



DHSS SNAPSHOT

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2017

Dr. Randall Williams, Director



*Dr. Randall Williams,
Director, Missouri Department
of Health and Senior Services*

Randall W. Williams, MD, FACOG, is an obstetrician and gynecologist who graduated from the University of North Carolina with Honors in History and Zoology. He also received his medical training at the University of North Carolina, where he was a Holderness Fellow.

Dr. Williams was appointed by Governor Eric Greitens to serve in his Cabinet as Director of Health and Senior Services (DHSS) and was unanimously confirmed by the Missouri Senate on March 9, 2017. He believes a fundamental tenet of effective leadership is to be readily available and accessible and he has visited all of Missouri's 115 counties to listen and learn from Missouri's citizens.

DHSS accomplishments to date, with Dr. Williams, include passage of Missouri's Good Samaritan Law and Universal Narcan Availability Law; working with Governor Grietens on the Executive Order establishing a statewide PDMP; holding opioid summits throughout the state; and bringing together and meeting with all 115 local health departments for the first time in more than a decade. The department is also working to increase the number of providers in rural and underserved areas; improve behavioral health services for veterans and their families; promote physical fitness and community engagement through the My Missouri Steps Up initiative; enhance interagency coordination and collaboration with the state Departments of Social Services and Mental Health; and improve all aspects of women's health, especially to reduce infant and maternal mortality.

Dr. Williams previously served as both the Deputy Secretary for Health and State Health Director in the Department of Health and Human Services in North Carolina. His responsibilities there included developing, integrating and communicating state health policy and helping lead a 17,000 member agency with a 20 billion dollar budget that combined Medicaid, social services, public health and mental health services.

Inside:

continued on page 2

Dr. Randall Williams, Director	1	Director's Office Q1 Winning Team	6
Charitable Campaign Success	2	Director's Office Q2 Winning Team	7
Completion of Nine Opioid Summits	3	Director's Office Q3 Winning Team	8
Adoptees Original Birth Certificates	3	Governor's Award for Quality and Productivity	9
Bret Fischer's Retirement	4	Employees of the Month	10-13
Flu Season Hitting Hard	5	Department Holiday Luncheon	14

Williams, Continued

To help patients and families affected by the opioid crisis, Dr. Williams led efforts in North Carolina that resulted in the legislature voting unanimously to implement a statewide standing order to treat narcotic overdoses by making naloxone available to everyone in North Carolina under his authority. He also visited stakeholders and citizens in all 100 counties in the state during his time with the department.

Dr. Williams has also previously served on local and state boards of health, in addition to delivering 2000 babies as a practicing obstetrician. He also helped serve the medical needs of people in overseas conflict zones. His ongoing work has taken him to Iraq 12 times, and he has also worked in Afghanistan, Libya and Haiti. Recognition of these efforts was reflected in his selection as Triangle Red Cross Humanitarian of the Year and the Raleigh News & Observer's Tar Heel of the Week.

He is also an avid runner. Dr. Williams believes physical exercise contributes greatly to a sense of wellness and led a campaign to encourage families to run 5Ks for charity. He enjoys training for and running marathons and has run marathons in Boston, New York, Paris, Athens, Florence, and Jerusalem.



A HUGE THANK YOU to all DHSS employees who have donated their hard earned dollars to help achieve our goal of \$64,000 for the 2018 Missouri State Employees Charitable Campaign!

Not only did you successfully achieve the goal, but exceeded it by \$5,093.27!

Because of you, DHSS is now in the top 5 most generous departments in the state! DHSS employee's donated a total of \$69,093.27 for the 2018 campaign which is the highest amount in the last 11 years!

Of all state departments, DHSS raised the highest amount of money for fundraisers (excluding pledges) with a total of \$9,442.00. This is a tremendous achievement and will help many of our fellow Missourians who are in need.

