

**PROGRAM DESCRIPTION**

<b>Department of Health and Senior Services</b>							<b>HB Section(s):</b> <u>10.755, 10.800</u>	
<b>Senior and Disability Services Administration</b>								
<b>Program is found in the following core budget(s):</b>								
	<b>DSDS Program Operations</b>	<b>Office of Emergency Coordination</b>						<b>TOTAL</b>
<b>GR</b>	694,018	0						694,018
<b>FEDERAL</b>	944,114	58,412						1,002,526
<b>OTHER</b>	0	0						0
<b>TOTAL</b>	1,638,132	58,412						1,696,544

**1a. What strategic priority does this program address?**

Foster a sustainable, high-performing department.

**1b. What does this program do?**

- The Division of Senior and Disability Services (DSDS) is the designated state unit on aging with primary responsibility to plan, coordinate, improve, and administer programs for Missouri's seniors and adults with disabilities age 18 to 59 in need of protection or long-term care services.
- The division's activities include investigating hotline calls that allege Abuse, Neglect, or Financial Exploitation of seniors and adults with disabilities; administering the Medicaid Home and Community Based Services Program; providing education and information about home and community based options for long-term care; administering the State Long-Term Care Ombudsman Program; monitoring Area Agencies on Aging programs for compliance with the Older Americans Act; and providing customer service, information, and referral services to seniors and adults with disabilities.
- DSDS' Director's Office provides management, oversight, and direction for division programs designed to help ensure the needs of Missouri senior citizens and adults with disabilities are addressed; reviews legislation impacting seniors and adults with disabilities; ensures compliance with federal and state rules and regulations; develops the division budget and tracks expenditures; coordinates policy responses to ensure consistency with division/department policy; coordinates disaster planning and emergency response; responds to clients, constituents, and legislative inquiries; and administers a workforce of approximately 500 employees.
- DSDS is developing a multifaceted approach on retention to help the division and its employees by creating a flexible work, environment with telecommuting, flexible work hours, remote work spaces, cross training, and the creation of the new Office of Organizational Advancement, which will facilitate employee led process improvement initiatives.
- In FY 2020, DSDS launched telecommuting as an alternative for most staff across the state in an effort to increase employee retention and maintain a coordinated continuity of operations across the state.

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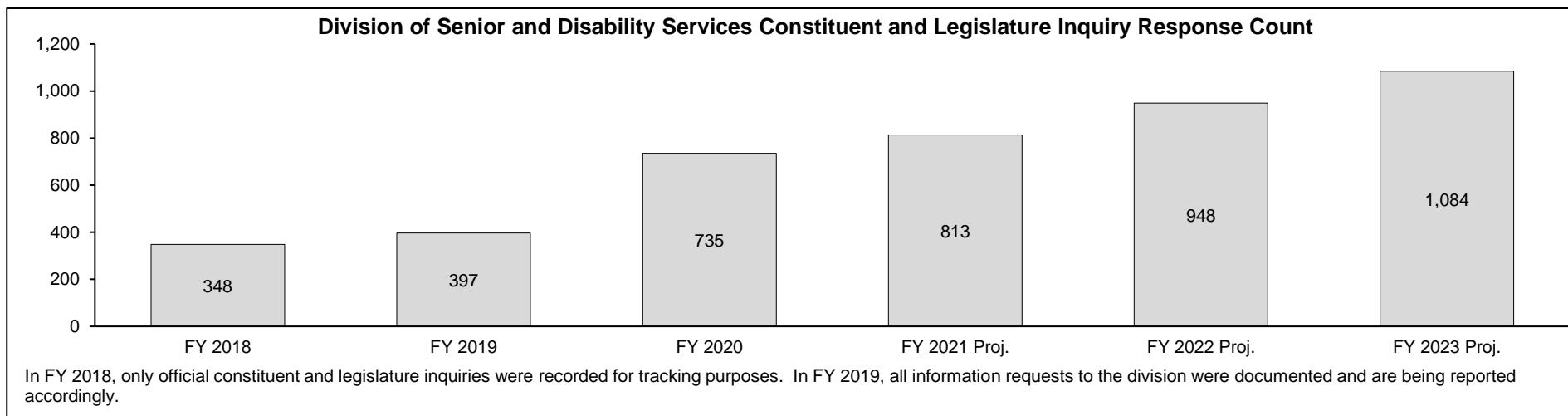
**Department of Health and Senior Services**  
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**2a. Provide an activity measure(s) for the program.**

