



# Department of Health and Senior Services

PO Box 570, Jefferson City 65102

Telephone: (573) 751-6400

[www.dhss.mo.gov](http://www.dhss.mo.gov)

Email: [info@dhss.mo.gov](mailto:info@dhss.mo.gov)

The Department of Health and Senior Services was created by the passage of House Bill 603 in May 2001. The bill transferred the roles and responsibilities of the Division of Aging in the Department of Social Services to the Department of Health, creating the Department of Health and Senior Services. This change has resulted in better integration, coordination and communication regarding health, public health, regulation and senior services for all Missourians.

## State Board of Health

The State Board of Health serves as an advisory body for activities of the Department of Health and Senior Services. It consists of seven members appointed by the governor with advice and consent of the Senate. Members serve four-year terms and may serve a maximum of two terms. Missouri law (Section 191.400, RSMo) specifies that three members shall be licensed physicians; one member shall be a licensed dentist; one member shall be a licensed chiropractic physician; and the other two members shall be persons other than those licensed by the State Board of Registration for the Healing Arts, the Missouri Dental Board, or the Missouri State Board of Chiropractic Examiners and shall be representative of those persons, professions and businesses which are regulated and supervised by the Department of Health and Senior Services and the State Board of Health. The State Board of Health advises the director in planning for and operating the department, and acts in an advisory capacity regarding rules promulgated by the department.

## Members of the State Board of Health

**Mannello, Donna, D.C.**, (D), chair, St. Louis;  
**Forand, Joseph M., M.D.**, (R), St. Louis;  
**Petersen, Anne E., M.D.**, (R), Jefferson City;  
**Slack, Annette, RN, J.D.**, (D), Florissant;

**Tungesvik, Nathalie L., D.M.D.**, (R), Jefferson City;

**Weaver, Michael L., M.D.**, (D), Kansas City;

**Vacancy** (1).

## State Board of Senior Services

The State Board of Senior Services serves as an advisory body for activities of the Department of Health and Senior Services. It consists of seven members appointed by the governor with the advice and consent of the Senate. Members serve four-year terms and may serve a maximum of two terms. Missouri law (Section 660.062, RSMo) specifies that board members shall currently be working in the fields of gerontology, geriatrics, mental health issues, nutrition and rehabilitation services of persons with disabilities. Four of the seven members appointed must belong to the Governor's Advisory Council on Aging.

The State Board of Senior Services advises the director in planning for and operating the department, and acts in an advisory capacity regarding rules promulgated by the department.

## Members of the State Board of Senior Services

**Conrad, Lisa G.**, (D), vice chair, Clarence;

**Bannes, Anne**, (D), Belton;

**Brown, Mary Anne, Ph.D., R.D., L.D.**, (R), Greenwood;

**Cochran, Debra**, (R), Chesterfield;

**Gosselink, Carol A., Ph.D.**, (D) Springfield

**Kerr, Jeffery A., D.O.**, (R), Rolla;

**Vacancy** (1).

## Office of the Director

The governor, with the advice and consent of the Senate, appoints the director of the Department of Health and Senior Services. Under the director of health and senior services, the department is functionally organized into four divisions: Administration; Community and Public Health; Senior and Disability Services; and Regulation and Licensure.

The director is the chief liaison with other governmental agencies and private organizations that conduct or sponsor programs that relate to health and senior services in Missouri. A deputy director assists the director and is responsible for management of the department and administration of its programs and services. The director's office also oversees the offices of public information, human resources, general counsel, and governmental policy and legislation.

The **Division of Administration** provides an array of critical support services that assist the programmatic divisions in achieving their goals. In addition to the division director's office, the division is composed of three bureaus: budget services and analysis, financial services and gen-



MARGARET T. DONNELLY  
Director



NANCIE McANAUGH  
Deputy Director



BRET FISCHER  
Administration



JENNIFER STILABOWER  
General Counsel



MARY M. HOSKINS, M.P.A.  
Human Resources



KIT WAGAR  
Public Information



DEBORAH MEBRUER  
Executive Assistant to Director



KATHY BRANSON  
Executive Assistant to Deputy Director

eral services. These units perform the following responsibilities.

**Director’s Office, Division of Administration**

- Oversees division operations.
- Works collaboratively with other divisions concerning budgetary, fiscal and general support service matters.
- Develops and submits the department’s indirect cost plan.
- Evaluates administrative, management and fiscal controls of all levels of departmental operations.
- Reviews and approves all contractual agreements, memorandums of understanding and grant applications issued by the department.
- Provides technical assistance to programs concerning contract monitoring and granting requirements.
- Reviews and evaluates contractors’ financial management systems and audit reports for financial and administrative compliance.
- Examines annual financial reports of local health departments.
- Serves as department liaison to the State Auditor’s Office and the Small Business Regulatory Fairness Board.

**Budget Services Bureau**

- Prepares and tracks the department’s annual operating and leasing budget requests.
- Serves as department liaison to executive and legislative budget staff.
- Administers the budget after passage by the legislature.
- Monitors department expenditures to ensure financial accountability.
- Coordinates the department’s fiscal note process.

**Financial Services Bureau**

- Coordinates department-wide financial activities.
- Oversees the receipt of all funds and ensures timely deposit of funds.
- Reviews all department expenditures to ensure the appropriate disbursement of funds, including vendor payments and employee expense accounts.
- Develops, reviews and approves all departmental contracts to ensure that services and commodities are economically obtained.
- Oversees procurement of all supplies, materials, equipment and services.
- Provides technical assistance and support in the development of grant applications.
- Maintains and prepares financial reports on all federal grants.



GLENDA MILLER  
Community and Public Health



PATRICK LYNN  
Governmental Policy and Legislation



TERESA GENEROUS  
Regulation and Licensure



BRENDA CAMPBELL  
Senior and Disability Services

- Administers the fixed assets accounting system for the department.

**General Services Bureau**

- Supports telecommunications equipment and service needs.
- Manages building security access.
- Provides forms management.
- Provides central office mail service.
- Manages leased property.
- Oversees office moves and space reconfigurations.
- Manages the department’s vehicle fleet.
- Provides warehouse services.
- Distributes health-related audio/visual materials and literature.
- Handles surplus equipment.

The **Division of Community and Public Health** coordinates public health resources to protect and promote the public’s health and to prevent diseases. The programs in this division serve all Missourians. In addition, the division provides support to the programs through centers and offices that focus on specific issues and populations, including women’s health, minority health, epidemiology, local public health systems, access to care and public health emergency response.

The **State Public Health Laboratory** each year receives approximately half a million samples and provides over three million analyses for its submitters. The laboratory provides testing services in the fields of agents of bioterrorism, chemistry, environmental bacteriology, microbiology, immunology, newborn screening, tuberculosis, virology and breath alcohol.

The laboratory performs tests in support of activities of the state departments of Corrections, Mental Health, Natural Resources, Agriculture and local, state and federal law enforcement agencies.

The **Chemistry Unit** conducts chemical analyses of water and environmental samples to determine the presence of toxic chemicals. It also performs blood lead testing and provides



MYRA AUD  
President, Board of Nursing Home Administrators



ROBERT A. (Tony) FOSTER  
Chair, Missouri Health Facilities Review Committee

analyses to support investigations of suspected acts of terrorism.

The **Environmental Bacteriology Unit** tests public and private water supplies for the presence of bacterial contamination, and food suspected of causing disease outbreaks.

The **Newborn Screening Unit** examines blood samples from newborn babies to find those who need treatment for metabolic diseases and an expanded panel of conditions.

The **Microbiology Unit** provides reference services for the identification of bacteria and parasitic organisms, especially those which pose a threat to public health. This unit provides laboratory support to law enforcement and public health in the investigation of suspected acts of bioterrorism.

The **Immunology Unit** performs tests to help diagnose syphilis and HIV, and conducts testing for gonorrhea and Chlamydia.