Overall, Missouri employees are very generous. More than \$30 million has been donated by Missouri state employees in the last 33 years and the 2018 campaign received a total of \$1,060,388.00 Your generosity and compassion for others is commendable.

Again, thank you very much for your participation in the 2018 Missouri State Employees Charitable Campaign, and a special thank you to the DHSS campaign representatives throughout the entire state who helped to make this year a great success!



State completes nine opioid summits with significant community engagement

Missourians from every corner of the state filled auditoriums for a series of nine regional opioid summits held by the Missouri Department of Health and Senior Services (DHSS), as part of a state-wide initiative that saw participation from directors and members of all 16 cabinet departments in the state. These summits created a collaborative opportunity for a variety of sectors—health care professionals, the faith community, state and local governments, law enforcement and more—to bring awareness to the issue, discuss the best interventions available, spur action and make local leaders the champions of this cause.

“As we’ve been in each region throughout the state, listening to people’s concerns, we have been incredibly moved by people’s willingness to share their experiences and by those who want to help,” said DHSS Director Dr. Randall Williams. “Governor Greitens and I heard a young woman who told us that before she got into recovery, she ‘was slowly waiting to die.’ Experiences like hers solidify our commitment to helping people like her move to recovery and prevent others from going down a path that leads to substance abuse.”

Each summit featured local and national thought leaders such as Dr. Ted Cicero, professor at Washington University in St. Louis with more than 50 years’ experience in the field of neuropharmacology; James Shroba, Special Agent in Charge for the Drug Enforcement Agency St. Louis Field Division, covering a six-state area; Howard Weissman, executive

director of the National Council on Alcohol & Drug Abuse ; and Generation Rx, a nonprofit that provides free educational resources for parents, teachers and community groups. The summits also included panel discussions with local leaders and community members, creating the opportunity to listen to how the opioid crisis is affecting each region of the state.

“We’ve held these summits to align our local, state and national partners and to plan the way forward,” said Dr. Williams. “Next month, stakeholders from every Local Public Health Agency in the state will come together to discuss our next steps as we take what we’ve learned from each other and put it into practice.”

For anyone who was unable to attend one of the summits, livestreams of both the St. Louis and Springfield summits are available here. The summits are part of the State of Missouri’s comprehensive, integrated and innovative approach to addressing the opioid crisis. For more information on the state’s initiatives, available resources and statistics related to the crisis, please visit <https://opioids.mo.gov/>.

Adoptees will soon be able to request original birth certificates

Per the Missouri Adoptee Rights Act, adoptees born in 1941 or later will be able to request a non-certified copy of their original birth certificate beginning January 1, 2018. To expedite processing, the Bureau of Vital Records (BVR) is now accepting applications for adoptees to request a copy of their original birth certificate. In accordance with the law, the certificates will not be provided until January 2, 2018, but early submittal will allow BVR to research and process the request in advance.

Non-certified original birth certificates may only be obtained by the adoptee or the adoptee’s attorney, and may only be obtained from the BVR office in Jefferson City. To make a request, an adoptee or their attorney must complete the Application for Non-Certified Copy of an Original Birth Certificate and pay a non-refundable \$15 fee. Applications may be submitted in person or by mail. The application must be notarized unless the adoptee brings it in person to the BVR office in Jefferson City.

Non-certified copies of the original birth certificates issued by BVR cannot be used for establishing identity, and will be stamped “For genealogical purposes only—not to be used for establishing identity.” In addition, no records will be released without first checking for receipt of a parental preference form. Another provision of the Missouri Adoptee Rights Act, the parental preference form allows birth parents to designate whether they want their information released. Birth parents may also establish a contact preference and complete a medical history form.

Bret Fischer's Retirement

After 33 years of working in the state, Bret Fischer retired in December.

