



# 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). The department's mission is to promote, protect and partner for better health for all Missourians. This is accomplished through disease prevention, control and surveillance activities; regulation and licensure of health and child care facilities; and programs designed to create safeguards and health resources for seniors and the state's vulnerable populations. The department strives to provide all Missourians with information and tools to improve their own health and well-being and the health of their communities.

## 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 the 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 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., DDS**, (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 operating the department and acts in an advisory capacity regarding rules promulgated by the department.

## Members of the State Board of Senior Services

**Bannes, Anne**, (D), St. Louis;  
**Gosselink, Carol A., Ph.D.**, (D), Springfield;  
**Kerr, Jeffery A., D.O.**, (R), Rolla;  
**Chavis, Edna L., Ph.D.**, (D), Jefferson City;  
**Vacancies** (3).

## 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. 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. Under the director, the department is organized into four divisions: Administration; Community and Public Health; Licensure and Regulation; and Senior and Disability Services. The offices of General Counsel, Governmental Policy and Legislation, Human Resources and Public Information also report to the director. In addition, the director's office oversees the Office of Minority Health, the Office on Women's Health and the Office of Primary Care and Rural Health.

## Office of General Counsel (OGC)

The office provides legal counsel to all departmental divisions, programs and offices. The



GAIL VASTERLING  
Acting Director



NIKKI LOETHEN  
General Counsel



ELLIE GLENN  
Governmental Policy and  
Legislation



MARY HOSKINS  
Human Resources



RYAN HOBART  
Communications Director



SHERYL BUTLER  
Community and Constituent  
Relations



DEBORAH MEBRUER  
Executive Assistant to Director

office represents the department in regulatory and licensure cases before departmental hearing officers, the Administrative Hearing Commission and circuit courts. It pursues guardianships for eligible adults and represents the department in Employee Disqualification List appeals. It provides legal assistance in the promulgation of regulations. 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. The legislative liaison serves as the department's point of contact for elected officials, other state agencies and constituent groups.

### Office of Human Resources (OHR)

The Office of Human Resources ensures the department's compliance with 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 prepara-

tion), performance appraisal, discipline, termination, personnel records maintenance and related personnel activities. The office also 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 and maintains the department's social media presence.

### 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 Re-

lations liaison works to strengthen relationships with community partners who assist the department in providing services and fulfilling our mission.

**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 provides 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 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.

**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. This includes efforts to reduce the shortage of primary health care practitioners and administration of Missouri’s Oral Health Program through the following office and programs:

- 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, and developing resources to enhance and expand community-based health care delivery systems. This includes the Health Professional Loan Repayment Program, which provides financial incentives for licensed primary care physicians, general practice dentists, behavioral providers and registered and advanced practice nurses. It also includes the Primary Care Resource Initiative for Missouri (PRIMO) Student Loan Program, which promotes development and implementation of early recruitment programs for health professional students, emphasizing



JOSEPH PALM  
Office of Minority Health



TUCK VANDYNE  
Office on Women’s Health



BEN HARVEY  
Office of Primary Care and Rural Health

ing recruitment of individuals from rural, inner-city and underserved communities in Missouri; and the Professional and Practical Nursing Student Loan and Loan Repayment programs, which provide support for nursing students and nursing professionals in exchange for service in Missouri’s underserved communities.

- The **Office of Rural Health** serves rural communities by collecting and disseminating information, providing technical assistance to stakeholders and coordinating rural health interests and activities statewide. This includes the Medicare Rural Hospital Flexibility Program, which provides support to Critical Access Hospitals to implement or expand quality improvement programs and develop rural health networks with their community/health system partners; and the Small Rural Hospital Improvement Program, which 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 support quality improvement and health information technology implementation.

