

# Directory of Services

Missouri Department of Health and Senior Services

*Healthy  
Missourians  
for Life*

Dr. Randall Williams, MD, FACOG, Director  
[health.mo.gov](http://health.mo.gov)

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EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER  
Services provided on a non-discriminatory basis



## **HEALTH AND SENIOR SERVICES IN MISSOURI: A CONTINUING TRADITION**

In 1883 the citizens of Missouri realized that the state could not prosper if the health of its residents were not protected. Epidemics of smallpox, typhoid and cholera severely threatened the health and welfare of Missourians. Concerned physicians led a citizens' campaign to establish a state agency responsible for the promotion of the people's health and the prevention of disease. On March 29, 1883, the Missouri Legislature responded by creating a State Board of Health.

The steady increase in the population and the extended life expectancy of Missourians show that the first State Board of Health successfully fulfilled its mandate to build an effective state public health agency.

When state government was reorganized in 1945, the Board of Health was superseded by the Division of Health of the Department of Public Health and Welfare. In October 1967 the Legislature again created a State Board of Health but within the framework of the Division of Health. Members of the Board of Health are appointed by the governor with the advice and consent of the Senate.

State government reorganization in 1974 placed the Division of Health in the Department of Social Services. At that time, the division's environmental engineering and solid waste programs were transferred to the Department of Natural Resources and the Missouri Crippled Children's Service became a part of the Division of Health. After the 83rd General Assembly passed Senate Bill 25 and Gov. John Ashcroft signed the legislation on July 29, 1985, the Department of Health (DOH) was created. That September, the department was officially empowered, charged with supervising and managing all public health functions and programs formerly administered by the Division of Health.

Executive Order 01-02, signed on Jan. 5, 2001, by Gov. Roger Wilson, transferred the Division of Aging to the Department of Health effective Aug. 28, 2001, to become the Department of Health and Senior Services. Combining senior and public health issues into one system has allowed the department to focus more effectively on prevention and quality of life for all Missourians.

### **STATE BOARD OF HEALTH**

The State Board of Health consists of seven members appointed by the governor, with the advice and consent of the Missouri Senate. The State Board of Health serves as an advisory board to the department. Members of the Board of Health serve four-year terms, with the terms of two members ending each year. A member may serve no more than two terms.

Missouri law (section 191.400) specifies that three members must be licensed physicians and surgeons licensed by the State Board of Registration for the Healing Arts; one member must be a dentist licensed by the Missouri Dental Board; one member must be a chiropractic physician licensed by the Missouri State Board of Chiropractic Examiners; two must 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 must be representative of those persons, professions and businesses which are regulated and supervised by the department.

### **STATE BOARD OF SENIOR SERVICES**

The State Board of Senior Services consists of seven members appointed by the governor, with the advice and consent of the Missouri Senate. The State Board of Senior Services serves as an advisory board to the department. Members of the Board of Senior Services serve four-year terms, with the terms of two members ending each year. A member may serve no more than two terms.

Missouri law (section 660.062) specifies that four members of the Board of Senior Services shall be members of the governor's advisory council on aging; one member shall be a person currently working in the field of gerontology; one member shall be a physician with expertise in geriatrics; one member shall be a person with expertise in nutrition; one member shall be a person with expertise in rehabilitation services of persons with disabilities and one member shall be a person with expertise in mental health issues. Of the two remaining members, the governor shall give consideration to individuals having a special interest in gerontology or disability-related issues, including senior citizens.

## **DEPARTMENT DIRECTOR'S OFFICE**

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, minority health, primary care and rural health, dental health, public information and women's health, report to the director.

Telephone: (573) 751-6002

## **OFFICE OF GENERAL COUNSEL**

This office:

- Provides legal counsel to all departmental divisions.
- Assists the department in complying with the Health Insurance Portability and Accountability Act (HIPAA).
- Litigates various regulatory and licensure actions before hearing officers, at the Administrative Hearing Commission and in circuit court.
- Pursues guardianships for eligible adults.
- Coordinates with the attorney general's office regarding litigation involving the department.
- Provides training on legal issues for department employees.

Telephone: (573) 751-6005

The Employee Disqualification List Unit is within the Office of General Counsel and:

- Maintains the Employee Disqualification List.
- Processes requests from health care providers for access to the Employee Disqualification List automated checking systems.
- Provides technical support to users of the automated checking systems.

Telephone: (573) 522-2449

## **OFFICE OF GOVERNMENTAL POLICY AND LEGISLATION**

This office:

- Coordinates the development, review and tracking of public health-, health- and senior services-related state legislation.
- Reviews federal legislation for its impact on department policy and programs.
- Serves as the departmental liaison between elected officials, other state agencies and constituent groups.
- Provides research about policy alternatives under consideration by other states or federal agencies.

Telephone: (573) 751-6003

## **OFFICE OF HUMAN RESOURCES**

The Office of Human Resources provides human resource management services and support for the Department of Health and Senior Services.

This office:

- Assures the department's compliance with the state personnel law (merit system) and serves as a liaison with the state Office of Administration's Division of Personnel.
- Establishes and maintains the department's position classification system.
- Administers 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.
- Assures department compliance with federal and state laws relating to equal employment opportunity, affirmative action and provision of services.
- Investigates and monitors complaints and grievances.
- Coordinates and conducts professional development opportunities for DHSS staff to include new employee orientation and mandatory training for supervisors and managers.
- Coordinates recruitment efforts by attending career fairs at high schools and universities and specialized advertising of vacancies through various online job boards and employment sources.
- Coordinates the department's internship program and placements.
- Coordinates employee award and recognition programs.
- Works with management on strategic planning, accreditation and organizational change/development issues.
- Coordinates distance-learning programs and development of online training courses.
- Provides mediation services for employer/employee situations.
- Coordinates issues relating to unions.
- Revises and develops DHSS' administrative policies.

Telephone: (573) 751-6059

## **OFFICE OF MINORITY HEALTH**

The Office of Minority Health monitors programs in the Missouri Department of Health and Senior Services for their impact on the health status of minority populations across Missouri.

**Vision:** Missouri is a state where cultural diversity is embraced and valued, where communities of color thrive, free of socioeconomic and cultural disparities.

**Mission:** Eliminate health disparities and improve health outcomes through assertive leadership, active advocacy support and visible interaction with minority communities in Missouri.

This office:

- Monitors programs in the Missouri Department of Health and Senior Services for their impact on decreasing disparities in health status among African-American, Hispanic/Latino, Native American and Asian populations.
- Advises the Missouri Department of Health and Senior Services director on health issues that affect minorities.
- Provides staff resources and minority health information to the Missouri Department of Health and Senior Services' Minority Health Advisory Committee.
- Promotes the development of community coalitions and resources across Missouri.
- Provides technical support for the design of culturally appropriate health messages.
- Coordinates the development of culturally sensitive health educational programs designed to reduce the incidence of disease among minority populations across Missouri.
- Addresses new issues impacting the health of minorities.
- Assists in analyzing federal and state legislation for its impact on the health status of minorities in Missouri.
- Provides technical assistance to community and faith-based organizations to implement HIV/AIDS initiatives targeted to minority populations in Missouri.
- Assists Missouri Department of Health and Senior Services' personnel with cultural competency awareness and sensitivity.
- Assists in the design, development and review of Missouri Department of Health and Senior Services programs that impact the health status of minorities.
- Assists community minority health organizations throughout Missouri by identifying available funding for health programs through public and private grants and promoting coalition and community development resources.

Telephone: (573) 751-6064

## **OFFICE OF PERFORMANCE MANAGEMENT**

This office:

- Increases the efficiency and effectiveness of Missouri's public health system through performance management.
- Enhances the readiness of state and local public health partners to prepare and successfully apply for national accreditation through the Public Health Accreditation Board.
- Institutionalizes a culture of continuous quality improvement and fluid adaptation to change.

Telephone: (573) 526-4276

## **OFFICE OF PRIMARY CARE AND RURAL HEALTH**



The Office of Primary Care and Rural Health facilitates access to quality primary health services for all Missourians. To achieve this, the office administers programs that serve and support communities, health care providers, critical access hospitals, federally qualified health centers, rural health clinics and small rural hospitals.

### **PRIMARY CARE OFFICE**

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.

This office:

- Works to increase access to care by evaluating availability and accessibility of medical, behavioral and oral health professionals and developing resources to enhance and expand community-based health care delivery systems.
- Provides financial incentives for licensed primary care physicians and general practice dentists who are employed in Health Professional Shortage Areas (HPSAs) through the Health Professional State Loan Repayment Program.
- Promotes development and implementation of early recruitment programs for health professional students, especially for students from rural, inner city and underserved communities in Missouri through the Primary Care Resource Initiative for Missouri (PRIMO) Student Loan Program. 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.
- Provides financial support for nursing students and nursing professionals in exchange for service in Missouri's underserved communities through the Professional and Practical Nursing Student Loan and Loan Repayment Programs.

### **OFFICE OF RURAL HEALTH**

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 office:

- Provides support to Critical Access Hospitals to implement or expand quality improvement programs and develop rural health networks with the hospitals' community/health system partners through the Medicare Rural Hospital Flexibility Program.
- Provides funds to small rural hospitals in support of their efforts to achieve improvements in financial and quality outcomes through the Small Rural Hospital Improvement Program.

Telephone: (573) 751-6441

### **OFFICE OF DENTAL HEALTH**

The Office of Dental Health provides a broad range of core public health activities aimed at improving oral health in Missouri. It also serves as a resource on oral health issues for other states and federal agencies, the dental profession and the public.

This office:

- Provides preventative services.
  - The Preventive Services Program (PSP) is an evidence-based fluoride varnish and oral health education program that serves more than 80,000 children per year.
  - The Office of Dental Health provides supplies and technical assistance to schools, day care centers and Head Starts that participate.
  - Oral health screenings are conducted by volunteers from the dental profession and children identified as having a need for follow-up care are referred to local providers.
- Oversees the Dental Sealant Program.
  - Initiated in February 2017, the program is designed to provide dental sealants to grade school children in high-need schools.
  - This program is operated by four contractors as an extension of the PSP.
- Provides dental care to adults and children with developmental disabilities through the Elk's Mobile Dental Program.
  - The Office of Dental Health works with Truman Medical Centers and the Elk's Benevolent Trust to bring a mobile dental unit to underserved areas, particularly in rural communities and provide specialized dental care on-site.
- Supplies educational materials for outreach at health fairs, dental clinics, health centers and local health departments on a wide variety of oral health topics.
  - Special resources are available for participants in the Women, Infants and Children (WIC) and Home Visiting Programs.
- Provides support of community water fluoridation through training, technical assistance and education.

Telephone: (573) 751-6441

## **OFFICE OF PUBLIC INFORMATION**

The Office of Public Information coordinates the public relations and media messages released by the Department of Health and Senior Services, including media contacts and information in response to inquiries from other agencies and the public.

This office:

- Prepares and distributes news releases and reports of department activities.
- Maintains relationships with the state's media and responds to inquiries from the media, legislators and the public.
- Designs and edits the department's many publications, including newsletters, brochures and pamphlets for every program and division.
- Oversees the department's website, [health.mo.gov](http://health.mo.gov).
- Maintains the department's social media messages to stakeholders and the public.
- Counsels other units of the department about the communication aspects of public health and senior services programs and assists them in designing their publications and audiovisual material.
- Provides video services that are used statewide to promote the department.
- Promotes the department's health education programs to help reduce the impact of chronic disease on Missourians.

Telephone: (573) 751-6062

## **OFFICE ON WOMEN'S HEALTH**

The Office on Women's Health is committed to promoting the physical and mental health and well-being of Missouri's women and girls, thus lessening their burden of preventable disease and injury.

This office:

- Promotes a comprehensive view of women's health, including a focus on social, emotional, economic and educational factors affecting women's health and well-being.
- Enhances the visibility and prominence of women's health issues.
- Identifies issues affecting women's health and well-being and proposes strategies for addressing those issues and assists in the design, development and review of state and local programs that address women's health needs.
- Recommends and monitors policies to ensure equitable, effective and accessible health services for women.
- Promotes communication about women's health needs and issues among a wide variety of constituent groups, stakeholders and advocacy organizations.
- Works for improved coordination of and greater collaboration among all programs and services affecting women's health.
- Assures that public information and health education initiatives and programs include appropriate emphasis on women's health issues.
- Serves as a resource on women's health for communities, the department, local health departments, other state agencies and the Governor's Office.
- Contracts with community organizations and universities to provide services for the prevention of sexual violence.
- Contracts with local agencies to provide counseling and advocacy to assist victims in the recovery from the trauma of sexual violence and prevent secondary victimization.

Telephone: (573) 526-0445

## **STATE PUBLIC HEALTH LABORATORY**

The Missouri State Public Health Laboratory (MSPHL), located in Jefferson City, is dedicated to promoting, protecting and partnering for health by delivering quality public health laboratory services. These services include laboratory testing for infectious diseases, genetic disorders and environmental concerns, both in support of public health programs and as a reference laboratory performing confirmatory or specialized procedures. The MSPHL provides scientific expertise and managerial leadership to meet the challenges in clinical and environmental laboratory disciplines and in the development of public health policy. Annually, more than 6 million tests (many required by law) are performed by the MSPHL.