Bret has been serving dual roles as the department's Deputy Director since 2015 and Director of the Division of Administration since 2005. Bret received a Bachelor of Science in political science from the University of Central Missouri and a Master of Arts in public administration from the University of Missouri. He has worked for Missouri government for over 33 years, including 17 years in the state budget office, and the past 12 years at DHSS.



Flu season hitting hard in Missouri



Dr. Randall Williams received the flu vaccine during the DHSS flu clinic.



Bret Fischer received the flu vaccine during the DHSS flu clinic.

The 2017-2018 flu season is off to an early start in Missouri. As of November 25, 2017, there were 1,545 cases of the flu reported to the Missouri Department of Health and Senior Services, compared to 379 cases reported at the same time last year.

These numbers could indicate that flu season is coming early to the Show-Me State or that it will be particularly severe—as was seen in the southern hemisphere where flu season precedes ours. For 2016-2017, there were more than 70,000 confirmed influenza cases in Missouri. If these trends continue, the state could see even more during the 2017-2018 season.

“We know that historically, the intensity or prevalence of flu can vary from year to year. But this year, all indications are that we are seeing more flu earlier in the year and we anticipate more cases,” said Dr. Randall Williams, director of the Missouri Department of Health and Senior Services. “Now is the time to get your flu shot if you haven’t already. The flu shot combined with proper handwashing are the two most effective things you can do to protect yourself and your loved ones this holiday season.”

Flu facts:

How big is the problem? Flu spreads every year, but the timing and severity of flu season is unpredictable. The Centers for Disease Control and Prevention (CDC) estimates that flu results in between 9.2 million and 35.6 million illnesses, between 140,000 and 710,000 hospitalizations, and between 12,000 and 56,000 deaths annually in the U.S.

What does flu illness look like? The most common symptoms of flu include fever, cough, sore throat, runny or stuffy nose, and muscle or body aches. Flu viruses spread by tiny droplets when a person with flu coughs, sneezes, or talks. It’s important to remember that certain people are at high risk of developing serious flu-related complications, like pneumonia or bronchitis, if they get sick. Some of these complications are very serious and can lead to death. Those at high risk for flu-related complications include people age 65 years and older, people with certain chronic medical conditions (such as asthma, diabetes or heart disease), pregnant women and young children.

What can you do to protect family and friends? A flu vaccine is the best form of defense to protect yourself and your loved ones this winter. It takes about two weeks for the vaccine to reach its full protective abilities. Now is the time to get vaccinated so you can protect yourself and loved ones ahead of the upcoming holidays. In addition to getting your flu shot, take these steps to prevent the spread of flu:

- Avoid close contact with sick people.
- Wash your hands often with soap and water, especially after touching shared objects or surfaces such as door knobs, light switches, remote controls, shopping counters, debit card readers, etc. If soap and water are not available, use an alcohol-based hand rub.
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Avoid touching your eyes, nose and mouth.
- Clean and disinfect commonly touched surfaces.
- Stay home while you’re sick and limit contact with others to keep from infecting them.

It is easy for flu viruses to spread as you travel during the holidays and get together with friends and family. People with flu can pass the virus on to others a day before feeling sick and sometimes for about a week after feeling better, so it’s important to use these steps throughout the flu season.

For more information or to find a flu vaccine location near you, visit health.mo.gov/flu.

DHSS Director's Award for Team Quality Improvement

First Quarter Winning Team

Congratulations to the Conference Room Outlook Renaming Project Team! Team Participants:

Stacy Kempker, DCPH; Terri Russler, DRL; Joyce Bexten, DSDS; Joanne Lewis, DO; Caron Craig, Admin; Tammy Maasen, Admin; Dana Augustine, IT

New staff was having problems easily identifying the availability, location, equipment and capacity of conference rooms in DHSS buildings. There are many conference rooms located in DHSS buildings and staff schedule these rooms on a regular basis. It is important to know a room has the correct capacity, location and equipment to ensure meeting attendees are comfortable and have to travel the least distance.

