



# MASTER PLAN ON AGING

## Public Comment Period Results

### Summary of Comments from Town Halls on the Draft Master Plan on Aging: Missourians Aging with Dignity

*A total of five\* in-person and two virtual town halls were held for public feedback. The chart below contains summary topic information received during the town halls*

\*A session was also scheduled for Moberly, MO, on August 6, 2025, to cover Northern Missouri, but no participants attended.

Type of Event	Date of Town Hall	Region (City)	Number in Attendance	Comments
In-Person	7/28/25	Mid-Missouri (Columbia)	14	<p><b>Daily Life and Employment</b></p> <ul style="list-style-type: none"><li>Digital literacy</li></ul> <p><b>Family Caregivers</b></p> <ul style="list-style-type: none"><li>Living wage for caregivers</li><li>More opportunities for respite</li></ul> <p><b>Housing and Aging in Place</b></p> <ul style="list-style-type: none"><li>Universal design</li><li>Housing availability</li><li>Rent caps</li></ul> <p><b>Long Term Services and Supports</b></p> <ul style="list-style-type: none"><li>Direct care worker shortages</li><li>No Wrong Door</li><li>LTC Ombudsman</li></ul>

**Missouri Department of Health and Senior Services**  
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In-Person				<p><b>Safety and Security</b></p> <ul style="list-style-type: none"> <li>No comments</li> </ul> <p><b>Transportation and Mobility</b></p> <ul style="list-style-type: none"> <li>On-demand transportation utilizing existing rideshare platforms</li> <li>Promote/expand programs already in existence</li> </ul> <p><b>Whole Person Health</b></p> <ul style="list-style-type: none"> <li>More mental health services needed</li> </ul> <p><b>Additional Comments:</b></p> <ul style="list-style-type: none"> <li>Positive reactions to the plan</li> <li>Logistics for implementation discussed</li> </ul>
	7/31/25	St. Louis (Lemay)	65	<p><b>Daily Life and Employment</b></p> <ul style="list-style-type: none"> <li>Possible cuts to SCSEP</li> <li>Assistance using and accessing technology</li> </ul> <p><b>Family Caregivers</b></p> <ul style="list-style-type: none"> <li>How to get alternatives to long-term care facilities out to families</li> <li>How to get information about caregiver services to the public</li> <li>Funding sources</li> </ul> <p><b>Housing and Aging in Place</b></p> <ul style="list-style-type: none"> <li>Apartment buildings strictly for seniors</li> <li>Affordable, not low-income, housing</li> <li>Assistance for home modification and maintenance for moderate-income</li> <li>More housing needed</li> <li>More assistance with rebuilding housing after natural disasters</li> </ul>



				<ul style="list-style-type: none"> <li>• Outcome measures</li> <li>• Coordination to ensure improved quality of life</li> <li>• Assistance with utility costs</li> <li>• Repurpose vacant buildings into senior housing</li> </ul> <p>Long Term Services and Supports</p> <ul style="list-style-type: none"> <li>• Summarize how federal and state changes may impact this work</li> <li>• Concerns about accessing funding for new programs when existing programs aren't fully funded</li> <li>• Factors that would be used to determine quality to provide increased long-term care facility rates based on quality</li> <li>• Existing aging services are advocating for older adults</li> <li>• Increased enforcement of regulations for long-term care facilities</li> <li>• Effects of the recent executive order to move unhoused populations into long-term care facilities</li> <li>• Part of the Medicaid rate could go to direct workers</li> <li>• Availability of long-term care facilities</li> <li>• Quality of long-term care facilities and quality indicators</li> <li>• How to make services person-centered</li> <li>• What exists now/how to get information?</li> </ul> <p>Safety and Security</p> <ul style="list-style-type: none"> <li>• How to address systemic abuse, especially in LTCF</li> </ul>
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In-Person				<ul style="list-style-type: none"> <li>• Ombudsmen are not mandated reporters</li> <li>• Prevention of abuse, neglect and exploitation</li> </ul> <p>Transportation and Mobility</p> <ul style="list-style-type: none"> <li>• Funding for mobility management</li> <li>• Safety</li> <li>• Affordability</li> <li>• Long wait times</li> <li>• Long trip times</li> </ul> <p>Whole Person Health</p> <ul style="list-style-type: none"> <li>• Data protection and anonymization</li> </ul> <p>Additional Comments:</p> <ul style="list-style-type: none"> <li>• Projected cost for the plan</li> <li>• How do we connect and collaborate</li> <li>• Timeline for implementation</li> <li>• Implementation</li> <li>• How to get more information</li> <li>• How to measure progress on goals</li> <li>• How to coordinate among the state department and agencies</li> <li>• Making the process of accessing services less overwhelming</li> <li>• Alternatives to online resources</li> </ul>
	8/1/2025	West Central (Kansas City)	70	<p>Daily Life and Employment</p> <ul style="list-style-type: none"> <li>• Stipends or income for volunteers</li> <li>• How work requirements for Medicaid impact the recommendations</li> <li>• Providing transportation and other wraparound services for volunteers</li> </ul>



