



# 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 (DHSS). 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 that 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

**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;  
**Vacancies (2)**.

## 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.

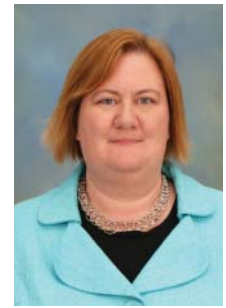
The State Board of Senior Services advises the director in planning for and operating the department and acts in an advisory capacity regarding rules promulgated by the department.



MARGARET T. DONNELLY  
Director



PETER LYSKOWSKI  
Deputy Director



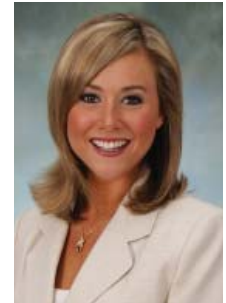
JENNIFER STILABOWER  
General Counsel



ELLIE GLENN  
Governmental Policy and  
Legislation



MARY HOSKINS  
Human Resources



JACQUELINE LAPINE  
Communications Director



SHERYL BUTLER  
Community and Constituent  
Relations



DEBORAH MEBRUE  
Executive Assistant to  
Director



KATHY BRANSON  
Executive Assistant to  
Deputy Director

## Members of the State Board of Senior Services

**Bannes, Anne, (D)**, St. Louis;  
**Brown, Mary Anne, Ph.D., R.D., L.D., (R)**, chair, Greenwood;  
**Gosselink, Carol A., Ph.D., (D)**, Springfield;  
**Kerr, Jeffery A., D.O., (R)**, Rolla;  
**Chavis, Edna L., (D)**, Jefferson City;  
**Vacancies (2)**.

## Office of the Director

The department director is responsible for the management of the department and the administration of its programs and services. The department deputy director assists the director and acts in his or her absence. The Division of Administration, and the offices of General Counsel, Governmental Policy and Legislation, Human Resources and Public Information, report to the director. In addition, the director's office oversees the Center for Health Equity, which promotes collaboration between all DHSS programs and the Office of Minority Health, Office on Women's Health and the Office of Primary Care and Rural Health with the goal of improving access, services and health outcomes in those populations.

## Office of General Counsel (OGC)

The office provides legal support and opinions to all department divisions, centers and offices. OGC litigates regulatory

actions before departmental hearing officers and the Administrative Hearing commission, and pursues guardianship actions for eligible adults. The **Employee Disqualification List Unit** is also maintained within the Office of General Counsel.

### Office of Governmental Policy and Legislation

This office coordinates the development, review and tracking of legislation related to matters involving the department. Staff serve as the departmental liaison between elected officials, other state agencies and constituent groups.

### Office of Human Resources (OHR)

The Office of Human Resources assures the department's compliance with the state personnel law and serves as a liaison with the state Office of Administration's Division of Personnel. Staff administer personnel functions of employment, promotion, compensation (including payroll preparation), performance appraisal, discipline, termination, personnel records maintenance and related personnel activities and provides assistance to managers and supervisors in those areas. OHR investigates and monitors complaints and grievances, maintains DHSS' administrative policies and coordinates and conducts professional development opportunities for DHSS staff.

### Office of Public Information (OPI)

The Office of Public Information coordinates all public information released by the department, including media contacts and information in response to inquiries from other agencies and the public. OPI staff design department publications, including newsletters, brochures and pamphlets for programs and divisions within the department. This office also oversees the department's website, maintains the department's social media, and produces video and multimedia marketing materials.

### Community and Constituent Relations

This position is responsible for ensuring the department is responsive to consumer needs and provides services to individuals in a timely, effective manner. The Community and Constituent Relations liaison works to strengthen relationships with community partners who assist the department in providing services and fulfilling our mission.

### Office of Performance Management (OPM)

The Office of Performance Management is responsible for carrying out the National Public Health Improvement Initiative in Missouri. The goal of the national initiative is to increase the efficiency and effectiveness of the public health system through performance management.

### Center for Health Equity

### Office of Minority Health

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.