The **Virology Unit** examines clinical specimens to detect influenza, West Nile, other viral agents, and Severe Acute Respiratory Syndrome (SARS). It also performs blood tests for measles, rubella, hepatitis and other viral diseases that threaten public health, and examines animals for rabies. This unit also provides laboratory support for the investigation of suspected acts of bioterrorism.

The **Tuberculosis Unit (TB)** conducts diagnostic tests on clinical specimens for the presence of the causative agent of tuberculosis in support of the state's TB prevention program.

Working in conjunction with the scientific units of the laboratory are two critical support units: administrative services for all fiscal matters and central services for all building and supply matters. The lab also has an office for Emergency Response, Outreach and Training that is responsible for coordinating a statewide laboratory response to emergencies and assuring that the lab's response is coordinated with the state and national response.

The **Center for Emergency Response and Terrorism** is responsible for coordinating regional and state planning for public-health emergencies, including biological, chemical and nuclear terrorism, along with natural disasters. Through partnerships with hospitals and health care organizations and with local entities including government, law enforcement agencies and other partners, the center assures effective systems are in place to protect the health of Missourians during a public health emergency.

The Department Situation Room serves as the coordination point for all department responses to emergencies. It operates at a non-threat level 24 hours a day, seven days a week, and can quickly be activated as a command and control center in an emergency. It monitors the public health and allied systems' day-to-day emergency preparedness, and also serves as part of the Health Alert Network to rapidly receive and disperse communications among public health and healthcare partners at the local, regional, state and federal levels, and to assign and track follow-up activities. The hotline (1-800-392-0272), is the primary contact point for the general public and emergency response partners. Missouri is taking steps to increase local and state response readiness for bioterrorism, outbreaks of infectious disease, and other public health threats and emergencies. These efforts focus on assessment and planning, education and training, disease reporting, hospital and laboratory surveillance, laboratory capacity, communications technology, public information and media relations, and geographic information systems. Local public health agencies and regional response planners are developing integrated regional emergency response and terrorism plans that will coordinate with the state's plan. The center is working closely with hospitals to assess their needs and to complete preparedness planning on the local and regional level.

The center also has the departmental lead for continuity of operations planning, for the Strategic National Stockpile and ChemPack (both for distribution of emergency medications), for a variety of preparedness exercises and for pandemic influenza planning. In addition, the

center has a key role in National Incident Management System and Incident Command System training.

The **Center for Health Policy Integration (CHPI)** collaborates with programs and communities to set policy and to integrate goals for the division and includes the Center for Local Public Health Services, the Office of Minority Health, the Office on Women's Health and the Office of Primary Care and Rural Health. In addition, the CHPI oversees performance management for the division.

The **Center for Local Public Health Services** promotes a strong local public health system by defining and supporting core public health functions throughout the state; facilitates development of professional standards and continuous learning opportunities for the local public health workforce; provides leadership and technical assistance to local public health agencies and their community partners to improve their services; works closely with multiple partners and stakeholders to develop and communicate a common vision and direction for public health in Missouri. The center works with policymakers and the public to improve understanding of the importance of public health and the responsibility of government to assure that a strong public health system is in place.

Additionally, the center coordinates the Missouri Council for Public Health Nursing, Child Care Consultation Program and the Maternal and Child Health Coordinated Systems that distribute federal block grant funds to local public health agencies to maintain and improve the health status of maternal and child populations. This is done through an integrated service coordination system capable of addressing targeted maternal and child health issues. Each contractor has an obligation to utilize evidence-based interventions to address identified maternal and child health priority indicators.

The **Office of Minority Health** seeks to eliminate minority health disparities through monitoring departmental policies and programs, providing technical assistance and developing culturally sensitive health education initiatives. The office also works collaboratively with community-based organizations and leaders to identify and implement specialized strategies that address the health needs of minority populations in Missouri.

The **Office on Women's Health** collaborates with internal and external partners to enhance the programs and services affecting women, and promotes communication and works for improved coordination of all programs and services affecting women's health. It serves as a resource for communities, the department, local public health agencies, other state agencies and public and private entities serving women. Sexual Assault Victim Services assists victims of

sexual assault and sexual abuse in recovering from the trauma of sexual assault, and also seeks to prevent secondary victimization by providing direct services to victims of sexual assault and sexual abuse. The Rape Prevention and Services to Victims Program contracts with local agencies to provide services for preventing sexual assault and sexual abuse.

The **Office of Primary Care and Rural Health** works to ensure access to and availability of primary health care services for all of Missouri's populations, especially its rural citizens. Part of this effort is to reduce the shortage of medical, dental, behavioral and nursing health professionals. The office also administers Missouri's oral health program, which provides a broad range of core public health activities for oral health. The office oversees the following:

The **Primary Care Office** works through public/private partnerships to ensure access to and availability of primary health care services for all of Missouri's populations. Efforts to increase access to care include: evaluating availability and accessibility of medical, behavioral and oral health professionals; developing resources to enhance and expand community-based health care delivery systems; working with state and federal partners in the recruitment and retention of health care professionals; and assessing the impact individuals' lack of insurance has on health care and communities in Missouri. The office identifies and requests designations for Health Professional Shortage Areas, serves as the state contact for the National Health Service Corps and oversees development of the federally funded community health centers and a population-based workforce model for primary medical, dental and mental health services.

The **Office of Rural Health** assures the availability of and access to essential health care services for all rural Missouri residents. Efforts and services provided through this office includes: The State Office of Rural Health which collects and disseminates information, provides technical assistance, coordinates rural health interests and activities statewide and supports efforts to improve recruitment and retention of health professionals in rural areas. The Medicare Rural Hospital Flexibility Program provides support to critical access hospitals to implement or expand quality improvement programs and develop rural health networks with their community/health system partners. Other program activities are under development to expand training opportunities in order to integrate local Emergency Medical Service systems into the health care network. The Small Rural Hospital Improvement Program provides financial and technical assistance to small rural hospitals to implement the Prospective Payment System, become compliant with provisions of the Health Insurance Portability and Accountability Act,

reduces medical errors, support quality improvement and health information technology.

The **Oral Health Program** provides a broad range of core public health activities for oral health. It also serves as a resource on oral health issues for other states and federal agencies, the dental profession and the public. The initiatives under this program include:

The **Oral Health Preventive Services Program** provides oral health surveillance, education and preventive services to children under the age of 18 through a community-based system of care that includes representation of all aspects of the community and the health care delivery system. This program provides supplies and technical assistance to public schools in Missouri. The Oral Health Screening and Surveillance Program establishes a state-based oral health surveillance system that evaluates the oral health of Missouri populations. In addition, it evaluates access to dental services for children and provides technical assistance to schools conducting dental screens. The Water Fluoridation Program provides technical assistance on best practices, health outcomes and state and national resources to assist communities in public water supply fluoridation.

Portable Dental Equipment helps communities and organizations promote public oral health activities. The loan of portable dental equipment is offered to hygienists and/or dentists who wish to provide outreach in their communities. This equipment is available at 11 sites statewide. Missouri Donated Dental Services Program assists the elderly with physical, medical or mental disabilities by linking them with volunteer dentists and dental laboratories. Oral Health Coalitions: The Missouri Coalition for Oral Health conducts annual summits, bringing together oral health care professionals, Head Start agencies, community clinics, oral health associations, and departmental oral health policymakers in order to facilitate a comprehensive statewide oral health prevention and education system and ensure access to dental care for all Missourians.

