



DHSS SNAPSHOT

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*Peter Lyskowski, director,
Missouri Department of Health and
Senior Services*

Director's Message

As many of you know, the Department recently formed a Cultural Competency and Diversity Awareness Workgroup (CCDAW). This group, comprised of individuals from throughout the Department, has been charting a course for maximizing cultural competency and diversity within and outside of DHSS. Great thanks are given to the following individuals, who have been working so hard to help the Department in this regard:

Office of the Director	Division of Administration	Division of Regulation and Licensure	Division of Senior and Disability Services	Division of Community and Public Health
Carrie Haley	April Fazekas	Alicia Jenkins	Terry Black	Nancy Althouse-Hill
Julie Herigon	Shalonda Graham	Heather Mullen	Michael Brewer	Mike Henderson
Sandy Lewis		Terri Russler	Kitty Engler	Nicole Massey
Joseph Palm			Kathryn Sapp	Takako Tagami
Susan Thomas			Wendy Solomon	

The members of the CCDAW have developed a charter, with the following stated purpose:

Purpose of the workgroup: The workgroup was established to educate DHSS staff on the importance of diversity, cultural competency and inclusion in the workplace in order to:

- build strong working relationships within and outside of our organization,
- deliver meaningful and impactful services, and
- recruit and retain a diverse workforce.

The CCDAW will be sending out a survey to all DHSS staff in the coming weeks and I hope you'll be very introspective and honest in responding. The survey will be anonymous, and will be run through our colleagues at DHSS who are experts at ensuring anonymity on such surveys! We greatly value your contribution to the understanding overall of where we as a Department are when it comes to looking at our own biases, recognizing other cultures, and striving toward diversity in our workforce. This matters greatly to me. I have directed Department managers to make sure that everyone has 30 minutes of regular time at some point during the survey period to complete it. If you finish early, get up and take a walk, stretch or do some other wellness activity. We will also be adding incentives to increase participation in this important survey, so stay tuned!

I think you'll agree that cultural competency is important both in our jobs and our lives. The many cultures represented in Missouri and America make our nation what we are. And while no one will ever achieve complete cultural competency, it is something toward which we must always strive.

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Gov. Nixon Participates in Roundtable Discussion on Advances to Missouri's Public Health Response

Gov. Jay Nixon participated in a roundtable discussion on advances in Missouri's capability to respond to public health threats, including viruses like Zika and Ebola, at the Missouri State Public Health Laboratory (MSPHL). The roundtable included state and local public health officials, representatives from Missouri hospital and health care providers, and public safety officials.

"We have come a long way in the last several years improving emergency response capabilities," said Peter Lyskowski, DHSS Director. "Missouri has enhanced its emergency planning by building partnerships, coordinating response efforts and providing training across public health entities, hospitals, state agencies and other organizations."

During the 2000 H1N1 Pandemic, the MSPHL was one of the first public health laboratories in the nation to test for H1N1, which expedited identification and treatment for individuals who contracted the virus. MSPHL is also one of a few select labs designated as both a Zika and Ebola testing laboratory by the Centers for Disease Control and Prevention (CDC).

"Receiving this designation from the CDC helps us better identify viruses which can expedite potential treatment for individuals who received a positive test," said Bill Whitmar, director of the MSPHL.

Roundtable participants included: Peter Lyskowski, director of DHSS; Lane Roberts, director of the Missouri Department of Public Safety; Ron Walker, director of the State Emergency Management Agency; Harold Kirbey, director of DHSS Division of Community and Public Health; Bill Whitmar, director of MSPHL; Stephanie Browning, director of Columbia/Boone County Public Health and Human Services; Becky Hunt, director of the Madison County Health Department; Russ Conroy, director of Emergency Preparedness and Safety, Mercy Hospital-Springfield; Jeff Hamilton, regional manager of Emergency Management, Mercy Health System; Debbie Mays, director of Safety and Emergency Preparedness, BJC Healthcare; and Matthew Soule, director of Safety/Emergency Preparedness, Children's Mercy Hospital.



Gov. Nixon participates in a round table discussion on public health response at the Missouri State Public Health Laboratory. Next to Gov. Nixon is Peter Lyskowski, director of DHSS, Bill Whitmar, director of MSPHL, and Stephanie Browning, director of Columbia/Boone County Public Health and Human Services.

1. (l. to r.) Jessica Bauer, Stephen Gladbach, Roy Tuua, Randy Schillers and Mindy Rustemeyer, MSPHL.
2. Participants and media await for the roundtable discussion to begin.
3. Ron Walker, director of the State Emergency Management Agency; Lane Roberts, director of the Missouri Department of Public Safety; Gov. Nixon; and Peter Lyskowski, director of DHSS.
4. Laura Naught, Mary Menges and Mike Massman of the MSPHL.

