



Missouri Department of Health and Senior Services

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Paula F. Nickelson
Director

Michael L. Parson
Governor

September 29, 2023

Hello:

The Missouri Department of Health and Senior Services wants to hear from you! We are conducting a survey of persons who receive Home and Community Based Services (in-home services) in order to better understand the quality and impact these services have. The survey results will provide data about participants' quality of life, service satisfaction, and outcomes that will help to drive further HCBS improvement initiatives. If you are asked to participate we really hope you take the time to do so. The information you provide would be so valuable in helping us identify where improvements could be made to the services provided to many older adults and persons with disabilities living in Missouri.

The Department is working with an organization called Knowledge Services to complete the surveys. Participation in the survey is voluntary and will not impact the services you receive. All survey responses are confidential. Survey interviews typically take 30 to 45 minutes to complete.

Staff with Knowledge Services will be conducting surveys from October 2023 through June 2024. If you are selected to participate staff will contact you at some point during these months. If you opt to participate in the survey the staff person will arrange a time to interview you via telephone, or if preferred to meet with you in-person at an agreed-upon location. Please share this letter with any persons you want, such as family or caregivers, so they are also informed about this upcoming survey.

For more information about the Adult Consumer survey visit: [The Surveys | NCI-AD \(National Core Indicators-Aging and Disabilities\)](#).

We would greatly appreciate your participation in this survey as the information is extremely useful for improving the services we provide!

Sincerely,

Veronica Jameson,
HCBS Quality Improvement and Quality Assurance Unit
Missouri Department of Health and Senior Services

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.