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 older adults and adults with a disability. 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
Email: DSDSDirectorsOffice@health.mo.gov

BUREAU OF SENIOR PROGRAMS
The Bureau of Senior Programs provides oversight and technical assistance regarding funding and programming of the Older Americans Act to the ten Area Agencies on Aging (AAAs) in Missouri. The AAAs directly provide or provide access to programs and services to help keep older adults safe, healthy and independent in the environment of their choice. The bureau is also responsible for Missouri’s Senior Community Service Employment Program (SCSEP) which assists individuals age 55 and older who are unemployed and low-income to obtain the skills and supportive services needed to help them become employed. The bureau also oversees several general revenue programs which help older adults, adults with Alzheimer’s or other dementias and their caregivers, and older legal immigrants and refugees to access services to keep them safe and healthy in the environments of their choice.

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
BUREAU OF HCBS INTAKE AND PERSON-CENTERED CARE PLANNING
The Home-and-Community Based Services (HCBS) Intake Unit 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 screened at intake for preliminary eligibility.

Telephone: (866) 835-3505

THE PERSON-CENTERED CARE PLANNING (PCCP) UNIT
The Person-Centered Care Planning Unit serves as the statewide unit that is responsible for care plan maintenance for existing HCBS participants. The PCCP Unit receives request for changes in services via call center, fax, and email.

**Region 1 – Springfield**
PHONE (573) 290-5781

**Region 2 - Cape Girardeau**
PHONE (417) 895-6455

**Region 3 - St. Louis**
PHONE (314) 340-7300

**Region 4 – Kansas City**
PHONE (816) 889-2206

**Region 5 - Columbia**
PHONE (573) 441-6222


**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’ policies. Staff interprets and promulgates state regulations and coordinates and develops protocols and operating procedures to maximize efficiency and effectiveness 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 HCBS staff training

Telephone: (573) 526-8557
Email: LTSS@health.mo.gov

**BUREAU OF HOME AND COMMUNITY SERVICES**
The Bureau is responsible for the assessment and authorization of HCBS. Staff conduct assessments in the home to determine eligibility and conduct other activities as needed to manage supports for HCBS clients.

Telephone: (573) 522-9079

**BUREAU OF HCBS SYSTEMS & DATA REPORTING**
The Bureau of HCBS Systems & Data Reporting is responsible for the development, implementation, and maintenance of HCBS Information Technology (IT) systems and HCBS data management. The Bureau works closely with BLTSS, BHCBS, and the Bureau of HCBS Intake & PCCP to ensure HCBS technology meets the evolving business needs of the program.
In addition, the Bureau is responsible for:

- The management of data to and from DHSS, MO HealthNet, and community stakeholders;
- Tracking and assigning reassessments to both DSDS HCBS team members and community stakeholders authorized to conduct reassessments as DSDS’ designee;
- Coordinating with the Missouri Medicaid Audit & Compliance Unit (MMAC) to monitor provider enrollment, disenrollment, and changes of ownership;
- Operating the DSDS HCBS Hearings Unit. The Hearings Unit collaborates closely with HCBS team members to ensure effective, clear communication with the Dept. of Social Services, Division of Legal Services (DLS); and
- Supporting DSDS’ interest in special projects such as Electronic Visit Verification (EVV), the Missouri Medicaid Data Enterprise, and HIPAA incident monitoring.

Telephone: 573-526-8557
E-Mail: DSDSWebTool@health.mo.gov
E-Mail: HCBSDataRequest@health.mo.gov

Section of Adult Protective Services

The mission of the Section of APS is “to protect and support vulnerable Missourians impacted by abuse, neglect, &/or exploitation.” 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

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 is responsible for:

- 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.
SPECIAL INVESTIGATIONS UNIT

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

- Coordinates with local, state, and federal law enforcement entities on investigations of abuse, neglect, and exploitation of the elderly and disabled population of Missouri.
- Provides assistance with the investigation by assisting or providing resources to the agencies in order to produce a positive outcome for Missouri’s vulnerable citizens.
- 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
E-mail: SIU@health.mo.gov

BUREAU OF APS INTAKE

CENTRAL REGISTRY UNIT/ADULT ABUSE AND NEGLECT HOTLINE

The Central Registry Unit (CRU) maintains the statewide toll-free telephone number (800-392-0210) as well as the online reporting system (health.mo.gov/abuse) 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.

Hotline: 1-800-392-0210
Online Reporting: www.health.mo.gov/abuse

BUREAU OF APS 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
E-mail: APSPolicy@health.mo.gov

**APS Systems Unit**

This unit oversees the development, maintenance, enhancement and training of the information systems used for Adult Protective Services workload and record management. This unit also tracks statistical information and reviews data for statewide consistency and data compliance with state and federal requirements.

Telephone: 573-472-6695