[Read Gov. Nixon's news release.](#)



State Public Health Laboratory Conducts Emergency Exercise

The Missouri State Public Health Laboratory participated in a full-scale hazardous materials response exercise on Sept. 22. The MSPHL put its emergency plans in place when an unidentified white powder was found with a threatening note in a second floor storage area.

Officials from Federal Bureau of Investigation, 7th Civil Support team, Cole County Emergency Response Team, Cole County Hazmat, Jefferson City Fire Department, Jefferson City EMS, Capitol Police, Jefferson City Police Department and Capital Region Medical Center participated in the exercise.

“The goal was to test state, local and federal response,” said Russ Drury, Director of Laboratory Preparedness, Education and Safety. “This was good practice to test the procedures, communication and coordination that emergency responders would need to perform in the event of such a crisis.”

The MSPHL was immediately on lock down and staff were instructed to shelter in place. Connor Mahon, of the Post Analytical Reporting Team, played the role of the person who opened the envelope containing the white powder and threatening note. Connor was quickly isolated and air handlers servicing that area of the laboratory were quickly shutdown to decrease the spread of contamination.

Roll call of each unit was taken and reported to management. Those who could have been in contact with the substance were quickly separated from the group. Mock interviews were held by the FBI with anyone who knew information about the substance or its release.

Non-exposed staff were directed by the on-scene incident commander -Jefferson City Fire Department- to exit the building on the east side by the dock entrance. This exit location kept staff away from the contamination zone. After a few minutes, staff could return to work or walk through decontamination tents that were set up by the Cole County Emergency Response Team.

“Drills like these help us be better prepared should a real event happen,” said MSPHL Director Bill Whitmar. “It gave us a good insight of what went right and things we could get better on. I appreciate everyone’s cooperation in helping us make this a successful exercise.”



MSPHL participated in a full-scale hazardous material response exercise on Sept. 22. Emergency response teams exercised their response to the release of an unknown substance with the MSPHL. Part of the exercise was setting up a decontamination tent which staff had the opportunity to walk through.

1. Mary Menges informs staff of a hazardous materials release and instructs them to shelter in place until further notice.
2. Russ Drury gives Sgt. Quick with Missouri Capitol Police an update of the situation.
3. Cole County Emergency Response Team members suit up in hazmat protective gear.
4. Federal Bureau of Investigation and 7th Civil Support Team members collect samples of the suspected hazardous material found with the threatening note.

[Click here for additional photos.](#)

Photos by Ralph Horne, Jackie Pfenenger and Lori Buchanan.



DHSS Participates in an Earthquake Drill

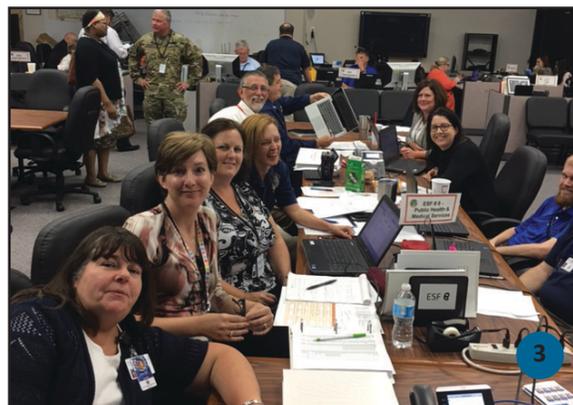
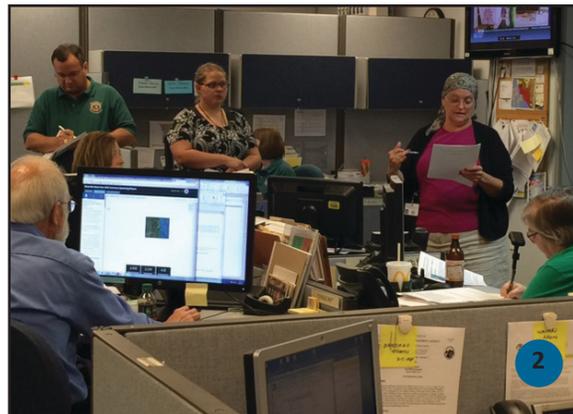
Missouri Department of Health and Senior Services (DHSS) Emergency Response Center (ERC) team members participated in an earthquake exercise August 19 - 25. The scenario involved a 7.7 magnitude earthquake that struck the New Madrid Seismic Zone at 12 p.m. on August 19. Hardest hit in the scenario were New Madrid, Pemiscot, Mississippi, Dunklin, Butler, Scott, and Stoddard counties. In addition to DHSS staff, many partners at the local, state and Federal level participated in the exercise in order to improve their abilities to respond to this type of incident.

