



MISSOURI DEPARTMENT OF
**HEALTH &
SENIOR SERVICES**

Family Care Safety Registry

Missouri Leadership Academy Class 15

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Cicely Riley

Department of Corrections

Probation & Parole – District Administrator for Eastern Jackson County

“True leaders inspire others to see their own potential.”
—Cicely Riley



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816.292.7735



Jessica Dillon

Missouri State Highway Patrol

Chief Radio Operator at Troop A

"I've learned people will forget what you said and what you did, but people will never forget how you made them feel."
—Maya Angelou



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816.622.0800



Laura Hammon

Department of Mental Health

Incident Management Specialist State Lead

"Success is not final: failure is not fatal. It is the courage to continue that counts."
—Winston Churchill



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573.522.4476



Emily Hollis

Department of Health and Senior Services

Executive Assistant to the General Counsel/Deputy Director

“Let a rotten word not come out of your mouth, but only what is good for building up.”
—Ephesians 4:29



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573.751.6005



Bri Nicholson

Department of Elementary and Secondary
Education

SkillsUSA Missouri State Director, Supervisor Skilled Technical
Sciences

“A leader is one who knows the way, goes the way, and shows
the way.”

— John C Maxwell



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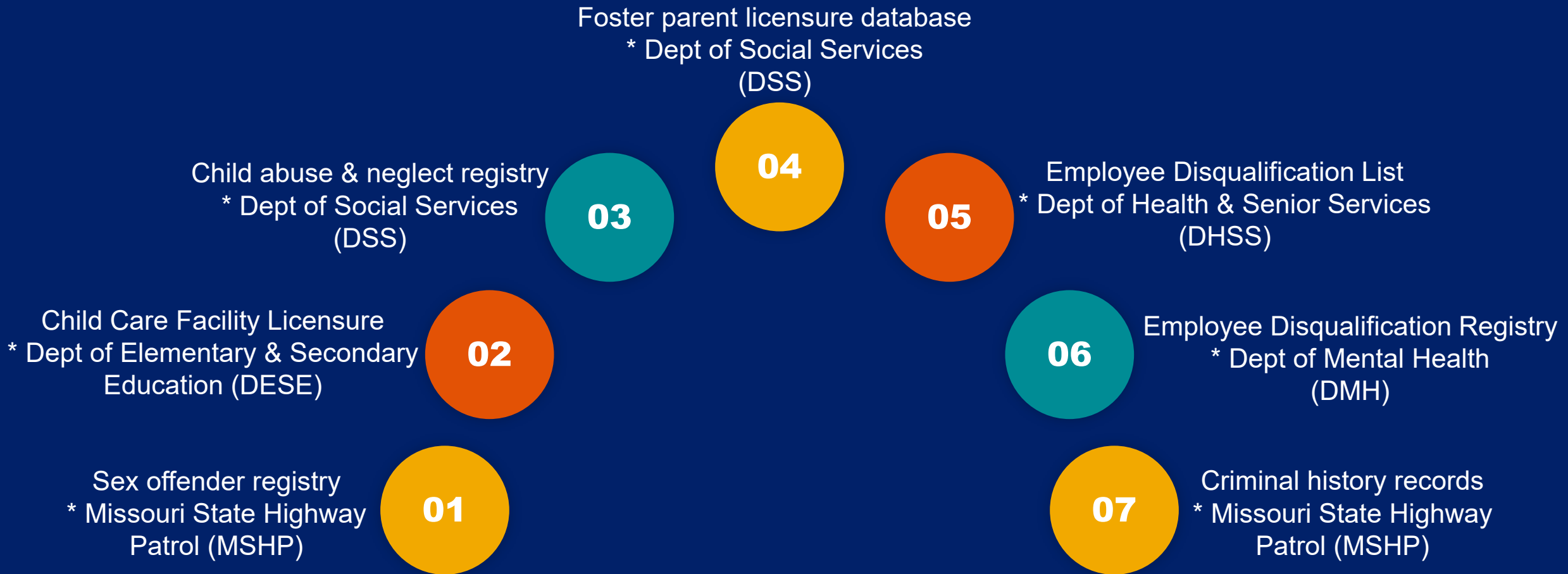