- The **Oral Health Program** provides a broad range of core public health activities for oral health. It also serves as a resource on oral health issues for other states and federal agencies, the dental profession and the public. The initiatives under this program include the Oral Health Preventive Services Program, which 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; and the Missouri Donated Dental Services Program, which assists the elderly with physical, medical or mental disabilities by linking them with volunteer dentists and dental laboratories.

## 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 the department 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.



BRET FISCHER  
Director  
Division of Administration

- Monitors department expenditures to ensure financial accountability.
- Coordinates department efforts to review legislative proposals and prepare fiscal notes.

### 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 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 status reports on all federal grants.
- Administers the fixed assets accounting system.

### General Services Bureau

- Manages leased property occupied by department staff.
- Manages department-owned vehicles.
- Provides warehouse services.
- Supports telecommunications equipment and service needs.
- Controls building security access.
- Provides mail service.
- Provides forms management.
- 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 prevent diseases. The programs in this division provide a broad range of services to Missourians of all ages, incomes, races and ethnicities. These programs are in turn supported by the division on specific issues including epidemiology, local public health systems and the state public health laboratory.

The **Missouri State Public Health Laboratory** provides a wide range of diagnostic and analytical services for individuals, health care providers and local public health authorities. 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 five million analyses are performed in the State Public Health Laboratory, in Jefferson City and the branch laboratory in Poplar Bluff. Approximately 350,000 test kits are assembled and distributed each year for specimens from hospitals and private laboratories as well as city, county and district health offices. The State Public Health Laboratory also functions as an emergency response laboratory for biological and chemical events as well as serving as the main reference laboratory for clinical laboratories in the state by confirming results or completing organism identification.

The **Emergency Response Center** 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 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.

The **Center for Local Public Health Services** (CLPHS) works to strengthen Missouri's public health system composed of the state department and 115 local public health agencies. The CLPHS is responsible for managing 330 contracts that support local public health efforts including Aid to Local Public Health, Maternal Child Health



HAROLD KIRBEY  
Director, Division of Community  
and Public Health

improvement services and Child Care Health Consultation. Technical assistance is provided by the CLPHS to the Council for Public Health Nursing, Heartland Learning Management System 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.

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 ensuring the health system responds appropriately. The section is composed of the following:

- **Bureau of Genetics and Healthy Childhood:** utilizes multiple programs that promote and protect the health and safety of individuals and families based on their unique conditions, needs and situations. 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 development. 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, 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 who meet 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 who meet the medical eligibility requirements.
- **Metabolic Formula Distribution Program:** provides prescribed dietary formula to individuals with covered metabolic disorders such as phenylketonuria and 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, follow-up and outreach services for individuals and families with sickle cell conditions.
- **Newborn Health Program:** promotes healthy birth outcomes and healthy infants by increasing awareness of recommended best practices through educational activities and materials, including text4baby. 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; promotion of breast-feeding; safe infant sleep practices; and other healthy behaviors.
- **Newborn Blood Spot Screening Program:** provides early identification and follow-up of galactosemia, congenital hypothyroidism, congenital adrenal hyperplasia, hemoglobinopathies, organic acid disorders, fatty acid oxidation disorders, amino acid disorders (including phenylketonuria), cystic fibrosis, biotinidase deficiency and lysosomal storage disorders. Newborn screening can indicate the presence of disease in affected yet asymptomatic infants. Infants found to be positive are referred to a system of health care for confirmation of diagnosis and management.
- **Newborn Hearing Screening Program:** seeks to ensure all babies are screened for hearing loss before 1 month of age, and refers those with hearing loss to the First Steps Program for appropriate services by 6 months of age. State law requires hospitals to screen all newborns for hearing loss prior to discharge.
- **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.
- **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. Nurses make home visits to 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 to provide 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. This program is transitioning to implement evidence-based home visitation models.
- **Maternal, Infant and Early Childhood Home Visiting Program:** This voluntary program delivers high-quality, evidence-based, early childhood home-visitation services to ensure that more children

have the opportunity to grow up healthy, safe, ready to learn and able to become productive members of society. In Missouri, this is accomplished utilizing three evidence-based home visiting models (Nurse Family Partnership, Early Head Start—Home Based Option and Parents as Teachers) serving pregnant women and children up to kindergarten entry. Home visitors work with the women and their families to improve maternal and newborn health; reduce child injuries, child abuse, neglect or maltreatment and reduce emergency department visits; improve school readiness and achievement; reduce prevalence of domestic violence; improve family economic self-sufficiency; and improve coordination and referrals for other community resources and support for families.

