



Missouri Department of Health and Senior Services

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INFO 07-25-01

July 03, 2025

MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Verena Cox, Bureau Chief
Bureau of Federal Programs

SUBJECT: State of the Workforce-Aging and Disabilities 2025 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 2025 survey cycle is set to launch in September 2025.

The SoTW-AD Survey was developed by ADvancing States, a national association that supports State agencies in improving, sustaining, and delivering 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 mid-September 2025 to all active providers who delivered DSDS services for the entirety of calendar year 2024 (January 1, 2024, through December 31, 2024). 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 25, 2025.** 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 November 15, 2025. This survey is comprehensive, and it is recommended that 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 they do not have a way to accurately answer each question.

This will be the fourth year DSDS has participated in the SoTW-AD. A summary of the year 2 survey cycle can be viewed [here](#). The year 3 report is under final development and will be released in August.

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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 dsds.surveys@health.mo.gov.

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