The following units within the division carry out these responsibilities.

### **ADMINISTRATION**

- Provides laboratory leadership and personnel management.
- Develops current and future applications of the Laboratory Information Management System.
- Develops and maintains Quality Systems.

- Ensures CLIA (Clinical Laboratory Improvement Act) and other regulatory compliance.
- Manages procurement, commodity, maintenance contracts and purchasing cards.
- Manages accounts receivable and payable and revenue generation.
- Reviews federal grants and memorandums of understanding.
- Tracks expenditures and prepares operating budget requests.
- Performs cost analyses, grants management, legislative reviews and fiscal-note preparation.
- Compiles statistical workloads and prepares special reports.

Telephone: (573) 751-3334

### **CENTRAL SERVICES UNIT**

- Prepares glassware for use in various testing units.
- Sterilizes and disposes of biological waste.
- Receives and stores general testing supplies.
- Assembles and ships specimen kits to hospitals, laboratories and public health offices for the submission of laboratory specimens.
- Monitors and tracks the statewide courier-system activities.

Telephone: (573) 751-4830

### **POST ANALYTICAL REPORTING TEAM**

- Enters provider, patient and demographic information for all specimens and samples into various Laboratory Information Management Systems (LIMS).
- Captures, records and archives the clinical demographics and results of each sample and specimen submitted for testing.
- Completes additional quality assurance checks on each test result prior to dissemination.
- Works closely with testing units and liaises with providers to assure accurate and timely recording and dissemination of results.

Telephone: (573) 751-3334

### **CHEMISTRY UNIT**

- Conducts lead analysis of blood samples.
- Performs various inorganic and organic chemical analyses on private water supplies.
- Conducts heavy metal analyses on samples obtained from household plumbing supplied by public water.
- Conducts lead analysis on soil, water, paint and dust wipes collected from homes of children with elevated blood-lead levels.
- Conducts analyses of human clinical samples for various chemicals collected in response to a chemical terrorism event or a chemical exposure.
- Conducts analyses of food samples for chemical and radiological contamination.

Telephone: (573) 751-3334

### **LABORATORY PREPAREDNESS, EDUCATION AND SAFETY UNIT**

- Develops preparedness and response plans for MSPHL.
- Maintains a comprehensive safety program for MSPHL and other laboratories.
- Coordinates with federal agencies to participate in the National Laboratory Response Network (LRN).
- Established and maintains the Missouri Laboratory Response Network (MOLRN).
- Provides direction, coordination and oversight of the laboratory's portion of the Centers for Disease Control and Prevention's Public Health Emergency Preparedness (PHEP).
- Coordinates with external partners to provide integrated laboratory services and response to emergencies, natural or intentional.
- Develops outreach and training activities for clinical laboratories, local public health agencies and first responders.

Telephone: (573) 522-1444

### **ENVIRONMENTAL BACTERIOLOGY UNIT**

- Tests public and private water, drinking water supplies and recreational waters for the presence of total Coliform and *Escherichia coli* bacteria.
- Conducts surveillance and response testing of food samples for bacterial contamination.
- Inspects and approves water and milk testing laboratories.
- Tests environmental samples for biological terrorism agents.

Telephone: (573) 751-3334

### **IMMUNOLOGY UNIT**

- Performs syphilis testing to detect Treponemal antibodies.
- Performs HIV testing to detect HIV-1 and/or HIV-2 infection.
- Performs Nucleic Acid Amplification testing on urine or swab specimens for *Chlamydia trachomatis* and *Neisseria gonorrhoeae*.

Telephone: (573) 751-3334

### **NEWBORN SCREENING UNIT**

- Performs laboratory screening on dried blood spot samples for more than 70 mandated genetic, metabolic and endocrine disorders on all infants born in Missouri so that early detection and intervention can help prevent disabilities and deaths in infants with these disorders.

Telephone: (573) 751-2662

### **MICROBIOLOGY UNIT**

- Examines samples for the presence of enteric pathogens such as *Salmonella*, *Shigella*, *Campylobacter* and toxigenic *Escherichia coli* (i.e. *E. coli* O157:H7)

- Examines samples for the presence of scabies, intestinal and blood parasites.
- Identifies unusual and dangerous pathogenic bacteria received from other laboratories.
- Examines samples for the presence of *Bordetella* species such as *Bordetella pertussis* (whooping cough).
- Serves as an advanced reference laboratory for detection and the identification of bacterial bioterrorism agents.
- Tests and disseminates phenotypic and genotypic surveillance data on infectious bacteria to aid in public health investigations.

Telephone: (573) 751-3334

### **VIROLOGY UNIT**

- Conducts Hepatitis A and Hepatitis B serology testing to identify cases of viral Hepatitis.
- Conducts Arbovirus IgM testing for West Nile, St. Louis Encephalitis, Zika, Dengue, Chikungunya and related Arboviruses.
- Examines animal brain tissue for the presence of rabies virus.
- Provides virus culture testing of circulating viruses such as: Parainfluenza, Adenovirus, Enteroviruses, Mumps, Varicella Zoster, RSV and Cytomegaloviruses.
- Performs Measles IgM and Rubella IgM serology for diagnostic and epidemiological purposes and also tests for newly emergent viral pathogens.

Telephone: (573) 751-3334

### **TUBERCULOSIS UNIT**

- Processes clinical specimens and reference cultures for the presence of mycobacteria.
- Performs Acid Fast Bacilli (AFB) smear and culture, identification and susceptibility testing for *Mycobacterium tuberculosis* complex.
- Performs rapid molecular-based drug susceptibility testing to identify multi-drug resistant (MDR-TB) and extensively drug resistant tuberculosis (XDR-TB) by DNA sequencing.
- Identifies clinically significant nontuberculous mycobacteria (NTM).
- Utilizes high performance liquid chromatography (HPLC), genetic probe technology and 16S gene sequencing to identify mycobacteria.

Telephone: (573) 751-3334

### **MOLECULAR UNIT**

- Performs Real-Time Polymerase Chain Reaction (RT-PCR) to identify causes of gastroenteritis (Norovirus), respiratory infections (Influenza and *Bordetella pertussis* and rash illnesses (Varicella zoster, herpes simplex and orthopox viruses).
- As a member of the Laboratory Response Network (LRN), performs rapid testing for the detection and identification of bacterial and viral agents of bioterrorism as well as real-time PCR testing for Middle-Eastern Respiratory Syndrome Coronavirus (MERS-CoV), Ebola Virus and other emerging disease agents.
- Performs RT-PCR to detect Zika, Chikungunya and Dengue viruses.

- As a member of PulseNet USA, performs “DNA fingerprinting” of bacteria that cause foodborne illness by using Pulsed Field Gel Electrophoresis (PFGE) to detect and define foodborne outbreaks.
- Performs 16S sequencing to identify unknown bacterial and non-*Mycobacterium tuberculosis* samples.
- Performs second-tier DNA testing for Krabbe Disease to detect a large 30 Kb deletion in infants with low GALC enzyme activity.
- Performs first line screening for Severe Combine Immunodeficiency (SCID) for all babies born in the State of Missouri.
- Develops and applies new technologies for Whole Genome Sequencing (WGS).

Telephone: (573) 751-3334

### **BREATH ALCOHOL UNIT**

- Maintains Missouri’s administrative regulations for blood alcohol testing.
- Maintains public records of breath and blood testing, permits and equipment maintenance.
- Provides research and scientific support, including conducting trainings, giving presentations and providing expert testimony on interpretation of test results.

Telephone: (573) 840-9734

## **DIVISION OF ADMINISTRATION**

The Division of Administration provides fiscal, administrative and general services support to all department units. Services include budgeting, accounting, expenditure control, procurement, grants/contract administration, legislative review and general office support.

### **DIRECTOR’S OFFICE**

This office:

- Oversees division operations.
- Works collaboratively with division and center staff concerning fiscal, budgetary or general support service matters.
- Reviews and approves all contracts, participation agreements, memorandums of understanding and grant applications issued by the department.
- Reviews and approves all financial and procurement policies issued by the department.
- Develops the department’s indirect cost plan.
- Develops the department’s internal control plan.
- Develops the department’s chart of accounts.
- Serves as a department liaison to the State Auditor’s Office and the Small Business Regulatory Fairness Board.
- Reviews and evaluates contractors’ business management systems and audit reports for financial and administrative compliance.

- Provides technical assistance to programs concerning contract monitoring and granting requirements.

Telephone: (573) 751-6014

## **BUDGET SERVICES AND ANALYSIS BUREAU**

This office:

- Coordinates and prepares the department's operating and leasing budget requests.
- Serves as a department liaison to executive and legislative budget staff.
- Monitors progress of the departmental budget through legislative action and administers the budget after passage by the legislature.
- Monitors department expenditures to ensure financial accountability.
- Consults with department program staff on budget issues such as the reserve target, expenditure restrictions, etc.
- Coordinates the department fiscal note process.

Telephone: (573) 751-6016

## **FINANCIAL SERVICES BUREAU**

This office:

- Coordinates department-wide financial activities.
- Maintains and prepares financial reports on all federal grants.
- Oversees the receipt of all funds and ensures timely deposit with the Department of Revenue.
- Reviews all department expenditures to ensure the appropriate disbursement of funds, including vendor payments and employee expense accounts.
- Administers the fixed assets accounting system for the department.
- Develops financial and procurement policies for the department.
- Develops training materials, informational reports and databases that are used to develop and monitor financial activities and contracts.
- Provides security access to the SAM II financial system.
- Assists in the development of departmental contracts and reviews/approves all departmental contracts for compliance with federal and state rules and regulations.
- Oversees procurement of all DHSS required supplies, materials, equipment and services.

Telephone: (573) 751-6024

## **GENERAL SERVICES BUREAU**

This office:

- Manages leased property.
- Manages department-owned vehicles.
- Provides warehouse services.
- Manages telecommunications equipment and services.
- Manages building security/access cards.



- Provides mail service.
- Coordinates forms management, printing services and copy machines.
- Oversees relocations/reconfigurations of modular office systems and plumbing, HVAC and electrical repairs.
- Distributes health-related materials upon request.
- Performs equipment surplus functions for the department.

Telephone: (573) 751-6040

## **DIVISION OF COMMUNITY AND PUBLIC HEALTH**

### **DIRECTOR'S OFFICE**

#### **MISSOURI HEMP EXTRACT REGISTRATION PROGRAM**

The Missouri Hemp Extract Registration Program issues Missouri Hemp Extract Registration cards that allow Missourians with intractable epilepsy to lawfully possess and use Cannabidiol (CBD) oil for treatment of the epilepsy. Applicants must submit appropriate application forms and identification, along with a form completed by a neurologist licensed in the state of Missouri certifying the medical condition of intractable epilepsy and use of the CBD oil. Registration cards are valid for one year and allow the individual to obtain CBD oil through an entity licensed by the Missouri Department of Agriculture. There is no fee for the registration card.

Telephone: (573) 522-8329

#### **PUBLIC HEALTH INFORMATION NETWORK**

The Public Health Information Network (PHIN) is a national initiative, developed by the [Centers for Disease Control and Prevention](#) (CDC), for advancing fully capable and interoperable information systems in public health organizations. It involves establishing and implementing a framework for public health information systems. PHIN directs the development and implementation of program initiatives to support the new or expanded processes, guidelines, requirements and regulations related to information exchange. The initiative also facilitates the cross-functional efforts to identify, document and implement process and infrastructure/technology improvements related to the jurisdiction's information exchange health care provider; state and local public health agencies and state and local authorities in cooperation with Federal Agencies.

The Medicare and Medicaid Electronic Health Record (EHR) Incentive Programs, called Meaningful Use, is a federal incentive programs for Eligible Providers and Eligible Hospitals in Missouri. By meeting a set number of measures related to their EHR, the providers are able to attest for incentive payments from the Center for Medicare and Medicaid Services (CMS) Office of the National Coordinator (ONC). The Missouri Department of Health and Senior Services (DHSS) is the state Public Health Authority (PHA) and is capable of accepting HL7 messages for Meaningful Use for immunizations, syndromic surveillance, electronic laboratory reporting and cancer registry reporting.

Telephone: (573) 526-0219

## **GRANTS COORDINATION UNIT**

This office:

- Provides direction, coordination and oversight of Missouri's portion of the Title V Maternal and Child Health Services Block (MCH), Preventive Health and Health Services Block (PHHS), Public Health Emergency Preparedness (PHEP) and Hospital Preparedness Program (HPP) grants.
- Acts as liaison between programs and other state agencies that serve the state MCH, PHHS, HPP and PHEP populations and the federal granting agencies.
- Assures programs are meeting the grant's deliverables.
- Provides direction and technical assistance to all HPP partners including Health Care Coalition, HPP Contractors, hospitals, community health centers, trauma centers, etc., regarding preparedness, budgeting, planning and developing their scope of work.
- Provides direction and technical assistance to the Local Public Health Agencies in developing their scope of work, budget and any other help they may need in meeting their deliverables.

