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TO: Division of Developmental Disabilities Contracted
Residential Services Provider Agencies

FROM: Bernard Simons, Director, Division of Developmental Disabilities

DATE: May 20, 2010

Because of very difficult economic times and state budget reductions, the Missouri Network of Care is ending operations effective June 30, 2010. As a result, on June 30, 2010, the current consumer referral system will no longer be available.

We will be replacing the current referral system with one hosted by the Department of Mental Health. This system will be available July 1, 2010. A workgroup representing providers, Information Technology Services Division (ITSD) and Developmental Disabilities Division staff have been working to assure that there will be no interruption of referrals as a result of this situation.

In order to ensure that residential providers continue to receive notifications of referrals and have the ability to respond, two actions must occur.

1. To obtain security clearance to Consumer Referrals, if you do not already have one, system users will need an Active Directory account (aka User ID) from the Department of Mental Health. Please note that the credentials used for Network of Care DD Referrals will not suffice. Additionally, you will need the 'Provider' security role to the Consumer Referral system.

The universal form to request security is located at: <https://portal.dmh.missouri.gov/>. The link is in the middle of the page titled: [Contract Provider Access Request Form](#). Please fill out page 1 and on page 2 under Section 5, check the 'Add' box for the Provider Access security role.

It is possible that your local Regional Office will require an additional form. You might contact the regional office ITSD staff in your area to insure you have both the universal and local forms that might be required. Please submit these forms no later than **June 15th** to the designated individual listed below.

Regional Office	ITSD Help Desk Contact
Albany Regional Office	Kenny Palmer (816-387-2525)
Central Missouri Regional Office	Diana Doty (573-882-9835 x275)
Hannibal Regional Office	Vanessa Rench (573-406-6611)
Joplin Regional Office	Anita Reeves (417-629-3584)
Kansas City Regional Office	Marcia Ervin (816-889-3449)
Kirksville Regional Office	Travis Horn (660-785-2340)
Poplar Bluff Regional Office	Michelle Crowley (573-840-9358)
Rolla Regional Office	Kathy Williams (573-368-2511)
Sikeston Regional Office	Bruce Balken (573-472-6530)
Springfield Regional Office	Andre Bouravnev (417-895-7454)
St Louis Regional Office	Glenda Sutter (314-244-9480)

If you do not complete the proper forms and are not given security clearance, you will not receive or be able to respond to potential referrals.

2. Each provider will need to complete training on the new system. Training will occur through a free web based application called Adobe Connect. If your agency does not have access to high speed internet, regional offices will host the event and training may be viewed there. Provider Relations staff from your regional office will be notifying you soon regarding training details for your region.

Thank you.