				<ul style="list-style-type: none"> <li>• Multigenerational volunteer opportunities for technology assistance</li> <li>• Access existing services through corporations and non-profits for technology education and access</li> <li>• Encourage employers to provide a volunteer day for employees</li> </ul> <p>Family Caregivers</p> <ul style="list-style-type: none"> <li>• How to make Missouri a good place to provide and receive care</li> <li>• Noting the need to move where the caregiver is and the additional strain on resources</li> <li>• Support for end-of-life paperwork</li> <li>• Financial support for caregivers who must temporarily drop out of the workforce beyond FMLA</li> <li>• Additional respite services</li> <li>• Building caregiver infrastructure and sustainable funding</li> <li>• Additional programs for care receivers without dementia who cannot self-direct</li> <li>• High impact on rural, women, minorities, and high resource families</li> <li>• Lack of internet connectivity</li> <li>• Increased opportunities for employers to collaborate on supporting caregivers who are employees</li> <li>• Review innovation from increased funding during COVID</li> <li>• Caregiver employee resource groups</li> </ul>
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				<ul style="list-style-type: none"> <li>• Proactive education about caregiving to individuals under 50</li> <li>• Education about caregiving</li> </ul> <p><b>Housing and Aging in Place</b></p> <ul style="list-style-type: none"> <li>• Tax credit programs for private housing developers</li> <li>• Talking to local commissions and zoning to increase housing availability</li> <li>• Focusing on aesthetics for housing as well as affordability</li> <li>• Any state funding for assistance</li> <li>• Campaign for increased philanthropy</li> <li>• Accessory dwelling units</li> <li>• Wraparound supports to prevent evictions</li> <li>• Better information about veteran benefits</li> <li>• Incentives for family members to care for family members</li> <li>• Funding for mobile services</li> <li>• State-level incentives for universal design</li> <li>• Housing/property tax exemptions for older adults</li> </ul> <p><b>Long Term Services and Supports</b></p> <ul style="list-style-type: none"> <li>• Decreasing immigrant population that is currently providing care</li> <li>• Funding decrease and changing environment</li> <li>• Shortage of long-term care beds</li> <li>• Workforce needs increased compensation</li> <li>• Providing experience for the high school age groups to publicize as a career path</li> <li>• Licensing for home care</li> <li>• Training publicity across the state</li> </ul>
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				<ul style="list-style-type: none"> <li>• Wait times on state phone numbers and cold transfers</li> <li>• Access to Long-Term Care Insurance</li> </ul> <p><b>Safety and Security</b></p> <ul style="list-style-type: none"> <li>• Need a safety net for when the caregiver is the abuser</li> <li>• Need more information about multi-disciplinary teams, including an implementation toolkit</li> <li>• Include a variety of community professionals on multi-disciplinary teams, including mental health</li> <li>• Make sure marketing about abuse, neglect, and exploitation services is in place so that older adults can see it</li> <li>• Need sustainable funding for successful programs</li> </ul> <p><b>Transportation and Mobility</b></p> <ul style="list-style-type: none"> <li>• Additional transportation resources to volunteer opportunities, medical appointments (especially in rural areas)</li> <li>• Additional public transportation resources for older adults and adults with disabilities, especially wheelchair accessible vehicles</li> <li>• Using funding to increase services, not to evaluate current services</li> <li>• Increase volunteer driver programs and support the volunteers</li> <li>• Invest in programs to improve/regain driving skills impacted by aging and health concerns</li> </ul>
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				<ul style="list-style-type: none"> <li>• Use incentives, innovation with vouchers, reimbursements, and credits to increase transportation</li> <li>• Access to transportation decreases loneliness and social isolation</li> </ul> <p>Whole Person Health</p> <ul style="list-style-type: none"> <li>• Prescription costs</li> <li>• Food and nutrition concerns</li> <li>• Medical alert devices helpful</li> <li>• Mental health concerns</li> </ul> <p>Additional Comments</p> <ul style="list-style-type: none"> <li>• Research about older adults and adults with disabilities</li> <li>• Additional funding sources</li> <li>• Include smaller community-based organizations, including those that serve limited English populations, in collaboration and training</li> <li>• Reach all populations, including limited English speakers and Latin populations</li> <li>• Share information in the community, libraries, senior centers, senior living communities, etc.</li> <li>• Using artificial intelligence to improve access to services</li> <li>• Address workforce shortages</li> <li>• Estimate the workforce needed to serve Missouri's aging population</li> <li>• Concerns about the shifting political landscape and how it will impact aging</li> </ul>
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Virtual				<ul style="list-style-type: none"> <li>Access existing resources for technology assistance</li> </ul>
	8/7/2025	Statewide	55	<p>We had issues with the chat during this call, so participants were encouraged to submit comments on the MPA webpage at <a href="http://health.mo.gov/aging">health.mo.gov/aging</a> or email them to <a href="mailto:MoStatePlanOnAging@health.mo.gov">MoStatePlanOnAging@health.mo.gov</a>.</p>
In-Person	8/8/2025	Southwest (Springfield)	45	<p><b>Daily Life and Employment:</b></p> <ul style="list-style-type: none"> <li>Transportation for volunteers</li> <li>Need better benefit education- don't have to divorce to get benefits</li> <li>Individuals with disabilities need to be able to work if they want</li> <li>Better outreach and education on property freeze info/streamline application process</li> </ul> <p><b>Family Caregivers</b></p> <ul style="list-style-type: none"> <li>Lack of respite services</li> <li>Unreliable home care workers</li> <li>Care is expensive</li> </ul> <p><b>Housing and Aging in Place</b></p> <ul style="list-style-type: none"> <li>Lack of affordable housing</li> <li>Housing not meeting ADA</li> <li>Universal design needed</li> </ul> <p><b>Long Term Services and Supports</b></p> <ul style="list-style-type: none"> <li>Concerns with nursing homes- staff not following protocols</li> <li>Improved care standards needed</li> </ul> <p><b>Safety and Security</b></p> <ul style="list-style-type: none"> <li>Police training for mental health de-escalation</li> <li>Estate planning for family farms</li> </ul>