The **Primary Care Systems Program** is a public/private partnership to ensure access to and availability of primary health care services for all of Missouri's residents. The initiatives under this program include: The Primary Care Resource Initiative for Missouri (PRIMO Partners) provide funds to communities in underserved areas to develop community-based health care delivery systems, develop clinical training sites in rural and underserved area clinics, and develop recruitment programs for primary care physicians, dentists, behavioral providers, dietitians/nutritionists, and nurse practitioners. Health Professional Placement Services provide delivery and an Internet-based program to assist health care professionals in finding employment

opportunities in areas of need throughout Missouri. Services provided include maintaining a database of current healthcare opportunities and working with a professional recruitment and retention manager to match individuals to communities. J-1 Visa/State 30 Waiver Program and National Interest Waiver Program allows foreign medical graduates to remain in Missouri after completion of their advanced medical training in exchange for service in underserved communities. Practitioners are recruited and sponsored by Missouri health care facilities or organizations to serve the specific needs of a community.

The **Health Care Workforce Development Program** works to reduce the shortage of health care professionals and to increase access to health care for Missourians. The state issues health professional student loans to medical, dental, behavioral, dental hygiene, dietetic/nutritional, and nursing students. Student loans are forgiven when the recipient graduates and works in a Health Professional Shortage Area in Missouri. The initiatives include:

- The **Health Professional Loan Repayment Program** provides financial incentives for licensed primary care physicians, general practice dentists, behavioral providers, dietitians/nutritionists, and registered and advanced practice nurses. Participants agree to accept Medicare and Medicaid patients, as well as provide a discounted fee schedule based on family size and income, for all uninsured individuals.
- **Primary Care Resource Initiative for Missouri (PRIMO) Student Loan Program** promotes development and implementation of early recruitment programs for health professional students, emphasizing recruitment of individuals from rural, inner city and underserved communities in Missouri. In addition, educational loans are provided to health professional students in exchange for an obligation to provide primary health care services in underserved areas upon completion of training. Disciplines include primary care, medical, dental and dental hygiene.
- The **Professional and Practical Nursing Student Loan and Loan Repayment Programs** provide support for nursing students and nursing professionals in exchange for service in Missouri's underserved communities. Student loans are provided for licensed practical nurses, diploma nurses, registered nurses, and doctoral nurses in return for an obligation to provide service in public and non-profit health care agencies in underserved Missouri communities.

The **Section for Healthy Families and Youth** promotes optimal health by providing leadership to both the public and private sectors in assessing health care needs of families and communities and assuring that the health system responds

appropriately. This section is also responsible for developing policy, planning systems of care and designing, implementing and evaluating programs to meet the health care needs of families in the state. The primary units are the Bureau of Genetics and Healthy Childhood and the Bureau of Special Health Care Needs.

The **Bureau of Genetics and Healthy Childhood** promotes and protects the health and safety of individuals and families based on their unique conditions, needs and situations, utilizing multiple programs within the bureau. The bureau achieves this by implementing prevention and intervention strategies to optimize an individual's health and environment from pre-pregnancy through adulthood. Related activities of the bureau encompass public and professional education, screening and follow-up services, surveillance, needs assessment and resource identification and/or development. The bureau accomplishes its mission in collaboration with families, health care providers and other community, state and national partners.

The **Genetics Services Program** expands existing programs and develops new ones, where needed, to reduce the morbidity and mortality associated with genetic disorders. Information is provided to the public and medical professionals regarding genetic disorders and the availability of genetic services in Missouri. A referral network is maintained for individuals in need of diagnostic services, treatment, counseling and other genetic-related services.

The **Adult Genetics Program** provides limited assistance with health care costs for Missouri adults (21 years of age and older) with cystic fibrosis, hemophilia and sickle cell disease. The program provides applicants meeting financial and medical guidelines with limited financial assistance for inpatient and outpatient services, medication and blood factor products, emergency care and home equipment. Service coordination is provided for those meeting the medical eligibility requirements.

The **Metabolic Formula Distribution Program** provides prescribed dietary formula to individuals with covered metabolic disorders such as phenylketonuria or maple syrup urine disease. Use of the dietary formula combined with a medically supervised diet eliminates or reduces the adverse consequences of the disorders.

The **Sickle Cell Anemia Program** provides information to the public and health professionals about sickle cell disease and sickle cell trait, and promotes and provides screening, testing, referral, education, counseling and follow-up services for Missouri citizens at risk for sickle cell disease.

The **Newborn Health Program** promotes healthy birth outcomes and healthy infants by increasing awareness of recommended best prac-

tices through educational activities and materials. Messages and activities promote the importance of preconception care; early entry into prenatal care; use of folic acid to prevent birth defects; avoidance of smoking, alcohol and other drugs; breastfeeding; placing babies on their backs to sleep; and other healthy behaviors.

The **Newborn Blood Spot Screening Program** provides early identification and follow-up of phenylketonuria, galactosemia, congenital hypothyroidism, congenital adrenal hyperplasia, hemoglobinopathies, organic acid disorders, fatty acid oxidation disorders, amino acid disorders and cystic fibrosis that suggest the presence of disease in affected but asymptomatic infants. Infants found to be positive are referred to a system of health care.

The **Newborn Hearing Screening Program** seeks to screen all babies before three months of age, and, for those with hearing loss, refer them to the First Steps Program for appropriate services by six months of age. State law requires all babies born in Missouri to have their hearing tested before discharge from the hospital.

The **Folic Acid Program** endeavors to increase the number of Missourians who are aware of the importance of folic acid intake in helping to prevent certain birth defects, diseases and health conditions.

The **Injury Prevention Program** collaborates with other agencies addressing injury causes, and supports the collection and analysis of injury data. It also contracts with local Safe Kids Coalitions to conduct primary injury prevention interventions in communities.

The **Fetal and Infant Mortality Review** analyzes infant and fetal death records to develop recommendations for community change, if appropriate, to reduce fetal and infant mortality. The communities then determine and implement interventions based upon recommendations received that may improve outcomes for future families.

The **Adolescent Health Program** addresses various adolescent, teen and young adult issues of Missourians age 10 to 24 years old. The program provides consultation, education, technical assistance and resources for health professionals, school personnel, parents, adolescents, state and community organizations. The Council for Adolescent and School Health (CASH) assists the department in facilitation collaboration to promote a coordinated family, community and school approach to achieve healthy adolescent development.

The **Building Blocks Program** is an evidence-based prenatal and early childhood nurse home visiting program based on the David Olds' Model. Participants in the program are low income, first-time mothers who enter the program prior to the 28th week of pregnancy.

Nurse home visitors work with the women and their families during pregnancy and the first two years of the child's life to improve pregnancy outcomes, child health and development, and family economic self sufficiency.

The **Missouri Community-Based Home Visiting Program** utilizes the Families at Risk model developed by the University of Missouri's Sinclair School of Nursing in collaboration with the Department of Health and Senior Services. The model utilizes nurses and paraprofessionals and provides intensive sustained visits and community services over a long period, with a small number of families. The goals of this program are to increase healthy pregnancies and positive birth outcomes and decrease child abuse and neglect through home-based services.

The **School Health Program** provides contracts to public school districts and local public health agencies to establish or expand population-based health services for school-age children in defined geographic areas. The program focus is on increasing access to primary and preventive health care. Technical assistance and consultation are available. The program is a collaborative effort of Missouri's Departments of Health and Senior Services, Elementary and Secondary Education and Social Services.

**TEL-LINK** is the department's toll-free telephone line for maternal, child and family health services. The purpose of TEL-LINK is to provide information and referrals to Missourians concerning a wide range of health services. TEL-LINK can connect callers to services for: WIC (women, infants and children), Medicaid (now called MO HealthNet), immunizations, children with special health care needs, child care, child support, prenatal care, prenatal drug abuse treatment, non-emergency medical transportation (MO HealthNet recipients only), alcohol and drug abuse treatment, sexual assault or rape and family violence services, mental health and social services, etc. Telephone: toll-free 1-800-835-5465.

The **Bureau of Special Health Care Needs** utilizes a combination of state and federal funds to provide services for children and adults with disabilities, chronic illnesses and birth defects. Services include assessment, treatment and service coordination.

