



Missouri Department of Health and Senior Services

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MEMORANDUM FOR AGENCY-MODEL HOME AND COMMUNITY BASED SERVICES PROVIDERS

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

SUBJECT: National Core Indicators – Aging & Disabilities Staff Stability Survey

This memorandum serves to advise Home and Community Based Services (HCBS) providers that the Division of Senior and Disability Services (DSDS) will be participating in the National Core Indicators - Aging and Disabilities (NCI-AD) 2022 Staff Stability Pilot Survey. This survey builds off of the success of the Staff Stability Survey previously deployed for providers of Intellectual and Developmental Disability (I/DD) services.

The NCI-AD Staff Stability Pilot Survey has been 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. These metrics will help DSDS identify and understand the factors that influence service delivery, which helps inform legislative and fiscal initiatives.

The NCI-AD 2022 Staff Stability Pilot Survey focuses on HCBS providers that provide agency-model personal care services, Residential Care Facility / Assisted Living Facilities, and Adult Day Care facilities. Self-directed model providers are not included in this survey, however a future survey is being developed to address self-directed services.

ADvancing States will administer the survey in partnership with DSDS. The survey will be distributed via e-mail and completed online using the link provided in an e-mail invitation. Invitations to participate in the survey will be sent to the business e-mail address on file with Missouri Medicaid Audit and Compliance.

Survey invites will be sent beginning September 12, 2022. The survey will close on October 31, 2022. Providers who do not receive an invite by September 15, 2022, but believe they should have, should notify DSDS via e-mail at DSDS.Surveys@health.mo.gov. Providers who receive more than one invite should only complete the survey one time on behalf of your entire agency (legal entity). Providers who are dually enrolled as a Consumer Directed Service provider should not include this information in the survey.

DSDS intends to issue a one-time value based payment of \$2,000 to eligible providers that complete the NCI-AD 2022 Staff Stability Pilot Survey upon approval from the Center for Medicare and Medicaid Services (CMS).

Providers shall notify DSDS of survey completion via the [DSDS Survey Completion Portal](#). Failure to notify DSDS of survey completion may result in disqualification of this one-time value based payment.

Questions regarding this memorandum should be directed to DSDS via e-mail at DSDS.Surveys@health.mo.gov.

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