Telephone: (573) 526-0219

## **OFFICE OF EMERGENCY COORDINATION**

This office:

- Coordinates and provides direction for statewide public health emergency response activities throughout the department and coordinates with other local/state/federal agencies on emergency response activities.
- Assures consistency and coordination of state and local public health plan development for bioterrorism, pandemic and other public health emergencies and assures consistency and coordination among local, state and federal partners.
- Provides direction, coordination and oversight of Missouri's portion of the Centers for Disease Control and Prevention's public health preparedness funding.
- Provides direction, coordination and oversight of Missouri's portion of the U.S. Department of Health and Human Services' hospital preparedness funding.
- Provides direction and technical assistance to health care providers, including hospitals, community health centers, trauma centers, etc., regarding preparedness for pandemic influenza, bioterrorism, surge capacity and mass fatalities.
- Provides medical consultation to the department on bioterrorism and other public health emergencies.
- Assists department programs in developing and disseminating information and guidance to medical providers, health care facilities and federal, state and local partners through the Missouri Health Notification System (MO-HNS).
- Maintains the public health Emergency Response Center (ERC), which can be quickly activated and fully staffed to function as a public health emergency operations center in a disaster. During non-threatening times, ERC staff maintains situational awareness on a national, state and local level by monitoring Web-based systems and media and through communications with emergency response partner agencies. The Public Health Emergency Hotline's toll-free number, (800) 392-0272, is answered 24 hours a day, seven days a week.

- Provides command, control and direction for the state’s Emergency Support Function 8 (ESF-8) Health and Medical response in public health emergencies. Working in conjunction with the State Emergency Operations Center, the office provides situational assessments, coordinates resource requests and activates response staff and operations.

Telephone: (573) 751-5152 or (800) 392-0272 (24/7)

## **OFFICE OF FINANCIAL AND BUDGET SERVICES**

The Office of Financial and Budget Services (OFABS) provides leadership and oversight of fiscal management systems for the division. It serves as the primary contact for the division’s programs and operations on fiscal issues. The office provides leadership in the development of the division’s budget and assures that fiscal resources contribute positively to the achievement of the division’s strategic goals. In addition, the office provides training to programs in all aspects of fiscal management, including budget, grant preparation and management, expenditure tracking, contracts, contract monitoring and purchasing and procurement.

Telephone: (573) 751-9071

## **CENTER FOR LOCAL PUBLIC HEALTH SERVICES**

The Center for Local Public Health Services (CLPHS) works to strengthen Missouri’s public health system of 115 local public health agencies (LPHAS) and emergency preparedness and response. It is responsible for 333 contracts and participation agreements with LPHAs, including state investment in local public health services, maternal-child health and child care health consultation.

Center 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.

This office:

- Manages regularly scheduled meetings to facilitate dialogue with the Department of Health and Senior Services’ Director’s Advisory Council and the Missouri Association of Local Public Health Agencies on public health issues.
- Coordinates the Missouri Council for Public Health Nursing to provide leadership, expertise and advocacy related to public health nursing practice, standards and issues.
- Provides orientation and training on leadership and to local public health agencies and governing boards.
- Identifies and coordinates professional development opportunities for current and future public health workforce.
- Collaborates with the Missouri Institute for Community Health and the Office of Performance Management to implement and maintain the voluntary accreditation program for local public health agencies.
- Provides technical assistance, training and consultation to local public health agencies to expand or enhance activities that improve the health and safety of mothers and children.
- Facilitates initiatives to strengthen the public health system.
- Coordinates the State Mutual Aid Agreement for local public health agencies.

Telephone: (573) 751-6170

## **SECTION FOR COMMUNITY HEALTH SERVICES AND INITIATIVES**

The Section for Community Health Services and Initiatives (CHSI) directs statewide programs designed to prevent and control chronic diseases for all Missourians and supports the nutritional health of high-risk populations. The section provides leadership for the assessment and development of plans and policies and the implementation of evidence-based approaches to prevent and control cancer and chronic diseases, the leading causes of death in Missouri. In addition, the section administers statewide programs that provide early screening and detection of breast and cervical cancer and health promotion interventions to reduce risk factors for chronic diseases (e.g., tobacco use, physical inactivity and poor diets).

These programs are managed through the bureaus of Cancer and Chronic Disease Control and Community Health and Wellness (CHW). In addition, CHSI includes the Bureau of Special Health Care Needs (BSHCN). BSHCN provides statewide health care support services, including service coordination for children and adults with disabilities, chronic illness and birth defects. CHSI also includes the Adult Brain Injury Unit, which serves individuals who have suffered a traumatic brain injury and meet similar eligibility requirements as in the BSHCN. Programs and initiatives are implemented through the Brain Injury Unit and the Bureau of Special Health Care Needs.

Telephone: (573) 522-2806

## **BUREAU OF CANCER AND CHRONIC DISEASE CONTROL**

The Bureau of Cancer and Chronic Disease Control coordinates programs focused on the prevention and control of chronic diseases, such as cancer, arthritis, asthma, heart disease, diabetes, stroke and osteoporosis. In addition, the bureau supports efforts for improving or saving lives through organ and tissue donation. Bureau efforts include public and professional education, coalition development and technical assistance, early detection and diagnostic services, chronic disease management, policy development and maintenance of the organ and tissue donor registry. The bureau employs multiple strategies to improve the health of local communities by enhancing health care access in order to control cancer and chronic diseases.

Telephone: (573) 522-2806

## **COMPREHENSIVE CANCER CONTROL PROGRAM**

The Comprehensive Cancer Control Program partners with many dedicated individuals, professionals and cancer survivors who share expertise, resources and ideas to develop a statewide cancer plan and tackle cancer priorities that are too broad to confront alone. 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.

Telephone: (573) 522-2896

### **SHOW ME HEALTHY WOMEN**

The Show Me Health Women (SMHW) Program provides free breast and cervical cancer screening and diagnostic services to eligible women age 35 and older. The program's goal is to reduce the mortality rate of breast and cervical cancer for Missouri women. The program, funded by the Centers for Disease Control and Prevention, is for direct health services for 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 who are diagnosed with breast or cervical cancer through the program are eligible for free treatment under the Breast and Cervical Cancer Treatment Act.

Telephone: (573) 522-2845

### **ARTHRITIS AND OSTEOPOROSIS CONTROL PROGRAM**

The Missouri Arthritis and Osteoporosis Control Program (MAOP) promotes optimal health and quality of life for all Missourians affected by arthritis, osteoporosis, lupus, rheumatic diseases and related musculoskeletal conditions. MAOP works with a network of regional arthritis centers throughout the state to deliver evidence-based exercise and self-management programs and education.

Telephone: (573) 884-1220

### **ASTHMA PREVENTION AND CONTROL PROGRAM**

The goal of the Asthma Prevention and Control Program is to improve the capacity of Missouri's public health system to define and reduce the burden of asthma for people with the disease. Program services include linking existing resources and partners, maintaining comprehensive surveillance and evaluation and providing technical assistance for local control efforts.

Telephone: (573) 522-2896

### **MISSOURI ACTIONS TO PREVENT CHRONIC DISEASE AND CONTROL RISK FACTORS**

The Missouri Actions to Prevent (MAP) Program addresses various chronic disease issues related to obesity prevention, health-systems interventions and community clinical linkages. Inclusive in the MAP Program are heart disease, diabetes and obesity prevention strategies addressed through evidence-based intervention implementation, population-based education and policy-system change strategies.

Telephone: (573) 522-2861

### **ORGAN AND TISSUE DONOR PROGRAM**

The Missouri Organ and Tissue Donor Program has two primary purposes. The first is to educate the public and bring awareness to the importance of giving life through organ, eye and tissue donation. The second is to promote and maintain a statewide registry (Donor Registry System or DRS). The Missouri Organ and Tissue Donor Program is committed to saving lives. It provides individuals a means to record their decision

to be donors and organ and tissue procurement organizations can access those records as required by law. Statewide and interstate partnerships are essential to Missouri's success.

DRS is a statewide, confidential registry of more than 3.2 million potential organ and tissue donors, available to procurement agencies and the public 24/7 year-round. Registrants have the ability to record or modify their life-saving, life-enhancing decisions or may remove their names from the DRS at any time by downloading and submitting a form.

The program, DRS and outreach activities are funded by voluntary contributions received by driver's license offices in Missouri when an individual applies for a driver's license or an identification card, renews a motor vehicle license, or purchases an organ donor specialty license plate. Other voluntary contribution avenues include the Missouri State Income Tax Return, the Missouri State Charitable Campaign, or a direct donation to the department.

Organ and tissue donation information, registry enrollment and modification and removal information are available at [www.missouriorgandonor.com](http://www.missouriorgandonor.com).

Telephone: (573) 522-2847 or toll-free (888) 497-4564

### **WISEWOMAN PROGRAM**

The WISEWOMAN Program goal is to reduce risk factors for heart disease in women in the Show Me Healthy Women Breast and Cervical Cancer Early Detection Program. Only Show Me Healthy Women clients who are low-income, under-insured and age 35 and older are eligible for WISEWOMAN services. Services include health screenings for heart disease risk factors, such as high cholesterol, high blood pressure, obesity and diabetes. In addition, WISEWOMAN risk counseling and lifestyle education helps women learn to eat healthier, be more physically active and quit smoking in order to reduce their risk for heart disease.

Telephone: (573) 522-2841

### **BUREAU OF COMMUNITY HEALTH AND WELLNESS**

The Bureau of Community Health and Wellness oversees programs and initiatives to reduce tobacco use and exposure to secondhand smoke and create communities that support healthy eating and active living. Tobacco use, physical inactivity and unhealthy eating are the primary risk factors for preventable chronic diseases, including obesity and premature death. The bureau supports local programs through contracts, training and technical assistance in implementing evidence-based strategies to reduce the risk factors. Additionally, the bureau provides programming and support in the area of adolescent health, injury and violence prevention, school health, worksite wellness, abstinence and faith-based interventions.

Telephone: (573) 522-2820 or toll-free (866) 726-9926

### **CHRONIC DISEASE PRIMARY PREVENTION PROGRAM**

The goal of the Chronic Disease Primary Prevention Program is to reduce the primary risk factors for chronic diseases: tobacco use, exposure to secondhand smoke, physical inactivity and unhealthy eating.

Emphasis is placed on making environmental, policy and system changes to support healthy behaviors for schools, worksites and communities.

Telephone: (573) 522-2820 or toll-free (866) 726-9926

### **COMPREHENSIVE TOBACCO CONTROL PROGRAM**

The goals of the Missouri Comprehensive Tobacco Control Program are to prevent youth initiation of tobacco use, promote quitting among youth and adults, eliminate exposure to secondhand smoke and reduce the impact on populations disproportionately affected by tobacco. Program staff works 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, advocate for policies to prohibit tobacco use on school property and educate the public on policies to eliminate exposure to secondhand smoke in public places and work places. Employers are encouraged to implement smoke-free workplace policies and to include effective tobacco-cessation assistance in employee health insurance coverage. Staff provides data and technical assistance to increase the effectiveness of local efforts. To increase quitting among tobacco users, the Missouri Tobacco Quitline (1-800-QUIT-NOW or [www.quitnow.net/missouri](http://www.quitnow.net/missouri)) provides free cessation counseling services and referrals to local assistance (when available). Health care professionals are encouraged to assess tobacco use status, counsel those who use to quit and make referrals to the Quitline for additional counseling.

Telephone: (573) 522-2820 or toll-free (866) 726-9926

### **TEAM NUTRITION PROGRAM**

The USDA Team Nutrition Training grant is used to help schools and child care providers promote healthy eating and physical activity habits among children. Funds are aimed at activities designed to reduce rates of childhood obesity and create healthier school and child care nutrition and physical activity environments.

Telephone: (573) 522-2820

### **NUTRITION, PHYSICAL ACTIVITY AND OBESITY PREVENTION PROGRAM**

This program works to reduce statewide obesity rates. Efforts include coordination of internal and external partners in order to identify opportunities to leverage resources. Additional efforts include work in these four areas: 1) building partnerships and opportunities for collaboration; 2) providing training and outreach to disparate populations and those who serve them; 3) promoting policy and environmental changes that will create communities that allow residents to engage in healthy eating and active living; and 4) surveillance and evaluation to monitor progress and effectiveness.

Telephone: (573) 522-2820

### **ABSTINENCE EDUCATION GRANT PROGRAM**

The Abstinence Education Grant Program is funded by the Administration for Children and Families in the U.S. Department of Health and Human Services. Funding is provided for communities to deliver abstinence education to high-risk youth, ages 10 to 17, based on criteria identified by the funding source. Abstinence curriculum is targeted to high risk populations including African-American youth in Jackson County, selected zip codes in St. Louis and selected counties in the Bootheel, as well as teenaged students and community Hispanic groups. 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 graduation.

Telephone: (573) 751-5490

### **INJURY AND VIOLENCE PREVENTION PROGRAMS (IVPP)**

The IVPP mission is to improve the health of Missourians by preventing and reducing intentional and unintentional injuries. This is done by creating and maintaining an infrastructure that will develop public policy, coordinate injury and violence prevention interventions within DHSS, collaborate and coordinate interventions with other agencies addressing injuries, support the collection and analysis of injury data and conduct ongoing quality improvement and program evaluation activities. Programs implemented by the IVPP include: Safe Kids and the Missouri Injury and Violence Prevention Advisory Committee (MIVPAC).