Communication and distribution of resources are two of the most important, but also most difficult, issues to address when responding to disasters and emergencies. Response partners use an online tool called Missouri WebEOC for information sharing and resource request tracking during any major incident, as well as for daily operations. WebEOC provides the opportunity for leadership in all jurisdictions to work with a common operating picture and real-time situational awareness of events affecting their region and the state.

“Every time we practice our plans and procedures, I feel we are much better prepared,” said Jody Starr, manager of the ERC. “After the exercise, we conduct a hotwash which provides a chance for team members to give us feedback on what worked, and on what items need improvement.”

If you would like to be part of the ERC team or learn more about the ERC, contact Jody Starr at jody.starr@health.mo.gov or 573.526.3784.

1. DHSS participates in an earthquake drill on August 19 - 25.
2. Cherri Baysinger gives an update to ERC team members.
3. State Emergency Operations Center team members.

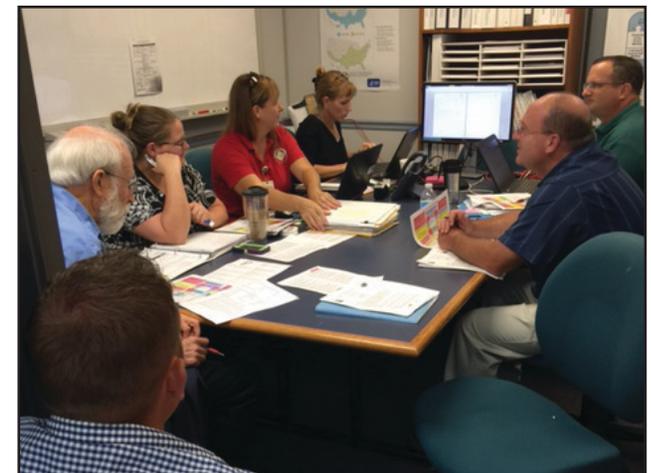


Additional Notes from Director Lyskowski

NAACP award! I was honored and humbled, and completely surprised, to accept on DHSS' behalf the President's Choice award from the Missouri Chapter of the National Association for the Advancement of Colored People (NAACP). We were given this award based on our “commitment to diversity, community support and leadership.” Way to go! I'm so proud to work with you.

It's Fall! Get a flu shot, then get outside! As the colors change, the degrees drop, and footballs fly, Missouri is an awesome place to be. I hope you find lots of time this fall to chuck the smartphone and enjoy the outdoors, whether at a Missouri State Park, a city park or greenway, a Missouri Conservation area, or just in your own backyard. Enjoy!

Below: The Planning Intelligence Section is responsible for collecting, evaluating and dissemination of all operational information concerning an incident in order to understand the current situation, predict the incident course and to assist in the preparation of response objectives and strategies for the next operational period.



Director's Award for Team Quality Improvement *2nd Quarter*

Congratulations to the Statewide Partnership for TB Elimination Team for winning the Director's Award for Team Quality Improvement!

Tuberculosis (TB) is one of the world's deadliest diseases affecting one third of the world's population who are infected with TB.

Over a five-year period the laboratory received on average 34% of samples within 24 hours after collection for TB testing. In 2014, the Centers for Disease Control (CDC) announced new national standards for TB laboratories with a targeted goal of receiving greater than 67% of specimens within 24 hours after collection. The importance of this standard is that the reliability of a laboratory result is directly related to the quality of the sample collected and rapid delivery to the laboratory. It becomes increasingly difficult to isolate the organism 24 hours after collection due to normal flora contamination. Additionally, rapid delivery of clinical samples provide effective TB control interventions by reporting more accurate results to quickly diagnose cases with active TB disease.

In 2015, the initial outcome of the project was to increase the percentage of samples received in the laboratory within 24 hours after collection from 33% to 45% by December 31, 2015. Data provided through the Laboratory Information Management System showed an increase in the percentage of samples received to 40%. In addition, there was an increase from zero customers submitting 100% of specimens within 24 hours of collection to 38% of customers submitting 100% of specimens within 24 hours.

In the first quarter of 2016, the Missouri State Public Health Laboratory (MSPHL) received 54% of clinical specimens for TB testing within 24 hours from collection. This is a 21% increase since the start of this project where only 33% of specimens were received within 24 hours. The evolution of the initiative allowed the MSPHL to effectively identify 120 new TB disease cases of which 24 were rapidly identified within 24 hours from when the sample was collected. MSPHL confirmed that three of these cases were classified as MDR-TB so the treatment regimen was immediately customized to the patient.

Rapidly identifying these new MDR-TB cases averted the scenario of creating other cases of MDR-TB by these individuals had they not been identified. Drug susceptibility testing identified 13 additional drug resistant TB cases either to isoniazid or pyrazinamide. Active TB disease was ruled out for 662 Missouri residents that would otherwise been unnecessarily treated for TB.

Active communication and follow up has been the cornerstone to the success of this project. The next step is to maintain these activities.