Virtual				<ul style="list-style-type: none"> <li>Concerns about scams (including by own children)</li> </ul> <p>Transportation and Mobility</p> <ul style="list-style-type: none"> <li>Need evening and weekend transportation</li> <li>On-demand transport needed</li> <li>Concerned about individuals getting a driver's license when they shouldn't due to dementia</li> </ul> <p>Whole Person Health</p> <ul style="list-style-type: none"> <li>Oral health needs prioritized</li> <li>Lack of services in rural areas</li> <li>Need patient advocates</li> </ul> <p>Additional Comments</p> <ul style="list-style-type: none"> <li>Need help selling farms in rural areas</li> </ul>
	8/11/2025	Virtual Town Hall	49	<p>Comments were collected in chat during the virtual sessions, so not by topic like in the in-person town halls. Comments included the following topics:</p> <ul style="list-style-type: none"> <li>Parks and communities should all use universal design</li> <li>Need more resources, so many places have no funding</li> <li>Need better sidewalks to reduce falls</li> <li>Use a model like Parents as Teachers to teach caregivers and paid professionals</li> <li>Need more housing rental regulations</li> <li>Justice-involved individuals need help finding housing</li> <li>Expand home health supports and funding</li> <li>Need more funding for the Long-term Care Ombudsman program</li> </ul>



