

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

The Section of Home and Community Based Services (HCBS) is designed to assist in meeting the unmet needs of individuals and provide necessary assistance to remain in the least restrictive environment. The Section receives referrals, completes individualized assessments and authorizes Person Centered Care Plans (PCCPs) for HCBS services. Individuals must meet eligibility requirements including nursing facility level of care to qualify for services. PCCPs are developed and authorized for service delivery to meet unmet needs identified and assist in achieving individualized goals. The services address the needs of individuals with functional limitations and assistance with activities of daily living. Service array includes Medicaid funded HCBS state plan and waived services based upon eligibility and need.

([208.865](#), [208.895-208.896](#), [208.900](#), [208.930](#), [660.023](#), RSMo)

BUREAU OF HCBS INTAKE AND PERSON-CENTERED CARE PLANNING

HCBS Intake & Person Centered Care Planning Unit is where new referrals, care planning requests, and provider reassessment reviews for State Plan Services, Aged & Disabled Waivered Services, the Adult Day Care Waiver, or the Independent Living Waiver are processed. Referrals and requests are received via call center, online submission, and electronic mail.

Telephone

Statewide: (866) 835-3505
Southwest MO: (417) 895-6455
Southeast MO: (573) 290-5781
East Central MO: (314) 340-7300
Northwest MO: (816) 889-2206
Central MO: (573) 441- 6222

Online

[Online Home and Community Based Services Referral Form](#)

[Online Person Centered Care Plan Request Form](#)

Electronic Mail

Referrals: HCBSCallCenterReferrals@health.mo.gov

Requests: PCCP@health.mo.gov

Reviews: providerreassessmentreview@health.mo.gov

<https://health.mo.gov/seniors/homecomservices/pdf/BHCS-EvalTeam.pdf>

BUREAU OF LONG TERM SERVICES & SUPPORTS

The Bureau of Long Term Services & Supports (BLTSS) is responsible for the interpretation, development, implementation and maintenance of HCBS policies. BLTSS coordinates and develops policies and training materials to maximize efficiency and effectiveness in the provision of (HCBS). Policies are developed in compliance with state and federal regulations. Policy interpretation, technical assistance, and training is provided to DSDS staff, providers, participants, and stakeholders. BLTSS provides programmatic oversight in the administration of the Aged and Disabled, Adult Day Care, and Independent Living Medicaid Waivers in coordination with MO HealthNet Division (MHD). BLTSS also coordinates with MHD in the programmatic oversight of the Money Follows the Person (MFP) nursing home transition program,

Telephone: (573) 526-8557

Email: LTSS@health.mo.gov

Email: Waivers.LTSS@health.mo.gov

Email: ReassessorTraining@health.mo.gov

BUREAU OF HOME AND COMMUNITY BASED SERVICES

The Bureau is responsible for the administration 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: (866) 835-3505

The Bureau of HCBS is comprised of individuals with expertise conducting assessments for HCBS for elderly and disabled individuals. This bureau is responsible for:

- Completing initial assessments and annual reassessments for individuals meeting nursing facility level of care.
- Developing a person centered care plan based upon individuals unmet needs.
- Authorizing care plans to support individuals in their homes and communities allowing them to stay in the least restrictive environment.

Regional Map – Home and Community Based Services

Region 1 Jefferson City (573) 522-3333

Region 2 Sikeston (573) 748-5533 ext. 242

Region 3 St. Louis (314) 340-7335

Region 4 Kansas City (816) 889-2212

OFFICE OF HCBS BUSINESS INITIATIVES

The Office of HCBS Business Initiatives is primarily focused on Organizational Development and Process Improvement. The office provides training on a number of topics including Disability Awareness, Interaction Management and Culturally and Linguistically Appropriate Services; develops and delivers customized training and presentations; and facilitates divisional Lean Six Sigma Process Improvements events. Additionally HCBS Initiatives works with departmental Operational Excellence team to improve interdepartmental processes as well as with departmental Diversity and Inclusion Workgroup to educate department-wide staff on Cultural Competence.

Telephone: 573-526-8574

Email: Terry.Black@health.mo.gov

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 managing HCBS program data. 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 sharing of program data to HCBS team members, MHD, and community stakeholders;
- Coordinating with the Missouri Medicaid Audit & Compliance Unit (MMAC) to monitor provider enrollment, disenrollment, and changes of ownership;
- Operating the DSDS HCBS Quality Improvement / Quality Assurance Unit. The QI/QA unit collaborates closely with HCBS team members and provider reassessors to ensure quality, accurate assessments;
- 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), LOC Transformation, 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

E-Mail: QIQA@health.mo.gov

E-Mail: HCBSHearings@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

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.

Region 1 – Springfield

(417) 895-6454

Region 2 – Dexter

(573) 624-8243

Region 3 – St. Louis

(314) 340-7351

Region 4 – Kansas City

(816) 889-2830

Region 5 – Jefferson City

(573) 751-6914

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