Over the years, rooms have been created with no consistency in naming or emphasis on making it easy to find a room that meets the needs of attendees. There were many different e-mail naming sequences which lead to not being able to see all rooms available at one glance. The descriptive fields available in outlook were not being utilized to indicate location and phone numbers for the rooms. If a room was needed, it required looking at several different "lists" to determine the capacity, location and equipment availability of the room. This caused extra time for staff and often resulted in rooms not being adequate for the needs of the meeting.

The team met to determine what information was essential when booking a conference room, what information should be included in the naming sequence, to assure that names were consistent and it was easy for people to see a complete list of conference rooms when searching outlook. The team also met with IT to make sure that the naming sequence conformed to IT standards. The team developed examples of naming sequences to test. The examples were sent to region staff to determine if the sequence properly displayed the room's capacity and location.

After determining the best naming sequence, the team developed a spreadsheet to list the "old" conference room name and the "new" conference room name. That spreadsheet was sent to IT to begin the renaming process in Outlook. It was also identified that there were some rooms in Outlook that were no longer used as conference rooms and they were removed.

All conference rooms within DHSS buildings were renamed for consistency and ease of booking. Staff that book conference rooms on a regular basis reported increased satisfaction in the process.

As new conference rooms are identified throughout the state, the new naming sequence will be utilized to ensure consistency and ease of use.



DHSS Director's Award for Team Quality Improvement

Second Quarter Winning Team

Congratulations to the Team that Reduced Direct Shipment of WIC Formulas!

Participants:

Bridgett Henderson, Kathy Mertzlufft, Gail Ponder, Debbie Atkinson, Rose Sipakati, Michele Bailey, Dora Crawford, Reba Brown, Rita Arni, Mark Wright, Ernestine Persley, Stephanie Pruess, Nancy Green, Bridgette Delgman-Yawberry

WIC provides special formulas to infants and children with a diagnosed medical condition. When a special formula is not available through the grocery store's pharmacy, the local agency orders it from the state office, and the formula is direct shipped to the agency. Over time, the amount of direct shipments has grown significantly, which means there was a large amount of special formula direct shipped from the manufacturer to local WIC agencies. The reason for this increase was that local WIC agencies were reporting that WIC participants could not get the prescribed formulas from the grocery stores.

Processing a direct shipment of special formula involved the work of several staff, including a local WIC agency, state WIC office and OFABS staff. In addition, the state office paid for shipping which is costly. Rarely is the amount provided for an infant the same number of cans per case. This led to spare cans of formula being left at local agencies that needed to be tracked at the state WIC office and then shipped to other agencies when requested. Also, the time from when the formula was requested until it was received at a local WIC agency could take several days to more than a week. WIC participants would then have to return to the local agency at a later date to pick up the formula, which was not only an inconvenience, but could be detrimental to the health of the infant prescribed the special formula.

The root cause is that local WIC agencies did not know if their local grocery stores could get the special formula or who to contact at the store. Many assumed that since the store did not have a pharmacy that they would not be able to provide special formula. The grocery stores were also not contacting their distributors to check on availability. State nutritionists did not have a method to verify the formula was not available, so then began the direct shipment process in order to get the participant the formula as quickly as possible.

A meeting took place between the WIC Nutrition and Vendor units to see how communication could be improved so the availability of special formula could be investigated before a direct shipment request came to the state WIC office. The form was sent to the WIC Vendor unit to investigate the availability of the formula with the local grocery store. If the store did not have the formula, the WIC Vendor unit would then contact the distributor to see if the formula could be shipped to the store. If the formula was available with the store, the direct shipment procedure would stop and the local WIC agency was then given the contact at the store.

In 2015, 474 direct ship orders were placed, with an average of almost 40 orders per month. The new process was implemented in May 2016. For the period covering January 1, 2016 to December 31, 2016 the number of direct shipments was 326. The number of direct shipment orders was tracked and compared to what had been ordered in previous months. OFABS staff also noticed a considerable reduction in purchase request.