The activities of the bureau are focused around national performance measures and the six key systems outcomes of the Division of Services for Children with Special Health Needs, Maternal and Child Health Bureau, Health Resources and Services Administration, and the U.S. Department of Health and Human Services. Focus areas include:

- Families of individuals with special health care needs will partner in decision making at all levels.

- Individuals with special health care needs will receive coordinated, ongoing, comprehensive care within a medical home.
- Families of individuals with special health care needs will have adequate private and/or public insurance to pay for the services they need.
- Individuals will be screened early and continuously for special health care needs.
- Community-based systems will be organized so families can use them easily.
- Youth with special health care needs will receive the services necessary to make transitions to all aspects of adult life, including health care, education and independence.

The **Children with Special Health Care Needs Program** focuses on early identification of children with special needs, funding for preventive, diagnostic and treatment services, and provision of service coordination activities for families. The program provides assistance for children under the age of 21 and has two components: service coordination and paid medical services. Service coordination is provided statewide, through regional contracts, and is available free of charge regardless of financial status. Service coordination is a collaborative process that assists individuals to assess their needs and resources, and develop plans to address those needs. Paid medical services are available to those who meet medical guidelines, whose income is 185 percent of Federal Poverty Guidelines or lower, and when there are no other payers for these services.

**Healthy Children and Youth-Administrative Case Management** provides home and community-based services to children under the age of 21 who are enrolled in MO HealthNet (Medicaid). Public health nurses provide service coordination and authorization for medically necessary in-home services. Service coordination includes assessment through home visits and links to services and resources that enable participants to remain safely in their homes with their families. Approved services may include in-home personal care, in-home nursing care, case management and skilled nursing visits.

The **Physical Disabilities Waiver Program** provides home and community-based services to individuals with serious and complex medical needs who have reached the age of 21 and are no longer eligible for home care services available through the Healthy Children and Youth Program in Missouri. This waiver is designed to provide a cost effective alternative to placement in an intermediate care facility for the mentally handicapped/developmentally delayed. Public health nurses provide service coordination and authorization for medically necessary services. Service coordination includes assessment through home visits, and links to services and

resources that enable participants to remain safely in their homes with their families. Approved services may include in-home personal care, in-home nursing care and medical supplies.

The **Adult Head Injury Program** provides assistance in locating, coordinating and purchasing rehabilitation services for individuals 21 years of age and older who have survived a traumatic brain injury. Service coordination is available free of charge, regardless of financial status of the individual. Service coordination is a collaborative process that assists an individual to assess their needs and resources, and develop a plan to address those needs. Rehabilitation services are available statewide to survivors whose income is 185 percent of poverty or lower, and when there are no other payers for these services.

The **Head Injury Advisory Council** provides information, advice and expertise to the department on head injuries and rehabilitation of people affected by traumatic head injuries. The council also studies current prevention, treatment and rehabilitation technologies; advises the department on appropriate distribution of resources to provide specialized services to people with traumatic head injuries; and recommends methods to improve the state's delivery of service.

### Section for Chronic Disease Prevention and Nutrition Services

The Section for Chronic Disease Prevention and Nutrition Services is engaged in activities to prevent and control chronic diseases, and administers several programs that provide supplemental nutrition assistance to vulnerable populations. The section is composed of four primary programmatic units:

The **Bureau of Health Promotion** focuses on promotion and delivery of primary prevention strategies to address optimum health across a lifespan, prevention of tobacco use and obesity through interventions that prevent the onset of chronic conditions.

The **Bureau of Cancer and Chronic Disease Prevention** administers services and programs to assist individuals who have already developed a non-communicable chronic disease or disability, including Chronic Disease Self-Management programs, and promotes recognition of signs and symptoms, screenings and other early intervention strategies to lessen the impact of disease and disability.

The **Bureau of WIC and Nutritional Services** provides supplemental nutrition assistance to vulnerable women, infants, and children through age five to improve health status and contribute to optimum growth and development.

The **Bureau of Community Food and Nutrition Assistance Programs** provides meal subsi-

dies to eligible organizations that feed infants, children and youth, and food packages for low-income elderly persons, women, infants and children.

### Bureau of Health Promotion

The Chronic Disease Primary Prevention Program supports local public health agencies in implementing evidence-based approaches and best practices that reduce the primary risk factors causing chronic diseases – tobacco use and exposure to secondhand smoke, inactivity and unhealthy eating. Emphasis is placed on making environmental, policy and system changes to support healthy behaviors at schools, worksites, and in communities by collaborating with key partners.

The **Nutrition and Physical Activity Programs** include:

- Assistance in implementing the Missouri Nutritional and Physical Activity Plan.
- “Team Nutrition,” which focuses on improving children’s lifelong habits by creating healthy eating habits and promoting physical activity in schools and childcare facilities.
- “Fruits and Veggies—More Matters” works to increase the daily intake of fruits and vegetables.

The **Comprehensive Tobacco Use Prevention and Cessation Program** works to prevent initiation of tobacco use among young people, eliminate exposure to secondhand tobacco smoke, and promotes quitting. The program currently includes the cessation program’s Quitline services, and a community program of evidence-based environmental and policy interventions implemented by program staff in rural areas, and contractors in St. Louis, Kansas City, Springfield and Joplin.

### Bureau of Cancer and Chronic Disease Control

The **Comprehensive Cancer Control Program** provides professional training, and promotes and assists providers in the implementation of cancer control. It also maintains and disseminates information on cancer prevention and control resources in Missouri and develops and assists regional cancer control coalitions.

The **Show Me Healthy Missourians Program**, composed of three programs funded by the Centers for Disease Control and Prevention, provides funding and program resources for direct health services for low-income Missourians who are uninsured or underinsured.

**Show Me Healthy Women** activities combine two programs that reduce the rate of cardiovascular disease and breast and cervical cancer for eligible Missouri women, the National Breast

and Cervical Cancer Early Detection Program, (screening and diagnostic services for women 35 and over) and the WISEWOMAN program (health screenings and lifestyle education to reduce the risk of heart disease and stroke for women 40 years of age and over.) The Missouri Screen for Life colorectal cancer screening program provides for colorectal cancer screenings and diagnostic testing for both men and women 50 years of age and older. Currently available only as a demonstration project in the St. Louis metropolitan area, the program is expected to reduce colorectal cancer in Missouri adults. The Cancer Inquiry Program responds to public and professional inquiries or concerns about incidence of cancer.

The **Missouri Arthritis and Osteoporosis Program** promotes optimal health and quality of life for all Missourians affected by arthritis, rheumatic disease and musculoskeletal conditions. Prevention, early intervention, and education services are provided through collaboration with local, state and federal partners and a statewide network of seven regional arthritis centers.

The **Missouri Heart Disease and Stroke Program** seeks to prevent and decrease the risks that contribute to heart disease and stroke by promoting policy and environmental change programs in the community, schools and worksites. The program also plans activities and promotions advocating smoking cessation, physical activity and good nutrition.

The **Missouri Diabetes Prevention and Control Program** creates awareness of risk factors for diabetes and control of diabetes to reduce and prevent complications of the disease. The program works through partnerships with state, local and national organizations to improve the lives of people with diabetes. Elements include community awareness and interventions, application of the National Diabetes Education Program, improving health care systems through continuing education for health care professionals, screening and management guidelines and professional education for school personnel.

The **Missouri Asthma Prevention and Control Program** works to improve the capacity of Missouri’s public health system to define and reduce the burden of asthma through effective linkages, comprehensive surveillance, evaluation and raising asthma awareness. The program’s advisory board plays a key role in developing a statewide focus on asthma surveillance, prevention and control; providing advice regarding asthma related issues; assisting in the development of a state plan and serving as an outside partner to gain support for and raise awareness about the program.

