Family Care Safety Registry
Processes and Myths

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Purpose

- The Family Care Safety Registry (FCSR) offers individuals and eligible employers an opportunity to obtain background screening information on caregivers from a single source.

How It Works

- A database of caregivers is created by requiring individuals providing services to children, the elderly, and the disabled to register as a caregiver. There is a one-time registration fee (currently $13.00).
- Eligible employers may contact the FCSR by telephone, fax, mail, or online to request a background screening on current or prospective employees. There is no cost for the screening.
How It Works

- The screening conducted produces up-to-date, real-time Missouri data.
- Background screening results are delivered to both the requesting employer and the individual who was screened.

The FCSR Registration Process

- The individual to be screened must be registered before a screening can be conducted.
- In the registration process, the individual certifies their agreement to be screened for employment purposes as a caregiver.
- The registration can be submitted by paper form with a check/money order or online with fee payment made by credit/debit card.

The FCSR Registration Process

- To conserve state resources, an email address for the individual registering is required. The email address will be used to deliver correspondence to that person.
  - A notification requesting additional information when FCSR staff review the registration.
  - A notification that the individual’s registration has been processed.
  - Notifications of employer screening requests.
The FCSR Registration Process

• Use FCSR’s website to check if a registration has already been submitted.
  - A “was not found” message means a registration has not been submitted. The job applicant needs to register with the FCSR.
  - A “was found” message means an FCSR registration has been submitted.
    - If needed, call the FCSR’s toll-free number to learn whether the registration is complete or requires additional information.

The FCSR Background Screening Process

• Once an individual has a complete caregiver registration on file, an employer can request that registrant’s background screening through the FCSR.
• There are three ways to make the request:
  - By telephone during call center hours
  - By paper form, faxed or mailed
  - Online, using a personal user ID and password

Telephone Screening Request

• By telephone you can request a background screening on one (or a few) potential employee(s).
• You will be told whether the individual has a clear screening or if there are any matches to information checked.
• Licensed/contracted care providers can receive the details on matching information over the phone.
Form Screening Request

- Fax or mail a completed Employer Background Screening Request form.
- Forms are worked in the order received, and can be subject to a backlog.

Online Screening Request

- To apply for online access, submit the following forms:
  - A completed Memorandum of Agreement (one per business)
  - One (or more) completed Internet Background Screening Access/Security Request(s) (one per person)

*Found on our website at http://health.mo.gov/safety/fcsr/forms.php

Online Screening Request

- Use your personal user ID and password to request background screenings.
- Expect one of these responses:
  - An immediate response of a clear screening.
  - A “1 to 5 day” message noting FCSR staff have to review the information.
  - An “Already Submitted” message.
  - An “Information Not Found” message.

*Never share your user ID or password. Never work at someone else’s computer when they’re logged in. Contact the FCSR if you leave employment to deactivate your user ID.
Online Screening Request

- With online access, most of your notification letters are delivered online.
  - The “Print Queue” is where you find automated letters.
  - Immediately determined clear screening letters
  - Letters generated after FCSR staff reviewed the screening information (in 1 to 5 business days)

- Some letters providing specific information on a finding are not automated, so will have to be mailed.

Information Reported in the FCSR Background Screening

- Open Missouri Criminal History Records
- Sex Offender Registry
- Child Abuse/Neglect Records
- Department of Health and Senior Services (DHSS) Employee Disqualification List
- Department of Mental Health (DMH) Employee Disqualification Registry
- Child Care License Revocations
- Foster Parent License Denials, Revocations, Suspensions

Criminal History Information

- Missouri data only
- Open records only on file with the Missouri State Highway Patrol
  - Arrest only if less than 30 days old
  - Pending court disposition
  - Conviction or plea of guilty
  - Suspended imposition of sentence (SIS) during the period of probation.
Sex Offender Registry

- Missouri data only
  - Conviction or guilty plea to committing or attempting sexual offenses
- Individuals may be required to register as a sex offender even though there isn’t a Missouri criminal history report.
  - SIS, where probation has expired
  - Offense committed out of state

Child Abuse/Neglect Records

- Missouri data only
- Results from “preponderance of evidence” child abuse/neglect hotline complaints investigated by the Department of Social Services.
- Unless reports result in prosecution, the courts are not involved in the process.
- Corrections may only be made by the Department of Social Services.