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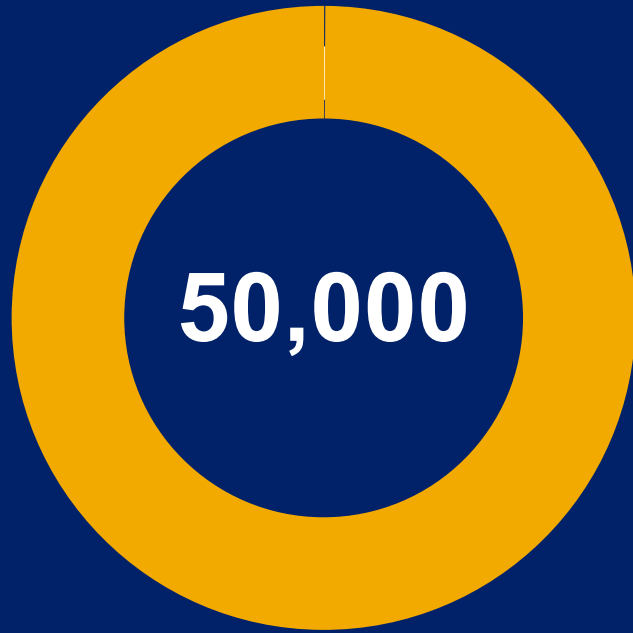
Family Care Safety Registry

The Family Care Safety Registry (FCSR) provides valuable background information to employers hiring persons to care for children, seniors and physically and/or mentally disabled individuals.

The Seven (7) Systems



By the Numbers



**Average # of FCSR
Checks Per
Month**



**Average # of FCSR
Checks with
Immediate Results**



**Average # of FCSR
Checks Requiring
Manual Review**

IMPROVING THE CUSTOMER JOURNEY

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graph TD; A[Improving the Customer Journey] --> B[Error Messaging]; A --> C[Access to DOR FUSION]; A --> D[Website Updates];
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The diagram features a central header box at the top with the text 'IMPROVING THE CUSTOMER JOURNEY'. Below this header are three colored boxes: a yellow box on the left, an orange box in the middle, and a teal box on the right. A yellow arrow originates from the left side of the header box and points down to the yellow box. An orange arrow originates from the right side of the header box and points down to the orange box. A third orange arrow originates from the right side of the header box and points down to the teal box.

**Error
Messaging**

**Access to
DOR
FUSION**

**Website
Updates**

Unable to Process (Information Not Found)

FCSR was unable to process your background screening for:

Social Security Number	Date of Birth	Name
123-45-6789	01-01-1980	JOHN, CHRISTOPHER

The registration requires information to be updated or verified.

To confirm that an individual's Social Security Number is found in the FCSR database, click [here](#). If you feel that there is an error or if you have any questions, call the FCSR toll-free at (866) 422-6872.

After the individual's registration is completed or updated, you must resubmit your request for a background screening.

New Search

Download Forms

Return

The registration requires information to be updated or verified.

The registration has been reviewed but may require additional follow up by FCSR staff.

The registration has been reviewed but immediate processing could not be completed.

**ERROR
MESSAGING**

**ACCESS TO DOR
FUSION**

**WEBSITE
UPDATES**

Clarifying Error Messaging for Customer to Reduce Frustration

- 01 Simplify to one generic message**
- 02 Add check boxes to communicate what information is needed or the reason for the delay**
- 03 Add a check box for “OTHER” for a “catch-all” for special circumstances**
- 04 Provide an estimated timeframe in which a response will be provided**



**ERROR
MESSAGING**

**ACCESS TO DOR
FUSION**

**WEBSITE
UPDATES**

Provide FCSR with Access to Department of Revenue FUSION System

- 01 FUSION contains identifying information and demographic data for individuals with Driver and Non-Driver Licenses**
- 02 Enable FCSR staff to complete verifications without registrants or employers providing updates**
- 03 An MOU with DHSS and DOR is in existence for other DHSS employees**
- 04 A request has already been made to include FCSR in the update of the MOU, which is being drafted NOW!**





Family Care Safety Registry

DHSS Home » Licensing & Regulations » fcsr

ATTENTION:

As of Tuesday August 18, the Family Care Safety Registry is processing:

- Online registrations submitted on August 12.
- Online background screenings requiring review submitted on August 13.