The **Organ and Tissue Donor Program** maintains a statewide confidential registry of potential donors and collaborates with partners to provide education. The program is funded by donations

of one dollar received by the driver's license fee offices throughout the state at the time an individual makes application for a driver's license or identification card and/or when applying for a motorized vehicle or special license plate. An advisory committee assists with educational efforts, recommends priorities, and reports annually to the governor and General Assembly. Visit [www.dhss.mo.gov/organdonor](http://www.dhss.mo.gov/organdonor) and register at [www.organdonor.com](http://www.organdonor.com).

### Bureau of WIC and Nutritional Services

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) prescribes and pays for nutritious foods to supplement the diets of pregnant women, new mothers, infants and children up to their fifth birthday, who qualify as nutritionally at-risk based on a medical and nutrition assessment, and who meet state income guidelines (185 percent of federal poverty guidelines or eligible for Medicaid, Temporary Assistance for Needy Families (TANF) or Food Stamps in Missouri).

Program participants are reassessed periodically to determine eligibility status. The WIC program provides nutrition education to program participants to change eating patterns in a positive way to improve their health status; breastfeeding counseling and support to pregnant women and new mothers; conducts immunization screenings and referrals to assure children are immunized; and provides appropriate referrals to address the WIC participant's need. These services are provided at the local level through contracts with county and city health departments, community health centers, community action agencies and hospitals. WIC contracts with retail grocers and pharmacies where participants redeem WIC checks for the prescribed supplemental foods.

The Program for Dietetic Interns (PDI) provides training in skills required in dietetics for public health nutritionists and dietetic graduates through planned experiences and education opportunities that emphasize community and public health nutrition. The Commission on Accreditation accredits the program for Dietetics Education of the American Dietetics Association, the PDI is a 38-week dietetic internship program beginning in September and ending in May.

### Bureau of Community Food and Nutrition Assistance Programs

The **Child and Adult Care Food Program** is a federal entitlement program to improve the nutrient intake of participants in licensed child-care centers, licensed family child care homes, licensed adult day care centers, emergency homeless shelters and after-school programs.

The **Summer Food Service Program** serves to improve the nutrient intakes of low-income children when school is not in session, thereby reducing their risk for health problems, enhancing children's learning capabilities, helping them succeed in school, improving the quality of the summer programs offered in low-income areas and providing summer employment opportunities in local communities.

The **Commodity Supplemental Food Program** works to improve the nutrient intake of low-income pregnant and postpartum women, breastfeeding women, infants, children and elderly adults by providing commodity food packages specially formulated to provide additional sources of iron, calcium, protein and vitamins A and C.

### Section of Epidemiology for Public Health Practices

The Section of Epidemiology for Public Health Practices is directed by the state epidemiologist and promotes the better understanding of health problems and needs in Missouri and assists the division in many functions, including initiation and maintenance of surveillance systems, data management and reporting, collection of birth and death information and fiscal services. The section also issues certified copies of Missouri birth and death records. The section is involved in health data collection from the enumeration of the population at risk (e.g., birth and death records, etc.), to health-care related experiences of Missourians (e.g., health data abstracting, health-care infections reporting, etc.), the analysis and interpretation of data (e.g., pregnancy risk assessment survey, Missouri Cancer Registry, the study of the effectiveness of two negative stool samples after shigellosis infection, toxicologic assessment of arsenic, etc.), and the dissemination of information (e.g., Missouri Information for Community Assessment (MICA), downloadable public service announcements, brochures, and other information from the Office of Community Health Information).

The **Office of Epidemiology** provides epidemiologic leadership and expertise through Epidemiology Response Teams in Communicable and Environmental Disease; Chronic Disease; and Maternal and Child Health to enhance the health and safety of Missourians. The office also coordinates a range of functions to assist the Division of Community and Public Health in achieving better health outcomes through community health initiatives. The office strives to achieve this mission by:

- Using science to guide public health practices.
- Monitoring health status and risk behaviors through public health surveillance.
- Planning and evaluating public health programs.

- Promoting evidence-based public health interventions.
- Conducting epidemiologic teaching, and training, and mentoring of future epidemiologists.

Some key products include the Behavioral Risk Factor Surveillance System, the County Level Study, the Missouri Cancer Registry, the Pregnancy Risk Assessment Monitoring System, the Pediatric Nutrition Surveillance System, the Pregnancy Nutrition Surveillance System, and medical and doctoral-level outbreak and toxicologic response and interventions.

The **Office of Community Health Information** is responsible for promoting health information for the division. The staff serves as an integral part of preventive health care programs, such as the smoking cessation campaign, cancer detection programs, treatment and management of obesity programs, genetics and healthy childhood, and child nutrition assistance and education services. Avenues of health communication include news releases, web site development, marketing campaigns, brochures/publications, conference exhibits and broadcast programs.

The **Bureau of Vital Records** maintains the central registry of births, deaths, fetal deaths (after 20 weeks gestation but before birth), reports of marriages, and dissolutions of marriages for the State of Missouri. The registry of births and deaths extends back to 1910, while the registry of marriages and dissolution of marriages extends back to 1948. The bureau also corrects vital records as authorized by law; files and issues certified copies of births, deaths, and fetal reports; issues statements relating to marriages and dissolution of marriages; and prepares new certificates for adoptions and legitimations. Other activities include providing confidential verifications to government agencies; conducting workshops for hospital personnel to ensure the complete, accurate, and timely filing of birth certificates and fetal reports; providing technical assistance, guidance, and workshops for funeral directors, medical examiners/coroners, and physicians to ensure that death records are promptly, legibly, and completely filed; providing vital records for use in the preparation and publication of vital statistics data; and participating in research projects which involve vital records.

The **Bureau of Health Informatics** collects, analyzes and distributes health-related information that promotes the better understanding of health problems and needs in Missouri, as well as spotlighting improvements and progress achieved in the general health status of Missourians. Data generated by the bureau aid and guide the planning, development, and evaluation of programs and services of the department, as well as the health-related activities of other agencies, institutions and organizations. General services of the bureau include: maintaining the

needed Vital Statistics infrastructure; providing data analysis and statistical support to health programs and local public health agencies; preparing, editing, and publishing other statistical reports for the department; disseminating health data via the internet and other media; and providing health data and statistics as requested by researchers, public health professionals, legislators, media, educators and the public. Sub-units within the Bureau of Health Informatics include the following:

- The Health Data Dissemination Unit: coordinates the preparation and publication of health data and statistics on the department's website; develops and disseminates population estimates for different geographies in the state; and updates and maintains the internet-based data and statistical resources found in the Community Data Profiles and the data query application, Missouri Information for Community Assessment (MICA).
- The Health Care Data Analysis Unit: collects and analyzes Patient Abstract System (PAS) data from hospitals, emergency rooms and ambulatory surgical centers; collects, analyzes, and reports data related to healthcare-associated infections and injuries in Missouri; links motor vehicle crash data to hospital inpatient and emergency room data, and to death certificate data, to study the medical and cost outcomes of motor vehicle crashes; supports the Injury Prevention Initiatives Program by studying the incidence of deaths, hospitalizations and emergency room visits due to injury, and determining groups at high risk for injuries; prepares various categories of patient abstract injury data for the web-based Community Data Profiles and the MICA data query system; and publishes statistics on data reported by commercial, Medicare, and MC+ managed care plans on access to care, quality of care, and member satisfaction.
- The Vital Statistics Analysis Unit: conducts quality control of the statistical information on vital events (i.e., births, deaths, fetal deaths, marriages, dissolution of marriages, and induced abortions); ensures compliance with the National Center for Health Statistics, Vital Statistics Cooperative Agreement; analyzes data on vital events and other health status measures; publishes monthly, annual, and periodic special statistics; develops and updates various linked data systems that are used for surveillance of health problems and the evaluation of public health programs; prepares vital statistics data and maternal and child health indicator data for the web-based Community Data Profiles and the MICA data query system.

