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# Family Care Safety Registry Overview and Good Cause Waiver Applications

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# FCSR 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.
- Eligible employers include:
  - Child care providers
  - Long term care providers
  - In-home and consumer directed services providers





# How It Works

- A database of caregivers is created by requiring individuals providing services to children, the elderly, and disabled persons to register as a caregiver. There is a one-time registration fee.
- 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.



**FCSR processed  
510,020 background  
screenings between  
July 2017- June 2018!**

# 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 his or her 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.

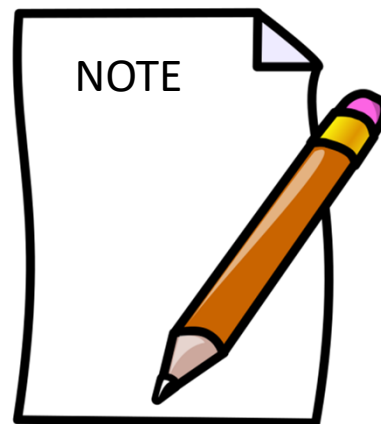


# The FCSR Registration Process

- 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 Registration Process

- A registration request submitted by an employer does not count as a background screening request.

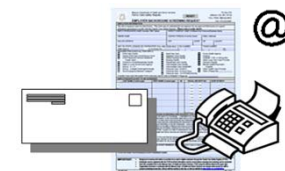




# The FCSR Background Screening Process



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



# 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.*

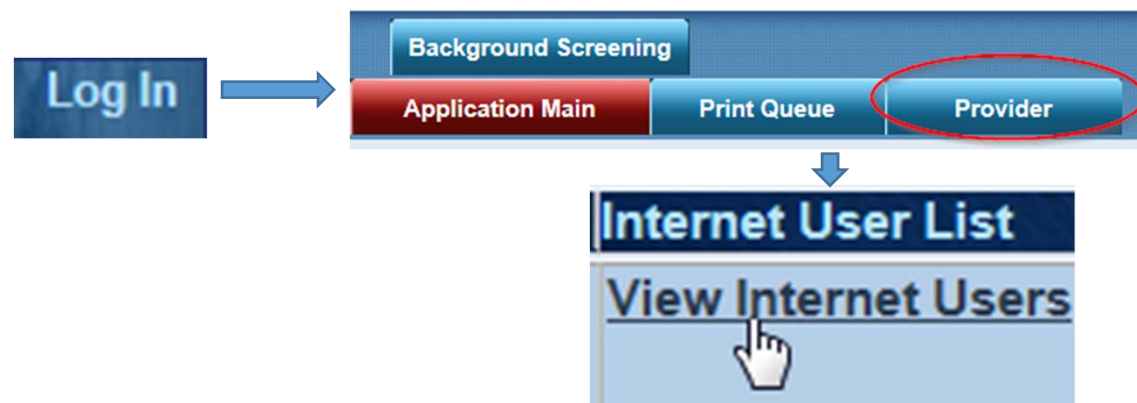


# Online Screening Request

- 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.

# Online Access Responsibilities

- If you have online access, you'll be asked to check if the list of users with personal IDs is up to date.
  - Randomly via email
  - Anytime you call the toll-free call center
  - Twice per year by an announcement after you log in
- To check online:



# Telephone Screening Request

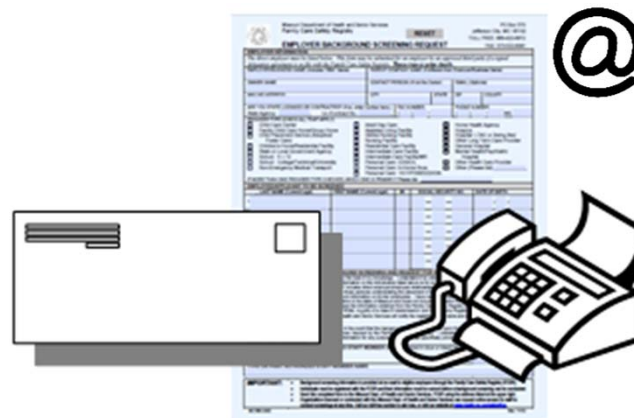


- By telephone you can request a background screening on one (or a few) potential employee(s).
- You will be told whether the individual has a clear screening or if there are any matches to information checked.
- Licensed/contracted care providers can receive the details on matching information over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



# Form Screening Request

- A completed and signed Employer Background Screening Request form can be sent by fax, mail, or attached to an email.
- Forms are worked in the order received, and can be subject to increased processing time.