Website: <http://health.mo.gov/living/families/injuries/index.php>

Telephone: (573) 751-6340

### **SAFE KIDS MISSOURI**

The Injury and Violence Prevention Program provides targeted prevention interventions to children ages 0 to 14 through contracts with nine local Safe Kids Coalitions. These coalitions provide services in 47 counties and the cities of St. Louis and Kansas City. Services include outreach, education and advocacy around child passenger safety, bicycle safety, fire safety, crib safety, water safety, poisoning and other prevention activities based on community needs. Safe Kids Coalitions conduct Child Passenger Safety training, assist caregivers in proper installation and distribute car seats and booster seats. They also distribute bike helmets, smoke alarms, carbon monoxide detectors, gunlocks and personal floatation devices at health and safety events, back-to-school fairs and to communities.

Website: <http://health.mo.gov/living/families/injuries/safekids.php>

Telephone: (573) 522-2820 or toll-free (866) 726-9926

### **ADOLESCENT HEALTH PROGRAM**

The Adolescent Health Program addresses various issues of 10- to 24-year-olds. The program provides consultation, education, training and resources for health professionals, school personnel, parents, adolescent and state and community organizations, to improve the health of adolescents. Program staff consults across department programs to strengthen capacity and expertise in addressing the health of adolescents and their families. The Council for Adolescent and School Health assists the department in identifying adolescent priorities and promoting strategies to reduce health risks to adolescents and



promotes healthy adolescent development.

Website: <http://health.mo.gov/living/families/adolescenthealth/index.php>

Telephone: (573) 522-2820 or toll-free (866) 726-9926

### **SCHOOL HEALTH SERVICES PROGRAM**

The School Health Services Program provides overall guidance to school nurses, school administrator and the public regarding school nursing and school health issues. The state's school nurse consultant provides consultation and technical assistance regarding the role of nurses serving in school settings. The program collaborates with internal and external agencies to assure a public health approach to school health.

Website: <http://health.mo.gov/living/families/schoolhealth/index.php>

Telephone: (573) 522-2820 or toll-free (866) 726-9926

### **BUREAU OF SPECIAL HEALTH CARE NEEDS**

The Bureau of Special Health Care Needs (SHCN) coordinates programs and initiatives focused on developing, promoting and supporting community-based systems that enable the best possible health and greatest degree of independence for Missourians with special health care needs. SHCN accomplishes its mission in collaboration with families, health care providers and other community, state and national partners. Bureau programs and initiatives include the Children and Youth with Special Health Care Needs Program, the Family Partnership Initiative, the Healthy Children and Youth Program and the Medically Fragile Adult Waiver Program. In addition to these programs and initiatives, SHCN provides funding to Missouri Assistive Technology for the Kids Assistive Technology project, which improves access and reduces barriers for children and youth with special health care needs. SHCN maintains contracts with multiple local public health agencies to provide service coordination for the Children and Youth with Special Health Care Needs Program.

SHCN administers the Healthy Children and Youth Program and the Medically Fragile Adult Waiver Program through cooperative agreements with MO HealthNet.

Website: <http://health.mo.gov/living/families/shcn>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

### **CHILDREN AND YOUTH WITH SPECIAL HEALTH CARE NEEDS PROGRAM**

The Children and Youth with Special Health Care Needs (CYSHCN) Program provides assistance statewide for individuals from birth to age 21 who have or are at increased risk for a disease 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. As payer of last resort, the CYSHCN Program provides limited funding for medically necessary diagnostic and treatment services for individuals whose families also meet financial eligibility guidelines.

Website: <http://health.mo.gov/living/families/shcn/cyshcn.php>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

### **FAMILY PARTNERSHIP INITIATIVE**

The Family Partnership Initiative provides resource information and peer support to families of children and youth with special health care needs. Families are also given the opportunity to network with each other through various settings, including regional and statewide meetings. The Family Partnership includes individuals with special health care needs as well as parents, legal guardians or siblings. Special Health Care Needs (SHCN) utilizes information from the Family Partnership to enhance the relationship among SHCN and the individuals and families it serves.

Website: <http://health.mo.gov/familypartnership>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

### **HEALTHY CHILDREN AND YOUTH PROGRAM**

The Healthy Children and Youth (HCY) Program provides service coordination and authorization for medically necessary services for MO HealthNet recipients with special health care needs from birth to age 21. Service coordination includes assessment through home visits and links to services and resources that enable individuals to remain safely in their homes with their families. Authorized services may include in-home personal care, in-home nursing care and skilled nursing visits.

Website: <http://health.mo.gov/living/families/shcn/hcy.php>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

### **MEDICALLY FRAGILE ADULT WAIVER PROGRAM**

The Medically Fragile Adult Waiver (MFAW) Program provides service coordination and authorization for medically necessary services to MO HealthNet recipients with serious and complex medical needs who have reached the age of 21 and are no longer eligible to receive services through the Healthy Children and Youth (HCY) Program. Individuals must require medical care equivalent to the level of care received in an intermediate care facility, not be enrolled in another waiver and have been eligible for private duty nursing through the HCY Program. Authorized services may include in-home personal care, in-home nursing care, skilled nursing visits and specialized medical supplies.

Website: <http://health.mo.gov/living/families/shcn/pdw.php>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

### **BRAIN INJURY UNIT**

The Brain Injury Program is responsible for the Adult Brain Injury (ABI) Program Federal Traumatic Brain Injury Partnership Grant and the Missouri Brain Injury Advisory Council (MBIAC). The Brain Injury Unit supports efforts for improving independent living, community participation and employment of individuals age 21 to 65 who have sustained a Traumatic Brain Injury. The ABI Program has seven service coordination contracts that have been awarded to contracted providers statewide. Within the contracts, 11 service coordinators provide service coordination to all participants in the ABI Program.

Website: <http://health.mo.gov/living/families/shcn/ahi.php> and  
<http://health.mo.gov/living/healthcondiseases/tbi/index.php>  
Telephone: (573) 751-6246 or toll-free (800) 451-0669

### **ADULT BRAIN INJURY (ABI) PROGRAM**

The Adult Brain Injury (ABI) Program assists Missouri residents age 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 rehabilitative services to help achieve identified goals. Rehabilitation services include counseling, vocational training, employment supports and home- and community-based support training.

Website: <http://health.mo.gov/living/families/shcn/ahi.php> and  
<http://health.mo.gov/living/healthcondiseases/tbi/index.php>  
Telephone: (573) 751-6246 or toll-free (800) 451-0669

### **FEDERAL TRAUMATIC BRAIN INJURY IMPLEMENTATION PARTNERSHIP GRANT**

Missouri has received the Federal Traumatic Brain Injury Implementation Partnership Grant as a result of passage of the Traumatic Brain Injury Act of 1996 (PL 104-166). The act authorized the Health Resources and Services Administration to award grants to states for the purpose of planning and implementing needed health and related service-systems changes. The grant transferred from the Health Resources and Services Administration (HRSA) to the Administration for Community Living (ACL) effective October 1, 2015. The overall goal of this grant is to *“improve and sustain access to comprehensive, multidisciplinary, coordinated and easily accessible services and supports for children, youth and adults at the highest risk for Traumatic Brain Injury (TBI) in Missouri.”* The high risk groups specifically targeted by this grant include infants and children up to age 5; youth ages 6 through 19 who have experienced sports-related concussion; military service members, veterans and their families; and incarcerated individuals. The grant is structured to achieve integration of services for these target populations at the individual, community and systems levels. As such, grant objectives and activities will support the following broad outcomes for each group focused on improved TBI screening, information and referral services, professional training and resource facilitation, resulting in better outcomes for the populations served.

Website: <http://health.mo.gov/living/families/shcn/ahi.php> and  
<http://health.mo.gov/living/healthcondiseases/tbi/index.php>  
Telephone: (573) 751-6246 or toll-free (800) 451-0669

### **MISSOURI BRAIN INJURY ADVISORY COUNCIL**

RSMo 192.745 establishes the Missouri Brain Injury Advisory Council (MBIAC) in the Department of Health and Senior Services. The Adult Brain Injury (ABI) Unit is responsible for providing staff support to the MBIAC. MBIAC is charged with the responsibility of developing, recommending and coordinating policies to prevent Traumatic Brain Injury (TBI) and to restore independent and productive lifestyles after TBI. The Brain Injury Unit prepares and presents quarterly reports to the MBIAC.

Website: <http://health.mo.gov/living/families/shcn/ahi.php> and

<http://health.mo.gov/living/healthcondiseases/tbi/index.php>

Telephone: (573) 751-6246 or toll-free (800) 451-0669

## **SECTION FOR HEALTHY FAMILIES AND YOUTH (HFY)**

The Section for Healthy Families and Youth (HFY) directs programs designed to improve maternal and child health for all Missourians and supports the needs of high-risk families. The section provides leadership for the assessment and development of plans and policies and the implementation of evidence-based approaches to improve maternal and child health. Programs and initiatives are implemented through the bureaus of Community Food and Nutrition Assistance (CFNA), WIC and Nutrition Services and Genetics and Healthy Childhood (GHC). Section administration maintains responsibility for the Early Childhood Comprehensive Systems (ECCS). The purpose of ECCS is to build and implement a statewide early childhood comprehensive system that supports families and communities in their development of children who are healthy and ready to learn upon entering school. ECCS activities include local infrastructure development, family leadership activities and a partnership with the Coordinating Board for Early Childhood to inform the board about policymaking activities.

The section also participates in the Collaborative Improvement and Innovative Network (CoIIN) to reduce infant mortality, a program sponsored by the U.S. Department of Health and Human Services. The purpose of the CoIIN is to bring together resources and stakeholders throughout the state to share innovative ideas and information in an effort to reduce and prevent infant mortality. The Section also conducts Pregnancy Associated Mortality Reviews (PAMR). The purpose of the PAMR is to examine the medical and non-medical circumstances of women's deaths that occur during pregnancy or up to one year of pregnancy termination and to identify gaps in services and systems that should be improved to prevent future deaths. The PAMR can also identify strengths in the system of care that should be supported or expanded.

Telephone: (573) 751-6253

## **BUREAU OF COMMUNITY FOOD AND NUTRITION ASSISTANCE**

Community Food and Nutrition Assistance administers programs that provide supplemental nutrition assistance to vulnerable populations. These programs are intended to improve health status, contribute to optimum growth and development and decrease the risk of chronic diseases later in life. The assistance includes meal subsidies to eligible organizations that feed infants, children and youth and the distribution of food packages to low-income elderly persons.

Telephone: (573) 751-6269 or toll-free (800) 733-6251

## **CHILD AND ADULT CARE FOOD PROGRAM**

The Child and Adult Care Food Program (CACFP) provides reimbursement for nutritious meals and snacks served to eligible participants in child care centers; family child care homes; homeless and emergency shelters; before- and after-school programs; and adult day care centers. The program goal is to see that well-balanced meals are served and that good eating habits are taught in child and adult care settings. The CACFP also helps improve the quality of care provided in eligible facilities and helps keep the cost of care affordable for families. The program serves children younger than age 13; children of migrant workers age 15 and younger; children enrolled in at-risk after school programs age 18 and younger, physically or

mentally handicapped persons receiving care in a center where most children are 18 years and younger; and adults who are functionally impaired or older than 60. Program staff provide training and technical assistance on nutrition, food-service operations, program management and record keeping.

Telephone: (573) 751-6269 or toll-free (800) 733-6251

### **SUMMER FOOD SERVICE PROGRAM**

The Summer Food Service Program (SFSP) helps assure that eligible populations have access to nutritious meals during the summer months when school is not in session. It provides reimbursement to community agencies that offer meals to meet the program's nutritional requirements. Eligible participants include children 0 to 18 years old who live in areas where the majority of children qualify for free or reduced price school lunches during the school year. Eligible adults older than 18 who have been determined by a state educational agency to have a disability and who participate in a school-based program for the disabled during the school year, are also able to participate in the program. There are contracts with schools and other community-based organizations to sponsor the local programs and provide meals that must meet established guidelines. In this manner, the program increases the nutrient intake of program participants, thereby reducing participants' risk for health problems and enhancing their learning capacities. The SFSP also improves the quality of summer programs in economic-need areas.

Telephone: (573) 751-6269 or toll-free (888) 435-1464

### **COMMODITY SUPPLEMENTAL FOOD PROGRAM**

The Commodity Supplemental Food Program (CSFP) works to improve the health of people 60 or older by supplementing their diets with nutritious U.S. Department of Agriculture commodity foods. Eligible persons must have income at or below 130 percent of the federal poverty guidelines and reside in Missouri. The program also provides health referral services and nutrition education to eligible individuals.

Telephone: (573) 751-6269

### **EAT SMART**

The *Eat Smart Guidelines* challenge child care facilities to improve their meal service by following recommended standards that are above the minimum requirements required of all licensed child care facilities. The *Guidelines* recommend menu improvements, including more whole grains, more fruits and vegetables, less processed foods, lower fat milk and fewer sweets. The *Guidelines* also include environmental factors that relate to nutrition habits and meal service. When a child care facility meets all the *Guidelines* at either the intermediate or advanced level, it can apply to be recognized as an "Eat Smart Child Care."