<b>Services Provided by the Division's Administration in Support of Programmatic Functions</b>	
Payment Documents	6,057
Purchase Orders and Modifications	2,093
Contracts and Amendments	61
Fiscal Note Responses	181
Continuity of Operations Training and Presentation Participants	153
Multi Agency Resource Centers (MARCS) DSDS staff participated in Response to Disasters	4
DSDS Staff Development Training Attendees	330
DSDS Constituent Inquiries	495
DSDS Legislative Inquiries/Requests	240
Presentations/Exhibiting Events	81
People Reached by Events	8,613
Emergency Preparedness Training Participants	695
CPR Training and Presentation Participants	197

**2b. Provide a measure(s) of the program's quality.**

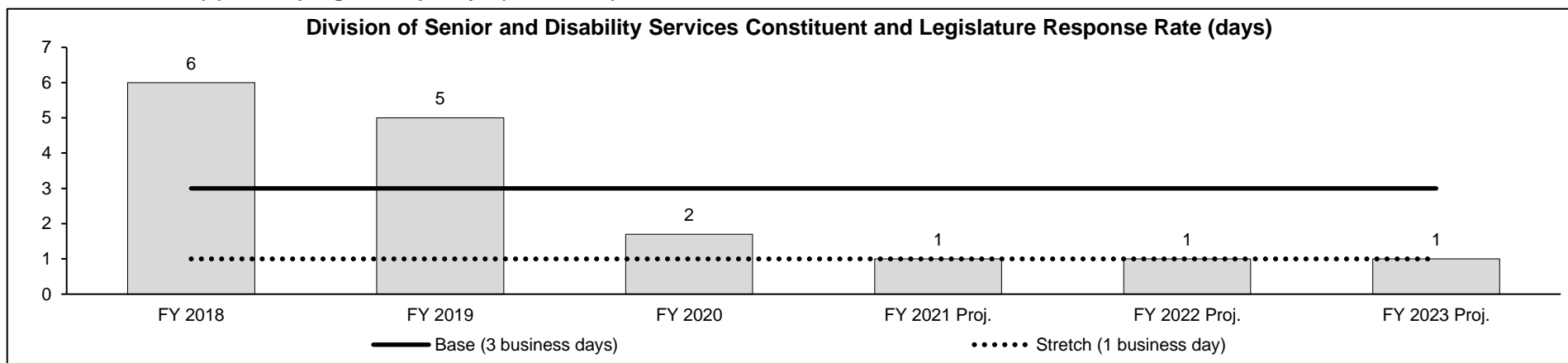


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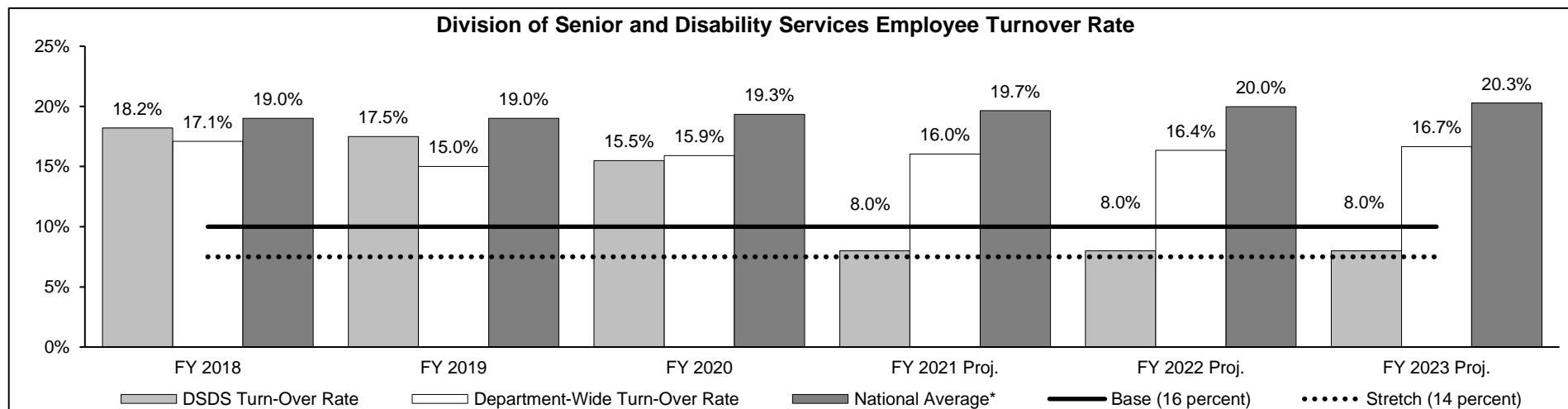
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**2b. Provide a measure(s) of the program's quality. (continued)**



