Department of Health and Senior Services

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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-
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.

**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 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 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 the Office of Administration which provides 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 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-wide 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 command center for all department response 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 fully staffed with 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 disseminate critical public health and emergency information to 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 all public health 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. Focus is 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 systems and 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 department 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.

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 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 on 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 assist in the development of programs that address maternal and child 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 health disparities with information sharing, monitoring departmental policies and programs, providing technical assistance and developing culturally sensitive health education initiatives. The office 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 the availability 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 educate the community about the problem of 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. Efforts to increase access to care include: evaluating availability and accessibility of medical, behavioral and oral health professionals; developing resources to enhance a 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 of individuals’ lack of a primary care provider for the health 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 the Missouri earmarked 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 coordinates health systems for Missouri’s rural residents; especially its rural citizens. This 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 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 of individuals’ lack of a primary care provider for the health 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 the Missouri earmarked community health centers and a population-based workforce model for primary medical, dental and mental health services.

The Office of Rural 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 addresses representation of all aspects of the community and the health care delivery system. This program provides supplies and technical assistance to public schools in the interest of reducing tooth decay and dental caries. The Oral Health Preventive Services 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 measurement in public water supply fluoridation.

Portal Dental Equipment helps communities and organizations promote public oral health activities. The loan of portable dental equipment to oral health professionals and dentists who wish to provide outreach in their communities. This equipment is available at 11 sites statewide. Missouri Donated Dental Services Program is a voluntary program that assists those with physical or mental disabilities by linking them with volunteer dentists and dental laboratories. Oral Health Coalition: The Missouri Coalition for Oral Health conducts annual summits, bring together oral health care professionals, Heal Start agencies, community clinics, oral health associations, and departmental oral health policymakers in order to facilitate a comprehensive evaluation of 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 loan funds to community based health organizations to develop community-based health care delivery systems, develop clinical training sites in rural and underserved area clinics, and develop improved primary care provider recruitment and retention strategies. PRIMO Partners provide financial and technical assistance to small rural hospitals to implement the Prospective Payment System, and work with providers to achieve quality improvement in health programs and services.

Oral Health Program provides a broad range of care public health education programs to improve oral health. It also serves 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 Program seeks 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 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 of individuals’ lack of a primary care provider for the health 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 the Missouri earmarked community health centers and a population-based workforce model for primary medical, dental and mental health services.

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opportunities in areas of need throughout Missouri. Services provided include maintaining a database of public health care opportunities and working with a professional recruitment and retention manager to match individuals to communities. J-1 Visa/Stato 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. Positions 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/nutritionists, and registered nurses. Participants agree to accept Medicare and Medicaid patients, as well as provide a discounted fee schedule based on family size and income limitations to eligible individuals.

**Primary Care Initiative for Missouri (PRIMO) Student Loan Program** promotes development and implementation of early intervention programs for health care professional students, emphasizing recruitment of individuals from rural, inner city and underserved communities in Missouri. 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 rural 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 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 meeting genetic 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 assists 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** program on the Bureau of Maternal and Infant Health endeavors to develop recommendations for community change, if appropriate, to reduce fetal and infant mortality. The communities then determine and implement emergency care and intervention based upon recommendations received that 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 School Health and School Health (CASH) assists the department in facilitating 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 postpartum. Services include education, 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 who provide educational, mental health and drug abuse prevention and intervention services to families 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 health-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, answer questions and concerns about 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, 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 medical and home health care.

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 suffered 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 Federal Poverty Guidelines 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 injury issues 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 optimal 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 Program, 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 subsidies to eligible organizations that feed infants, children and youth, and food packages for low-income elderly persons, women, infants and children.

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 regional arthritis programs.

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 workplaces. The program provides education, awareness, and promotes advocating smoking cessation, physical activity and good nutrition.

The Missouri Diabetes Prevention and Control Program creates awareness of risk factors for diabetes and facilitates strategies to decrease and prevent complications of the disease. The program works through partnerships with state, local and national organizations to improve the lives of people with obesity and diabetes. 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, urban areas, and contractors in St. Louis, Kansas City, Springfield and Joplin.

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 plan for direct health services for low-income Missourians who are uninsured or underinsured.

The 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 25-64) also known as WI-SNAP (Women’s, Infants’ and Newborns’ and Pap) (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 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 improving environmental, policy and system changes to support healthy behaviors at schools, worksites, and in communities by collaborating with key partners.

The Show Me Healthy Women-Administrative Case Management provides home and community-based services to women under the age of 21 who are uninsured or underinsured. 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 applies 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/organandonor and register at www.organandonor.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 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 dietetics for public health nutritionists and dietetic graduates through planned experiences and education opportunities that emphasize community and public health nutrition services. The Commission on Accreditation accredits the program for Dietetic Education of the American Dietetic 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 childcare 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 intake 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 by 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 serves as a vehicle 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), 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 Action (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 Missouri. We also coordinate 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.