## Section for Disease Control and Environmental Epidemiology

This is the principal unit involved in the investigation of the cause, origin and method of transmission of communicable diseases and diseases caused by environmental hazards.

The interrelated services of this section focus on disease surveillance, prevention and control. Included are specific responsibilities related to communicable diseases, immunizations, tuberculosis, zoonoses, sexually transmitted diseases, AIDS, community sanitation, environmentally related health hazards and hazardous substance control. The section is integral to the Department of Health and Senior Services' emergency response to public health emergencies and natural disasters, including biological, chemical and radiological terrorism. The section assures rapid detection and response through a comprehensive surveillance system operated by public health staff prepared through expertise and training to detect diseases/conditions that may indicate an emergency/bioterrorism event.

The mission of the **Bureau of Environmental Regulations and Licensure** is to protect public health by ensuring safe and healthy environments for all Missourians. Five unique environmental health programs contribute to this mission: Retail Food Safety and Food Processing Program, Lodging Safety Program, Environmental Child Care Program, Lead Licensing and Abatement Program, and Onsite Wastewater Treatment System Program.

The overall goal of the bureau is primarily accomplished by the following activities:

- Identify and investigate environmental health hazards.
- Encourage identification and solution of environmental problems at the local level.
- Providing technical support to Local Public Health Agencies (LPHAs) and industry.
- Develop policies and guidance that support environmental health efforts.
- Assure the provision of environmental health services when otherwise unavailable.
- Enforce laws and regulations that ensure public environmental health.
- Provide training for the environmental health workforce.
- Seek innovative solutions to environmental health issues, and
- Evaluate the effectiveness and quality of environmental health services.

The specific scope and function of each program includes:

**Retail Food Safety and Food Processing Program** is responsible for oversight for all retail foods establishments (including restaurants, school food service, temporary food events, gro-

cery and convenience stores), frozen desserts, and food processing/storage facilities throughout the state. There are approximately 28,000 retail food establishments, 2,178 frozen dessert facilities and 1,800 food processing/storage facilities statewide. The program assures safe food to minimize the potential risk of foodborne illness and injury and provides food safety training to both industry and regulatory personnel. The program responds to complaints and emergencies involving regulated products.

**Lodging Program** licenses approximately 1,600 lodging establishments (hotel, motel, bed and breakfasts and resorts) statewide. The program issues licenses after determining compliance with applicable rules and regulations, provides training to local public health agencies and responds to complaints and emergencies involving lodging establishments.

**Environmental Child Care Program** serves approximately 181,000 children statewide. The program oversees annual sanitation inspection of over 4,500 regulated child care providers to ensure that sanitary and safe practices are utilized when caring for children and provides training to the local public health agencies. In addition the program responds to complaints and emergencies regarding environmental child-care issues.

**Lead Licensing and Abatement Program** regulates the professionals who remove lead hazards from buildings, conducts environmental investigations and assessments, provides accreditation audits for training providers, and license a variety of industry competency levels including workers, supervisors, inspectors, risk assessors, and contractors. The program regulates and licenses a total of 1,800 industry professionals.

**Onsite Wastewater Treatment System Program** establishes sanitation standards and ensures that the applicable onsite systems are in compliance with these standards. In addition, the program trains and provides licensure for approximately 2,450 professionals who install, inspect and repair onsite systems in accordance with sanitation standards set forth by law. The program assists the public and local public health agencies with questions, concerns and responds to emergency situations.

The **Bureau of Immunization Assessment and Assurance** ensures that Missouri children are appropriately immunized against vaccine-preventable diseases according to the recommendations of the Centers for Disease Control and Prevention Advisory Committee on Immunization Practices. The bureau provides free vaccines to uninsured, Medicaid and underinsured children through the federal entitlement Vaccines for Children Program; provides education and immunization record assessments for health care providers to increase coverage rates;

develops and maintains a central immunization registry; tracks immunizations mandatory for school and day care; forecasts need and manages centralized vaccine inventory, purchasing, and shipping; and gives technical assistance to providers and the general public regarding recommendations, vaccine safety, schedules and other general vaccine information.

The **Bureau of Communicable Disease Control and Prevention** conducts communicable disease surveillance, investigation and control of over 80 reportable diseases and conditions. Services and activities include:

- Monitoring communicable diseases through data collection, analysis and communication.
- Investigating communicable diseases and individual emerging disease cases to prevent additional cases.
- Assuring rapid response to public health emergencies, disease outbreaks, and natural disasters.
- Providing consultation, assistance and recommendations to local health agencies, physicians, laboratories and others regarding changes to communicable disease reporting requirements and control measures for communicable diseases.
- Providing health education and training on communicable diseases for public health professionals.
- Providing information on infectious diseases to local health jurisdictions, the medical community, and the general public through press releases, interviews with the news media, pamphlets, reports, the Health Alert Network, the Department of Health and Senior Services (DHSS) web site and the bureau's ListServe.

The **Bureau of HIV, STD and Hepatitis** has a broad array of programs and services to prevent the spread of Human Immunodeficiency Virus (HIV), Sexually Transmitted Disease (STD) and hepatitis and link persons to medical care and treatment.

**HIV Counseling, Testing and Referral Program**—This program provides testing and client centered prevention counseling to reduce the risk of acquiring HIV infection.

**HIV/STD Community Planning**—The program develops and implements culturally competent and scientifically based regional prevention plans.

### Health Education/Risk Reduction

The program reduces the spread of STDs, especially HIV, by providing health education services that are client-centered and skill-based to modify high-risk behaviors.

## STD/HIV Partner Counseling and Referral Services

The program assures reporting and treatment for individuals diagnosed with HIV, syphilis, gonorrhea and chlamydia by eliciting the names and locating information for the infected person's sex partners and confidentially notifying the exposed individuals.

## Syphilis Elimination Program

The program reduces syphilis through expanded surveillance, outbreak response plan activities, rapid screening and treatment by working with local community-based organizations and local public health agencies.

## Missouri Infertility Prevention Program

The program works with high prevalence health care settings to screen, treat, and provide partner management services to at-risk asymptomatic women with chlamydia.

## Disease Surveillance

This unit tracks and reports on the occurrence and distribution of syphilis, gonorrhea, chlamydia, HIV/AIDS, hepatitis B, and hepatitis C.

## National HIV Behavioral Surveillance

The project collects data to understand risk and testing behaviors that place people at risk for HIV infection. It develops and evaluates HIV prevention programs.

## HIV Case Management

The program assists HIV positive clients to access HIV medical care and treatment. It assists in the development of self-management skills and makes referrals to other services such as:

- AIDS Drugs Assistance Program purchases medications for uninsured and underinsured HIV positive clients.
- Housing Opportunities for Persons with AIDS provides housing services to prevent homelessness.
- Medicaid Waiver provides home health services to Medicaid eligible HIV positive clients.

## Perinatal Disease Prevention Program

The Perinatal Disease Prevention Program works to reduce mother-to-child transmission of HIV, Hepatitis B and syphilis infection. Technical assistance, training and education are provided to health care providers, birthing hospitals and local public health agencies regarding standards of care for maternal prenatal screening

and preventative interventions for infants born at risk of HIV, hepatitis B and congenital syphilis. Birthing hospital record and policy reviews are conducted to determine current prenatal testing and treatment practices to provide targeted prevention education to eliminate mother-to-child transmission of these diseases. The program follows infants born to hepatitis B infected women in case management to help ensure completion of the hepatitis B vaccination series and post-vaccination anti-HBs testing to determine immunity.