Team members of the Director's Award for Team Quality Improvement for the second quarter include Teresa Wortmann, RN; Traci Hadley, RN and DHSS Director Peter Lyskowski. Back row: Roy Tuua, Alan Jarrell, Patricia Longley-Olson and Matthew Barry.

Missouri Honors Best Older Workers of 2016

by Charisse Pappas, Division of Senior and Disability Services

Nine individuals took the prize as the best older workers in Missouri for 2016. Coincidentally, four of the nine work with the elderly. One is a senior center cook, another a nursing home cook, the third is a resident activity coordinator, and the fourth is a senior center Meals on Wheels coordinator.

Deputy Department of Health and Senior Services Director Bret Fischer and other dignitaries presented awards to seven of the winners at a two-day ceremony in Jefferson City's Capitol Plaza Hotel Sept. 20 and Sept. 21. All of the winners are 60 or older.

"Older workers share their knowledge with their co-workers and are eager to give them a hand," said Fischer. "They are also loyal, dependable and often help a business grow."

For instance, honoree Roberta Thompson, 81, helped the Wool Shop in Grant City grow.

"Roberta was hired to make lambswool dusters, but as the business grew, it became evident we needed to offer sewn sheepskin comfort products," says Jeff Andrews, co-owner and vice president of the Wool Shop. "Roberta took on the task of helping create and setting up a sheepskin sewing department, where she became a highly skilled expert not only in sewing, but in creating patterns for wool and textile products. Those products include sheepskin floor dust mops, sheepskin suede slippers, and insoles for shoes and boots."

The 26th annual Older Worker contest is sponsored by the Missouri Senior Employment Coordinating Committee, consisting of Experience Works, Inc.; Catholic Charities of Kansas City-St. Joseph; MERS/Missouri Goodwill Industries; and the Department of Health and Senior Services.



Missouri's 2016 Older Worker Regional Winners are: Back row (l. to r.): Becky Prunty, Mary Evans and Donald Storie. Front row (l. to r.): Linda Doyel, Roberta Thompson, Carolyn Butler and Joann Chilton. Not pictured are Shirley Avery and Rhea Cooper.



Deputy Department Director Bret Fischer, left, presents Older Worker Regional Winner Roberta Thompson, of Grant City, Mo., (center) with her award. Also pictured are Jeff Andrews (back center) and Rep. Allen Andrews, R-District 001, Thompson's employers.

Cole County Health Department Celebrates 100th Anniversary



Front row (l. to r.): President of the Jefferson City Council of Clubs Gala Miller, Cole County Health Department Administrator Kristi Cambell, United Way of Central Missouri President Ann Bax and Cole County Auditor Kristen Berhorst.

Back row (l. to r.): Missouri Department of Health and Senior Services Director Peter Lyskowski, State Sen. Mike Kehoe, R-District 6, Rep. Mike Bernskoetter, R-District 59, Cole County Presiding Commissioner Sam Bushman, and Jefferson City Mayor Carrie Tergin.

Director Peter Lyskowski honored the Cole County Health Department with a proclamation to help celebrate a Century of Service. To commemorate their 100th Anniversary, a fun run/walk was held through downtown Jefferson City. Participants also had the chance to win prizes, play games and visit educational booths. Children were also able to participate in 10 fitness stations. Proceeds from the event went to the United Way of Central Missouri.

WIC Provides Cultural Competency Training

By Takako Tagami, Bureau of WIC and Nutrition Services

The Bureau of WIC and Nutrition Services (WICNS) held Cultural Competency Training 301 (CC301) at four locations in September. The goal of the training is to provide the knowledge and skills necessary to feel comfortable working with culturally diverse families. The information in this training included:

- Becoming familiar with the concepts of cultural diversity and building cultural competence.
- Learning about the Missouri Refugee Settlement Program and health issues that affect refugee populations.
- Assisting WIC agencies in providing culturally appropriate services

During the training, attendees learned about over-the-phone interpretation. They received hands-on training on how to working with interpreters.

WIC participants practicing how to use the Over-The-Phone Interpreting Service. Pictured are (left) Gabriela Meza, breastfeeding peer counselor, Pettis County WIC; (center) Catharine Anderson, Jewish Vocational Service, KC and (right) Chelsea Lopez, breastfeeding peer counselor, Callaway County WIC.



DHSS and Partners Collect Fish Samples to Identify Rare Disease

By Jeff Wenzel, Bureau of Environmental Epidemiology

Haff Disease is a rare disease that affects about one person in the entire United States each year. Unfortunately, the case occurred in Missouri this year. It is not known exactly what causes Haff Disease; however, in the United States, it is typically associated with eating buffalo fish.