- **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), MO HealthNet, pregnancy assistance, home visiting services, prenatal drug abuse treatment, immunizations, child care, social services, down syndrome helpline services, First Steps, genetics services, audiology services, parenting, special health care needs, alcohol and drug abuse treatment, mental health treatment, family violence services, non-emergency medical transportation, etc. The toll-free telephone number is (800) 835-5465.
- **Sexual Assault Forensic Examination – Child Abuse Resource and Education (SAFE-CARE) Program:** provides education and support to medical providers who evaluate children suspected of being abused or neglected. SAFE-CARE providers (physicians, nurse practitioners, and physician's assistants) receive Missouri-based initial training and annual update training on the medical evaluation of child maltreatment. Collaboration and mentoring are provided through Missouri's Child Abuse Medical Resource Centers (St. Louis Children's Hospital, Cardinal Glennon Children's Medical Center, and Children's Mercy Hospital).
- **Safe Cribs for Missouri:** provides portable cribs to low-income families who have no other resources for obtaining a

safe crib. Local public health agencies distribute the cribs and provide one-on-one safe sleep education to each family before the crib is taken home. A follow-up home visit is conducted four to six weeks later to assess the family's use of safe-sleep practices.

- **Bureau of Immunization Assessment and Assurance:** The Bureau of Immunization Assessment and Assurance supports efforts to plan, develop and maintain a public health infrastructure that helps assure high immunization coverage levels and low incidence of vaccine-preventable diseases for all ages throughout the state. Every effort is made to provide children, adolescents and adults with information on all vaccines recommended by the Advisory Committee on Immunization Practices (ACIP).
- **Vaccines for Children (VFC) Program:** is a federally funded program that provides vaccines at no cost to children who might not otherwise be vaccinated because of inability to pay. Children who are eligible for VFC vaccines are entitled to receive those vaccines recommended by the ACIP.
- **ShowMeVax:** is an immunization registry that offers medical providers an opportunity to track vaccine inventory, input immunization records and verify immunization status of clients. Schools and child care providers have the ability to review the immunization status of children to verify compliance with state regulation.
- **School and Child Care Program:** uses data from annual surveys and validation visits to analyze trends in meeting Missouri's child care attendance requirements and school immunization requirements.
- **Quality Improvement Program:** uses data from Assessment, Feedback, Incentive and Exchange (AFIX) visits at providers enrolled in Vaccines for Children to offer guidance and technical assistance to assist providers in increasing immunization rates.
- **Influenza Program:** actively reaches communities across the state through outreach efforts promoting influenza awareness.
- **Adult Immunization Program:** utilizes Section 317 federal funding to offer selected vaccines at no cost to uninsured or underinsured adults.

The **Section for Special Health Services** is responsible for developing policy, planning sys-

tems of care and designing, implementing and evaluating programs to meet the special health care needs of families in the state. The section is composed of the following:

- **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 application fee 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 and Youth with Special Health Care Needs Program (CYSHCN):** provides assistance statewide for individuals from birth to age 21 who have, or are at increased risk for a disease, defect or medical condition that may hinder their normal physical growth and development, and who require more medical services than children and youth generally. The program focuses on early identification and service coordination for individuals who meet medical eligibility guidelines. The CYSHCN Program provides limited funding for medically necessary diagnostic and treatment services for individuals whose families also meet financial eligibility guidelines.
- **Healthy Children and Youth-Administrative Case Management:** provides home- and community-based services for 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. Authorized services may include in-home personal care, in-home nursing care, case management and skilled nursing visits.
- **Medically Fragile Adult Waiver:** provides home- and community-based services for 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. Authorized services may include in-home personal care, in-home nursing care and medical supplies.

