



Missouri Department of Health and Senior Services

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INFO 08-23-01

August 1, 2023

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 (SoTW-AD) 2023 Staff Stability Survey

This memorandum serves to advise Home and Community Based Services (HCBS) **agency model (in-home or RCF/ALF) and adult day care** providers that the Division of Senior and Disability Services (DSDS) will be participating in the State of the Workforce – Aging and Disabilities (SoTW-AD) 2023 Staff Stability Survey. This survey builds off of the success of the National Core Indicators – Aging and Disability (NCI-AD) Staff Stability Pilot Survey deployed in 2022, and the established survey deployed for providers of Intellectual and Developmental Disability (I/DD) survey.

SoTW-AD Survey was developed by [ADvancing States](#), a national association that supports State agencies to improve, sustain, and deliver long-term services and supports for older adults and people with disabilities. Due to the success of the 2022 Staff Stability Pilot Survey, ADvancing States is nationally launching the survey for 2023.

The purpose of the survey is to gather data on the direct workforce that serves older adults and individuals with physical disabilities. The survey will collect statistics on employee wages, benefits, turnover, and other vital workforce information of **agency model (in-home or RCF/ALF) and adult day care** providers. These metrics will help DSDS identify and understand the factors that influence service delivery, which helps inform policy and fiscal initiatives.

The SoTW-AD Survey invitations will be emailed on September 1, 2023 to all active providers who delivered services from January 2022 through December 2022. The invitations will be sent to the “business” email address on file with Missouri Medicaid Audit and Compliance (MMAC). **All providers should ensure contact information is up to date with MMAC by no later than August 15, 2023.** Any needed changes should be communicated to MMAC using the [Change Request Form](#). Failure to update this information will result in the survey being sent to the wrong address and may prohibit participation.

The survey will conclude on October 31, 2023, allowing an eight-week completion period. This survey is comprehensive and it is recommended agencies begin reviewing the survey right away to ensure all

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necessary information is available for reporting. Accurate reporting is essential to informing future HCBS fiscal and programmatic changes. Providers should not report if you do not have a way to accurately answer each question.

DSDS will issue a one-time value based payment of \$2,000 to eligible providers that complete SoTW-AD Survey fully and accurately. **Payment will not be issued to those that are unable to fully complete the survey or present accuracy concern during data validation.**

An additional memo will be forthcoming regarding instructions and further guidance on how to complete the survey process.

Any questions regarding this memorandum should be directed to dsds.surveys@health.mo.gov.

MH/vj

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