With Haff Disease, symptoms of rhabdomyolysis appear within 24 hours of eating fish. Rhabdomyolysis is a clinical syndrome caused by injury to skeletal muscle that results in the release of cellular contents into the circulation system. Initial symptoms include muscle weakness and tenderness and, in some cases, tea-colored urine. Complaints of muscular pain, chest pain and stiffness are the major symptoms of the clinical presentation. Other predominant symptoms are nausea or vomiting, shortness of breath, profuse sweating and pain to light touch.

Individuals in DHSS's Bureau of Environmental Epidemiology and Bureau of Environmental Health Services worked with Missouri Department of Conservation and the local health department to collect fish samples for testing and complete surveys for U.S. Food and Drug Administration in order to help identify the cause of this rare disease.



Jeff Wenzel works with the Missouri Department of Conservation to collect fish samples to help identify the cause of Haff Disease.

DHSS Warehouse Shows 3 E's to Success

The Missouri Department of Health and Senior Services Warehouse employees are ESSENTIAL, EFFECTIVE and EFFICIENT. Without the warehouse staff, much of the work we do would never get into the hands of Missourians. The warehouse—located near the Cole County Fairgrounds—maintains various health and nutrition-related material for the DHSS programs. This material—which includes approximately 900 different brochures, pamphlets, forms and informational magnets—is shipped to schools, hospitals, county health agencies, WIC providers and Missouri citizens. Approximately 48,000 items were processed and delivered last year. DHSS saves considerable sums by storing such materials at the warehouse rather than in more expensive office space.

Warehouse staff provides surplus and distribution services of equipment and office furniture throughout the state. Staff network with other state agencies in regard to furniture needs and availability. Their industriousness has allowed the Warehouse staff to fulfill many of the furniture needs of DHSS programs without incurring the cost of purchasing new furniture.

Other services provided by Warehouse staff include daily delivery of programmatic materials and office supplies, relocating staff to new offices, and general office repair services for staff located outside of Jefferson City. Warehouse staff relocated DHSS operations from offices in St. Louis, Hillsboro, Crystal City and Poplar Bluff during the past year.

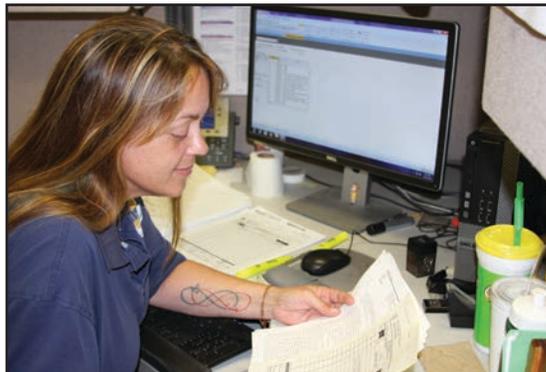


Top: Perry Foster and Mark Rockers prepare a shipment of brochures to mail.

Left: Tracy Fisher reviews a request from a local public health agency.

Middle: Terry Stratman receives a request for educational materials from a school.

Right: John Braloski (left) and Dylan Speed get ready to fill an order requesting immunization materials.



“The success of the Warehouse is due to great staff. We are like family and we work together as a team. We take our work seriously, but have a little fun at the same time.”

John Braloski, Warehouse Manager

Public Health in Action!

TBI in Early Childhood: Working Towards Better Outcomes by Venice Wood and Dean Andersen, Brain Injury Unit

Childhood can be a tumultuous time. Many kids experience some kind of head trauma during their childhood. Rolling out of bed, falling off a bike, or getting hit in the head by a swing are just a few of the ways children can experience a concussion. Most children recover completely within a few weeks, but for some there can be lingering symptoms that can last a year or more, and for a few they can persist for a life time.

Undiagnosed symptoms can be attributed to bad behavior rather than a concussion resulting in blaming and/or shaming, both of which are counter-productive to positive outcomes. TBI screening and awareness can help connect children with a medical diagnosis and produce better outcomes.

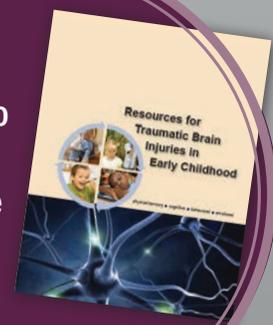
Venice Wood, manager of the Brain Injury Unit and Dean Andersen, coordinator of the TBI Grant are connecting with child care organizations across the state to increase awareness and promote better TBI screening within those organizations.



Venice Wood, manager, Brain Injury Unit and Dean Andersen, coordinator of the TBI Grant, prepare to present information on TBI and young children to the service coordinators and staff for Children and Youth with Special Health Care Needs.

Prevention is the only cure for a traumatic brain injury.

Click here to learn more about state resources



Charitable Campaign Comes to a Close

The Missouri State Charitable Campaign at the Missouri Department of Health and Senior Services officially kicked off on August 31. The department's goal was \$67,000. New to the Campaign events included a bake sale which brought in \$445.35 and Golden Grams \$481.68.