- **Adult Brain Injury Unit:** The Adult Brain Injury Program assists Missouri residents, ages 21 to 65, who are living with a traumatic brain injury (TBI). Through service coordination, the program links individuals to resources to enable each person to obtain goals of independent living, community participation and employment. Individuals who meet financial eligibility requirements may also receive community-based rehabilitation services to help achieve identified goals. Rehabilitation services include counseling, vocational training, employment support and home- and community-based support training.

The **Section for Community Health and Chronic Disease Prevention (CHCDP)** is engaged in activities to reduce risk factors for the prevention and control of chronic diseases. The section is composed of the following:

- **Bureau of Community Health and Wellness:** focuses on promotion and delivery of primary prevention strategies to address optimum health across a lifespan and prevention of chronic conditions through interventions to reduce tobacco use and obesity.
- **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 16 local public health departments in a multi-county collaborative. 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 youth 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, volunteer 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 preventive, population-based health services educational programs in school settings. Technical assistance and consultation are provided. The program is a collaborative effort of Missouri's departments of Health and Senior Services, Elementary and Secondary Education and Social Services.
- **Injury and Violence Prevention (IVP) Program:** provides targeted unintentional injury prevention services to children 0–14 years through local Safe Kids coalitions. The IVP Program, through the local Safe Kids coalitions, provides safety education on child passenger safety, bicycle safety, fire safety, crib safety, water safety, poisoning and other prevention activities based on community needs. Missouri Injury and Violence Prevention Advisory Committee (MIVPAC) provides advice, expertise and guidance to the IVP Program. The committee also identifies and mobilizes the state, regional, and community resources and networks

needed to support and implement state injury prevention initiatives.

- **Physical Activity and Nutrition Program to Prevent Obesity:** works to increase access to healthy food and safe places to be physically active in order to prevent obesity and other chronic diseases. Program goals are reached through policy and environmental changes. The program collaborates with other stakeholders to advocate for statewide policy changes, provide training and technical assistance to local communities and provide support for local initiatives. Major initiatives include Missouri Livable Streets, healthy corner stores and worksite wellness, including support for nursing mothers in the workplace.
- **The Abstinence Education Grant Program:** is funded by the Administration for Children and Families at the Department of Health and Human Services. Funding is provided for communities to deliver Abstinence Education to high-risk youth, ages 10–17, based on criteria identified by the funding source. The main goals of the program are to reduce teen pregnancy, decrease the rate of sexually transmitted disease, foster parent/youth communication and increase the percentage of high school graduates.
- **Faith-Based Initiatives:** is a developing initiative targeted to harness efforts of the faith-based community to deliver public health messages to a hard-to-reach/hard-to-convince segment of the population. Initial efforts for this initiative are to gather information regarding current faith-based efforts within the Department of Health and Senior Services (i.e., disaster preparedness, heart disease, cancer, obesity and nutrition).
- **Bureau of Cancer and Chronic Disease Control (CCDC):** CCDC administers services and programs to assist individuals who have a non-communicable, chronic disease or disability, and promotes recognition of signs and symptoms, screenings and other early intervention strategies (including Chronic Disease Self-Management programs) to lessen the impact of the 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 low-income, uninsured or underinsured women aged 35 years and older to reduce the mortality rate of breast and cervical cancer in Missouri women. The program is funded by the Centers for Disease Control and Prevention, general revenue and donations. Most women diagnosed with breast or cervical cancer through the program are eligible for free treatment under the Breast and Cervical Cancer Treatment Act (Medicaid).
- **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:** addresses the ABC's of heart disease and stroke prevention, with the main focus on preventing and controlling high blood pressure and reducing sodium intake. The ABCs include: Aspirin, (increase low-dose aspirin therapy according to recognized guidelines); Blood pressure, (prevent and control high blood pressure, reduce sodium intake); Cholesterol (prevent and control high blood cholesterol) and Smoking, (increase the number of smokers counseled to quit and increase availability of no or low-cost cessation products).
- **Organ and Tissue Donor Program:** works to maintain a statewide, confidential registry of potential organ and tissue donors that is available to procurement agencies and individual registrants 24/7. The program works with state and national partners to develop and imple-

