



## Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 | Phone: 573-751-6400 | FAX: 573-751-6010  
RELAY MISSOURI for Hearing and Speech Impaired and Voice dial: 711



**Paula F. Nickelson**  
Director

**Michael L. Parson**  
Governor

INFO 12-23-03

December 19, 2023

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

FROM: Venice Wood, HCBS Specialty Care Director  
HCBS Specialty Care Section

SUBJECT: Safe at Home Program

This memorandum is to advise Home and Community Based Services (HCBS) staff and stakeholders of the guidance for participants receiving HCBS and have identified as being in the Safe at Home Program.

The Safe at Home program provides a vital service to survivors of domestic violence, rape, sexual assault, human trafficking, stalking, and other crimes denying assailants the opportunity to use public records made by government agencies and the courts as a means to find their victims.

The Safe at Home Program is under Missouri Secretary of State, Code of State Regulation [15 CSR 30-70](#).

The role of the Division of Senior and Disability Services (DSDS), as well as HCBS providers, is to maintain the confidentiality of participants in the Safe at Home Program.

Several reminders that HCBS providers shall adhere to are as follows:

- At no time is the HCBS participants' physical address to be entered in to CyberAccess Web Tool.
  - The address in CyberAccess Web Tool will be as follows:  
131 W. High Street #1409  
Jefferson City, MO 65102
- At no time is the HCBS Provider to keep any written documentation with the participants' physical address. This documentation shall be shredded according to your organizations shred policy.
- At no time, is the participants' physical address to be shared with any employee in your organization, except the individual who has direct contact and care with the participant.

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Questions regarding this memorandum should be directed to the Bureau of Long Term Services and Supports (BLTSS) via e-mail at [LTSS@health.mo.gov](mailto:LTSS@health.mo.gov).

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## **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.

