



## Missouri Department of Health and Senior Services

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INFO 09-23-01

September 6, 2023

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

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

SUBJECT: State of the Workforce - Aging and Disabilities 2023 Survey Update and Instructions

This memorandum serves to advise Home and Community Based Services (HCBS) **Agency Model (In-home or RCF/ALF) and Adult Day Care** of updated information and instructions regarding the State of the Workforce - Aging and Disabilities (SoTW-AD) Survey completion. This memo is in addition to [INFO 08-23-01](#). Please review this memo for additional information.

ADvancing States and Human Services Research Institute (HSRI) will administer the survey in partnership with DSDS. The survey will be distributed via e-mail and completed online using the link provided in your 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 (MMAC). The Survey invitation release date **has been postponed until September 15, 2023**. Providers who do not receive an invite by September 16, 2023, but believe they should have, should notify DSDS via e-mail at [DSDS.Surveys@health.mo.gov](mailto:DSDS.Surveys@health.mo.gov) after checking their spam folders. Below is an example of what the email invitation will look like.

The SoTW-AD Survey focuses on HCBS providers that provide agency-model personal care services, Residential Care Facility / Assisted Living Facilities, and Adult Day Care facilities. The Consumer-Directed Model providers are **not** included in this survey, however the survey addressing Consumer Directed services will be released in early 2024. Providers who are dually enrolled as a Consumer Directed Services provider must isolate information and report on **only agency-model data**.

The survey will close on October 31, 2023, allowing for a six-week completion period. Please thoroughly read all instructions and communications from both DSDS and ADvancing States/HSRI. This survey is comprehensive and it is recommended agencies open and 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 are unable to accurately answer each question. If providers have questions regarding how to answer a survey question, they should reach out to DSDS via e-mail at [DSDS.Surveys@health.mo.gov](mailto:DSDS.Surveys@health.mo.gov) for assistance.

### 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.

DSDS will issue a one-time value based payment of \$2,000 to eligible providers that complete the SoTW-AD Survey fully and accurately. Survey payment is tied to the Medicaid ID number you enter during the survey. Medicaid ID numbers are 9 digits and begin with 26, 28, 29, or 85. If you do not know your Medicaid ID number, please call Provider Communications at 573-751-2896 and they will be able to assist you. **If an accurate Medicaid ID is not entered, payment will not be issued.**

Last year the pilot survey received an approximate 19% response rate. While a great start to our pilot year, our goal is to see an even higher percentage of participation this year. Please join us in meeting this goal and providing the valuable information needed to inform HCBS programmatic initiatives and policy.

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

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