Telephone: (573) 751-6269 or toll-free (800)733-6251

### **MOVE SMART**

The Missouri MOVE Smart Child Care Program provides a set of physical activity standards for child care facilities to follow that will help children reach their full potential in physical growth and health. The

program provides training for Missouri child care facilities to become M<sup>O</sup>ve Smart Child Care Centers, provides a structured program to evaluate the center's physical activity environment and equips centers with tools to address the physical activity side of healthful habits for its children.

Telephone: (573) 751-6269 or toll-free (800) 733-6251

## **BUREAU OF WIC AND NUTRITION SERVICES**

The Bureau of WIC and Nutrition Services focuses on educating participants about the health benefits of breastfeeding and providing nutrition education to WIC participants that result in positive health outcomes. Bureau programs focus on assuring that Missourians found to be "nutritionally at-risk" receive a nutritious food prescription that meets federal guidelines and are available through local grocery vendors.

Telephone: (573) 751-6204 or WIC toll-free (800) 392-8209

## **SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS AND CHILDREN (WIC)**

The WIC Program prescribes and pays for nutritious foods to supplement the diets of pregnant women, breastfeeding and non-breastfeeding postpartum women, infants and children up to their fifth birthday who are found to be at nutritional risk and who meet state income guidelines (185 percent of federal poverty guidelines or eligible for MO Health Net [Medicaid], TANF or the Supplemental Nutrition Assistance Program [SNAP-Food Stamps] and are Missouri residents). Program participants are reassessed periodically to determine eligibility status. These services are provided at the local level through contracts with county and city health departments, federally qualified health centers, community action agencies, hospitals and faith-based facilities. WIC has agreements with retail grocers and pharmacies, where participants purchase the prescribed supplemental foods. The WIC Program provides nutrition education to participants that will make a positive change in their eating patterns and improve their health status. It also provides breastfeeding counseling and support to pregnant women and new mothers. In addition, local WIC staff conducts immunization screenings and referrals to assure children are immunized appropriately according to their age and provides appropriate referrals to address a WIC participant's need. The WIC Program Nutrition Training Institute provides relevant nutrition-related training through seminars and workshops, via satellite, audio and videoconferences. The WIC Program also includes the Breastfeeding Peer Counseling Program.

Telephone: (573) 751- 6204 or WIC toll-free (800) 392-8209

## **BREASTFEEDING PEER COUNSELING PROGRAM**

The Breastfeeding Peer Counseling Program enables local WIC providers to build upon and expand breastfeeding promotion and support activities in their communities by providing support, encouragement and technical assistance to pregnant and breastfeeding women. Trained paraprofessional-breastfeeding-peer counselors work with WIC mothers who are breastfeeding to successfully address barriers to breastfeeding.

Telephone: (573) 751- 6204 or WIC toll-free (800) 392-8209

### **BREASTFEEDING PROGRAM**

The purpose of the Breastfeeding Program is to improve the health of infants and their mothers by promoting exclusive breastfeeding for the first six months of a baby’s life. The program also promotes continuing breastfeeding after solid food is introduced to a baby and until the child is a year or older. In addition, this program provides technical assistance, training and educational materials to health care providers, employers, child care providers and the public regarding breastfeeding through several initiatives including the Missouri “Show-Me 5” Hospital Initiative and the Breastfeeding Friendly Worksite and Child Care Programs. The Missouri “Show-Me 5” Hospital Initiative encourages hospitals to implement evidence-based maternity care practices that are shown to increase breastfeeding initiation and duration. The Breastfeeding Friendly Worksite Program not only educates employers on the value of providing lactation support, but recognizes businesses that support their breastfeeding employees. The Breastfeeding Friendly Child Care Program is another effort to assist breastfeeding women in the workforce by assisting child care facilities to support breastfeeding families.

Website: <http://health.mo.gov/living/families/babies/breastfeeding/index.php>  
Telephone: (573) 751-6204 or WIC toll free (800) 392-8209

### **BUREAU OF GENETICS AND HEALTHY CHILDHOOD (GHC)**

The Bureau of Genetics and Healthy Childhood promotes and protects the health and safety of individuals and families based on their unique conditions, needs and situations, utilizing multiple programs within the bureau. The bureau achieves this by implementing prevention and intervention strategies to optimize 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.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **ADULT CYSTIC FIBROSIS TREATMENT PROGRAM**

The Adult Cystic Fibrosis Treatment Program provides assistance to individuals age 21 or older who have been diagnosed with cystic fibrosis. Applicants must meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services’ Poverty Income Guidelines.

The program provides financial assistance for the following services: outpatient and inpatient services, prescription medications, home medical equipment and emergency care. Service coordination is available for those who are not financially eligible for the program.

Website: <http://health.mo.gov/living/families/genetics/cysticfibrosis/index.php>  
Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **ADULT HEMOPHILIA TREATMENT PROGRAM**

The Adult Hemophilia Treatment Program provides assistance to individuals age 21 or older who have been diagnosed with Hemophilia or Von Willebrand disease. Applicants must meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines.

The program provides financial assistance for the following services: outpatient and inpatient services, prescription medications, blood factor products, emergency care and home medical equipment. Service coordination is available to those who are not financially eligible for the program.

Website: <http://health.mo.gov/living/families/genetics/hemophilia/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **ADULT SICKLE CELL DISEASE TREATMENT PROGRAM**

The Adult Sickle Cell Disease Treatment Program provides assistance to individuals age 21 or older who have been diagnosed with sickle cell disease. Applicants must meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guideline.

The program provides financial assistance for the following services: outpatient services, emergency care, home medical equipment and prescription medications. Service coordination is available to those who are not financially eligible for the program.

Website: <http://health.mo.gov/living/families/genetics/sicklecell/pdf/SickleCellFacts.pdf>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **GENETIC SERVICES PROGRAM**

The Genetic Services Program, through contracts with Genetic Tertiary Centers, provides support services 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.

Website: <http://health.mo.gov/living/families/genetics/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **MATERNAL, INFANT AND EARLY CHILDHOOD HOME VISITING GRANT PROGRAM**

The Maternal, Infant and Early Childhood Home Visiting (MIECHV) Program was established to deliver expanded high quality, evidenced-based, voluntary early childhood home visitation services for pregnant women and children up to kindergarten entry, to ensure that more children have the opportunity to grow up healthy, safe, ready to learn and able to become productive members of society. The goals of the MIECHV grant program are to collect, report and evaluate (through continuous quality improvement activities) data which will reveal quantifiable, measureable improvement in legislatively mandated benchmark areas described as: improvements in maternal and newborn health; reduction of child injuries, child abuse, neglect or maltreatment and reduction of emergency department visits; improvements in



school readiness and achievement; reduction of domestic violence; improvements in family economic self-sufficiency; and improvements in coordination and referrals for other community resources and supports for families. The governor has appointed the Missouri Department of Health and Senior Services as the lead agency to implement this program.

Three evidence-based home visiting programs are currently implemented in five communities: Nurse Family Partnership (NFP), in Pemiscot and Dunklin Counties, Parents as Teachers (PAT), in Dunklin County; and Early Head Start Home-Based Option (EHS), in the counties of Pemiscot, Dunklin, Butler and Ripley.

Website: <http://health.mo.gov/living/families/homevisiting/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **BUILDING BLOCKS OF MISSOURI PROGRAM**

The Building Blocks Program is a prenatal and early childhood nurse-home visiting program based on the David Olds' Model (Nurse-Family Partnership®). This model was first implemented in a scientifically controlled study in Elmira, N.Y., more than 35 years ago and later replicated in Memphis, Tenn. and Denver, Colo. Applicants must meet the financial eligibility guidelines that are at or below 185% of the U.S. Department of Health and Human Services' Poverty Income Guidelines and be first-time mothers who enter the program prior to the 28th week of pregnancy. Nurse-home visitors work with the women and their families in their homes during pregnancy and the first two years of the child's life to accomplish three goals. These goals are to improve:

- Pregnancy outcomes by helping women engage in good preventive health practices, including obtaining prenatal care from their health care providers, improving their diets and reducing their use of cigarettes, alcohol and illegal substances.
- Child health and development by helping parents provide more responsible and competent care for their children.
- Families' economic self-sufficiency by helping parents develop a vision for their own future, plan future pregnancies, continue their education and find work.

The program is currently implemented in eight southeast Missouri counties, St. Louis County and St. Louis City and seven counties in the Kansas City area.

Website: <http://health.mo.gov/living/families/homevisiting/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **HEALTHY FAMILIES MISSOURI HOME VISITING**

The Healthy Families Missouri Home Visiting (HFMoHV) Program is based on Healthy Families America® (HFA), a nationally recognized, evidence-based home visiting model designed to work with overburdened families who may have histories of trauma, intimate partner violence and mental health and/or substance abuse issues. HFMoHV services begin prenatally or right after the birth of a baby and are offered voluntarily, intensively and over the long-term (3 to 5 years after the birth of a baby). HFMoHV utilizes nurses, social workers or experienced early childhood paraprofessionals to provide frequent and intensive home visiting services. The goals of this program are:

- To build and sustain community partnerships to systematically engage overburdened families in home visiting services prenatally or at birth;
- To cultivate and strengthen nurturing parent-child relationships;
- To promote healthy childhood growth and development; and,
- To enhance family functioning by reducing risk and building protective factors.

The program is currently implemented in the following geographic areas: Boone County, Clay County, Greene County, Jackson County, Maries County, Phelps County, Randolph County, St. Louis County and St. Louis City.

Website: <http://health.mo.gov/living/families/homevisiting/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **METABOLIC FORMULA PROGRAM**

The Metabolic Formula Program provides assistance to individuals who have one of the diseases listed below. If individuals are not financially eligible for the program, service coordination is available. Program services include assistance for the purchase of metabolic formula from DHSS-contracted providers and an annual examination at one of the metabolic treatment centers. Medical eligibility for the Metabolic Formula Program is documented with a written medical diagnosis of one of the following conditions: phenylketonuria (PKU), maple syrup urine disease (MSUD), glutaric acidemia, homocystinuria; methylmalonic acidemia, citrullinemia, argininosuccinic acidemia, isovaleric acidemia, 3-hydroxy-3-methylglutaryl CoA-lyase deficiency (HMG), 3-methylcrotony CoA carboxylase deficiency (3MCC), propionic acidemia, long-chain hydroxyacyl-CoA dehydrogenase deficiency (LCHAD), very long-chain acyl-CoA dehydrogenase deficiency (VLCAD), ornithine transcarbamylase deficiency (OTC) and tyrosinemia (type I, II and III).

Website: <http://health.mo.gov/living/families/genetics/metabolicformula/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **NEWBORN HEALTH PROGRAM**

The 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 and interconception care; early entry into prenatal care; use of folic acid to prevent birth defects; avoidance of smoking, alcohol and other drugs; breastfeeding; placing babies on their backs to sleep; and other healthy behaviors. The program targets all women of childbearing age, infants and children.

Website: <http://health.mo.gov/living/families/genetics/newbornhealth/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **NEWBORN BLOOD SPOT SCREENING PROGRAM**

The Newborn Blood Spot Program provides early identification and follow-up of biotinidase deficiency, galactosemia, congenital hypothyroidism, congenital adrenal hyperplasia, cystic fibrosis, hemoglobinopathies, organic acid disorders, fatty acid oxidation disorders, amino acid disorders, severe

combined immunodeficiency and five lysosomal storage disorders, including Krabbe disease, Pompe disease, Fabry disease, Hurler Syndrome and Gaucher disease. Newborn screening can suggest the presence of disease in affected but asymptomatic infants. Program staff ensures that either a repeat newborn screen or a confirmatory test has been done. In addition, infants found to be positive are referred into a system of health care.

Website: <http://health.mo.gov/living/families/genetics/newbornscreening/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **NEWBORN HEARING SCREENING PROGRAM**

Since 2002, Missouri law requires all hospitals and birthing centers to screen babies for hearing loss prior to discharge. The Newborn Hearing Screening Program seeks to ensure all babies born in Missouri receive timely and appropriate screening, diagnosis and intervention for hearing loss. The Newborn Hearing Screening Program works to:

- Maintain a tracking and surveillance system that involves the collection and analysis of data gathered from Missouri hospitals, audiologists and the Missouri Department of Elementary and Secondary Education.
- Ensure all families of Missouri newborns receive notification of screening results that require further follow-up.
- Refer families of Missouri newborns diagnosed with a permanent hearing loss to Missouri's early intervention program under Part C of the Individuals with Disabilities Education Act (IDEA), First Steps.
- Provide technical assistance to birthing facilities.
- Provide education about newborn hearing screening, diagnosis and intervention to families and health care providers.

Website: <http://health.mo.gov/living/families/genetics/newbornhearing/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **SAFE-CARE (SEXUAL ASSAULT FORENSIC EXAMINATION-CHILD ABUSE RESOURCE AND EDUCATION) NETWORK**

The SAFE-CARE Network provides training to physicians, nurse practitioners and physician assistants in the medical evaluation of alleged victims of child sexual abuse, physical abuse and neglect. Child abuse medical resource centers collaborate with SAFE-CARE Network providers to improve the medical response to child maltreatment in a multidisciplinary context.

Website: <http://health.mo.gov/living/families/injuries/safecare/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **SAFE CRIBS FOR MISSOURI PROGRAM**

The Safe Cribs for Missouri program provides portable cribs and safe sleep education to low-income families who have no other resources for obtaining a safe crib. The program is implemented through Local Public Health Agencies.