DHSS Director's Award for Team Quality Improvement

Third Quarter Winning Team

Job well done to the Special Investigations Unit!

Participants:

Jamie Roe, Jennifer Moppin, Christy Thorp, Sarah Pfitzner, Jerry Greene, Jessica Phelps, Amy Beussink, Will Spencer, Dixie Hall, Julie Pleimann, EJ Jackson, Mindy Sweezer, Marsha Patrickus, Greg Backers, David Lanigan

Personal care aides/attendants who were abusing/neglecting their clients, stealing from their clients, or falsifying documentation to receive Medicaid payments for services they did not provide, were not being held accountable for their actions. Many personal care providers would terminate the aides/attendants, but those same aides/attendants would go to work for other providers and continue to victimize elderly and disabled people or continue to commit Medicaid fraud. Providers were frustrated with the lack of accountability. Further, more than 80 percent of the cases that were investigated by the field were deemed legally insufficient to pursue.

The reason for these issues was that these cases were being investigated by staff who do not have an investigative background. The focus in the adult protective services industry is on the victim, and the same adult protective services workers focusing on the victim were expected to also conduct an investigation that would hold up in a criminal prosecution or Employee Disqualification List (EDL) appeal. This is the industry norm for Adult Protective Services nationally.

The goal was to improve the quality of the investigations; to improve efficiency of the investigative process by reducing redundant, unnecessary tasks; to build relationships with providers; to improve relationships with sister state agencies; to improve morale; and to ensure perpetrators were placed on the EDL to prevent further violations.

Ten positions were reallocated from the Bureau of Home and Community Services (BHCS) to the Special Investigations Unit (SIU) as Investigator II. The Investigator II were supervised by experienced criminal investigators. The idea was that investigators should be supervised by people who have extensive criminal

investigative experience and could provide more focus on criminal procedures and standards. In doing so, the focus of the investigation became the suspect as opposed to the victim, which had historically been the case. (The victims were still being attended to by the BHCS.)

The case management system was updated to be more suitable for investigations. Layers of reviewers were removed and the experienced supervisor became the sole reviewer. Investigative processes were streamlined and updated to be in line with standard investigative practices, which ensured increased efficiency. On the job and outside training was provided. The entire focus of the investigative process changed. Once the focus changed and the quality of investigations improved, all of the cases were deemed legally sufficient to pursue.

Investigators are repeatedly complimented by providers and, therefore, see that their efforts are making a difference. Employee morale of these investigators is very high and turnover is very low. Being supervised by experienced criminal investigators has been very beneficial to the training and development of these investigators. They all feel they have learned a lot since coming to the Special Investigations Unit.



State employee work teams honored with Governor's Award for Quality and Productivity, recognized for improving state government operations



The Office of Administration recognized two state employee work teams with the 2017 Governor's Award for Quality and Productivity (GAQP), which acknowledges accomplishments that serve as an example of continuous improvement, quality, efficiency and productivity in Missouri state government.

"We work for the people of Missouri, and these public servants have done an outstanding job," said Governor Eric R. Greitens. "They are saving families as flood waters rise, building bridges, bringing jobs to Missouri, and educating our children. I am proud to be a member of this team."

All winning nominations were required to meet criteria related to effectiveness, responsiveness and efficiency that would serve as a model of excellence for other work teams in state government.