DHSS Employee Disqualification List

- Results from elder abuse hotline complaints investigated by the Department of Health and Senior Services.
  - Abuse or neglect of a resident, patient, client, or consumer;
  - Misappropriation of funds or property belonging to a resident, patient, client, or consumer; or
  - Falsification of documentation verifying delivery of services to an in-home services client or consumer.
- Placement is typically time-limited, although some placement is permanent.
DMH Employee Disqualification Registry
- Results from investigation of complaints of abuse, neglect or financial exploitation of clients of the Department of Mental Health.
- Placement may be time-limited or permanent.

DHSS Child Care License Action
- Results from the revocation of a child care license by the Department of Health and Senior Services.

Foster Parent License Actions
- Results from the denial, revocation, or involuntary suspension of a foster parent license by the Department of Social Services.
Hiring May be Restricted for Disqualifying Background Findings

- If a long-term or personal caregiver has a finding in their FCSR background screening that disqualifies them from employment with a regulated health care provider, they may be able to apply for a Good Cause Waiver (GCW). If approved, a GCW can lift the hiring restriction imposed by state law.
  - Individuals listed on the EDL are not eligible to apply for a GCW while they are listed.
- Learn more about the GCW at www.health.mo.gov/safety/goodcausewaiver

Who Can Explain Employment Disqualifications?

- Questions about employment disqualifications or conditional employment must be directed to the licensing or quality assurance program staff assigned to work with the provider:
  - Home Health and Hospice – 573-751-6336
  - In-Home Services – 573-751-3399
  - Consumer Directed Services – 573-751-3399
  - Adult Day Care – 573-526-8524

I Heard It Through the Grapevine . . . .

- CLAIM: FCSR put something on my background that shouldn’t be there.
- FACTS:
  - Being registered with the FCSR means the individual will be employed as a caregiver.
  - The majority of registered caregivers will have a clear screening.
  - FCSR reports information contained in the databases checked.
  - Questions about matching information found in one of the databases should be directed to the agency of record.
I Heard It Through the Grapevine . . . .

- CLAIM: The FCSR is the only way I can check the EDL.
- FACTS:
  - An entity that provides in-home services under contract with DHSS or is licensed as a home health provider, adult day care, or hospice can check the EDL directly.
  - An entity eligible to use the EDL can apply for up to three staff user IDs to access their online system.
  - For more information on checking the EDL directly, visit their website at http://health.mo.gov/safety/edl/index.php.

I Heard It Through the Grapevine . . . .

- CLAIM: FCSR is going to require fingerprint-based background screenings.
- FACTS:
  - Legislation was filed in 2011 that would have required FCSR to coordinate fingerprint-based screenings for in-home and long-term care employees. It did not pass.
  - The FCSR has no current plans to propose legislation that would require fingerprint-based background screenings.
  - At this time, the only fingerprints FCSR requests are on an individual basis, to ensure we correctly identify Missouri criminal history.

I Heard It Through the Grapevine . . . .

- CLAIM: FCSR screenings lower your credit score.
- FACTS:
  - FCSR does not share screening information with credit reporting agencies. A credit reporting agency does not have any way of finding out if an individual has been screened through the FCSR.
  - For information about what goes into a FICO credit score calculation, check out: http://www.myfico.com/crediteducation/whatsinyourscore.aspx
I Heard It Through the Grapevine . . .

- **CLAIM:** The FCSR has plenty of funding from the registration fees to hire more staff and/or pay postage costs.
- **FACTS:**
  - By state law the FCSR does collect a fee when someone registers.
  - By state law the FCSR transfers the funds collected from registration fees to the Missouri State Highway Patrol.
  - The FCSR does not keep any portion of the registration fee.

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**Family Care Safety Registry**

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