**2c. Provide a measure(s) of the program's impact.**



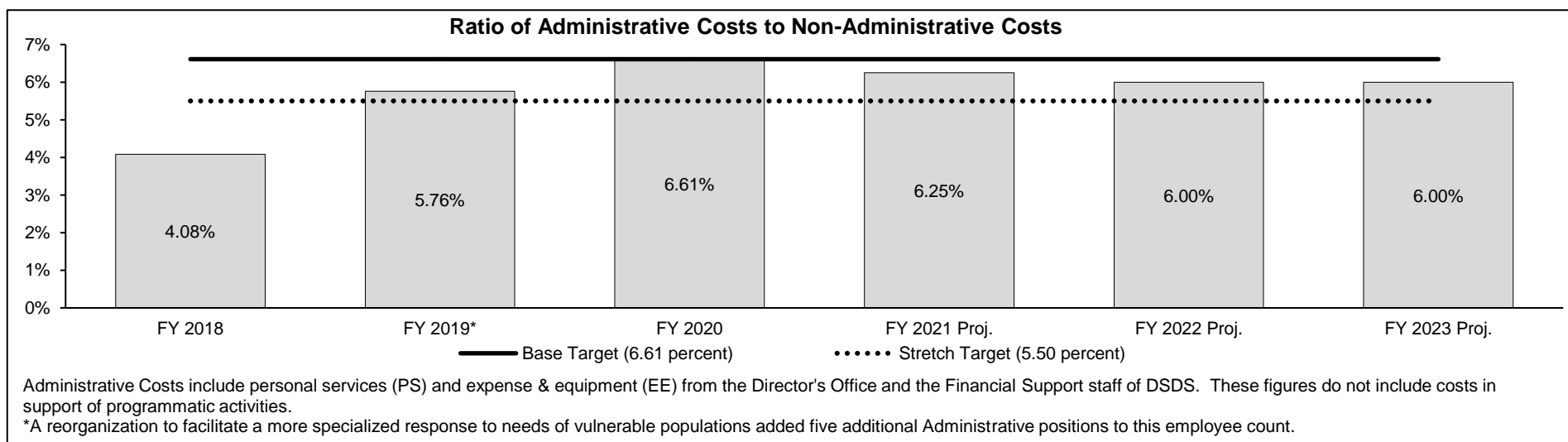
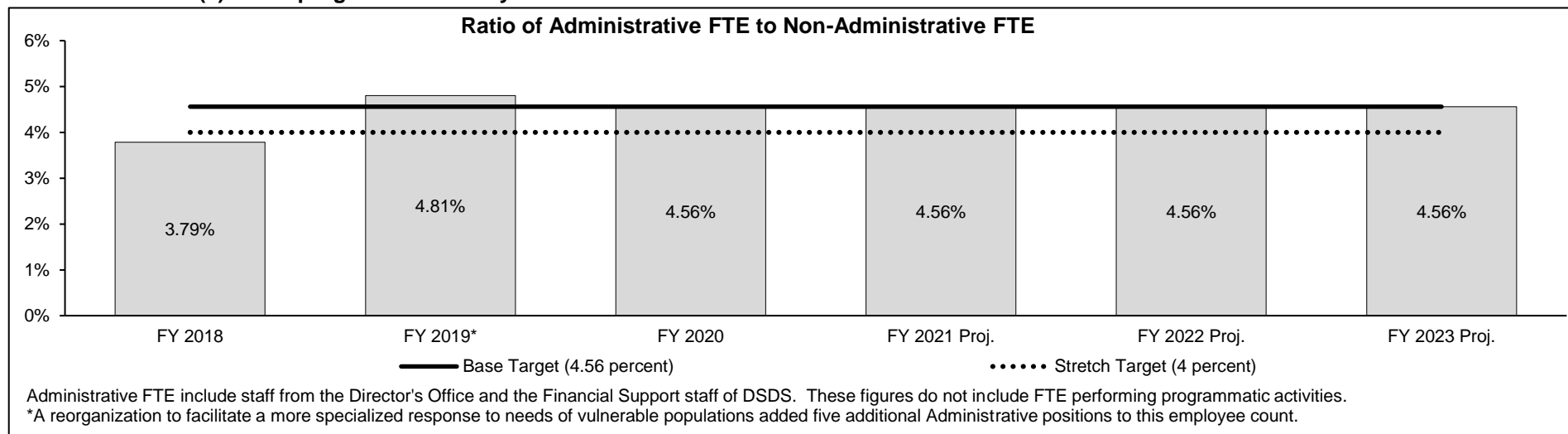
\*National Average data is from Bureau of Labor and Statistics and reflects the yearly average for State and Local Governments (excluding education). FY 2020 to FY 2023 the national average is a projected trend. US Department of Labor, Bureau of Labor Statistics. <https://www.bls.gov/news.release/jolts.t16.htm> (Last updated March 17, 2020.)