Efficiency/Process Improvement

Special Investigations Team: Department of Health and Senior Services for creating a new way to aid in the protection of vulnerable adults who are elderly or disabled from abuse, neglect and exploitation. The agency determined that as more adults became victims of abuse, neglect and exploitation by paid caregivers, it was increasingly important to hold the perpetrators accountable for their actions. This critical task was championed by a team of adult protective services workers, already responsible for ensuring the health, safety and welfare of vulnerable adults. Their goal was to improve the quality and efficiency of investigations related to allegations against paid caregivers by reducing redundant, unnecessary tasks; to build relationships with providers; to improve relationships with sister state agencies; and to ensure offending caregivers were adequately identified to prevent further violations. During the first fiscal year of this new process, 99.5 percent of investigations were deemed legally sufficient to act upon. Further, relationships with providers, law enforcement, and other state agencies improved. Additionally, the investigations identified an estimated \$1 million dollars' worth of fraudulent Medicaid claims the state is eligible to recover.

Since 1988, this prestigious award program has recognized service excellence, encouraged and rewarded innovation, and reinforced pride in service to Missouri state government. The GAQP program is administered by the Missouri Division of Personnel's Center for Management and Professional Development.



David Lanigan summarizing the team and their goals at the awards presentation.



Dr. Randall Williams speaking about the team at the awards presentation.

DHSS Employees of the Month



“Lynn is very knowledgeable in her work and always puts forth her best effort. She has helped resolve many financial issues between residents, families and long-term care facilities. She is an asset to this unit!” -From Shay Patterson, the nominator.

Lynn lives in New Bloomfield on a farm with her husband, Harry, and they have two daughters. Her hobbies include spending time with family, riding 4-wheelers, reading and being outdoors.

Division of Regulation and Licensure
Section for Long Term Care Regulation
Licensure and Certification Unit

January - Lynn Gilmore



The nominator wrote about Megan’s dedication and willingness to help others. “She shows great attention to detail and does a thorough job of performing her work functions...Megan is a self-motivator and comes to work ready to execute her job to her high standard every day” -From Dana Strobe, the nominator.

Prior to being hired by the State of Missouri Megan graduated from Lincoln University as a valedictorian with a degree in biology. She currently lives in Jefferson City. In her free time Megan enjoys many types of craft projects, reading, watching movies with family and friends, and spoiling her two pet cats.

Public Health Laboratory Scientist
State Public Health Laboratory
Immunology Unit

February - Megan Eisterhold



“I am nominating Nakisha Scott for employee of the month because of her willingness to help fellow staff... As a result of her time working for FSD (MO Family Support Division) Kisha has a more thorough understanding of the Medicaid guidelines...Kisha’s willingness to share her knowledge of Medicaid has made it possible for staff in our office to better assist clients...[her] help is immeasurable.” - From Helen Sheridan, the nominator.

Kisha lives in Poplar Bluff with her fiancé and two sons, Tavian and Luka. She has worked for the state since 2013. In her spare time Kisha volunteers at church, is a member of LIFT (Ladies in Faith Together) and enjoys Aqua Zumba, traveling, watching her son play sports, and most of all just being with family and friends.

Division of Senior and Disability Services
Bureau of Home and Community Services

March - Nakisha Scott

DHSS Employees of the Month



“Alan Schaffer has emerged as a subject matter expert with regards to hazardous waste identification and disposal and has performed those duties well beyond the requirements of his position... he has been called upon numerous times to assess waste that needs identified or disposed of and now directly works with central services to assist them with the labeling, storage and removal of hazardous waste. His knowledge regarding the chemicals and identification has been invaluable.” - From Laura Naught, the nominator.

Alan lives near Jefferson City with his wife, Sheila, and their three kids, Avery, Evan, and Savannah. Alan has worked in the Chemistry Unit at the MSPHL since 1992. Alan is a den leader for Cub Scouts and helps coach his kids’ athletic teams. He enjoys camping, fishing, hunting, gardening, and spending time on his parents’ farm, but most of all he enjoys being with his family.

Director’s Office

State Public Health Laboratory

April - Alan Schaffer



“Cory is always willing to go above and beyond for her reported adults.” In one particularly difficult case, the nominator noted Cory’s extra time and effort into obtaining the best outcome for all parties involved. The nominator also wrote “Cory is constantly seeking out new resources and updating the resources guides that are used by the team. Cory is always willing to assist co-workers and take on extra cases if needed and does so with a positive attitude.” - From Danielle McCartney, the nominator.