In-Person				<ul style="list-style-type: none"> <li>• A lot of financial abuse in LTC facilities/Attorney General's office should help more in this area</li> <li>• High insurance and taxes are forcing people out of their homes</li> <li>• Need job-sharing opportunities for older adults and caregivers</li> <li>• Need functional disaster planning based on hazard vulnerability</li> </ul>
	8/13/2025	Southeast (Cape Girardeau)	70	<p><b>Daily Life and Employment</b></p> <ul style="list-style-type: none"> <li>• Strengthen employment opportunities for individuals with dementia</li> <li>• Shift away from sheltered workshops or pay minimum wage</li> <li>• Have schools learn from gerontologists what is needed.</li> </ul> <p><b>Family Caregivers</b></p> <ul style="list-style-type: none"> <li>• Should work with other states/countries to learn more</li> <li>• In-home services needed for Medicare</li> </ul> <p><b>Housing and Aging in Place</b></p> <ul style="list-style-type: none"> <li>• Need to address the older adult homeless</li> <li>• Address health care deserts</li> <li>• Focus on universal design</li> </ul> <p><b>Long Term Services and Supports</b></p> <ul style="list-style-type: none"> <li>• Legislature should fully implement the MERCER rate study</li> <li>• No Wrong Door is badly needed</li> </ul> <p><b>Safety and Security</b></p> <ul style="list-style-type: none"> <li>• Mandated reported need to be able to self-identify and then actually make reports</li> </ul>



				<p><b>Transportation and Mobility</b></p> <ul style="list-style-type: none"> <li>• 1/3 of Missourians don't have a driver's license</li> <li>• Need safe walking lanes</li> <li>• Need more dollar stores in rural areas</li> </ul> <p><b>Whole Person Health</b></p> <ul style="list-style-type: none"> <li>• Medicaid should pay for groceries/extra food</li> <li>• Need a backpack buddies' program for seniors</li> </ul> <p><b>Additional Comments</b></p> <ul style="list-style-type: none"> <li>• Expand digital access, like AARP's Digital Planet</li> <li>• Technology is great, but not everyone has internet. What about broadband expansion?</li> <li>• Stoddard County has Go SEMO, and it is amazing</li> <li>• Poplar Bluff Housing Authority—internet service providers and HUD help with access</li> <li>• Libraries have access</li> </ul>
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## **Summary of Comments Submitted to the DHSS Master Plan on Aging Webpage between August 15 and September 14, 2025 ([health.mo.gov/aging](https://health.mo.gov/aging))**

*A total of 21 comments were received on the MPA website. A summary of topics is below.*

- Long-Term Care Insurance Rate Increases
- Missouri Insurance Department Approvals
- Social Security Benefits and Losses
  - Impact of Windfall Elimination Provision
  - Government Pension Offset
  - Exemptions and grandfathering concerns
- Teaching Experience and Salary Adjustments
- Holistic Healthcare Approach
  - Importance of diet and exercise
  - Concerns about over-prescription of medications
- Challenges for Seniors with Disabilities
  - Quality of care in congregate homes
  - Staff training issues
- Home Health Services Approval
  - Changing state requirements for services



## **Summary of Comments Submitted to the email at MoStatePlanOnAging@health.mo.gov between August 15 and September 14, 2025**

*A total of 6 emails were received on the MPA website. A summary of topics is below.*

- Seniors lack representation and guidance regarding Social Security and disability benefits in Missouri.
- Many seniors miss out on benefits due to confusion over the Veterans Administration and Medicare processes.
- Accessibility issues persist, such as inadequate disabled parking at businesses.
- Complicated property tax freeze application processes create challenges for seniors.
- High fees for debit and credit card payments further burden seniors on fixed incomes.
- Communication with government officials often results in no responses or accountability.
- Missouri's Veteran Trust Fund has limitations that count disability pay against benefits.
- Weatherization programs require multiple contractor estimates without covering construction costs.
- Assistance programs for disabled individuals are restrictive and limit vendor choices.
- Support for the elderly and disabled after natural disasters is insufficient, with no funding for essential services.
- Fear of losing benefits discourages seniors and disabled individuals from seeking necessary assistance.
- Help and guidance in rural areas is nonexistent
- Supplemental insurance policies can rise multiple times a year- you should be able to change plans when they do this.

- Aligning the state budget with the Missouri State Plan on Aging is crucial to meet the needs of the growing senior population. Strategic investments now can lead to better health outcomes for older adults and cost savings for the state in the long term.
- Need to emphasize Centers for Independent Living more- key partners- share info about their services.
- Nothing about services for individuals with AIDS or HIV
- What about older adults accessing spirituality and related services?