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**2d. Provide a measure(s) of the program's efficiency.**



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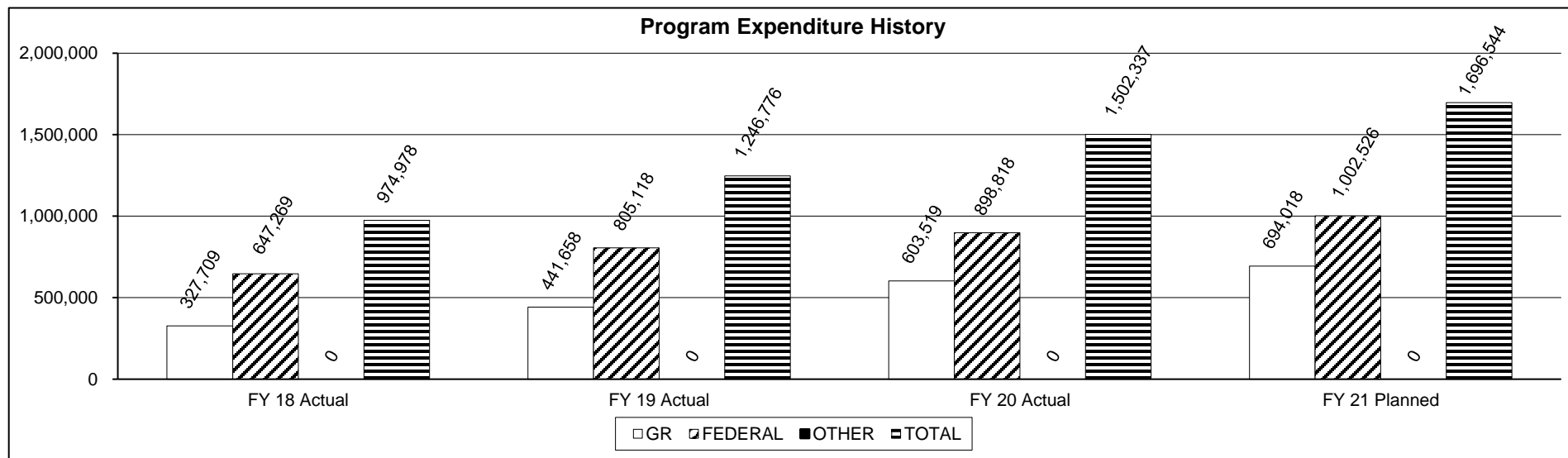
Department of Health and Senior Services

HB Section(s): 10.755, 10.800

Senior and Disability Services Administration

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**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



**4. What are the sources of the "Other" funds?**

Not applicable.

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

Chapters 192 and 208, RSMo. Federal authority for specific activities is included on division program description pages.

**6. Are there federal matching requirements? If yes, please explain.**

Federal matching requirements for various activities are included on respective division program description pages.

**7. Is this a federally mandated program? If yes, please explain.**

The federal mandate for various activities is included on respective division program description pages.