DIVISION OF ADMINISTRATION
The Division of Administration provides fiscal and administrative support to all department units. Services include budgeting, accounting, expenditure control, procurement, grants/contract administration, personnel, general and building services, and continuous improvement operational excellence initiatives.

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 bureau:
- Coordinates and prepares the department’s legislative 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 assists with administering the budget after passage by the legislature.
- Prepares reports showing year to date expenditures, projected lapse amounts, etc. to help ensure financial accountability.
- Consults with department program staff on budget issues such as the reserve target, expenditure restrictions, etc.
- Coordinates the department fiscal note and initiative petition processes.
- Serves as a department liaison to Legislative Oversight Division.

Telephone: (573) 751-6016
FINANCIAL SERVICES BUREAU  
This bureau:  
- 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.  
- Develops financial and procurement policies, procedures and training.  
- Provides security access to the SAM II financial system.  
- Oversees procurement of supplies, materials, equipment and services. 

Telephone: (573) 751-6024

GENERAL SERVICES BUREAU  
This bureau:  
- 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.  
- Provides receptionist support on the Wildwood campus. 

Telephone: (573) 751-6040

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 employment law.  
- Establishes and maintains the department’s position classification system.  
- Administers functions of employment, promotion, compensation (including payroll preparation), performance appraisal, discipline, personnel records maintenance and related activities and assists to managers and supervisors in these areas.
• Assures department compliance with federal and state laws relating to equal employment opportunity, affirmative action and provision of services.
• Investigates and monitors internal/external complaints as well as union grievances.
• Coordinates and conducts professional development opportunities for DHSS staff to include new team member orientation and mandatory training for team members.
• Coordinates recruitment efforts by attending career fairs and specialized advertising of vacancies through various online job boards and employment sources.
• Coordinates the department’s internship program and placements.
• Coordinates team member award and recognition programs.
• Provides advice and expertise to stakeholders on workforce management, strategic planning, accreditation and organizational change/development issues.
• Coordinates distance-learning programs and development of online training courses.
• Provides relation services.
• Coordinates issues relating to unions.
• Revises and develops DHSS’ administrative policies.

Telephone: (573) 751-6059

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.
• Administers the Operational Excellence (Op Ex) team promoting continuous improvement throughout the department with a focus on Lean Six Sigma working across the department identifying areas which could benefit from a lean process. The office is responsible for communicating with the division directors on project status and coordinating team throughout the project process.

Telephone: (573) 751-6016