### Office on Women's Health

The Office on Women's Health collaborates with partners in the Center for Health Equity to provide recommendations to the director on issues affecting the health of women and assists the department in developing priority initiatives and policies to address health inequities. The Sexual Violence Primary Prevention and Education program provides focused community-based sexual violence primary prevention education to the citizens of Missouri. The Public Health and Health Services Sexual Assault Victims Services grant provides funding for direct services for victims of sexual assault along with awareness funding to supplement the Sexual Violence Primary Prevention Program.



JOSEPH PALM  
Office of Minority Health



TUCK VANDYNE  
Office on Women's Health



BEN HARVEY  
Office of Primary Care and Rural Health

### Office of Primary Care and Rural Health

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:

#### Primary Care Initiatives

- Through public/private partnerships, the **Primary Care Office** 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 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.
- **J-1 Visa/State 30 Waiver Program** and the National Interest Waiver Program allow 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.
- **Primary Care Systems Program:** 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), which provides funds to communities in underserved areas to develop community-based health care delivery systems, clinical training sites in rural and underserved area clinics and 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.
- **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:

- **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.
- **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 nonprofit health care agencies in underserved Missouri communities.

#### Rural Health Initiatives

The **Office of Rural Health** serves rural communities by collecting and disseminating information; providing technical assistance; coordinating rural health interests and activities statewide; and supporting efforts to improve recruitment and retention of health professionals in rural areas.

- **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.
- **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, reduce medical errors and supports quality improvement and health information technology implementation.

#### Oral Health Programs

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:

- **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 hygien-



BRET FISCHER  
Division of Administration

ists and/or dentists who wish to provide outreach in their communities. This equipment is available at seven 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. 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.

#### Division of Administration

The **Division of Administration** provides a wide array of support services for the department, including budgeting, accounting, grant and contract administration, procurement, fiscal note coordination, internal audit and general services. The responsibilities of division units are as follows:

##### Division Director's Office

- 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 departmental operations.
- Reviews and approves all contractual agreements, memorandums of understanding and grant applications.
- 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.
- Serves as liaison to the State Auditor's Office and the Small Business Regulatory Fairness Board.

##### Budget Services Bureau

- Prepares and tracks the department's 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 department expenditures to ensure the appropriate disbursement of funds, including vendor payments and employee expense accounts.

- Develops, reviews and approves all department 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.
- Administers the fixed assets accounting system.

#### General Services Bureau

- Manages leased property.
- Manages department-owned vehicles.
- Provides warehouse services.
- Supports telecommunications equipment and service needs.
- Controls building security access.
- Provides forms management.
- Provides mail service.
- Oversees office moves and space reconfigurations.
- Handles surplus equipment.

#### Division of Community and Public Health

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 that focus on specific issues including epidemiology, local public health systems and public health emergency response.

#### Missouri State Public Health Laboratory

The **Missouri State Public Health Laboratory** is dedicated to the promotion, protection and assurance of the health of Missouri's citizens by providing a wide range of diagnostic and analytical services. These services include quality-assurance measures for laboratory functions and laboratory testing for infectious diseases, genetic disorders and environmental health concerns, both in support of public health programs and as a reference laboratory performing unique or specialized procedures. The laboratory provides scientific expertise and managerial leadership in meeting the rapidly changing challenges in the clinical and environmental laboratory disciplines and in the development of public health policy.

About 5 million tests (many required by law) are performed in the State Public Health Laboratory and one branch laboratory located in Poplar Bluff. Approximately 400,000 mailing kits are assembled and distributed each year for the return of specimens from hospitals and private laboratories as well as city, county and district health offices. The State Public Health Laboratory also functions as a reference lab for medical laboratories in the state and confirms results or completes organism identification.

#### Center for Emergency Response and Terrorism

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 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



HAROLD KIRBEY  
Division of Community and  
Public Health

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.

#### Center for Local Public Health Services

The **Center for Local Public Health Services** (CLPHS) works to strengthen Missouri's public health system comprised of the state department and 115 local public health agencies and is responsible for 336 contracts. The CLPH manages the contracts that support local public health efforts including Core Public Health Functions, Maternal Child Health improvement services, Child Care Consultation. Technical assistance is provided by the CLPHS to the Council for Public Health Nursing, Heartland Learning Management System, School Health contracts and numerous agencies applying for public health grants. The CLPHS staff provides leadership, training and technical assistance to local public health agencies, communities, not-for-profit organizations and other health-related key stakeholders regarding the development of processes that improve community-based public health systems.