Cory lives in Wentzville with her significant other, Vernon, and her beloved dog, Sheba. Cory enjoys traveling to the Caribbean, reading, making blankets and assisting others as she can.

Division of Senior and Disability Services

Bureau of Home and Community Services

Region 5

May - Cory Fitzpatrick



“Cindy is always willing to assist co-workers and our clients.” Recently Cindy’s willingness to help and her calm demeanor helped resolve a situation that could have had a tragic end, but she was able to bring it to a positive ending for all involved. The nominator also wrote, “She is always willing to assist and goes above and beyond whenever a request for help is received. Cindy displays the type of character which restores faith in humanity...Cindy has displayed immeasurable dedication and a willingness to assist everyone in need, and this makes her an important asset to the department.” - From Sue Herbert, the nominator.

Cindy has been employed with the state for eight years. She lives in Wardell with her two children, Hannah and Layton. Cindy enjoys spending time with her family and friends.

Division of Senior and Disability Services

Bureau of Home and Community Services

Region 2

June - Cindy Hampton

DHSS Employees of the Month



July - Penny Snodgrass

“We are nominating [Penny] because she goes above and beyond to help our unit complete tasks in a timely manner. She accepts additional assignments without complaint and is the first to volunteer to help when other specialists have personal or work-related obstacles preventing them from completing a task on their workload... While many other CCFS’ volunteer to help, Penny volunteers most often and with a smile on her face... She is a valuable team member and deserves this recognition... Everyone needs a ‘Penny’ in their unit.” - From Wanda Taylor and Amy Nolte, the nominators.

Penny lives in Lee’s Summit with her husband, Gary, and they have been married for 32 years. She has three grown children and three grandchildren. Her passion is her family and feeling like she is making a difference in someone’s life.

Division of Regulation and Licensure

Section for Child Care Regulation

Northwest District



August - Gregory Backers

“Greg always does an exceptional job conducting criminal investigations of elder abuse, neglect, and financial exploitation.” Recently Greg conducted an investigation into a case of suspected financial exploitation. He was able to obtain a full confession from the suspect of the exploitation of nearly \$1.2 million dollars from an elderly victim. This led to a guilty plea by the suspect to financial exploitation of the elderly. He also obtained a second confession which led to a second suspect being charged. The number of hours of preparation and work involved in investigation cases is extensive, and a case of this caliber was no exception, and involved several trips across the state.” - From David Lanigan, the nominator.

Greg lives in the sticks of southern Cole County with his wife Colleen and collie dog, Clem. When he’s not fighting crime he enjoys hunting, fishing, camping and golf.

Division of Senior and Disability Services

Special Investigations Unit



September - Nathan Koffarnus

“I feel that Nathan’s efforts have been a major reason the Bureau of Communicable Disease Control and Prevention (BCDCP) response to the current Zika Virus outbreak has been successful... He quickly became the ‘go-to’ epidemiologist to assist in conducting the screenings. He used the insight gained from his many interactions with medical providers from across the state to support BCDCP’s ongoing efforts to improve the screening process...The extra time and effort spent in support of his colleagues to field calls outside the district he covers, as well as continually working on the development and maintenance of forms is difficult to measure, though it is without question, substantial.” - From Douglas Baker, the nominator.

Nathan is a huge Mizzou fan and proud alum. M-I-Z... He is a history buff who loves reading and hopes to write books someday. Nathan enjoys spending his free time with family and friends.

Division of Community and Public Health

Bureau of Communicable Disease Control and Prevention

DHSS Employees of the Month



“Donna has been working with a family of four for more than three years... Each family member had their own unique needs that Donna has helped meet... I believe Donna has opened up a whole new world for this family, but it required patience, a respect for the family’s lifestyle and choices, and her community network she has built over the years... Donna always goes above and beyond to help meet the needs of the most vulnerable in her community and is a respected and trusted resource for all who work with her.” - From Jamie West, the nominator.