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **SICKLE CELL ANEMIA PROGRAM**

The Sickle Cell Anemia Program, through contracts with hemoglobinopathy centers, promotes and provides screening, testing, referral, education, counseling and follow-up services for Missouri citizens at risk for sickle cell conditions. Information about sickle cell disease and sickle cell trait is directed at the general public, health professionals and targeted populations.

Website: <http://health.mo.gov/living/families/genetics/sicklecell/index.php>

Telephone: (573) 751-6266 or toll-free (800) 877-6246

### **TEL-LINK PROGRAM**

TEL-LINK is the Missouri Department of Health and Senior Services' confidential, toll-free telephone line (800-835-5465) for maternal and child health care. The purpose of TEL-LINK is to provide over-the-telephone information and referrals to Missouri residents concerning a wide range of health services. Callers are given referrals and then are transferred immediately to the appropriate community service.

Website: <http://health.mo.gov/living/families/tellink/index.php>

Telephone: (800) 835-5465

### **SECTION FOR DISEASE PREVENTION**

The Section for Disease Prevention is the principal section involved in the investigation of the cause, origin and method of transmission of communicable (or infectious) diseases. The section has specific responsibilities related to tuberculosis, sexually transmitted diseases, HIV/AIDS, other reportable communicable diseases, food and water-borne illnesses, zoonoses (diseases that humans contract from animals), emerging infections, such as multi-drug resistant tuberculosis, cryptosporidiosis and all types of influenza. The section also operates and maintains early disease outbreak and surveillance systems, data gathering and analysis systems and other emergency response functions. Robust, comprehensive awareness, education and prevention programs help to reduce the impact of infection and the spread of disease. The primary units are the bureaus of Communicable Disease Control and Prevention; HIV, STD and Hepatitis; Immunizations; Reportable Disease Informatics; and the Office of Veterinary Public Health.

The section is integral to the Department of Health and Senior Services' emergency responses to public health emergencies and natural disasters. The section assures rapid detection through a comprehensive surveillance system operated by public health staff prepared through expertise and training to detect diseases or conditions that may indicate an emergency or a bioterrorism event.

Telephone: (573) 526-4780; toll-free (866) 628-9891

Disease reporting toll-free number: (800) 392-0272

### **BUREAU OF COMMUNICABLE DISEASE CONTROL AND PREVENTION**

The Bureau of Communicable Disease Control and Prevention provides comprehensive prevention, intervention and surveillance programs related to over 90 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.

This bureau:

- Conducts epidemiological studies to investigate the cause, origin and method of transmission of communicable diseases in order to identify and implement appropriate disease control and preventive measures, such as contact identification, testing, treatment and source identification.
- Consults with local public health agencies, government at all levels, community organizations, hospitals, health care providers, private businesses, the media and others regarding diagnosis and control measures for reportable communicable diseases and providing public health education as requested.
- Provides training and technical assistance/consultation to local health officials on disease investigations, control activities and analysis/interpretation of data to prevent communicable diseases in their communities and rapidly responding to outbreaks.
- Provides community planning and rapid epidemiologic response for emergencies, such as bioterrorism and pandemic influenza and natural disasters, such as flooding, tornados and earthquakes.
- Acts as a liaison with other agencies, such as the Missouri Department of Agriculture, to maintain current knowledge of diseases occurring in animal populations that may affect humans.
- Provides the treatment and case management of tuberculosis (TB) disease or infection, as well as tuberculin skin testing materials for use in extended contact investigations and assisting local public health agencies with TB case-management efforts.
- Provides assistance to local health officials in the screening and treatment of public health conditions in newly arriving refugees.
- Collaborates with other programs within the Missouri Department of Health and Senior Services, other state and federal agencies and community-based organizations in emergency event planning and response.

Telephone: (573) 751-6113

## **BUREAU OF HIV, STD AND HEPATITIS**

The Bureau of HIV, STD and Hepatitis (BHSH) is focused on the prevention, education and treatment of HIV, sexually transmitted infections (STI) and hepatitis B and C. Reportable conditions (Chlamydia, gonorrhea, syphilis, HIV, hepatitis B and C) are the primary focus of BHSH's comprehensive efforts to increase knowledge, testing and treatment access in order to reduce transmission. Case management services, focused on engaging those infected with HIV and hepatitis B in appropriate medical care, are also available.

Bureau services include:

- Technical assistance for local health agencies, physicians, other clinicians and stakeholders regarding the diagnosis, treatment and prevention of HIV, certain STIs and hepatitis B and C.
- Direct HIV and STI intervention services through disease investigation and education of those infected or at risk for infection.
- HIV prevention counseling, testing and referral to health care services.

- Facilitation of community-focused prevention and intervention efforts through the Missouri Comprehensive Prevention Planning Group.
- Administration of the statewide HIV Medical Case Management and HIV Care Programs in coordination with local, state and federal partners to ensure access to comprehensive health care and supportive services for individuals living with HIV.
- Administration of the AIDS Drug Assistance Program (ADAP), Ryan White Part B, Housing Opportunities for People with AIDS (HOPWA) and MO HealthNet AIDS Waiver programs for eligible low-income Missourians living with HIV, who have insufficient access to health care and supportive services.
- Outreach planning, targeting and facilitation of HIV, STI and hepatitis screening and awareness campaigns and events.
- Administration of the statewide Perinatal Hepatitis B case management program in collaboration with local public health agencies to reduce the risk of transmission from pregnant mothers to their infant(s). Services include the identification and monitoring of HBV positive pregnant women to ensure appropriate follow-up, vaccination and immunity testing.

Telephone: (573) 751-6439

## **BUREAU OF IMMUNIZATIONS**

The Immunization Program focuses on reducing vaccine-preventable diseases by providing the Vaccines for Children Program to children and adolescents who cannot pay for immunizations; educating health care professionals, medical providers and the public on the importance of vaccinations; and ensuring that children who are in child care and schools are adequately immunized against diseases that are harmful and sometimes deadly. The bureau operates through federal grant funding received by the Centers for Disease Control and Prevention.

The Immunization Program also provides education and immunization-record assessments for health care providers to increase coverage rates; maintains a central immunization registry called ShowMeVax; forecasts need; and gives technical assistance to providers and the general public regarding recommendations, vaccine safety, schedules and other general immunization information.

The Bureau of Immunizations focuses on preventing and controlling vaccine-preventable disease outbreaks through the Vaccines for Children Program and the Section for 317-Funded Vaccines. The program is an integral participant in pandemic influenza planning, vaccine distribution, provider education, communication, data management and reporting.

Telephone: (573) 751-6124

Vaccines for Children Program: (800) 219-3224

## **BUREAU OF REPORTABLE DISEASE INFORMATICS**

The Bureau of Reportable Disease Informatics (BRDI) focuses on data collection, management, reporting and analysis related to reportable communicable (or infectious) diseases, sexually transmitted infections (STI) and zoonotic diseases. BRDI maintains a statewide surveillance system (WebSurv) and performs analysis of morbidity to identify geographic and demographic trends and risk factors. In addition to WebSurv, BRDI manages the Missouri Electronic Surveillance System for Early Notification of Community-

Based Epidemics (ESSENCE), which is a statewide syndromic surveillance system that looks at chief complaints from hospital emergency department visits and over-the-counter drug sales.

This bureau:

- Identifies communicable disease surveillance data needs, designs data collection processes/systems, develops and maintains data systems and datasets, analyzes and interprets data at regular intervals to track trends and provides regular reports on these analyses to support targeted interventions.
- Identifies opportunities for data quality improvement and areas to coordinate and integrate informatics-related services to provide more reliable, effective and efficient services.
- Supports program performance, operations, grants management and policy and procedure development by providing data-driven health information to department leadership.
- Monitors ESSENCE to detect diseases/conditions that may indicate an emergency/ bioterrorism event during the early stages of an event, which may be critical to the coordination of an appropriate response or intervention, thereby minimizing the impact to public health.
- Provides data and statistics as requested by researchers, public health professionals, legislators, media, educators and the public in accordance with statutes, regulations and policies regarding data confidentiality and use.

Telephone: (573) 526-5271

## **OFFICE OF VETERINARY PUBLIC HEALTH**

The Office of Veterinary Public Health (OVPH) conducts activities related to the prevention and control of zoonotic diseases that may be transmitted from animals native to Missouri, from animals introduced into the state through normal trade and commerce, or by an act of bioterrorism.

This office:

- 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, that focus on consultations with medical providers to assess patient-risk factors, education of the public, vaccination of animals and other preventive measures.
- Coordinates with the private veterinary community, professional/educational institutions and various local, state and federal agencies to plan for and mitigate the results of natural and man-made contingencies that could result in transmission of animal-related diseases to people.
- Coordinates seasonal surveys conducted by local public health agencies and other organizations to determine the geographic distribution of mosquito populations and prevalence of mosquito-borne pathogens to help protect Missourians against mosquito-borne agents such as Zika virus and West Nile virus.
- Monitors the world-wide occurrence of vector-borne disease agents that could be used in a bioterrorism attack and or introduced accidentally into North America and assisting the department in developing response plans to address these situations.
- Provides technical consultation to district staff and local public health agencies regarding the epidemiologic investigation of zoonotic, tick- and mosquito-borne diseases in Missouri and monitoring the incidence and trends of these diseases.

- 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.
- Promotes evidence-based guidelines to health care providers on the diagnosis and management of tick- and mosquito-borne diseases.

Telephone: (573) 526-4780

## **SECTION FOR ENVIRONMENTAL PUBLIC HEALTH**

The Section for Environmental Public Health is an integral part of public health safety for Missouri citizens. It provides emergency response to public health emergencies and natural disasters, including biological, chemical and radiological terrorism. The section assures rapid detection through a comprehensive surveillance system operated by public health staff that is prepared, through expertise and training, to detect conditions that may indicate an emergency/ bioterrorism event. Rapid response is assured through emergency response planning by public health staff members, who are deployed strategically to respond to a possible emergency/ bioterrorism event. The section is also responsible for oversight in food safety, regulating residential onsite wastewater systems and registering their professionals and licensing commercial lodging establishments, among other things. The section monitors, provides education and responds to environmentally related health hazards, such as elevated blood-lead levels, hazardous substance exposure, food recalls, foodborne outbreaks, as related to FDA recalls and other emergencies.

Telephone: (573) 751-6141

## **BUREAU OF ENVIRONMENTAL HEALTH SERVICES**

The mission of the Bureau of Environmental Health Services is to protect the health of all Missourians and visitors to the state by ensuring healthy environments. Five unique environmental sanitation programs contribute to this goal—the Food Safety Program; the Environmental Child Care Program; the Lodging Program; and the On-site Sewage Program.

This bureau:

- Provides technical assistance, training and support to local public health agencies on a variety of environmental public health issues.
- Assures that routine retail food establishments such as restaurants, school food services, temporary food events, grocery stores, convenience food stores, bakeries, etc. are thoroughly and accurately inspected.
- Inspects food manufacturing/processing plants.
- Develops a contract to assure that summer food service sites for children are thoroughly and accurately inspected.
- Provides public health response to any emergencies affecting food, including food recalls.
- Issues licenses for frozen dessert machines based on inspections conducted by local health agencies.
- Conducts initial licensing inspections of proposed child care providers.
- Reviews blue prints to determine compliance with child care sanitation guidelines.
- Provides training to licensed child care providers.



- Provides an environmental response to any emergencies that affect licensed child care facilities, food manufacturing, food establishments, private water supplies and lodging facilities.
- Provides Lead Risk Assessments for licensed and proposed child care facilities.
- Provides consultation on recreational water supplies, including swimming pools.
- Issues licenses to those commercial lodging establishments that comply with the lodging rule.
- Conducts initial licensing inspections for lodging establishments.
- Permits and inspects new construction and repairs of On-site Wastewater Treatment System (OWTS) facilities in compliance with state standards in 31 counties.
- Provides technical and financial assistance to county and municipal agencies that permit new construction and repairs of OWTS facilities under local on-site sewage ordinances.
- Provides training courses for OWTS installers, advanced installers, inspectors/evaluators and local regulatory agency staff.
- Administers examinations for the on-site soil evaluators.
- Provides lists of on-site wastewater registered and licensed individuals to the public.
- Reviews new/innovative OWTS technology for compliance with standards and for effectiveness in protecting health and environment.

Telephone: (573) 751-6095

## **BUREAU OF ENVIRONMENTAL EPIDEMIOLOGY**

The Bureau of Environmental Epidemiology is involved in the investigation and prevention of illnesses and medical conditions related to the environment. The bureau's efforts focus on illnesses and medical conditions associated with exposure to chemical, bacteriological and physical agents in our environment and in water we consume.

This office:

- Conducts epidemiological studies, identifies environmental health surveillance data needs, designs data collection processes/systems, develops and maintains data systems and datasets, analyzes and interprets environmental health data at regular intervals to track trends and provides regular reports on these analyses.
- Prepares and disseminates seasonal heat and cold advisories.
- Prepares an annual fish-consumption advisory and other specific advisories, in conjunction with the Missouri Department of Natural Resources and the Missouri Department of Conservation, as well as preparing appropriate health education and outreach materials.
- Performs and evaluates health and quantitative risk assessments of hazardous waste sites, Brownfields sites and various work environments.
- Provides private drinking water well sampling for environmental contaminants with analysis by the State Public Health Laboratory or another laboratory, interprets the results, makes health-protective recommendations to private well owners and recommends and facilitates this service at the county level when possible.
- Coordinates public health responses to Missouri's numerous mining, milling and smelting sites contaminated with lead and other heavy metals.
- Provides citizens and professionals with technical assistance/education on a variety of indoor environmental issues, such as indoor lead exposure, air quality, radon and contaminant exposures and how to make indoor environments safer and healthier.
- Provides radon testing for Missouri's public schools and child care facilities.

