OUR MISSION

Through Christ’s love, we empower children and families to overcome challenges today so they can build a better tomorrow.

OUR VISION

Generations of children and families across Missouri are safer and stronger together.

OUR COMMITMENT

Our commitment is to serve families and children throughout the State of Missouri in a quality manner. To this end, we ask ourselves the critical questions:

• Are we effective in getting results?
• What are the challenges we face?
• How can we do better?

These questions help guide our activities and improve on the systems that support our day-to-day operations.

The approach of LFCS to service delivery is strength based and collaborative, promoting respect and positive behavior in a safe and secure environment. We access potential clients for appropriateness of service and may refer to other resources to best meet the needs of the client.

If you have any questions about this notice or concerns regarding our privacy practices, please contact:

Privacy Officer • St. Louis Office
9666 Olive Boulevard, Suite 400
St. Louis, MO 63132
314-787-5100 • 1-866-326-5327

Mid-Missouri
307 Locust Street
Columbia, MO 65201
573-815-9955

St. Charles
100 Piper Hill Drive
St. Peters, MO 63376
636-949-5522

Southeast Missouri
3178 Blattner Drive
Cape Girardeau, MO 63703
573-334-5866

Southwest Missouri
2130 N. Glenstone Avenue
Springfield, MO 65803
417-862-1972

Hilltop Child & Family Development Center
6155 West Florissant Avenue
St. Louis, MO 63136
314-389-1001

Franklin County
15 South Oak
Union, Missouri 63084
636-234-0893

314-787-5100 or 1-866-326-LFCS (5327)
If interested in learning more about our services, volunteering, or making a donation to LFCS, call or visit our website
www.lfcsmo.org
III. Your Rights Regarding Your Health Information

You have the following rights with respect to your protected health information:

• request in writing that your protected health information not be used or disclosed by LFCS for treatment, payment or administration purposes or to persons involved in your care except when specifically authorized by you. The agency will consider your request, but we are not legally bound to agree to the restriction. To the extent that we do agree to any restrictions, we will put the agreement in writing and abide by it except in emergency situations. We cannot agree to limit uses/disclosures that are required by law.

• request that we contact or send you information at an alternative address or by an alternative means. We will agree to your request as long as it is reasonably easy for us to do so.

• inspect and copy your protected health information. Any such requests must be made in writing. The agency will respond in writing to such a request within 30 days. If you request copies, LFCS may charge you a reasonable cost for copying.

• submit a request to amend your information if you believe that information in your record is incorrect or if important information is missing.

• an accounting of disclosures of your protected health information.

You have a right to receive this Notice in paper and/or electronic format.

IV. The Agency’s Duties

LFCS is required by law to maintain the privacy of protected health information and to provide individuals with notice of its legal duties and privacy practices with respect to protected health information.

LFCS is required to abide by the terms of this Notice currently in effect, and LFCS reserves the right to change the terms of this Notice and to make the new Notice provisions effective for all protected health information that it maintains. Should the agency make changes in its Notice, it will post the changed Notice in its office waiting areas and on our website. You may request a copy of the Notice at any time.

V. Complaint Procedure

If you are concerned that LFCS may have violated your privacy rights, or you disagree with a decision LFCS made about access to your records, you may contact the person listed below. You may also send a written complaint to the Secretary of the Department of Health and Human Services. The person listed below can provide you with the appropriate address upon request. Under no circumstances will any actions be taken against you for filing a complaint.

Privacy Officer
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St. Louis, MO 63132
(314) 787-5100 • 1-866-326-5327