



Missouri Department of Health and Senior Services

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FROM: Melanie Highland *Melanie Highland*
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SUBJECT: State of the Workforce-Aging and Disabilities 2024 Survey

This memorandum serves to advise Home and Community Based Services (HCBS) **agency model (in home or RCF/ALF) and adult day care** providers that the Division of Senior and Disability Services (DSDS) will be participating in the State of the Workforce – Aging and Disabilities (SoTW-AD) Survey again this year. The 2024 survey cycle is set to launch on September 15, 2024.

SoTW-AD Survey was developed by ADvancing States, a national association that supports State agencies to improve, sustain, and deliver long-term services and supports for older adults and people with disabilities.

The purpose of the survey is to gather data on the direct workforce that serves older adults and individuals with physical disabilities. The survey will collect statistics on employee wages, benefits, turnover, and other vital workforce information of **agency model (in-home or RCF/ALF) and adult day care** providers. These metrics will help DSDS identify and understand the factors that influence service delivery, which helps inform policy and fiscal initiatives.

The SoTW-AD Survey invitations will be emailed on September 15, 2024, to all active providers who delivered DSDS services for the entirety of calendar year 2023 (January 1, 2023 through December 31, 2023). The invitations will be sent to the “business” email address on file with Missouri Medicaid Audit and Compliance (MMAC). **All providers should ensure contact information is up to date with MMAC no later than July 31, 2024.** Any needed changes should be communicated to MMAC using the [Change Request Form](#). Failure to update this information will result in the survey being sent to the wrong address and may prohibit participation.

The survey will conclude on October 31, 2024. This survey is comprehensive, and it is recommended agencies begin reviewing the survey right away to ensure all necessary information is available for reporting. Accurate reporting is essential to informing future HCBS fiscal and programmatic changes. Providers should not report if you do not have a way to accurately answer each question.

DSDS will issue a one-time value-based payment of \$2,000 to eligible providers that complete SoTW-AD Survey fully and accurately. Payment will not be issued to those that are unable to fully complete the survey or present accuracy concerns during data validation.

This will be the third year DSDS has participated in the SoTW-AD. A summary of the year 1 survey cycle can be viewed [here](#). The year 2 report is under final development and will be released in August.

An additional memo will be forthcoming regarding instructions and further guidance on how to complete the survey process. Any questions regarding this memorandum should be directed to dlds.surveys@health.mo.gov.

MH/vj

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