- Provides indoor environmental quality assessments for state-owned and leased facilities, state parks and public schools.
- Provides free radon test kits for Missouri residents, communicating information and providing mitigation referrals as needed.
- Maintains the Adult Blood Lead Epidemiology and Surveillance (ABLES) state-based surveillance program of laboratory-reported adult blood lead levels.
- Maintains the state Childhood and Adult Lead Poisoning Prevention Programs that provide testing, surveillance, risk assessment, case management and health education for families of children with elevated blood lead levels.
- Reviews applications and qualifications to determine compliance with lead licensing rules and issuing licenses in six categories, including lead abatement workers, lead abatement supervisors, lead inspectors, risk assessors, project designers and lead abatement contractors (firms). Administers exams for Lead abatement supervisors, lead inspectors and risk assessors.
- Conducts inspections of lead abatement worksites to determine compliance with licensure regulations and work practice standards/regulations. Investigating complaints concerning lead-bearing substance activities.
- Provides accrediting and auditing lead training providers for Missouri lead professionals and firms.
- Coordinates and performs radiological safety inspections of radioactive material shipments traversing the state.
- Coordinates and provides radiological emergency response training to the state's first responders.
- Coordinates and provides radiological emergency response services for radiological incidents statewide.
- Works in partnership with the Centers for Disease Control and Prevention, the Missouri Department of Natural Resources, other states' health and natural resource agencies and federal agencies and organizations on the continued development and maintenance of a national Environmental Public Health Tracking Network.
- Identifies chemical hazards and provides data to local public health agencies, including identifying certain sensitive sites that may be at risk from a release of a hazardous chemical from a fixed facility. Maps are provided that show where these hazards and the at-risk sites are located.

Telephone: (573) 751-6102

## **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, state 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, from the enumeration of the population at risk (e.g., birth and death records) to health-care related experiences of Missourians (e.g., health data abstracting, health-care infections reporting); the collection, analysis and interpretation of data (e.g., Behavioral Risk Factor Surveillance System (BRFSS); the Pregnancy Risk Assessment Monitoring System (PRAMS); the Missouri Cancer Registry (MCR); the dissemination of health statistics (e.g., Missouri Information for Community

Assessment (MICA)); and the distribution of downloadable public service announcements, brochures and other information.

Telephone: (573) 751-6218

## **OFFICE OF EPIDEMIOLOGY**

The 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.

Telephone: (573) 751-6218

Sub-units within the Office of Epidemiology include the following:

### **MATERNAL AND CHILD HEALTH (MCH) TEAM:**

This office:

- Manages the Pregnancy Risk Assessment Monitoring System (PRAMS), which collects state-specific, population-based data on maternal attitudes and experiences before, during and shortly after pregnancy.
- Manages the Missouri Child Health Assessment and Program Survey (MoCHAPS)—a survey aimed at gathering information on various indicators pertaining to the health and well-being of very young children in Missouri.
- Analyzes maternal, fetal, infant and child vital statistics to develop recommendations for program development, evaluation and community change.
- Monitors MCH state and national performance measures, health system capacity indicators and health outcome measures.
- Provides data/epidemiological support in the design and planning of statistical analysis, program evaluation, technical expertise and training for the Special Supplemental Nutrition Program for Women, Infants and Children (WIC). Provides support in identifying and then advising on epidemiological priorities, in collaboration with program staff conducting such activities and fosters active collaboration with other maternal child health programs and data units collecting data on WIC populations.
- Prepares/analyzes/presents/enters data for the annual Title V Block Grant Application, which includes national and state performance measures, national outcome measures, health status and health systems capacity indicators.
- Provides data and analytical and program evaluation support to maternal and child health programs.
- Disseminates Missouri-specific MCH data through website displays, reports, presentations and publications.

### **CHRONIC DISEASE AND NUTRITIONAL EPIDEMIOLOGY TEAM**

- Provides epidemiological leadership, expertise and consultation to chronic disease and nutrition programs and other customers to enhance the health and quality of life of Missourians.

- Monitors health status and behaviors through effective use of public health surveillance, which includes managing the Behavioral Risk Factor Surveillance System (BRFSS), Youth Tobacco Survey (YTS), Youth Risk Behavior Survey (YRBS), County-level Study (CLS) and Missouri Cancer Registry (MCR).
- Prepares and disseminates data through website displays, reports, fact sheets, strategic plans and journal articles.
- Assists chronic disease and nutrition programs in conducting needs assessments and in planning and evaluating programs and policies that promote healthy lifestyles and prevention of diseases and complications.
- Identifies and compiles evidence-based interventions for preventing and controlling chronic diseases and conditions.
- Monitors progress toward national health objectives related to chronic diseases, conditions and health behaviors.
- Translates scientific findings into public health practice.
- Conducts applied public health research.

### **BUREAU OF HEALTH CARE ANALYSIS AND DATA DISSEMINATION**

The Bureau of Health Care Analysis and Data Dissemination collects, produces, analyzes and disseminates data-driven health information to promote better understanding of health problems and needs in Missouri and spotlights improvements and progress in the general health status of Missourians. Data products 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.

This bureau:

- 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.
- Updates and maintains the Web-based data and statistical resources found in the Community Data Profiles and the Missouri Information for Community Assessment (MICA) data query application.
- Promotes the Community Data Profiles and MICA through exhibits at conferences, hands-on training classes, newsletters and webinars.
- Collects and analyzes Patient Abstract System (PAS) data from hospitals, emergency rooms and ambulatory surgical centers.
- Collects, analyzes and reports data related to health care-associated infections.
- Links Statewide Traffic Accident Records System (STARS) 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 analyzes data to determine groups at high risk for injuries.
- Prepares various categories of PAS data (hospitalizations, emergency room visits, inpatient/outpatient procedures, charges and length of stay), injury data and linked motor vehicle crash/PAS data for the Web-based Community Data Profiles and MICA.

- Publishes statistics on data reported by commercial-, Medicare- and MC+- managed-care plans regarding access to care, quality of care and member satisfaction.
- Provides data for reports, grants and other publications across the department.
- Provides presentations related to data and statistics to various internal and external groups.
- Provides data and statistics as requested by researchers, public health professionals, legislators, media, educators and the public in accordance with statutes, regulations and policies regarding data confidentiality and use.

Telephone: (573) 751-6272

### **BUREAU OF VITAL STATISTICS**

The Department of Health and Senior Services administers and maintains the only vital statistics system in the state. The Bureau of Vital Statistics works in cooperation with the Bureau of Vital Records to fulfill this statutory function.

This bureau:

- Maintains vital statistics and related health data systems as part of the data infrastructure for monitoring and evaluating the health status of Missourians.
- Provides data analysis and statistical support to health programs, local public health agencies and other public health partners.
- Publishes statistical reports on the health status of Missourians on a routine and an ad hoc basis.
- Disseminates vital statistics and related health information via the Web and other media.
- Provides data and statistics as requested by researchers, public health professionals, legislators, media, educators and the public, in accordance with statutes, regulations and policies regarding data confidentiality and use.

Telephone: (573) 751-6272

### **BUREAU OF VITAL RECORDS**

The Department of Health and Senior Services serves as the state repository for vital records, a statutory responsibility fulfilled by the Bureau of Vital Records.

This bureau:

- Maintains the central registry of births, deaths and reports of fetal deaths for the state of Missouri.
- Maintains reports of marriages and divorces for the state of Missouri.
- Maintains a Putative Father Registry.
- Prepares new certificates as instructed by court order or as a result of adoption or legitimation.
- Issues certified copies of births, deaths, reports of fetal deaths and statements relating to marriages and divorces.
- Corrects or amends vital records as authorized by state law.
- Conducts workshops and trainings for hospital personnel and local public health agencies to ensure the complete, accurate and timely registration of vital records.

- Conducts workshops and provides technical assistance to funeral directors, medical examiners/coroners and physicians to ensure that death records are properly completed, legible and promptly registered.
- Cooperates with the Bureau of Vital Statistics in providing vital statistics data to the public, researchers and national, state and local public health agencies, in accordance with state statutes and regulations.

Telephone: (573) 751-6387

## **DIVISION OF REGULATION AND LICENSURE**

### **BOARD OF NURSING HOME ADMINISTRATORS**

The Board of Nursing Home Administrators consists of 10 individuals appointed by the governor. The board is responsible for promulgating regulations that establish qualifications for licensure, testing standards and license renewal requirements of individuals who serve as administrators in a skilled, intermediate care, assisted living or residential care II facility. In addition, the board conducts hearings affording due process of law, upon charges calling for discipline of a licensee. State staff assigned to the board evaluates the applicant's qualifications for licensure; maintains and administers the state licensure exam; issues licenses; approves, issues and extends temporary emergency licenses; monitors continuing education programs; audits license renewal applications; renews the license of qualified licensees; maintains accurate records and minutes of all meetings of the full board or a committee thereof; and maintains a database of all persons holding an administrator's license.

Website: <http://www.health.mo.gov/bnha>

Telephone: (573) 751-3511

Email: [bnha@health.mo.gov](mailto:bnha@health.mo.gov)

### **FAMILY CARE SAFETY REGISTRY**

The Family Care Safety Registry was established by law to promote family and community safety by offering a means to obtain background screening information, maintained by various state agencies, from a single source. Families and employers may contact the registry using a toll-free call center, the Internet or by fax or mail to request background screening information on caregivers they are considering hiring to work with children, the elderly or disabled individuals.

Background information provided includes:

- Missouri criminal history and Sex Offender Registry information maintained by the Missouri State Highway Patrol.
- Employee Disqualification List information and child care licensure records maintained by the Department of Health and Senior Services.
- Employee Disqualification Registry information maintained by the Department of Mental Health.
- Child abuse and neglect information and foster parent licensure records maintained by the Department of Social Services.

Any person hired as a child care, elder care, personal care or mental health worker is required to register with the Family Care Safety Registry.

Website: <http://health.mo.gov/safety/fcsr/>

Toll-free number: (866) 422-6872, 8:00 a.m. to 3:00 p.m., Monday through Friday

## **SECTION FOR HEALTH STANDARDS AND LICENSURE**

The Section for Health Standards and Licensure (SHSL) is responsible for licensing and regulating a wide variety of health care entities, investigating complaints involving those entities, performing inspection activities for numerous Medicare-certified programs, ensuring the safe, legal handling and distribution of controlled substances in Missouri and also designating Trauma, Stroke & STEMI centers through the Time Critical Diagnosis Program. The SHSL consists of six (6) bureaus: Hospital Standards; Ambulatory Care; Outpatient Healthcare; Emergency Medical Services; Home Care and Rehabilitative Standards; and Narcotics and Dangerous Drugs.

Telephone: (573) 526-1864

### **BUREAU OF HOSPITAL STANDARDS**

This bureau:

- Administers the state licensing programs for all Missouri hospitals (except state and federal facilities). These facilities are required to renew their licenses annually based on compliance with state regulations in the areas of fire safety and sanitation, nursing service, dietary service and organization and administration.
- Conducts survey activities through a contract with the Centers for Medicare and Medicaid Services (CMS), related to certification of hospitals participating in the Title XVIII (Medicare) and Title XIX (Medicaid) programs.
- Conducts state licensure inspections for new construction and remodeling projects for hospitals, including life safety code.

Website: <http://www.health.mo.gov/safety/healthservregs/index.php>

Telephone: (573) 751-6303

Email: [Complaint@health.mo.gov](mailto:Complaint@health.mo.gov)—Questions, complaints and Central Registry Unit correspondence; [HSRElectronic2567@health.mo.gov](mailto:HSRElectronic2567@health.mo.gov)—Plan of Correction (POCs), Statement of Deficiencies (SODs), construction forms and return receipts (delivery confirmations).

### **BUREAU OF AMBULATORY CARE**

This bureau:

- Administers the state licensing program for freestanding ambulatory surgical centers, birthing centers and abortion facilities (except state and federal facilities). These facilities are required to renew their licenses annually based on compliance with state regulations in the areas of fire safety and sanitation, nursing service, dietary service and organization and administration.
- Conducts survey activities through a contract with the Centers for Medicare and Medicaid Services (CMS), related to certification of providers participating in the Title XVIII (Medicare) and Title XIX

(Medicaid) programs. These providers include ambulatory surgical centers and portable X-ray services.

- Registers and inspects 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 research/industrial sites. Surveys are also conducted to determine compliance with federal certification standards of all mammography providers in Missouri.