The **Bureau of Environmental Epidemiology** is involved in the investigation and prevention of diseases related to the environment. The bureau's efforts focus on diseases associated with exposure to chemical and physical agents in our environment. Services include:

- Conducting epidemiological studies of environmentally-related outbreaks of disease.
- Performing health assessments and quantitative risk assessments of hazardous waste sites.
- Providing public health consultation and toxicological consultation for emergencies involving chemicals.
- Providing technical advice related to pesticides and other hazardous substances.
- Implementing the state Childhood Lead Poisoning Prevention Program and administering lead grants from the Centers for Disease Control and Prevention and the Environmental Protection Agency.
- Responding to emergencies affecting private water supplies.
- Providing professional and public information on radon.
- Providing technical advice related to indoor air quality issues.
- Providing technical assistance to local public health agencies on environmental public health issues.
- Providing consultation, technical assistance and inspection services related to hazardous substances affecting private water supplies.

The **Division of Regulation and Licensure** oversees licensure and regulation activities for child care facilities, long-term care facilities and healthcare facilities. The division oversees the Bureau of Narcotics and Dangerous Drugs, the Certificate of Need Program, the Board of Nursing Home Administrators and the Family Care Safety Registry. The division enforces statutory and regulatory requirements to insure safety, health, welfare and rights of children and residents of long-term care and other healthcare facilities.

The **Family Care Safety Registry** serves as a resource for background screening information

maintained by various state agencies. Those wishing to hire a child-care, elder-care or personal-care worker may contact the registry using a toll-free line and obtain background information about a caregiver. The registry became operational January 1, 2001, and utilizes a computer interface to streamline the process to obtain background information.

Information accessed by the registry includes: criminal history, sex offender registry, substantiated claims of child abuse/neglect, the department's employee disqualification list, the Department of Mental Health employee disqualification registry, child care license revocations and foster parent license denials, revocations and suspensions. In addition to the needs of families selecting an individual for a private employment arrangement, many employers of child-care, elder-care and personal-care workers are required to obtain background screening information for staff in order to obtain or maintain licensure or to be in compliance with state regulations. Employers, such as child-care centers and nursing homes use the registry to obtain background screening information.

The registry maintains a toll-free line (866-422-6872) to respond to requested information and allows the requestor to receive an immediate response as often as they like at no cost. The access line is staffed from 7:00 a.m. to 6:00 p.m., Monday through Friday, and a web site ([www.dhss.mo.gov/FCSR/](http://www.dhss.mo.gov/FCSR/)) is also maintained for easy access.

The **Missouri Board of Nursing Home Administrators** is responsible for adopting, amending and repealing rules necessary to carry out the provisions of Chapter 344, RSMo; establishing minimum standards for licensing nursing home administrators; providing testing opportunities for qualified applicants; approving and monitoring continuing education programs designed for nursing home administrators; auditing license renewal applications and renewing the licenses of qualified licensees; and conducting hearings affording due process of law, upon charges calling for discipline of a licensee.

The board, appointed by the department director, consists of ten members who serve three-year staggered terms. Membership of the board consists of one licensed physician, two licensed health professionals, one person from the field of health care education, four people who have been in general administrative charge of a licensed nursing home for at least five years immediately preceding their appointment and two public members.

### Section for Health Standards and Licensure

The Section for Health Standards and Licensure is responsible for licensing and regulating

a wide variety of health care entities, investigating complaints levied against these entities, performing inspection activities for numerous Medicare certification programs, and also ensuring the safe and legal handling and distribution of controlled substances in Missouri. The section consists of four bureaus: the Bureau of Health Services Regulation; the Bureau of Emergency Medical Services; the Bureau of Home Care and Rehabilitative Standards; and the Bureau of Narcotics and Dangerous Drugs.

### Bureau of Health Services Regulation

The Bureau of Health Services Regulation's main functions include:

- Administering the state licensing program under which all Missouri hospitals (except state and federal facilities), freestanding ambulatory surgical centers, birthing centers and abortion facilities are required to renew their licenses annually based on compliance with state regulations in the areas of fire safety and sanitation, nursing service, dietary service, and organization and administration.
- Registering and inspecting medical facilities that use ionizing radiation for diagnosis or treatment for compliance with state radiation safety regulations. These include diagnostic x-ray departments in hospitals, clinics, mobile diagnostic units, private medical offices, veterinarian offices, chiropractic offices, dental offices, podiatric offices, mammography providers and nuclear medicine sites. Industrial radiation facilities fall under the jurisdiction of the same radiation protection regulations, and are also registered and inspected. These industrial applications include such uses as lead paint analyzers, airport baggage inspection machines, electron microscopes, cyclotrons, mechanical integrity testing units and many others.
- Providing technical, structural and educational consultation services to hospitals, ambulatory surgical centers, long-term care units in hospitals, abortion facilities, birthing centers and independent laboratories.
- Conducting survey activities through Department of Health and Senior Services contracts with the Centers for Medicare and Medicaid Services of the U.S. Department of Health and Human Services, related to certification of providers of services participating in the Title XVIII (Medicare) and Title XIX (Medicaid) programs. These providers include hospitals, laboratories, end-stage renal disease facilities, mobile X-ray services, rural health clinics and long-term care units Skilled Nursing Facilities (SNFs) and Immediate Care Facilities (ICFs) in hospitals.

- Conducting surveys through the Department of Health and Senior Services contracts with the Food and Drug Administration to determine compliance with federal certification standards of all mammography providers in Missouri, as well as acceptance testing of new installations of diagnostic radiographic equipment.

### Bureau of Emergency Medical Services (EMS)

The Bureau of Emergency Medical Services is responsible for the following services:

- Implementing the Comprehensive EMS Act of 1998.
- Licensing Emergency Medical Technicians (Basic and Paramedic) and assuring all applicants meet requirements regarding background checks and continuing education.
- Licensing and inspecting ground and air ambulance services.
- Inspecting and accrediting emergency medical technician training entities.
- Licensing and inspecting Advanced Life Support (ALS) Emergency Medical Response Agencies (EMRA).
- Inspecting and designating trauma centers.
- Investigating complaints involving all licensed or accredited activities.
- Overseeing the Emergency Medical Technician-Paramedic practical tests as a National Registry Representative.
- Maintaining the Head and Spinal Cord Injury/Trauma Registry along with providing training and acting as a resource for the web-based program.
- Maintaining the Missouri Ambulance Reporting System Registry (MARS) along with providing training and acting as a resource for the web-based program.

### Bureau of Home Care and Rehabilitative Standards

The Bureau of Home Care and Rehabilitative Standards main functions include:

- Conducting on-site surveys for Medicare (Title XVIII) certification at home health agencies, hospices, comprehensive outpatient rehabilitation facilities and outpatient physical therapy providers through contracts with the Centers for Medicare and Medicaid Services.
- Providing technical consultation regarding Missouri licensing requirements for home health agencies and hospices and Medicare standards for home health agencies, hospices, outpatient physical therapy providers and comprehensive outpatient rehabilitation facilities.



- Conducting on-site surveys at home health agencies and hospices for compliance with state regulations.
- Investigating allegations of inappropriate care and other patient concerns.
- Maintaining a federally mandated toll-free “hot line” for the purpose of receiving questions about home health agencies and/or hospices or for patients to lodge complaints concerning their provider agency or quality of care provided.

### Bureau of Narcotics and Dangerous Drugs

The bureau conducts activities and programs to ensure safe and legal handling and distribution of controlled substances in Missouri. The bureau registers and regulates all individuals and entities that conduct activities with controlled substances and also works with law enforcement and state health care licensing boards and associations to minimize the abuse of controlled substances in the state. Services of the bureau include:

- Maintaining a registry, as required by state law, of the individuals and firms who prescribe, dispense or otherwise conduct activities which involve controlled substances.
- Encouraging proper management of controlled substances through routine inspections and audits of the records that must be kept by firms and individuals who lawfully manufacture, distribute, or dispense controlled substances.
- Investigating suspected irregularities or mismanagement involving controlled substances. Such investigations originate with complaints from the general public, other government agencies or may develop from routine inspections and audits conducted by bureau representatives.
- Acting as the state’s primary agency in regulation of controlled substance activity to correct or prevent unlawful practices, when detected, through education or, if necessary, administrative action against the registration of the firms or individuals involved.
- Updating the Missouri Controlled Substances list each year and filing changes in the list with the Missouri Secretary of State for publication in the *Missouri Register* and the *Code of State Regulations*.