ment initiatives to increase awareness about the benefits of donation and how to enroll in the registry. An advisory committee makes recommendations related to priorities, development and implementation of program activities, registry management and strategic planning. The program works with the Department of Revenue to aid program reach and registry operations.

- **WISEWOMAN Program:** provides services for low-income, underinsured women age 40 and older who are clients of the Show Me Healthy Women 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 healthier, be more physically active and quit smoking to reduce their risk for heart disease.

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:

- **Bureau of WIC and Nutrition Services:** is a short-term intervention program designed to influence lifetime nutrition and health behavior in a targeted, at-risk population. WIC provides specific nutrition education to pregnant, breast-feeding and postpartum women, as well as infants and children under the age of 5 who are at-risk and meet financial eligibility requirements. This serves to meet enhanced dietary needs during periods of crucial physiological development. WIC also administers breast-feeding support programs, such as the Breastfeeding Peer Counseling Program, and initiatives to increase breastfeeding duration rates, such as making breast pumps available to WIC participants returning to work or school. The statewide breastfeeding coordinator also promotes initiatives to increase breastfeeding initiation and duration rates among the general public through Missouri Breastfeeding Month activities and the Missouri Show Me 5 Hospital initiative.
- **Bureau of Community Food and Nutrition Assistance Programs:** provides meal subsidies to eligible organizations that feed infants, children and youth, and provide food packages for low-income elderly persons, women, infants and children.
- **Child and Adult Care Food Program:** is a federal entitlement program to improve the nutrient intake of participants in licensed childcare centers, licensed fam-

ily 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, which reduces the risk for health problems, enhances children's learning capabilities and helps them succeed in school. The program also 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, 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.

The **Section of Epidemiology for Public Health Practice** serves as the 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 composed of the following:

- **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; and provides epidemiologic consultation for maternal and child health communicable disease/environmental health, and chronic disease and nutritional health initiatives.
- **Information Support Unit:** responsible for communication of health information to support public health activities and initiatives. 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.
- **Bureau of Vital Records:** maintains the central registry of births, deaths, fetal deaths (after 20 weeks gestation but before birth)

and 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 legitimating.

- **Bureau of Health Care Analysis and Data Dissemination:** collects, analyzes and distributes health-related information that promotes the understanding of health problems and needs in Missouri. 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. The bureau provides data analysis and statistical support to health programs and local public health agencies; prepares, edits and publishes other statistical reports for the department; disseminates health data via the Internet and other media; and provides health data and statistics as requested by researchers, public health professionals, legislators, media, educators and the public. The bureau is responsible for maintaining and enhancing internet-based data and statistical resources such as the Community Data Profiles, the Missouri Information for Community Assessment and the Missouri Health Care Associated Infection Reporting System.
- **Bureau of Vital Statistics:** analyzes and distributes vital statistics and related information to promote the understanding of health problems and needs in Missouri, and also spotlights improvements and progress in the general health status of Missourians. The bureau also maintains the needed vital statistics infrastructure; provides data analysis and statistical support to health programs and local public health agencies; prepares, edits and publishes other statistical reports for the department; disseminates aggregated health data and statistical reports via the Internet and other media; and provides vital statistics data and oversight to meet data needs of researchers, public health professionals, legislators, media, educators and the public. The bureau is also responsible for quality control of the statistical information on vital records (i.e. births, deaths, fetal deaths, marriages, dissolution of marriages) and induced terminations of pregnancy; 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 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.