#### Section for Healthy Families and Youth

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. The primary units include:

- **Bureau of Genetics and Healthy Childhood:** utilizing multiple programs that 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. This is achieved 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 develop-

ment. The bureau accomplishes its mission in collaboration with families, health care providers and other community, state and national partners.

- **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.
  - **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.
  - **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.
  - **Sickle Cell Anemia Program** provides information to the public and health professionals about sickle cell disease and sickle cell traits, and promotes and provides screening, testing, referral, education, counseling and follow-up services for Missouri citizens at risk for sickle cell disease.
  - **Newborn Health Program:** promotes healthy birth outcomes and healthy infants by increasing awareness of recommended best practices 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.
  - **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.
  - **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.
  - **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.
  - **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.
  - **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.
  - **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.
  - **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.
  - **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 800-835-5465.
  - **Bureau of Immunization Assessment and Assurance:** provides education and guidance to Missourians promoting immunization against vaccine preventable diseases. The program receives federal grant funding to administer the federal entitlement Vaccines for Children (VFC) Program, a program which, through enrolled health care providers, ensures vaccines are available to eligible children. The program also 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 vaccine need; and gives technical assistance to providers and the general public regarding recommendations, vaccine safety, schedules, and other general vaccine information.
- The Immunization Program also focuses on the provision of services to prevent and control influenza outbreaks in vulnerable populations through immunization of VFC-eligible children and some adult populations. The program is an integral participant in pandemic influenza planning, vaccine distribution provider education, communication, data management and reporting.

## Section for Special Health Services

The **Section for Special Health Services** is responsible for developing policy, planning systems of care and designing, implementing and evaluating programs to meet the special health care needs of families in the state. The primary units include:

**Bureau of Special Health Care Needs (SHCN):** provides statewide health care support services, including service coordination, for children and adults with disabilities, chronic illness and birth defects. State and federal funding supports SHCN services. To be eligible for SHCN services, individuals must be a Missouri resident, have a special health care need and meet medical and financial eligibility when required. There is no fee for applying for these services. Service coordination, an essential service for people with complex conditions and needs, is provided to all bureau program participants, regardless of financial status.

- **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.
- **Medically Fragile Adults:** 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.
- **Adult Head Injury Unit:** 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 individual's to assess their needs and resources, and develop a plan to address those needs. Rehabilitation services are available statewide to survi-

vors whose income is 185 percent of poverty or lower and when there are no other payers for these services.

## Section for Health Promotion and Chronic Disease Prevention

The Section for Health Promotion and Chronic Disease Prevention is engaged in activities to prevent and control chronic diseases. The section is composed of the following bureaus:

- **Bureau of Health Promotion:** focuses on promotion and delivery of primary prevention strategies to address optimum health across a lifespan and prevention of tobacco use and obesity through interventions that prevent the onset of chronic conditions.
- **Chronic Disease Primary Prevention Program:** works to reduce the primary risk factors for chronic diseases—tobacco use and exposure to secondhand smoke, as well as physical inactivity and unhealthy eating—that lead to obesity. Contracts are established with 11 local public health departments in a multi-county collaborative serving a total of 21 counties and one city, Joplin. Emphasis is placed on making environmental, policy and system changes to support healthy behaviors for schools, worksites and communities.
- **Comprehensive Tobacco Use Prevention Program:** works to prevent youths from tobacco-use initiation, promote quitting among youth and adults, eliminate exposure to secondhand smoke and reduce the impact on populations disproportionately affected by tobacco. The program collaborates with youth advocacy groups, community-based coalitions, voluntary organizations and partners to educate the public about the health effects of tobacco use and exposure to secondhand smoke. The program advocates for policies prohibiting tobacco use on school property and eliminating exposure to secondhand smoke in public places. To increase quitting among tobacco users, the Missouri Tobacco Quitline (1-800-QUIT-NOW) provides free cessation counseling services and referrals for local assistance.
- **Team Nutrition Program:** Activities are designed to reduce rates of overweight children and create healthier school and child care nutrition and physical activity environments.
- **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 and state and community organizations. The Council for Adolescent and School Health assists the department in promoting a multi-level approach to achieve healthy adolescent development.
- **School Health Program:** provides technical support to public school districts and local public health agencies to establish or expand a population-based health services educational program, for school-age children. The program focus is on increasing preventive health services and programs in school settings. 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.
- **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 inter-

vention strategies to lessen the impact of disease and disability.