Staff donated 505 lbs of food and 99 backpacks for the "Buddy Pack" program, and \$302.00 was raised for the Food Banks for Central and Northeast Missouri. The Division of Community Public Health were reigned champions of the Penny Wars, which totaled \$530.97 between the divisions. Other event totals include DHSS Silent Auction - \$2,099.79; Jeans Day - \$2,170.00; and Pledge Card Donations - \$57,804.22.

The Special Learning Center provided entertainment during the campaign kickoff. DHSS staff had the chance to listen to presentations presented by representatives from several area nonprofit organizations and visit exhibit booths to gain further information about the organizations represented.

"The Charitable Campaign provides positive programs and services that are vital to Missourians," said Melissa Laneave, this year's charitable campaign coordinator. "Thank you to everyone who helped make this year's Campaign a success."



Director Peter Lyskowski visits with Melinda Cardone, executive director, Independent Living Resource Center and Lynelle Paro, Bureau of Immunizations.



Dreams to Reality was one of the nonprofit organizations represented at the kickoff. Representing DTR is Morgan McAboy-Young, who works in the Office of Public Information and serves as a DTR volunteer in her personal time.

[Click here for additional photos.](#)

DHSS Photo Contest Winners

#1



Meramec Spring's Waterfall was photographed by Cheryl Schweitzer, Office of Financial and Budget Services, Division of Community and Public Health.



Cheryl Schweitzer

Cheryl Schweitzer is the first place winner of the Missouri Department of Health and Senior Services photo contest. Cheryl's photo is displayed behind the receptionist desk in the 930 Wildwood Building.

Cheryl is an artist who enjoys painting and photography. She often uses her photos as a reference when painting in her studio. Cheryl says she is drawn to landscapes, flowers, wildlife, water, interesting faces and historical buildings.

When looking through thousands of photos for the contest, she recalled how she felt when taking the photo of Meramec Spring's Waterfall.

"I remember feeling the warm October sun filtering through the trees and the splash of water as it fell around the rocks," said Cheryl. "I also painted the waterfall and knew it would be a good submission for the contest."

Cheryl works as an administrative office support assistant in the Division of Community and Public Health's Office of Financial and Budget Services.

#2



Missouri State Capitol Building photographed by Susan Tonarely, Missouri Ombudsman Program, Division of Senior and Disability Services.



Susan Tonarely

Susan Tonarely has an artistic eye like her father, Allen Brewer, Jr., a noted equine artist. Her father taught her to capture special moments and share them with family and friends. She and her family are often invited to art shows to display her father's work.

Susan recently photographed an Amish community working in their fields. A young boy saw her taking photos and asked if she could send him some of the photos. Susan went a step further and made the young boy a book of his family and friends.

"It was an awesome experience," said Susan. "It made me realize all of the things I take for granted including my camera."

Susan enjoys taking photos and capturing every day moments, but also enjoys capturing nature's beauty in landscapes and old buildings that tell a story.

If you are ever in the 912 Building, stop by Susan's office to see her wall of photos she has taken over the years. Susan works as the assistant state long-term care ombudsman.

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photo contest winners continued from page 10

#3



Dunnegan Park in Bolivar, Missouri photographed by Noella Thomas, Division of Senior and Disability Services, Springfield.



Noella Thomas

Discovering beauty with photography, Noella Thomas captured the fall leaves at Dunnegan Park that won her third place in the DHSS photo contest. Dunnegan Park is where she and her late husband had their first date.

Noella's first camera, a Pentax K1000, was given to her by her mother in the early 1990's. "I discovered there is beauty everywhere you look, from babies to decrepit buildings," said Noella. "I love the challenge of capturing that beauty."

Noella is a senior office support assistant with the Division of Senior and Disability Services in Springfield. She has been employed with DHSS since 2015.

#4



Ralph Horne, Missouri State Public Health Laboratory, captured a goose flying over a lake near Columbia.



Ralph Horne

After retiring from the Missouri State Public Health Laboratory, Ralph Horne has turned his focus to photography. Ralph won fourth place in the DHSS photo contest with his award winning photo of a goose taking flight over a lake near Columbia. He used a Nikon D610 and a Tamron 150-600mm telephoto lens.

Ralph became interested in photography in high school when working as a member of the Canton R-V High School yearbook staff. Later he continued his passion for photography on the yearbook staff at Culver Stockton College. Most of his experience has been with film, but in 2012 he made the switch to digital and began photographing sports and wildlife.

"Sports and artistic performance are my favorite things to photograph," said Ralph. "The people who do those difficult events greatly appreciate high-quality images."

Ralph retired from the Missouri State Public Health Laboratory after 32 years working in the Virology Unit. He currently works as a project specialist for MSPHL.

