MO HealthNet Division. Policy interpretation and technical assistance are provided to field staff, management, supervisors, stakeholders and other interested individuals. Policies are developed in compliance with the MO HealthNet Division, the Senior and Disability Services’ Code of State Regulations, state and federal statutes, guidelines and rules. The Bureau is also responsible for maintaining the electronic database for HCBS services and HCBS staff training

Telephone: (573) 526-8557

BUREAU OF HOME AND COMMUNITY SERVICES

The Bureau is responsible for the authorization and care plan maintenance for HCBS. Staff conduct assessments in the home to determine eligibility, review care plan change referrals and conduct other activities as needed to manage supports for HCBS clients.

Telephone: (573) 522-9079

Home and Community Services' regional offices across the state provide oversight to staff in 114 Missouri counties and St. Louis City:

- Region 1 - Springfield
PHONE 417/895-6455
- Region 2 - Cape Girardeau
PHONE 573/290-5781
- Region 3 - St. Louis
PHONE 314/340-7300
- Region 4 – Kansas City
PHONE 816/889-2206
- Region 5 - Columbia
PHONE 573/441-6222

Section of Adult Protective Services

The role of staff in the Section for Adult Protective Services (APS) is to ensure the protection of elderly and disabled adults, who are unable to provide or secure services for themselves, by ensuring a safe and healthy environment. DSDS is mandated by statute to investigate all reported abuse, neglect, and exploitation involving disabled or elderly adults who are unable to protect their own interest. Statute defines an "Eligible Adult" as a person who is 60 years old or older, or a disabled adult age between 18 to 59 years old, who is unable to protect his or her own interests or obtain services which are necessary to meet his or her essential human needs. Statutes define disability as a physical or mental impairment which substantially limits one or more major life activities, such as, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. ([192.2005](#), [192.2400](#), [192.2415](#), RSMo.)
Telephone: 573-472-6695

PROTECTIVE SERVICES UNIT

The Protective Services Unit is comprised of individuals with expertise in the provision of social services interventions for elderly and disabled individuals. This unit does the following:

- Responds to all reports of elder abuse, neglect and/or exploitation of non-institutionalized adults to ensure the safety of the eligible adult and to evaluate the validity of the report of abuse, neglect, or exploitation.
- Intervenes on behalf of eligible adults believed to be at risk of injury or harm by accessing health and supportive services as well as legal interventions when necessary.
- Provides educational outreach programs, informational training seminars and other related program activities to senior citizen groups & other community groups in an effort to increase awareness of the threat of abuse, neglect, and/or exploitation of elder citizens.

Region 1 – Springfield
(417) 895-6454

Region 4 – Kansas City
(816) 889-2830

Region 2 – Dexter
(573) 624-8243

Region 5 – Jefferson City
(573) 751-6914

Region 3 – St. Louis
(314) 340-7351

SPECIAL INVESTIGATIONS UNIT

The Special Investigations Unit is comprised of staff with expertise in criminal & administrative investigations. This unit does the following:

- Investigates reports of elder abuse/neglect and financial exploitation that may result in referrals to local prosecutors for prosecution. This includes preparing cases for litigation based on investigative findings.
- Provides assistance to department divisions by conducting investigation-techniques training and consultations on ongoing investigations and assists in carrying out the department's mission.
- Provides educational outreach programs, informational training seminars and other related program activities to law enforcement agencies, prosecuting attorney personnel and other governmental entities in an effort to increase awareness of the threat of abuse, neglect, and/or exploitation of elder citizens.

Telephone: (573) 526-8771

BUREAU OF APS INTAKE & SYSTEMS

CENTRAL REGISTRY UNIT/ADULT ABUSE AND NEGLECT HOTLINE

The Central Registry Unit (CRU) maintains the statewide toll-free telephone number (800-392-0210) for reporting alleged abuse, neglect or financial exploitation of persons age 60 and older and adults with disabilities between the ages of 18 and 59. The Adult Abuse and Neglect Hotline is available 7:00 a.m. to midnight, seven days a week, year-round.

Reports of abuse, neglect or exploitation registered at CRU include those of individuals living in a community setting (such as a private residence or apartment), as well as those residing in state-licensed long-term care facilities (such as a nursing home or a residential care facility). The CRU also registers reports from other care settings such as hospitals or services delivered through state-contracted in-home service providers, home health agencies, hospice programs, other entities and certain state programs serving eligible adults.

The Missouri Shared Care Tax Credit Registry is maintained at CRU. Shared Care provides a state tax credit to help qualifying families offset the costs of caring for an elderly person age 60 or older.

Telephone: (573)-751-4842

APS Systems Unit

This unit oversees the development, improvement and training of the information systems used for tracking statistical information; and, reviews data for statewide consistency and data compliance with state and federal requirements.

Telephone: 573-472-6695

BUREAU OF POLICY AND STAFF DEVELOPMENT

Bureau of Adult Protective Services (APS) Policy and Staff Development is responsible for the interpretation, development, implementation and maintenance of Missouri's APS policies for staff who screen and investigate adult abuse/neglect/exploitation/protective services hotlines (pursuant to Chapter

192, RSMo.) Policy staff members conduct policy interpretations and technical assistance to APS staff, management, supervisors, stakeholders, and other interested individuals. Policies are developed in compliance with federal and state statutes, national guidelines including US Department of Health & Human Services/Administration on Community Living and the National Adult Protective Services Association.

Trainers provide skill building techniques primarily to APS staff, but also to other division/department staff in a variety of topics related to screening and investigating APS hotlines, as well as staff development and self-care.

Telephone: 573-526-0714