- **Comprehensive Cancer Control Program:** partners with individuals, professionals, and cancer survivors who share expertise, resources and ideas to develop a statewide cancer plan. The program and its partners support healthy lifestyles, recommend cancer screenings, educate people about cancer symptoms, increase access to quality cancer care and enhance cancer survivors' quality of life.
- **Show Me Healthy Women (SMHW):** provides free breast and cervical cancer screening and diagnostic services to eligible women 35 years of age and older. The program's goal is to reduce the mortality rate of breast and cervical cancer for Missouri women. The program is funded by the Centers for Disease Control and Prevention and provides direct health services to low-income Missouri women who are uninsured or underinsured. SMHW also receives general revenue funding and donations to provide services to eligible clients. Most women diagnosed with breast or cervical cancer through the program are eligible for free treatment under the Breast and Cervical Cancer Treatment Act.
- **Arthritis and Osteoporosis Control Program:** promotes optimal health and quality of life for all Missourians affected by arthritis, osteoporosis, lupus, rheumatic diseases and related musculoskeletal conditions.
- **Asthma Prevention and Control Program:** works to improve the capacity of Missouri's public health system to define and reduce the burden of asthma. Program services include linking existing resources and partners, maintaining comprehensive surveillance and evaluation, and providing technical assistance for local control efforts.
- **Diabetes Prevention and Control Program:** addresses diabetes prevention and diabetes complications by influencing change at the policy, environmental, health systems and community levels.
- **Heart Disease and Stroke Prevention Program:** promotes the prevention of heart disease and stroke, especially in those who have already had an event or who have the risk factors for heart disease and stroke, and the reduction of health-related disparities. The focus areas are: controlling high blood pressure and high cholesterol; knowing the signs and symptoms of heart attack and stroke; calling 9-1-1; improving emergency response; improving quality of care and eliminating disparities in health care; and worksite and community settings utilizing evidenced-based public health practices.
- **Organ and Tissue Donor Program:** maintains a statewide, confidential registry of potential organ and tissue donors that is available to procurement agencies 24/7. The program works with partners to develop and implement statewide public education initiatives to increase public awareness about donation, the registry and how to enroll in the registry.
- **WISEWOMAN Program:** provides services for low-income, under insured women age 35 and older who are clients of the Show Me Healthy Women Breast and Cervical Cancer Early Detection Program. Services include health screenings for heart disease risk factors, including high cholesterol, high blood pressure, obesity and diabetes. In addition, WISEWOMAN risk counseling and lifestyle education helps women eat health-

ier, be more physically active and quit smoking in order to reduce their risk for heart disease.

## Section for Women, Infants and Children and Community Nutrition Services

The Section for Women, Infants and Children (WIC) and Community Nutrition Services administers several programs that provide nutritional support to vulnerable populations in Missouri. The section is composed of the following bureaus:

- **Bureau of WIC and Nutritional Services:** provides supplemental nutrition assistance to vulnerable women, infants, and children up to age five, to improve health status and contribute to optimum growth and development.
- **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.
  - **Child and Adult Care Food Program:** 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.
  - **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, enhances children's learning capabilities, helping them succeed in school; improves the quality of the summer programs offered in low-income areas and provides summer employment opportunities in local communities.
  - **Commodity Supplemental Food Program:** works to improve the nutrient intake of low-income pregnant and postpartum women, breast-feeding 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 Practice

The Section of Epidemiology for Public Health Practice serves as the highest scientific authority on issues related to the control and prevention of diseases and health risk behaviors in the state of Missouri. It houses the resources necessary to operate and maintain major public health information systems, the state's vital records and statistics, community health information, and medical and public health epidemiology resources necessary to prevent, intervene and control diseases and conditions impacting the health of Missourians.

