



Missouri Department of Health and Senior Services

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INFO 09-25-03

September 26, 2025

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 2025 Survey Instructions

This memorandum reminds Home and Community-Based Services (HCBS) providers of the upcoming State of the Workforce—Aging and Disabilities (SoTW-AD) Survey, which begins next week, October 1, 2025. Please thoroughly read all instructions and communications from both the Division of Senior and Disability Services (DSDS) and survey administrators prior to beginning.

The SoTW-AD Survey focuses on HCBS providers that provided Agency Model (In-home or Residential Care Facility/Assisted Living Facilities) Personal Care Services and Adult Day Care Services the **entire** 2024 calendar year through the DSDS. Consumer-Directed Services Model providers are **not** included in this survey; however, a survey addressing Consumer Directed Services (CDS) will be released in January 2026. Providers who are dually enrolled as a CDS provider or another provider type, such as Home Health or Department of Mental Health Services, must isolate information and report **only Agency Model Personal Care or Adult Day Care Services** data. Providers who are unable to isolate this information will **not** be eligible to receive the value-based payment incentive.

ADvancing States and HSRI will administer the survey. The survey will be distributed via e-mail and completed online using the Verity Analytics 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 invitations will be sent the week of October 1, 2025, and run through November 30, 2025. Providers who do not receive an invite by October 2, 2025, but believe they should have, should notify DSDS via e-mail at DSDS.Surveys@health.mo.gov after checking their spam folders.

This survey is comprehensive, and it is recommended providers open and begin reviewing it right away to ensure all necessary information is available for reporting. Accurate reporting is essential to informing future HCBS fiscal and programmatic changes. If providers have questions or need clarification regarding how to answer a survey question, they should reach out to DSDS via e-mail at DSDS.Surveys@health.mo.gov for assistance. Providers should not report if they are unable to answer each question accurately.

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 provider type Medicaid ID number you enter during the survey. Medicaid ID numbers are 9 digits and begin with 26, 28, or 29. 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. **You must enter an accurate Medicaid number to receive the payment.**

This is MO's fourth year participating in the survey. Last year, approximately 25% of providers responded. While we received great information, 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.

This memo is in addition to [INFO 07-25-01](#). Please review for additional information. All questions regarding this memorandum and the SoTW-AD survey should be directed to DSDS via e-mail at DSDS.Surveys@health.mo.gov.

MH/am

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