Websites: Ambulatory Surgical Centers: <http://health.mo.gov/safety/asc/index.php>; Radiation Control Program: <http://health.mo.gov/safety/radprotection/index.php>  
Telephone: (573) 751-6083

## **BUREAU OF OUTPATIENT HEALTHCARE**

This bureau:

- Conducts survey activities through contract with the Centers for Medicare and Medicaid Services (CMS), related to certification and registration of providers participating in the Title XVIII (Medicare), Title XIX (Medicaid) and the Clinical Laboratory Improvement Amendment (CLIA) programs.
- Providers include: end stage renal disease facilities (ESRD), rural health clinics, laboratories and hospitals.

Website: <http://health.mo.gov/safety/outpatienthealthcare/index.php>  
Telephone: (573) 751-6318

## **BUREAU OF EMERGENCY MEDICAL SERVICES**

This bureau:

- Licenses emergency medical technicians (basic, intermediate and paramedic) and assures all applicants meet requirements regarding background checks and continuing education.
- Licenses and inspects ground and air ambulance services.
- Licenses and inspects stretcher van services.
- Inspects and accredits emergency medical technician training entities.
- Licenses and inspects Advanced Life Support (ALS) Emergency Medical Response Agencies (EMRA).
- Maintains the Missouri Ambulance Reporting System Registry (MARS), along with providing training and acting as a resource for the Web-based program.

Website: <http://www.health.mo.gov/safety/ems/>  
Telephone: (573) 751-6356

## **BUREAU OF HOME CARE AND REHABILITATIVE STANDARDS**

The bureau:

- Conducts on-site surveys for Medicare (Title XVIII) certification at home health agencies, hospices, comprehensive outpatient rehabilitation facilities (CORF) and outpatient physical therapy (OPT) providers through contracts with the Centers for Medicare and Medicaid Services (CMS).



- Provides 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.
- Conducts on-site surveys at home health agencies and hospices for compliance with state regulations.
- Completes complaint investigations regarding allegations of inappropriate care and other patient concerns.
- Responds to phone calls received from the federally mandated toll-free “hotline” for the purpose of receiving questions about home health agencies and hospices, or for patients to lodge complaints concerning their provider agency or quality of care provided.

Website: <http://www.health.mo.gov/safety/homecare/>

Telephone: (573) 751-6336

Email: Home Health: [HomeHealthProviders@health.mo.gov](mailto:HomeHealthProviders@health.mo.gov); Hospice: [HospiceProviders@health.mo.gov](mailto:HospiceProviders@health.mo.gov);

Info, Info: [HCRSinfo@health.mo.gov](mailto:HCRSinfo@health.mo.gov)

## **BUREAU OF NARCOTICS AND DANGEROUS DRUGS**

The Bureau of Narcotics and Dangerous Drugs enforces laws, monitors corrective measures and conducts educational 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.

This bureau:

- Maintains a registry of the individuals and firms who prescribe, dispense or otherwise conduct activities that involve controlled substances.
- Verifies proper management of controlled substances through inspections and audits of the records and security that must be maintained by firms and individuals who lawfully manufacture, distribute or dispense controlled substances.
- Investigates suspected irregularities or mismanagement involving controlled substances. Such investigations originate with complaints from the general public, other government agencies, or may develop from inspections and audits conducted by bureau representatives.
- Acts as the state’s primary agency in the 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.
- Maintains the list of schedule-controlled substances for the state of Missouri.
- Provides training and educational programs to health providers and law enforcement agencies.
- Administers the statewide pseudoephedrine tracking database.

Website: <http://www.health.mo.gov/safety/bnnd/index/php>

Telephone: (573) 751-6321

Email: [bnnd@health.mo.gov](mailto:bnnd@health.mo.gov)

## **SECTION FOR CHILD CARE REGULATION**

The Section for Child Care Regulation licenses and regulates child care facilities in Missouri. The section licenses family child care homes that provide child care for up to ten children; group child care homes for 11 to 20 children; and, child care centers of 20 or more children, dependent upon available space, staff qualifications and other requirements that impact children's health and safety. The section regulates license-exempt child care programs. These include child care programs operated by religious organizations and nursery schools.

The services of the section, with regard to licensed and license-exempt child care facilities, include:

- Receiving inquiries from potential child care providers and providing consultation on the applicable rules.
- Conducting inspections to determine compliance with applicable rules.
- Monitoring facilities to ensure ongoing compliance with rules.
- Reviewing child care facility records to ensure required background screenings, CPR training and immunizations are met.
- Facilitating licensing actions when the health and safety of children in licensed child care are threatened. The actions may include letters of warning or censure; denial of an initial or renewal license; probationary license; suspension or revocation; or immediate suspension of the license if there is a threat of imminent bodily harm to the children in care.
- Receiving and investigating complaints on unlicensed persons providing care for more than four unrelated children.
- Maintaining child care inspections and substantiated complaints through the Show Me Child Care Provider Portal.
- The section's staff is located in offices in Jefferson City, Columbia, Macon, Springfield, St. Louis, Independence and Cape Girardeau.

Telephone: (573) 751-2450

## **SECTION FOR LONG-TERM CARE REGULATION**

The Section for Long-Term Care Regulation conducts state inspections and federal surveys and investigates complaints regarding long-term care facilities. There are 1166 long-term care facilities in Missouri with more than 81,000 beds licensed and inspected by the section. Of the facilities, 505 are skilled nursing homes, 24 are intermediate care facilities, 267 are assisted living facilities, 370 are residential care facilities and 11 are long-term care units (skilled nursing facilities and intermediate care facilities) in hospitals. Five-hundred and fourteen facilities participate in the federal Medicaid or Medicare programs and must meet federal as well as state standards. The section comprises the following units: Regulation and Compliance, Licensure and Certification and Quality Assurance and Education. The section's seven regional offices are located in Cameron, Macon, St. Louis, Poplar Bluff, Springfield, Kansas City and Jefferson City.

The section also:

- Conducts the Pre-Admission Screening and Annual Resident Review process required by OBRA'87 for any individual with a mental health-related condition who seeks admission to a Medicaid-certified bed.
- Conducts inspections and complaint investigations of Missouri's 14 habilitative facilities, which serve clients diagnosed with intellectual or developmental disabilities who participate in the Medicaid program.

- Conducts inspections and complaint investigations of Missouri’s 113 adult day care providers for state licensing purposes.
- Provides construction plan review services to health care facilities regarding new construction and extensive remodeling projects. (The review services are for all types of health care facilities licensed by the department—ambulatory surgical centers, hospitals, psychiatric hospitals, adult day cares, etc.)
- Maintains the level-one medication aide register, certified medication-technician register and the federally mandated nurse assistant register.

Telephone: (573) 526-8524

## **MISSOURI HEALTH FACILITIES REVIEW COMMITTEE**

The Missouri Health Facilities Review Committee (MHFRC) oversees the Certificate of Need Program. The MHFRC comprises nine members, five of whom are appointed by the governor, two by the president pro tem of the Senate and two by the speaker of the House. The MHFRC is charged with addressing issues of health services need, access and cost containment. The Department of Health and Senior Services provides administrative support to MHFRC.

The goals of the MHFRC are to:

- Review proposed health care services
- Contain health costs
- Promote economic value
- Evaluate competing interests
- Prevent unnecessary duplication
- Disseminate health-related information to affected parties

Website: <http://health.mo.gov/information/boards/certificateofneed/index.php>

Telephone: (573) 751-6403

Email: [CONP@health.mo.gov](mailto:CONP@health.mo.gov)

## **DIVISION OF SENIOR AND DISABILITY SERVICES**

The Division of Senior and Disability Services (DSDS) serves as the State Unit on Aging and carries out the mandates of the State of Missouri regarding programs and services for seniors and adults with disabilities. Mandates for the division include oversight, implementation and administration of state-, federal- and community-based programs designed to maximize independence and safety for adults who choose to remain independent in the community. In coordination with the department director, the division advises legislators, advocates, state agencies and other organizations and individuals regarding services and available data.

Telephone: (573) 526-3626

## **BUREAU OF CENTRAL REGISTRY UNIT/ADULT ABUSE AND NEGLECT HOTLINE AND HOME-AND-COMMUNITY-BASED SERVICES CALL CENTER**

The Central Registry Unit (CRU) maintains the statewide toll-free telephone number (800-392-0210) for reporting alleged abuse, neglect or financial exploitation of persons age 60 and older and adults with disabilities between the ages of 18 and 59. The Adult Abuse and Neglect Hotline is available 7:00 a.m. to midnight, seven days a week, year-round.

Reports of abuse, neglect or exploitation registered at CRU include those of individuals living in a community setting (such as a private residence or apartment), as well as those residing in state-licensed long-term care facilities (such as a nursing home or a residential care facility). The CRU also registers reports from other care settings, such as hospitals, on services delivered through state-contracted in-home service providers, home health agencies, hospice programs, other entities and certain state programs serving eligible adults.

The Missouri Shared Care Tax Credit Registry is maintained at CRU. Shared Care provides a state tax credit to help qualifying families offset the costs of caring for an elderly person age 60 or older. Telephone: (573)-751-4842

The Home-and-Community Services Call Center serves as the statewide, centralized intake point for Medicaid (Title XIX) funded in-home services authorized through the Division of Senior and Disability Services. Referrals are initially screened at the Call Center for preliminary eligibility.

Telephone: (866) 835-3505

## **BUREAU OF SENIOR PROGRAMS**

The Bureau of Senior Programs is responsible for ensuring the effective and efficient management of state and local activities associated with the Older Americans Act. As a result of the 1973 amendments to 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.
- 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 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.)
- Provides services to encourage the employment of older workers, services to support family caregivers, ombudsman services, information about the prevention of abuse, neglect and exploitation of seniors and issues relating to elder justice.
- May also provide one or more of the following services: minor home modification, counseling, adult day care, evidence-based disease prevention and health promotion activities, telephone reassurance, friendly visiting, case management and volunteer recruitment.

Telephone: (573) 526-4542

### **LONG-TERM CARE OMBUDSMAN PROGRAM**

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.

Telephone: (573) 526-0727; toll-free: (800) 309-3282

### **SPECIAL INVESTIGATIONS UNIT**

The Special Investigations Unit is housed within the Division of Senior and Disability Services and:

- Investigates cases of elder abuse/neglect and financial exploitation that may result in referrals to local prosecutors for prosecution.
- Provides assistance to department divisions by conducting investigation-techniques training and consultations on ongoing investigations and assists in carrying out the department’s mission.
- 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.

Telephone: (573) 526-8537

### **BUREAU OF SYSTEMS AND STAFF DEVELOPMENT**

The bureau comprises two units: the Adult Protective Services (APS) Systems and Staff Development Unit and the Home-and-Community-Based Services (HCBS) Systems and Data Reporting Unit.

The bureau supports the division. It performs provider billing and error reports and internal staff and external provider training; oversees the development, improvement and training of the information systems used for tracking statistical information; and, reviews data for statewide consistency and data

compliance with state and federal requirements. The bureau is the central point of contact for coordination with internal and external partners regarding computer data systems and training.

Telephone: (573) 526-0714

### **BUREAU OF LONG TERM SERVICES & SUPPORTS**

The Bureau of Long Term Services & Supports is responsible for the interpretation, development, implementation and maintenance of Missouri home-and-community-based services' case-management policies. Staff interprets and promulgates state regulations and coordinates and develops protocols and operating procedures to maximize efficiency and effectiveness on behalf of management and sister state agencies in the provision of home-and-community-based services. The bureau provides oversight, support and program evaluation to management in the administration of the Aged and Disabled, Adult Day Care and Independent Living Medicaid Waivers, in coordination with the Department of Social Services' MO HealthNet Division. Policy interpretation and technical assistance are provided to field staff, management, supervisors, stakeholders and other interested individuals. Policies are developed in compliance with the MO HealthNet Division, the Senior and Disability Services' Code of State Regulations, state and federal statutes, guidelines and rules.

Telephone: (573) 526-8557

### **BUREAU OF HOME AND COMMUNITY SERVICES**

Staff in the Bureau of Home and Community Services (HCS) 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. Generally, to be eligible for services, adults must meet specific guidelines pertaining to protective, economic, social and care needs. Through a comprehensive investigative or assessment process, the division determines the intervention and services necessary to meet the needs of each eligible adult.

The Bureau of Home and Community Services' professionally trained adult protective and community workers carry out state mandates for direct services to disabled adults and seniors in Missouri. Under the direction of two HCS bureau chiefs, 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, which includes 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.
- Provides case management services to individuals requiring assistance to remain in their homes, including intake and screening, assessment, service planning and authorization, care monitoring, eligibility reassessment, adjustments to care plans and discharge.
- Authorizes in-home provider and/or consumer-directed services in the home or community, through state and federal funding, which include 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).
- Coordinates with other organizations involved in care planning, including state and Medicaid-funded in-home services, home health and local community resource providers, on behalf of clients to strengthen the support system necessary to maintain independence and ensure the highest available quality of service delivery.

Telephone: (573) 526-8537

Home and Community Services' regional offices across the state provide oversight to staff in 114 Missouri counties and St. Louis City:

**Region 1 – Springfield**

Robin Hibi  
(417) 895-6454

**Region 4 – St. Joseph**

Teresa Hilker  
(816) 889-2830

**Region 2 – Cape Girardeau**

Tim Jackson  
(573) 472-6696

**Region 5 - Columbia**

Carey Boyer  
(573) 751-6914

**Region 3 – St. Louis**

Stacey Garner  
(314) 340-7351