The section is involved in health data collection (e.g., birth and death records) to health-care related experiences of Missourians (e.g., health data abstracting, health-care infections reporting), to collection, analysis and interpretation of data (e.g., Behavior Risk Factor Surveillance System, Pregnancy Risk Assessment Monitoring System, Missouri Cancer Registry), the dissemination of health statistics (e.g., Missouri Information for Community Assessment), and the distribution of downloadable public service announcements, brochures and other information.

- **Office of Epidemiology:** uses science to guide and develop public health practices; monitors health status and health risk behaviors through effective use of public health surveillance systems; promotes evidence-based public health interventions; provides epidemiologic consultation for maternal and child health, communicable disease/environmental health, and chronic disease and nutritional health initiatives; and prevents and controls disease outbreaks.

- **Informational Support Unit:** 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, website development, marketing campaigns, brochures/publications, conference exhibits and broadcast programs.
- **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.
- **Bureau of Health Informatics:** collects, analyzes and distributes health-related information that promotes the understanding of health problems and needs in Missouri, and spotlights improvements and progress 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:
  - **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.
  - **Health Care Data Analysis Unit:** collects and analyzes Patient Abstract System data from hospitals, emergency rooms and ambulatory surgical centers; collects, analyzes and reports data related to health care-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 determines groups at high risk for injuries; prepares various categories of patient abstract injury data for the Web-based Community Data Profiles and the Missouri

Information for Community Assessment 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.

- **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; and prepares vital statistics data and maternal and child health indicator data for the Web-based Community Data Profiles and the Missouri Information for Community Assessment data query system.

## Section for Environmental Public Health

This is the principal unit involved in the investigation of the cause, origin and method of transmission of diseases and other health conditions caused by environmental hazards. The section provides services and activities about community sanitation, exposure to hazardous substances and other environmentally related health hazards. The section contributes to the Department of Health and Senior Services' emergency response to public health emergencies and natural disasters, including chemical and radiological terrorism.

- **Bureau of Environmental Health Services:** protects the health of all Missourians and visitors to the state by ensuring healthy environments. There are five unique environmental sanitation programs in the bureau—the Food Safety Program, the Environmental Child Care Program, the Lodging Program, the Lead Licensing Program and the On-site Wastewater Treatment System Program.
  - **Retail Food Safety and Food Processing Program:** responsible for oversight for all retail food establishments (including restaurants, school food service, temporary food events and grocery and convenience stores), frozen desserts, and food processing/storage facilities throughout the state. There are approximately 28,000 retail food establishments, 2,162 frozen dessert facilities and 1,654 food processing/storage facilities statewide. The program minimized 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 180,000 children statewide. The program oversees annual sanitation inspections of more than 4,200 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 licenses workers, supervisors, inspectors, risk assessors and contractors. The program regulates and licenses a total of 1,800 industry professionals.

- **On-site 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 1,837 professionals who install, inspect and repair on-site 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.
- **Bureau of Environmental Epidemiology:** 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 a grant 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.

## Section for Communicable Disease Prevention and Control

This principal unit investigates the cause, origin and method of transmission of communicable diseases.

The interrelated services of this section focus on disease surveillance, prevention and control. This section focuses on communicable diseases, tuberculosis, zoonoses, sexually transmitted diseases and HIV/AIDS. The section is integral to the Department of Health and Senior Services' response to public health emergencies, natural and biological disasters and 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.

- **Bureau of Communicable Disease Control and Prevention:** provides comprehensive prevention, intervention and surveillance programs related to 91 reportable communicable (or infectious) diseases and conditions of public health significance in Missouri. Many of these diseases are emerging infections (such as Multi-drug Resistant Tuberculosis, Cryptosporidiosis, Paragonimiasis and

Novel Influenza). The program also maintains a statewide surveillance system (WebSurv) and performs analysis of morbidity to identify trends and risk factors. In addition to WebSurv and Electronic Surveillance System for Early Notification of Community-Based Epidemics (ESSENCE) is a statewide syndromic surveillance system that looks at chief complaints from hospitals, emergency rooms and over-the-counter drug sales and receives data from the poison control centers.

