



The Department of Health and Senior Services serves the citizens of Missouri by working to improve the health and quality of life for Missourians of all ages.

Many factors influence health status:

- individual genetics and behaviors
- social environment
- physical environment
- policies and interventions
- access to quality care and services

By providing information and education; effective regulation and oversight; quality services and surveillance of diseases and conditions, the department seeks to address these factors and fulfill its vision of healthy Missourians for life.

### Organization

The department is organized into three programmatic divisions: Community and Public Health, Regulation and Licensure and Senior and Disability Services.

The *Division of Regulation and Licensure* ensures the quality of a variety of entities including child care facilities, hospitals and ambulatory surgical centers, home health and hospice providers, long-term care facilities including residential care, intermediate care and skilled nursing facilities, emergency medical services, pharmacies and persons authorized to prescribe or dispense controlled substances.

The *Division of Senior and Disability Services* investigates allegations of elder abuse and administers programs designed to maximize independence and safety for adults who are at risk of abuse, neglect, and financial exploitation or have long-term care needs that can be safely met in the community.

The *Division of Community and Public Health* administers programs that impact family health, the prevention of chronic diseases, nutrition and other programs that improve the health of communities. It is also the principal unit involved in the surveillance and investigation of the cause, origin, and method of transmission of communicable (or infectious) diseases and environmentally related medical conditions.

### Partners

Creating healthy communities takes partnership with a wide range of public and private partners at the local, state and national levels. Government, businesses, schools, the health-care industry and citizens all must work together to ensure that health is a priority and communities have the environment to support good health and quality of life.

*Local Public Health Agencies* work with policy makers, agencies, and the public to support and strengthen Missouri's public health system. The department's *Center for Local Public Health Services* administers contracts with local public health agencies

for implementation of core public health functions such as restaurant inspections, disease detection and investigation and providing health information to the community.

*Area Agencies on Aging (AAAs)* partner with local public health agencies to provide local leadership. AAAs develop and administer programs to seniors age 60 and over who are of greatest social or economic need with special emphasis on serving low income and minority seniors.

### Planning for a Healthy Future

The Department of Health and Senior Services looks ahead to identify and address issues such as pandemic influenza that could have an impact on the health and well-being of all Missourians. The department developed the first Memorandum of Understanding in the nation with the FBI to aid in investigations of terrorist acts. By establishing a coordination point for all communications, the *Office of Emergency Coordination* began the work of coordinating regional and state planning for public health emergencies and natural disasters, including biological, chemical and nuclear terrorism. Through partnerships with hospitals and other healthcare organizations, local entities including government and law enforcement agencies, and other partners, the center works to assure systems are in place to protect the health of Missourians during a public health emergency.

The **State Public Health Laboratory** plays a crucial role in protecting the health of Missourians. It is responsible for performing a number of tests including newborn screening tests, rabies tests, and tests to detect communicable diseases and foodborne diseases. The lab also plays an important role in detecting disease outbreaks and is a vital link in quickly identifying a possible attack of bioterrorism in our state or nation.

Missouri protects its most vulnerable citizens by inspecting nursing homes and child care facilities, investigating and intervening in cases of adult abuse, neglect and financial exploitation, and providing programs and services to seniors and adults with disabilities.



### **Toll-Free Numbers**

Please contact our department at the appropriate number listed below or visit our website for additional information about programs and services to protect and promote the quality of your life and health.

**Adult Abuse and Neglect Hotline** 800-392-0210

**Family Care Safety Registry** 866-422-6872

**Referrals for Home and Community Based Services** 866-835-3505

**Missouri Senior's Legal Helpline** 800-235-5503

**Maternal and Child Services** 800-TEL-LINK

**Office of Long-Term Care Ombudsman**  
800-309-3282

**Missouri Tobacco Quitline** 800-QUIT-NOW

**Emergency Response Center** 800 - 392-0272

### **Missouri Department of Health and Senior Services**

912 Wildwood, P.O. Box 570  
Jefferson City, MO 65102-0570  
Website: [health.mo.gov](http://health.mo.gov)  
Telephone: 573-751-6400  
Fax: 573-751-6010

Alternate forms of this publication for persons with disabilities may be obtained by contacting the Missouri Department of Health and Senior Services at the number listed above.

Citizens with hearing- and speech-impaired delays can dial 711.

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER  
Services provided on a nondiscriminatory basis.

# **MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES**