The **Section for Environmental Public Health** is involved in ensuring environmental hazards that pose unnecessary health risks to the public are identified and appropriate steps are taken to protect the public's health. The section provides services and activities that include food safety, food recalls, general safety and sanitation inspections, evaluation of health risks due to exposure to hazardous substances and guidance involving 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. The section is composed of the following:

- **Bureau of Environmental Health Services:** protects the health of all Missourians and visitors to the state by ensuring healthy environments. There are four unique environmental sanitation programs in the bureau: the Food Safety Program, the Environmental Child Care Program, the Lodging Program and the On-site Wastewater Treatment System Program.
- **Retail Food Safety and Food Processing Program:** responsible for oversight of 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, 2,150 frozen dessert facilities and 1,654 food processing/storage facilities statewide. The program minimizes 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 (hotels, motels, 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 childcare issues.
- **On-site Wastewater Treatment System Program:** establishes sanitation standards and ensures the applicable onsite systems are in compliance with these standards. In addition, the program trains and provides licensure for approximately 1,970 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 and 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:
  - Performing health assessments and quantitative risk assessments of hazardous waste sites.
  - Providing public health consultation and toxicological consultation for emergencies involving chemicals and pesticides.
  - Implementing the state Childhood Lead Poisoning Prevention Program.
  - Providing consultation, technical assistance and responding to issues affecting private water supplies.
  - Providing professional and public information on radon and other indoor air-quality issues.
  - Providing technical assistance to local public health agencies and communities on environmental public health issues.
  - Regulating and licensing professionals who remove lead hazards from buildings and providing accreditation training providers.

- Conducting environmental investigations and assessments.

The **Section for Disease Prevention** 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 (STDs) 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 ensures rapid detection and response through a comprehensive surveillance system operated by public health staff who are prepared through expertise and training to detect diseases/conditions that may indicate an emergency/bioterrorism event. The Section is composed of the following:

- **Bureau of Communicable Disease Control and Prevention:** provides prevention, and intervention 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).
- **Bureau of HIV, STD and Hepatitis:** provides comprehensive prevention, intervention and care programs targeting HIV/AIDS, syphilis, gonorrhea, chlamydia, hepatitis B (including perinatal HBV) and hepatitis C. Services include:
  - Providing guidelines, recommendations, training and technical assistance or consultation to practicing physicians, 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 in-

dividuals 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.
- 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.
- **Bureau of Reportable Disease Informatics:** provides surveillance programs for 91 reportable diseases in Missouri. Services include:
  - 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.
  - Maintaining a statewide surveillance system (WebSurv) and analysis of morbidity to identify trends and risk factors.
  - Maintains the Electronic Surveillance System for Early Notification of Community-Based Epidemics (ESSENCE), a statewide syndromic surveillance system that analyzes chief complaints from hospitals, emergency rooms, over-the-counter drug sales and poison control center data.
- **Office of Veterinary Public Health:** conducts activities related to the prevention and control of zoonotic diseases that might 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 could 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) 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 (DRL)** oversees licensure and regulation activities for child care facilities, long-term care facilities and health care facilities. In addition, the division oversees 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 the safety, health, welfare and rights of children and residents to long-term care and other health care facilities.

The **Family Care Safety Registry (FCSR)** serves as a resource for background screening information maintained by various state agencies. 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. The registry maintains a toll-free call center (866-422-6872); is staffed from 8 a.m. to 3 p.m., Monday through Friday; and a web site (<http://health.mo.gov/safety/fcsr/>).

The **Missouri Board of Nursing Home Administrators (BNHA)** 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 administra-



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tors; renews the licenses of qualified licensees; and conducts licensee disciplinary hearings.

