



## Missouri Department of Health and Senior Services

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**Paula F. Nickelson**  
Director

**Michael L. Parson**  
Governor

## Participant Survey Request

The Missouri Department of Health and Senior Services would like to hear from you. We are conducting a survey to get feedback about the Home and Community Based Services program. These are the services that help you stay safely in your home and community. The information you provide will help to improve services provided to older adults and adults with disabilities in our state.

The Department is working with a company 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 anonymous and confidential. The interview will take about 45 minutes to complete.

Staff with Knowledge Services will be conducting surveys from October 2024 through June 2025. Over 2000 participants will be randomly selected to participate. If you are selected, staff will contact you at some point during these months. If you choose 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 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.