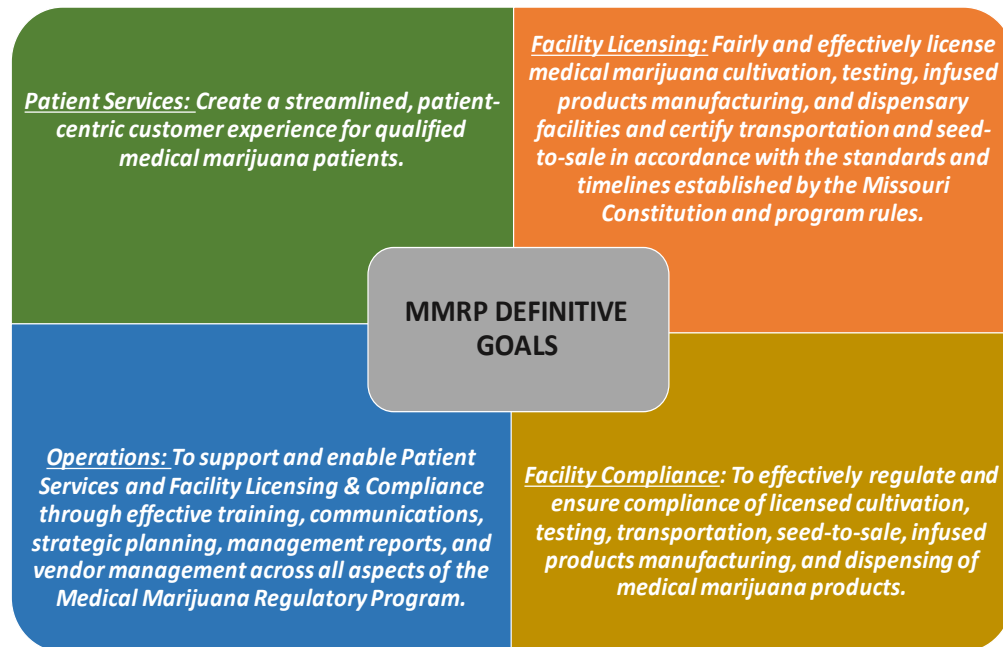


## SMMR Functions

The SMMR's structure is organized to cover four primary functions: Patient Services, Operations, Facility Licensing, and Facility Compliance. Although the SMMR works in unison to meet overarching goals, each function has definitive goals identified to support the development and success of the MMRP. The figure below illustrates the definitive goal for each function within the SMMR.



## Patient Services

The Patient Services Unit plays a pivotal role in meeting required constitutional dates, communicating complex rules to the public, and streamlining quality patient-centric services. The team serves as the frontline to the public, responsible for responding to stakeholder inquiries through all stages of the MMRP implementation.

By mid-May 2019, Patient Services included five employees. This was a pivotal point for Patient Services as it allowed the SMMR to establish what would become the primary avenue for addressing public inquiries. The original mechanism for accepting all public inquiries was through the Medical Marijuana Information email account. A call center was established on May 31, 2019, and members of the Patient Services Unit staff began accepting calls from the public through a toll free access line. The call center is operational Monday – Friday from 8:30 a.m. to 3:30 p.m. Inquiries outside this timeframe are routed through SMMR's email: [medicalmarijuanainfo@health.mo.gov](mailto:medicalmarijuanainfo@health.mo.gov).

The Patient Services team was instrumental in testing the online patient registry system during its design phase to ensure the public had a user-friendly, efficient mechanism for submitting applications, and they continue to evaluate and recommend improvements to the patient application process as well as identifying needed communication materials such as user guides, tips sheets, and video tutorials.

At the end of PY19, Patient Services was comprised of 12 Patient Services Specialists charged with processing patient and caregiver applications. Article XIV specifies patient applications must be approved or denied within 30 days of receipt of a complete application. Patient services staff are responsible for ensuring all patient and caregiver applications meet the requirements 19 CSR 30.95.030. Other duties include processing facility agent identification card applications (to commence in PY20) and answering agent inquiries; development of patient services' employee training, work processes and procedures; and working across the MMRP to assist in other areas, such as with special projects.

## **Operations**

The Operations Unit is responsible for the cross-cutting administrative functions necessary to support implementation and maintenance of the MMRP. These functions include: budgetary oversight, performance metrics, public communication consisting of both webpage and public education material development, conducting internal and external training, contract management, special project coordination, compilation of reports including the Annual Report to the Governor, strategic planning, and program evaluation. The logistical support Operations provides is central to the overall success of the program and reinforces the guiding principle that collaboration and coordination with stakeholders leads to administrative efficiencies and has a positive impact on the SMMR's service delivery. The Operations team was fully staffed within the first 270 days, and is composed of three members.

## **Facility Licensing and Compliance Unit**

The Facility Licensing and Facility Compliance functions are co-located organizationally in the Facility Licensing and Compliance Unit. These teams are under the direction of the Facility Licensing and Compliance Director and are supported by an administrative assistance. Planned staffing at full implementation is 27.

### **Facility Licensing**

The Facility Licensing team is instrumental in fairly and effectively licensing facilities in a manner that conveys the SMMR's commitment to being transparent in its processes and accountable for its decisions. Facility Licensing is responsible for issuing medical marijuana facility licenses and certifications, facility education, response to applicant inquiries, license change application reviews, and facility licenses/certification renewals. Facility Licensing was fully staffed within the first 210 days. The team's efficient and adept execution of facility application reviews is a function aligning with the SMMR's strategic priority to make medical marijuana accessible for qualified patients.

### **Facility Compliance**

The Facility Compliance team is responsible for creating compliance education, responding to compliance inquiries, commencement inspections, annual and renewal inspections, issuing violations and remediation directives, seed to sale monitoring, and compliance monitoring. Per the organizational model and implementation plan, this team will be the last portion of the MMRP developed by the SMMR. At the end of PY19, there were three compliance officers, and the SMMR was in the hiring process to expand this to fourteen compliance officers under the supervision of four regional managers. The compliance team is currently developing research-based policies and procedures consistent with carrying out the requirements of Article XIV and associated rules. The compliance team is vital to accomplishing the SMMR's strategic priority to enforce regulatory requirements and ensure compliance that keeps communities safe.