- **Bureau of HIV, STD and Hepatitis:** provides comprehensive prevention, intervention, care and surveillance programs targeting HIV/AIDS, syphilis, gonorrhea, chlamydia, hepatitis B (including perinatal HBV) and hepatitis C. Services include:
  - consulting with local health officers, practicing physicians and others regarding diagnosis, treatment and control measures for HIV, certain STDs, and hepatitis B and C.
  - providing guidelines, recommendations, training and technical assistance or consultation to local public health agencies and community-based providers on HIV disease, certain STDs and hepatitis B and C, coordination of disease outbreak investigations, disease investigation control activities and analysis of data.
  - providing HIV counseling, testing and referral.
  - providing HIV/STD/hepatitis outreach, health education and risk reduction programs statewide.
  - collaborating with community members, community-based organizations and other stakeholders throughout the state who serve on the HIV/STD Prevention Community Planning Group and various other advisory bodies.
  - collaborating with local, state and federal agencies as well as community-based organizations to ensure comprehensive health care and supportive services to individuals living with HIV/AIDS through a statewide case management system.
  - administering the AIDS Drug Assistance Program, Ryan White Title II, Housing Opportunities for People With AIDS, and Medicaid AIDS Waiver services to eligible low-income Missourians living with HIV who have no other access to health care and supportive services.
  - conducting epidemiological studies, identifying communicable disease surveillance data needs, designing data collection processes/systems, developing and maintaining data systems and datasets, analyzing and interpreting data at regular intervals to track trends and providing regular reports on these analyses.
  - coordinating the perinatal hepatitis B program, in which pregnant women with the virus are followed through delivery to prevent transmission of the disease to their newborns.
- **Office Of Veterinary Public Health:** conducts activities related to the prevention and control of zoonotic diseases that may be transmitted from animals native to Missouri, or accidentally through normal trade, commerce or an act of bioterrorism.
  - Acts as a liaison with other agencies such as the Missouri departments of Agriculture and Conservation to maintain current knowledge of diseases occurring in animal populations that may affect humans.
  - Conducts specific disease prevention programs, including the Rabies Program, which focus on consultations with medical providers to assess patient risk factors, education of the public, vaccination of animals and other preventive measures.

- Coordinates seasonal mosquito surveys to examine the prevalence of mosquito-borne pathogens like West Nile virus (WNV) by contracting with local health agencies and publishes the results on the DHSS Internet and a national database.
- Monitors the worldwide occurrence of vector-borne disease agents that could be used in a bioterrorism attack, or introduced accidentally into North America and assists the department in developing response plans to address these situations.
- Facilitates local public health agencies' capacity to conduct tick- and mosquito-borne disease prevention activities by providing educational materials and developing locally based outreach strategies.

## Division of Regulation and Licensure

The **Division of Regulation and Licensure** oversees licensure and regulation activities for child care facilities, long-term care facilities and health care facilities. In addition, 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 the safety, health, welfare and rights of children and residents of long-term care and other health care facilities.

- **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 8 a.m. to 3 p.m., Monday through Friday, and a web site (<http://health.mo.gov/safety/fcsr/>) is also maintained for easy access.

- **Missouri Board of Nursing Home Administrators:** responsible for adopting, amending and repealing rules necessary to carry out the provisions of Chapter 344, RSMo; establishes minimum standards for licensing nursing home administrators and residential care and assisted living administrators; provides testing opportunities for qualified applicants; approves and monitors continuing education programs designed for licensed administrators; audits license renewal applications and renews the licenses of qualified licensees; and conducts hearings affording due process of law, upon charges calling for discipline of a licensee.

The board, appointed by the Governor, 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



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home for at least five years immediately preceding their appointment and two public members.

- **Certificate of Need Program (CONP):** through planning, review and support activities, assists in the development of a statewide health care services strategy through the application of the CONP statutes. The Missouri Health Facilities Review Committee, with the assistance of the CONP staff, carries out its responsibilities as set out in the CON statutes. 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.
- **Section for Health Standards and Licensure:** 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: Health Services Regulation; Emergency Medical Services; Home Care and Rehabilitative Standards; and the 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, sanitation, nursing service, dietary service, 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 in Skilled Nursing Facilities (SNFs) and Immediate Care Facilities (ICFs) in hospitals.