# What's New?

- If you don't have online access, you can now receive *most* notifications via encrypted email.
- How do I decide which method is best?

| Encrypted Email                                     | Online Access                                            |
|-----------------------------------------------------|----------------------------------------------------------|
| One email for each screening requested              | Print several letters at one time                        |
| Usually only one person can access an email account | Multiple users can request access to your online account |
| Must access letter within a limited amount of time  | Retrieve past letters (already printed)                  |
| No user ID management duties                        | Access locked if not used; call FCSR for password reset  |





# 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.

*You can access the EDL online. If you have online access to both the EDL and FCSR, keep your EDL password active. A locked EDL password will delay your FCSR results.*

# 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

- Disqualifying background findings for in-home services and consumer directed services employees:
  - Placement on the DSS Central Registry for Child Abuse/Neglect
  - Placement on the Sex Offender Registry
  - Placement on the DMH Employment Disqualification Registry
  - Placement on the DHSS Employee Disqualification List
  - Certain criminal offenses



# Hiring May be Restricted

- Disqualifying criminal offenses are found in 192.2495 RSMo.
- A listing has been compiled and posted on the Good Cause Waiver webpage at <https://health.mo.gov/safety/goodcausewaiver/disqualifying-factors.php>.
- To determine if a criminal offense disqualifies an in-home or consumer directed services worker from employment, compare the listing with the RAP sheet.



# Hiring May be Restricted

- When comparing the listing of disqualifying offenses with the RAP sheet, refer to the COURT section of each cycle.
  - Look at the CHARGE LITERAL
  - Look at the OFFENSE TYPE
  - Look at the CLASS
  - Look at the STATE CODE or STATUTE CITATION

```
----- COURT -----  
COUNT:          001  
COURT:           MISSOURI CALLER CENTER COURT-CRIM-FELONY  
CASE NUMBER:     201800007  
CHARGE LITERAL:  MURDER 2ND DEGREE  
OFFENSE TYPE:    FELONY  
CLASS:           A  
STATE CODE:      565.021-001Y19840999.0  
STATUTE CITATION: 565021  
NCIC CODE:       0999  
COURT ACTION:    GUILTY ON 12/09/1988  
--- SENTENCE --- CONFINEMENT 15 YEARS
```

| Criminal Violations Listed Below: | Crime Class | RSMo Section |
|-----------------------------------|-------------|--------------|
| Murder in the second degree       | A Felony    | 565.021      |





# Hiring May be Restricted

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```
----- COURT -----  
COUNT:          001  
COURT:           [REDACTED]  
CASE NUMBER:     [REDACTED]  
CHARGE LITERAL:  THEFT-$500/MORE-LESS $25000  
OFFENSE TYPE:    FELONY  
CLASS:           C  
STATE CODE:      570.030-009Y20022399.0  
STATUTE CITATION: 570030  
NCIC CODE:       2399  
COURT ACTION:    GUILTY ON 08/11/2008
```

| Criminal Violations Listed Below: | Crime Class | RSMo Section |
|-----------------------------------|-------------|--------------|
| Stealing / Theft                  | Any Felony  | 570.030      |



# Hiring May be Restricted

- A long-term or personal caregiver with a finding in his or her FCSR background screening that disqualifies him or her from employment with a regulated health care provider may be able to apply for a Good Cause Waiver (GCW).
- If approved, a GCW can lift the hiring restriction imposed by 192.2495 RSMo.
- Individuals listed on the EDL are not eligible to apply for a GCW while they are listed.



# Hiring May be Restricted

- Sending an application for GCW:
  - If an applicant submits a GCW application and has **no disqualifying findings**, the application will be returned with a cover letter.
  - If a GCW is required but the application is **incomplete**, a letter will be generated requesting additional information.
  - **Complete** GCW applications for applicants with disqualifying findings will be forwarded to a review panel.



# Hiring May be Restricted

- The application for Good Cause Waiver must include:
  - The signed and completed GCW application form
  - Explanation for each finding in the background
  - Sponsorship letter or three character reference letters
  - Other support documents, if applicable
- Complete applications are reviewed by a panel of health professionals in the order received.
- Applicants and known employers are notified when a decision is made.





# 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
- For more information, visit the GCW webpage at:  
[www.health.mo.gov/safety/goodcausewaiver](http://www.health.mo.gov/safety/goodcausewaiver)

# Hiring Decisions With No Restrictions



- The employer makes the hiring decision if a job applicant has a background finding that is not a disqualifier, has no findings, or has an approved Good Cause Waiver application.
  - For example, an applicant may have a string of misdemeanor or local ordinance thefts that are not disqualifying per statute. The employer can make the decision not to hire this individual based on a pattern of “lesser” thefts.





# Family Care Safety Registry

- Phone: 866-422-6872 (toll-free)  
Monday – Friday, 8:00 a.m. – 3:00 p.m.
- Fax: 573-522-6981
- Mail: P.O. Box 570  
Jefferson City, MO 65102-0570
- Web: [www.health.mo.gov/safety/FCSR](http://www.health.mo.gov/safety/FCSR)
- E-mail: [FCSR@health.mo.gov](mailto:FCSR@health.mo.gov)