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photo contest winners continued from page 10

#5



Table Rock Lake, Branson, Missouri photographed by Doug McKeever, Bureau of WIC and Nutrition Services, Kansas City.



Two college courses laid the groundwork for Doug McKeever's interest in photography. The first class was Astronomy and the other was Physics of Optics and Holography. Doug says he learned about light and lenses in great detail through the classes.

Later Doug started helping a couple of friends with their cameras and photography. One of his friends commented, "You know a lot about photography for a guy who doesn't own a camera." Doug went out and bought a secondhand camera and got hooked. He has been taking photographs ever since and won fifth place in the DHSS photo contest. His photo is of Table Rock Lake, one of his favorite places to visit in Missouri.

"This particular photo brings back the feeling of that moment with the crisp north wind and the warming sun contesting how the day would turn out," said Doug.

Doug is a health program representative III in the Bureau of WIC and Nutrition Services in Kansas City. His photo will be on display in the Knipp Building.

Missouri State Fair Offers Fun for All Ages

Each year the Missouri State Fair hosts a variety of activities for all ages. Missouri seniors enjoyed a day of dancing, bingo and exhibits. Twelve couples participated in the dance contest while others learned new line dancing steps. Entertainment was provided by Country Odara's Band and Ms. Missouri Senior Peggy Lee Brennan.

No matter the age, all ages enjoyed spinning the DHSS wheel and answering trivia questions about health and senior issues at the department's exhibit booth located in the Agriculture Building.

"The wheel is a huge attraction in the Agriculture Building," said Tracy Kramel, coordinator of the DHSS exhibit booth. "It is a fun way to interact with fair goers and test their knowledge about topics that can improve their health."

Fair food is also a big attraction at the Missouri State Fair. Over 120 food vendors attended this year's fair. DHSS staff completed 744 inspections from the preopening day to the end of the fair, 11 days later.

"Each year in preparation and throughout the fair, we make sure the food is prepared in a safe and sanitary manner," said Ellen Dettman, retail food and lodging program manager. "As we do inspections, we also educate food vendors on food handling practices, including employee hygiene, food preparation and food storage."



Top left: Twelve couples participated in a dance contest held on Senior Day at the Missouri State Fair.

Top right: Kathy Branson, Director's Office, worked the DHSS exhibit booth located in the Agriculture Building.

Bottom left: Ainsley Lackey, Bureau of Environmental Health Services, inspects food at the Missouri State Fair.

[Click here for additional photos.](#)



Star Performance

Dear Tammy,

Thank you for bailing out the front desk receptionist at lunch! When I opened the door, I could tell the customer waiting in the lobby was getting very impatient. He was inquiring about information that I was not familiar with and I wasn't sure where to direct him. I know you were on an important call at the time and I appreciate the fact that you terminated your call when you saw we needed help. You diffused the situation and the customer appeared to leave with the information he needed and in a good mood!

Thank you,
Rhonda Dormire
Bureau of General Services



*Tammy Maasen,
administrative assistant
to the director, Division of
Administration*

Dear Director Lyskowski,

My letter is to express much thanks to an employee in your department for assistance and suggestions offered in my attempt to resolve a financial matter with a Missouri nursing care facility.

My subject with the nursing facility is that I had received no response after four contacts with them in three months (May-July) to resolve payment reimbursement after my mother passed away.

Treaka Young answered the telephone on Monday morning, August 1, 2016, and listened to my explanation and request for assistance should the Department be able to do so. She replied that the Department could offer assistance regarding this subject.

I appreciate very much the listening, understanding, knowledge, and ability and willingness to help that Treaka Young provided. I am pleased that the Ombudsman services are available and effective on behalf of long term care residents and their families. I will continue to recommend Ombudsman services to the residents and families at my place of employment and community.

Thankful and Grateful,
Dr. Mark E. Henson, DMIN
Canandaigua, New York



*Treaka Young, assistant state
long-term care ombudsman,
Division of Senior and
Disability Services*

“You diffused the situation and the customer appeared to leave with the information he needed and in a good mood!”

“I appreciate very much the listening, understanding, knowledge, and ability and willingness to help that Treaka Young provided.”

Greg Backers, special investigator III, Office of Special Investigations, assists Debbie Kern, adult protective and community worker II, HCBS Call Center, with a flat tire in the 912 Wildwood parking lot.

"I really appreciate Greg's help," said Debbie. "Not only did he try to change the tire, but he offered to take my tire to a tire shop to get it fixed during his lunch hour."

"This shows what kind of guy Greg is," said Celesta Hartgraves, director of the Division of Senior and Disability Services. "Greg often goes above and beyond what is expected to help someone needing assistance."

Greg Backers assists Debbie Kern with a flat tire in the 912 Wildwood parking lot. Greg and Debbie work in the Division of Senior and Disability Services.