- conducting surveys through 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):** responsible for the following services:
  - implementing the Comprehensive EMS Act of 1998.
  - licensing Emergency Medical Technicians (Basic, Intermediate 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 and Emergency Medical Response Agencies.
  - 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 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.
- **Bureau of Narcotics and Dangerous Drugs:** 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*.
- **Section for Child Care Regulation:** 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 provide 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.
- **Section for Long-Term Care Regulation:** 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 for persons who reside in those facilities. The section:
  - inspects and licenses adult day care centers, adult residential care, assisted living, 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 and 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 the U.S. Department of Health and Human Services, and determines Medicaid/

Medicare certification of intermediate care and skilled nursing facilities.

## Division of Senior and Disability Services

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.



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Division of Senior and  
Disability Services

- **Long-Term Care Ombudsman Program:** works to advocate for the rights of residents in long-term care facilities. An ombudsman is someone who “speaks on behalf of another.” Through the work of regional ombudsman coordinators (who are employees or contractors of the Area Agencies on Aging) and many volunteers, residents and their families receive assistance with questions and are empowered to resolve complaints. The program also provides educational forums and information to the public regarding issues dealing with long-term care facilities.
- **Central Registry Unit/Elder Abuse and Neglect Hotline:** responds to reports of alleged abuse, neglect or financial exploitation of persons 60 years of age or older and other eligible adults between the ages of 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 adult. All information obtained during investigations is confidential. The hotline, **800-392-0210**, operates from 8:00 a.m. to 8:00 p.m., 7 days a week, 365 days a year.
- **Bureau of Senior Programs:** responsible for statewide implementation of the federal *Older Americans Act*. For the Older Americans Act, states must designate planning and service areas to develop and implement programs and services for older persons at the local level. Missouri has ten Area Agencies on Aging (AAAs), each responsible for providing services and overseeing programs within specifically defined geographic boundaries. Within the mandates of the act, priority is given to serving older adults in the greatest social and economic need with a focus on serving low-income and minority elderly. Under the direction of the bureau chief, staff:
  - conducts periodic monitoring reviews of the local programs to verify compliance with state and federal guidelines and to validate program and service effectiveness; and,
  - provides training and technical assistance to AAA staff members and their boards as requested, keeping them apprised of new developments in the aging field and federal and state policies and procedures.

Each AAA is allowed flexibility in providing the services most needed within its planning and service area. Each AAA:

- is required to submit an area plan for review and approval in order to receive funding to carry out various provisions of the Older Americans Act at the local level;
- administers the nutrition program—both congregate and home-delivered meals—and nutrition education activities;
- provides evidence-based disease prevention and health promotion activities, and services to encourage the employment of older workers; provides services to support family caregivers, ombudsman services, information about the

prevention of abuse, neglect and exploitation of seniors and issues relating to elder justice; and,

- provides funding for access services, legal services and in-home services. Access services include transportation and Information and Assistance (I&A) and general outreach and advocacy activities. (In-home services include homemaker chore, personal care and respite.)
- AAAs may also provide one or more of the following services: minor home modification, counseling, adult day care, telephone reassurance, friendly visiting, case management and volunteer recruitment.
- **Section for Adult Protective and Community Services:** includes the following bureaus and units, all comprising field operations for the division:
  - **Special Investigations Unit:** investigates cases of elder abuse/neglect and financial exploitation that may result in referrals to local prosecutors for prosecution. The unit provides assistance to the divisions in the department by conducting training on investigation techniques, consulting for ongoing investigations and assisting to carry out the department’s mission. The unit also provides educational outreach programs, informational training seminars and other related program activities to senior citizen groups, law enforcement agencies, prosecuting attorney personnel and other governmental entities and community groups in an effort to increase awareness of the threat of exploitation and abuse of elder citizens.
  - **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.
  - **Bureau of Program Integrity:** 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.
  - **Bureau of Home and Community Services:** staff is 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 investiga-

tive or assessment process, the division determines the intervention and/or services necessary to meet the needs of each eligible adult. Under the direction of the home and community services bureau chief, field staff:

- investigates all reports of elder abuse, neglect and exploitation of non-institutionalized elderly.
- intervenes on behalf of eligible adults believed to be at risk of injury or harm, including preparing cases for litigation based on investigative findings.
- informs individuals considering long-term care about options to ensure individuals have the ability to make a decision about care and care settings.
- authorizes temporary or short-term home and community-based services funded through Social Service Block Grant/General Revenue for persons who need them.