Executive Departments — Department of Health & Senior Services

- 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 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 dates 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 certificates of births, deaths, and fetal records; 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; and workshops for funding 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 services; providing data, generating reports, 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 geographic regions 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. The section links motor vehicle crash data to hospital patient and emergency room data, and to death certificate data, to study the medical and cost outcomes of patient abstract injury data for the web-based Community Data Profiles and the MICA system. The unit publishes statistics on data reported by commercial, Medicare, and MC+ managed care plans on access to care, quality of care, and cost data.
- The Vital Statistics Analysis Unit: conducts quality control of the statistical information on vital events (i.e., births, deaths, fetal deaths, marriages, divorces, stillbirths, and induced abortions); ensures compliance with the National Center for Health Statistics, Vital Statistics Cooperative Agreement; analyzes data on vital events and vital status; produces vital statistics reports; publishes monthly, annual, and periodic special statistics; develops and updates various linked data systems that are used for surveillance; publishes health statistics reports; and publishes vital statistics data and maternal and child health indicator data for the web-based Community Data Profiles and the MICA 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 Environmental Health 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 Licensure 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 services.
- 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.
- 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 food establishments (including restaurants, school food service, temporary food events, grocery 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 Licensure and Abatement Program regulates those 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 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 procures vaccines to uninsured, Medicaid and uninsured 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 trends. There are approximately 2,900 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.

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.

STD/HIV Partner Counseling and Referral Services

The program assures reporting and treatment for individuals diagnosed with HIV, syphilis, gonorrhea, candida or 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 public health 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 program collects data to support research 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 prevent 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. Existing programs 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 physical and chemical 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 ensure 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 must contact the program for 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 a caregiver, 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 requester 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/) 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; conducting hearings and ordering reasonable 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. Members of the board consist of one licensed physician, two licensed health professionals, one person from the field of health care education, four people in general administrative positions, and a licensee 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 on-site inspections, facilitating the certification of centers and independent laboratories, and conducting investigation of allegations of violations of applicable state and federal laws. The Section for Health Standards and Licensure is responsible for certifying and inspecting health care facilities, including hospitals, clinics, mobile diagnostic units, private medical offices, veterinarian offices, chiropractic offices, dental offices, podiatric offices, mammography providers and other areas of health care, including independent laboratories.

The Section for Health Standards and Licensure enforces regulations affecting the safe and legal handling and distribution of controlled substances in Missouri. The Section coordinates the activities of the four bureaus: 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 certified Medicare and non-Medicare Type I and Type II hospitals), 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, veterinary offices, chiropractic offices, dental offices, podiatric offices, mammography providers and mobile x-ray units. 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 the 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, relating 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.

EXECUTIVE DEPARTMENTS — DEPARTMENT OF HEALTH & SENIOR SERVICES

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 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 all 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 surveys through the 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, relating 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 on-site surveys for Medicare (Title XVIII) certification at home health agencies, hospices, comprehensive outpatient rehabilitation facilities and outpatient physical therapy and speech-language pathology facilities.
• Conducting on-site surveys for Medicare (Title XVIII) certification at home health agencies, hospices, comprehensive outpatient rehabilitation facilities and outpatient physical therapy and speech-language pathology facilities.
• Conducting on-site surveys for Medicare (Title XVIII) certification at home health agencies, hospices, comprehensive outpatient rehabilitation facilities and outpatient physical therapy and speech-language pathology facilities.

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 and speech-language pathology facilities.
• Conducting on-site surveys for Medicare (Title XVIII) certification at home health agencies, hospices, comprehensive outpatient rehabilitation facilities and outpatient physical therapy and speech-language pathology facilities.
Conducting on-site surveys at home health agencies and hospices for compliance with state and federal regulations.

Investigating allegations of inappropriate care and other patient concerns.

Maintaining a federally mandated toll-free "hot line" for the purpose of receiving complaints about home health agencies and/or hospices 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 or 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 regulating 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 provide technical and consultative assistance. The section’s mission is to ensure that all facilities provide a healthy and safe environment for the children 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 Missouri’s children.

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 ensuring the safety, health, and quality of care received by residents of 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.
- Inspect, 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 infrastructure through the application of the CONP statutes.

The Missouri Health Facilities Review Committee carries out its function as the administrator of the Missouri Certificate of Need 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 providing services and support to children and adults with disabilities. The division focuses on prevention of 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, §660.600, RSMo, to serve as the advocate of 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 to Area Agencies on Aging. Funding is distributed to Area Agencies on Aging on a federally approved population-based formula, while the remaining funds are distributed to the Missouri’s 10 Area Agencies on Aging based on the number of persons 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 providing information and referral, emergency and non-emergency transportation, homemaker and chore services, in-home care, 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 welfare and Medicare/Lennox’s Disease and Naturally Occurring Retirement Communities.

The bureau supports various other division efforts regulating 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.

**Senior Community Service Employment** 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 for 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 adult protective service providers, 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 screening, 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.