



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 announces the release of the Year 3 HCBS Workforce Survey Report. This comprehensive report consolidates and analyzes information submitted by provider agencies and vendors through the National Core Indicators (NCI) State of the Workforce – Aging and Disabilities (SoTW-AD) Survey and the Division of Senior and Disability Services (DSDS) Consumer Directed Services (CDS) Operational Survey.

The report provides an in-depth look at critical workforce trends, offering key takeaways for Agency Model (in-home, RCF/ALF, and Adult Day Care) providers and CDS vendors. Findings include:

- An analysis of provider/vendor size distribution
- Detailed profiles of direct service worker (DSW) and personal care attendant (PCA) characteristics
- Insights into DSW/PCA tenure and turnover rates
- Data on wages, benefits, and administrative costs
- An overview of frontline supervisory characteristics
- Exploration of effective recruitment and retention strategies
- Key findings and recommended next steps

To access the new report and view results from previous years, please visit the dedicated [HCBS Surveys and Reports webpage](#), conveniently available on the [Provider Information Page](#).

For any inquiries regarding this report, please contact DSDS directly at DSDS.Surveys@health.mo.gov.

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