



## Missouri Department of Health and Senior Services

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### MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF AND STAKEHOLDERS

FROM: Melanie Highland, Director *Melanie Highland*  
Division of Senior and Disability Services

SUBJECT: HCBS Workforce Survey Results Report

This memorandum serves to inform Home and Community Based Services (HCBS) providers of the release of the Year 2 HCBS Workforce Survey Results Report. This report summarizes the information submitted by provider agencies/vendors in both the [NCI-AD State of the Workforce Survey](#) and the Division of Senior and Disability Services (DSDS) [Consumer Directed Services \(CDS\) Operational Survey](#).

The report takes a close look at the results of each survey separately and provides key takeaways for both provider/vendor subgroups. The NCI-AD State of the Workforce Survey collected information from Agency Model (in-home and RCF/ALF) and Adult Day Care providers and the CDS Operational Survey surveyed CDS vendors.

DSDS will host a webinar to review the information in the report.

**When: August 12, 2024, from 2:30 – 3:30 pm**

**Where: Webinar Event - [Click here to join](#)**

Key components of the survey results include:

- Size distribution of responding providers/vendors
- Direct service worker (DSW)/personal care attendant (PCA) characteristics
- Tenure and turnover rate of DSWs/PCAs
- Wages and benefits
- Frontline supervisory characteristics
- Recruitment and retention strategies
- Administrative costs
- Key takeaways and next steps

A copy of the report can be found as an attachment to this memo. The report may also be accessed on the [HCBS Provider Information Page](#).

All questions regarding this memorandum should be directed to DSDS via email at [DSDS.Surveys@health.mo.gov](mailto:DSDS.Surveys@health.mo.gov).

MH/bjg

### PROMOTING HEALTH AND SAFETY

The Missouri Department of Health and Senior Services' vision is optimal health and safety for all Missourians, in all communities, for life.