“Greg often goes above and beyond what is expected to help someone needing assistance.”



Jody Starr, Charity Hunter and Dr. Robert Hamm discuss disaster and emergency planning with Kansas Preparedness Program Director Michael Bear. The team explained the functions of the Emergency Response Center and how those functions relate to Public Health Emergency Preparedness Program and the Hospital Preparedness Program in Missouri.

To Whom It May Concern,

Having been licensed in child care since 1976, I would like to express how professional the state inspectors have been. All the Jefferson City inspectors have always been fair and friendly. My last representative - Jan Carter - is an example of your best. She always takes time with the children and makes it clear what rules need to be corrected in a pleasant manner. She provides information that makes daycares better for the provider and the children.

Marcia



Jan Carter, child care supervisor, Section for Child Care Regulation.

“Jan Carter is an example of your best.”

DHSS Employees of the Month



Theresa Sanders

Theresa Sanders has been selected as the Department's July Employee of the Month. Theresa is an adult protective and community worker II with the Division of Senior and Disability Services, Bureau of Home and Community Services, Region 1.

Theresa was nominated for her diligence in helping a gentleman who had been physically abused and financially exploited. She found the reported adult with a black eye and bruises under the other eye. He appeared malnourished and was in obvious fear for his safety. The Dade County Sheriff's Deputy assisted with getting him to the hospital for an evaluation and then pressed charges against the reported adult's cousin and the cousin's girlfriend.

Theresa, new to the area and unfamiliar with law enforcement and local resources, managed to find emergency housing, funds for the rent/deposits, food, furniture, and even assisted with the process of having the Dade County Public Administrator become the payee.

Theresa lives in rural Polk County. She enjoys gardening and canning and raising rabbits and chickens. She enjoys home arts such as sewing, crocheting and scrapbooking. Family is the most important thing to her. Theresa has two grown sons and four wonderful grandchildren who make it all worthwhile.



Ayla Robinson

Ayla Robinson has been selected as the Department's August Employee of the Month. Ayla is an administrative office support assistant (AOSA) with the Division of Regulation and Licensure, Family Care Safety Registry.

After a recent promotion to administrative office support assistant (AOSA), Ayla knew she would have to start the process to fill her old position. Not long after completing the Request to Fill for that position, the remaining two support staff in the office, both also OSA-K's, gave their notice after accepting promotions with other state agencies. Suddenly, Ayla was faced with filling three vacant OSA positions, all the while learning her new duties and expectations. Ayla began training three new support staff on a variety of tasks, while almost single-handedly juggling the support needs of the bureau, and catching up the undone work.

Ayla takes the time to adjust her training style to better suit the employee she is focusing on as she trains each one. She has managed to do this with a smile on her face and kind words of encouragement. Ayla has displayed exceptional job knowledge, supervisory skills and grace under pressure since becoming Family Care Safety Registry's AOSA.

Ayla and her husband, Chuck, are currently building a house in Williamsburg. They have one daughter, Mallory and one dog, Squirrel. Ayla enjoys spending time with family, reading, cooking, taking long walks on their property and wood working.

DHSS Employees of the Month



Pamela Harbison

Pamela Harbison has been selected as the Department's September Employee of the Month. Pamela is an adult protective and community worker II with the Division of Senior and Disability Services, Bureau of Home and Community Services, Region 2.

Pam received two very complex hotline situations. The first involved a 91 year-old female being financially exploited by numerous mail order and phone scams. The Special Investigations Unit completed an investigation that resulted in two individuals being charged with financial exploitation. The female had been exploited by numerous unknown parties for over \$250,000 prior to DSDS's involvement. Pam's evaluation of the woman supported the need for guardianship and conservatorship which was eventually granted. The victim's finances are now safeguarded by the public administrator and she is thriving in a local nursing facility where her medical conditions have improved.

The second hotline received during the same time involved a 90 year-old woman suffering from dementia, and allegedly being financially exploited, neglected and emotionally abused by family members. The case further complicated by the fact the woman's granddaughter was primary caregiver and was Durable Power of Attorney (DPOA) and had no income of her own so she relied on the woman's income. The granddaughter was uncooperative and tried moving to another location to avoid Pam. Pam was creative and overcame everything the granddaughter attempted. Pam made numerous visits with the woman and family, documented pages of medical needs the granddaughter was not addressing and gathered sufficient financial evidence to show that the granddaughter was potentially financially exploiting the woman. Pam was diligent in providing valuable evidence to the judge who dismissed the granddaughter's petition for guardianship and conservatorship and revoked the DPOA. The public administrator was named to be the woman's guardian and conservator.

Pam and her husband recently celebrated their 34 wedding anniversary. They have one son, daughter-in-law and 3 grand dogs. She enjoys spending time with family, gardening, music, reading, bowling, traveling and walking outside.



Around DHSS

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