The **Section for Child Care Regulation** is responsible for regulation and licensing of child care facilities. The section is also responsible for the annual safety, health and sanitation inspections of child care facilities operated by religious organizations. Child care staff conduct on-site inspections of child care facilities as well as pro-

vide technical and consultative assistance. The section’s mission is to ensure that all facilities provide a healthy, safe and developmentally-appropriate environment for Missouri’s children. The goal for the section is to have a positive impact on the overall health, safety and well-being of children in child care programs. The section works to meet this goal through health promotion and education, facilitating immunizations, improved meals and nutrition education, communicable disease prevention, improved cleanliness and sanitation, injury reduction, prevention of child abuse and neglect, and serving children with special needs.

The **Section for Long Term Care Regulation** is responsible for assuring the safety, health, welfare and rights of persons residing in long-term care facilities. The section has the legal authority to intervene in cases of abuse, neglect or exploitation among persons who reside in those facilities. The section:

- Inspects and licenses adult day care centers, adult residential care, intermediate care and skilled nursing facilities.
- Investigates complaints of abuse or neglect at long-term care facilities.
- Reviews and approves plans for proposed long-term care facilities.
- Investigates complaints for any allegation of failure to comply with all rules and regulations.
- Investigates complaints of misuse of resident funds in long-term care facilities.
- Reviews applications for licenses to operate a long-term care facility.
- Inspects, conducts utilization reviews, and determines client eligibility for intermediate care facilities for persons with mental retardation.
- Implements appropriate rules and regulations in accordance with the Omnibus Nursing Home Act, and with the U.S. Department of Health and Human Services, and determines Medicaid/Medicare certification of intermediate care and skilled facilities.

### Certificate of Need Program

The Missouri Certificate of Need Program (CONP) is intended, through planning, review and support activities, to assist in the development of a statewide health care services strategy through the application of the CONP statutes. The Missouri Health Facilities Review Committee carries out its function as the administrator of the Missouri CONP. The board reviews and approves substantial health capital expenditures and expenditures for major medical equipment. The board is made up of members from the legislature and the public sector appointed by the governor.

The **Division of Senior and Disability Services** serves as the state agency charged with protecting seniors and adults with disabilities from abuse, neglect and financial exploitation. Additionally, the division serves as the State Unit on Aging carrying out the mandates for the State of Missouri regarding programs and services for seniors. The division is responsible for oversight and implementation of programs designed to maximize independence and health/safety for adults who choose to remain independent in the community by administering state and federally funded home and community-based programs.

The **Office of the State Long-Term Care Ombudsman for Facility Residents** is authorized under the federal Older Americans Act and Chapter 660.600, RSMo, to advocate on behalf of residents of long-term care facilities by investigating complaints/concerns, and providing information to residents/family members and the community. The 10 regional offices recruit, train and supervise volunteers who visit facility residents on a weekly basis.

The Elder Abuse and Neglect Hotline, or **Central Registry Unit**, responds to reports of alleged abuse, neglect or financial exploitation of persons 60 years of age or older and other eligible adults between 18 and 59. Calls are received and registered at the central registry and the report is sent to the appropriate investigative authority. Trained staff respond based on the severity of the circumstances and the degree of risk to the eligible adult. All information obtained during investigations is confidential. The hotline **1-800-392-0210** operates 24 hours per day, 365 days per year.

The **Bureau of Senior Programs** is responsible for statewide implementation of the federal *Older Americans Act*. The Bureau identifies senior program service gaps and funding needs, develops grant proposals and manages grant awards, maintains reporting systems for monitoring, and ensures compliance with state and federal policies and procedures for *Older Americans Act* programs. Bureau staff provides information, training and technical assistance to Area Agencies on Aging, sub-grantees, service providers, community partners and the general public, keeping them apprised of new developments in the aging field.

The bureau administers *Older Americans Act* Title III grants and General Revenue funding for programs on aging through a network of 10 Area Agencies on Aging. Funding is distributed to Area Agencies on Aging on a federally approved population-based formula, which places emphasis on older individuals residing in rural areas, those with great social need, great economic need and older minority individuals with income at or below federal poverty level. Area Agencies on Aging provide an array of community-based services, which

allow seniors to live independently and avoid premature institutionalization. Services include information and assistance, transportation, legal assistance, in-home services, congregate and home-delivered meals, nutrition education, disease prevention and health promotion and assistance for family caregivers.

The bureau administers the *Older Americans Act* Senior Community Service Employment Program to promote training and employment of unemployed low-income Missourians aged 55 or older.

The bureau applies for and administers *Older Americans Act* grants for implementing limited-duration demonstration projects to improve health and social service delivery to Missouri seniors, including Alzheimer’s Disease Services and Naturally Occurring Retirement Communities.

The bureau supports other division efforts regarding elder abuse and adult protective services by tracking federal and state legislation, developing education and information products and conducting training to promote public awareness and enable prevention of elder abuse, neglect and exploitation.

The **Section for Adult Protective and Community Services** includes the following bureaus and units, all comprising field operations for the division.

The **Automation and Analysis Unit** supports the section by gathering and analyzing data elements to ensure accurate, secure and consistent data. The unit is the central point of contact for coordination with internal and external partners regarding computer data systems. The unit also provides education and training for the in-home services providers/vendors at provider certification training and provider/vendor update meetings.

The **Bureau of Program Integrity** is responsible for the interpretation, development, implementation and maintenance of Missouri adult-protective services and case-management policies. Policy interpretation and technical assistance is provided to field staff, management, supervisors, aging network partners and other interested individuals. Policies are developed in compliance with the Medicaid and Division of Senior and Disability Services’ Code of State Regulations, state and federal statutes, guidelines and rules.

The **Provider Contracts Unit** approves and manages all contracts awarded by the division, for home and community based services. This includes conducting review of all new contract proposals, as well as the annual review of contract requirements.

Staff in the **Bureau of Home and Community Services** are responsible for services and programs directly administered by the division

involving eligible persons 60 years of age or older and adults with disabilities between the ages of 18 and 59. Through a comprehensive investigative or assessment process, the division determines the intervention and/or services necessary to meet the needs of each eligible adult.

The bureau is also charged with the oversight of in-home service providers, consumer directed services vendors, counseling providers and residential care facility personal care providers who deliver services to clients/consumers of the division.

Under the direction of the home and community services bureau chief, field staff:

- Investigate all reports of elder abuse, neglect and exploitation of non-institutionalized elderly.
- Intervene on behalf of eligible adults believed to be at risk of injury or harm, including preparing cases for litigation based on investigative findings.
- Inform individuals considering long-term care about options to ensure individuals have the ability to make a decision about care and care settings.
- Provide case management services to individuals requiring assistance to remain in their homes, including intake and screen-

ing, assessment, service planning and authorization, care monitoring, eligibility reassessment, adjustments to care plans and discharge.

- Authorize in-home provider and/or consumer-directed services in the home or community under the Missouri Care Options program, through state and federal funding, which include basic and advanced personal care, homemaker, chore, nursing visits, counseling, basic and advanced respite, home delivered meals and adult day health care.
- Oversee care plans developed in conjunction with seniors and persons with disabilities in their homes who are screened and determined to be medically eligible for nursing facility care and Medicaid eligible (or potentially Medicaid eligible).
- Coordinate with other organizations involved in care planning to include state (Social Services Block Grant/General Revenue) and Medicaid funded in-home services, home health, and local community resource providers on behalf of clients to strengthen the support system necessary to maintain independence and ensure the highest available quality of service delivery.