The **Certificate of Need Program (CONP)**: The Missouri Health Facilities Review Committee (MHFRC), with the assistance of the CONP staff, carries out its responsibilities as set out in the CON statute to address issues of community need, accessibility, cost containment and other community health services factors. The MHFRC reviews 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 **Section for Health Standards and Licensure (HSL)** is responsible for licensing and regulating a wide variety of health care entities, investigating complaints levied against these entities, performing inspection activities for numerous Medicare-certification programs and also ensuring the safe and legal handling and distribution of controlled substances in Missouri. The section consists of six bureaus: Ambulatory Care; Emergency Medical Services; Home Care and Rehabilitative Standards; Hospital Standards; Narcotics and Dangerous Drugs; and Outpatient Health-care.

- **Bureau of Ambulatory Care:** administers the state licensing program, federal survey activities and complaint investigations for all Missouri freestanding ambulatory surgical centers, birthing centers, abortion facilities, mammography providers and medical facilities that use ionizing radiation.
- **Bureau of Emergency Medical Services:** licenses, inspects and investigates complaints involving Emergency Medical Technicians (Basic, Intermediate and Paramedic) and ground and air ambulance services.
- **Bureau of Home Care and Rehabilitative Standards:** conducts on-site surveys and complaint investigations for compliance

with state and federal regulations involving home-health agencies, hospices, comprehensive outpatient rehabilitation facilities and outpatient physical therapy providers.

- **Bureau of Hospital Standards:** licenses all applicable Missouri hospitals in the areas of fire safety, sanitation, nursing service, dietary service, organization and administration; and conducts federal hospital survey and complaint investigation activities related to certification of providers of services participating in the Title XVIII (Medicare) and Title XIX (Medicaid) programs. The bureau also performs the review and designation of hospitals seeking to be recognized as a stroke center, a STEMI center or a trauma center as part of the Time Critical Diagnosis System.
- **Bureau of Narcotics and Dangerous Drugs:** maintains a registry of the individuals and firms who prescribe, dispense or otherwise conduct activities that involve controlled substances; and inspects and investigates firms and individuals who lawfully manufacture, distribute or dispense controlled substances.
- **Bureau of Outpatient Healthcare:** conducts survey and complaint investigation activities related to certification of providers, including laboratories participating in the CLIA program, end-stage renal disease facilities and rural health clinics.

The **Section for Child Care Regulation (SCCR)** is responsible for ensuring the safety and health of children while in the care of licensed and regulated child care facilities. The section has the statutory authority to discipline licensed child care facilities. The section:

- Conducts twice-yearly inspections of family child care homes, group child care homes, and child care centers.
- Conducts annual health and safety inspections of license-exempt child care facilities
- Conducts renewal inspections for licensed child care facilities every two years.
- Investigates complaints of abuse or neglect of children while in child care settings.
- Investigates complaints of child care regulations and/or statute violations in child care facilities.
- Provides technical assistance, blue print reviews and facility review conferences with licensed and regulated child care facilities.
- Reviews children's health records for appropriate immunization for communicable vaccine preventable childhood diseases.

- Ensures fire safety requirement for licensed and regulated child care facilities are maintained.
- Ensures sanitation standards for licensed and regulated child care facilities are maintained.

The **Section for Long-Term Care Regulation (SLCR)** is responsible for ensuring 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 seniors and adults with disabilities who choose to remain independent in the community by administering state and federally funded home and community-based programs.

The **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.

The **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 7 a.m. to 12 a.m., seven days a week, 365 days a year.

The **Bureau of Senior Programs** is 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 with the greatest social and economic need with a focus on serving low-income and minority seniors. 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 field of aging 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;



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- 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.

The **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 elderly 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 division staff.

- **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 investigative 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 senior 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.
  - authorizes in-home provider and/or consumer-directed services in the home or community through state and federal funding, which includes basic and advanced personal care, homemaker, chore, authorized nursing visits, counseling, basic and advanced respite, home-delivered meals and adult day health care.
  - oversees 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).