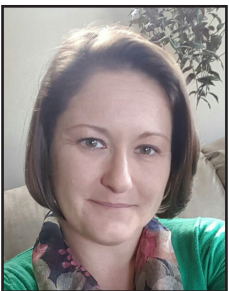
Donna lives in rural Chariton County. She has a passion for helping others and has dedicated her career to protecting the most vulnerable citizens in her community.

Division of Senior and Disability Services

Bureau of Home and Community Services

Region 4

October - Donna Pinney



“Ella is very dedicated to protect the elderly and disabled. She advocates for the safety and well-being of ‘at-risk’ adults while recognizing and respecting an individual’s right to self-determination.” She recently received a thank you note from a family that she worked with extensively that said, “I hope if the day comes and someone needs to guide my family in the right direction, you will still have a passion for this job and be there for me.” - From Ken Campbell, the nominator.

Ella lives in the country outside of the small town of Bolckow in northwest Missouri with her husband, Andy, and three sons, Eion, Ryan, and Isaac. When not on the job, Ella loves spending time in the great outdoors with friends and family camping, kayaking, gardening, and traveling.

Division of Senior and Disability Services

Bureau of Home and Community Services

Region 4

November - Ella Coats



“Martha demonstrates excellence and innovation in her job daily. She has a thorough understanding of the state and public health systems in Missouri and utilizes that knowledge to ensure not only quality in program services, but that those services work to create change and impact the health of communities... She is known for her knowledge and ability to get things done. Martha is always willing to go the extra mile to support public health and nurses.” - From Rachelle Collinge, the nominator.

Martha lives just outside the small town of Marceline in North Central Missouri with her husband, Jason, their quadruplets: Luke, Hannah, Shelby, and Isaac, and their 4 ½ pound Yorkie named Tinkerbelle. In addition to being a nurse, Smith’s priorities are spending time with her family and supporting her children’s endeavors as they finish their senior year of college.

Division of Community and Public Health

Center for Local Public Health

Public Health Consultant Nurse

December - Martha Smith

DHSS Holds Annual Holiday Luncheon

Joy filled the air at the Wardsville Lions Hall during the annual Holiday Luncheon on December 1. Director Randall Williams welcomed staff and thanked employees for their work throughout the year.

The microphone was then handed over to Daniel Bogle, Office of Governmental Policy and Legislation, who emceed the event. Daniel shared lots of laughs and kept the event light hearted.

Over 300 employees joined in the festivities that included a meal, games and cash drawings.

A canned food drive was also held in conjunction with the luncheon. Approximately 20 boxes of canned good items were collected to benefit the Jefferson City Samaritan Center. Fundraisers are held throughout the

year to help pay for a portion of the meal for those attending, prizes and other items associated with the luncheon. Jane Abbott, Division of Regulation and Licensure, won the \$100 grand prize.

A huge thank you to the Department Holiday Luncheon Committee for their fundraising efforts and planning throughout the year to make the holiday fun and entertaining. Members include:

Kathy Branson and Dawn Phillips—Director's Office
Michelle Rodemeyer—State Public Health Laboratory
Tammy Maasen—Division of Administration
Jackie McCoy and Stacey Spencer—Division of Community and Public Health
Terri Bass and Sharon Fennewald—Division of Regulation and Licensure
Treaka Young—Division of Senior and Disability Services



1



2



3

1. Jane Abbott was the winner of the big prize (\$100) during the Holiday Luncheon.

2. Karen Kliethermes drawing the next winner of a cash prize after she won.

3. The Holiday Luncheon Committee members, with emcee Daniel Bogle.

The DHSS Snapshot is published by the
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Suggestions for future articles can be
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Editors



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