- About the Registry
- Is A Person Already Registered
- Register Online **NEW!**
 - Online Registration Instructions 
- Online Background Screening Login
 - User Guide  **NEW!**
- How to Open an Encrypted Email 
- 2024 Annual Report 
- Good Cause Waiver
- Related Links
- Laws, Regulations & Manuals
- Frequently Asked Questions
- Forms



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Family Care Safety Registry

Missouri's Family Care Safety Registry (FCSR) was established by law to promote family and community safety. The registry helps to protect children, seniors, and people with disabilities by providing background information. Families and employers can call the registry's toll-free line to request background information on registered child care, elder care, and personal care workers or to request licensure status information on licensed child care and elder care providers. This service is intended to provide information to help families and employers make informed decisions when hiring employees to work with children, the elderly, and people with disabilities.



Family Care Safety Registry

← Knowledge Base

What is the Family Care Safety Registry?

Who is required to register with the Family Care Safety Registry?

What does "registered" mean?

How does a person register?

What if I don't have a Social Security number or card?

Can a person voluntarily register?

Are employees of public schools required to register with the Family Care Safety Registry?

How often must a person register?

Are all caregivers required to pay the registration fee?

What is the penalty for not registering?

Can an employer submit a Worker Registration form and pay the registration fee for an employee?

How is background information requested from the Family Care Safety Registry?

Who can receive background information from the Family Care Safety Registry?

How is "employment purposes" defined in Chapter 210.921, RSMo?

How can I receive background screening information for non-employment purposes?

How is information from the Family Care Safety Registry disclosed?

Will a registrant know if their background information is disclosed?

How do I update my personal information?

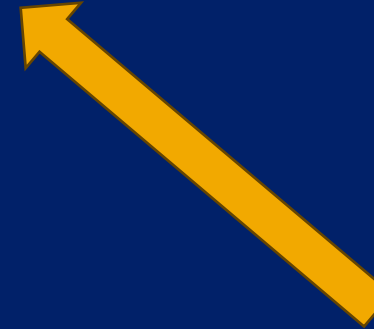
How are background results delivered?

Can I appeal my FCSR background results?

If I have information on my record, will it restrict me from working?

What is the penalty for misusing information obtained from the Family Care Safety Registry?

How will the Family Care Safety Registry handle Amendment 3 expungements?



The Frequently Asked Questions (FAQs) page has small font, need updated, and are not separated by employee questions versus employer questions.



State of Missouri Department of Health and Senior Services

Family Care Safety Registry

August 18, 2025

FCSR-BSEES Home

Registration

Good Cause Waiver

For Your Information

To register online or check if a person is already registered, click Registration on the navigation bar above and select Register Online from the submenu.

Questions? Call the FCSR toll-free at (866) 422-6872.

APPLICATION MAIN

FCSR - BSEES Announcements

01/06/2023: Updates on frequently requested processing times will be posted on the Family Care Safety Registry webpage at <https://health.mo.gov/safety/fcsr/index.php>.

07/27/2016: Do you need to check if someone has already registered with the FCSR? Click Registration on the navigation bar above and select Register Online from the submenu. Enter the Social Security number on the Is A Person Registered tab to find if the number was found or was not found in our system. To avoid



Welcome to the Family Care Safety Registry Background Screening and Employment Eligibility System.

Individuals may use this system to register with the Family Care Safety Registry, or to check whether or not a person is registered. Eligible employers may use this system via secure user accounts to request background screenings on current or potential employees.

You are about to gain access to a Missouri Department of Health and Senior Services application. By proceeding, you are agreeing to keep confidential all information made available to you through this application. Any unauthorized access, use and/or disclosure of information may result in loss of access privileges, an action for civil damages, and/or an action for criminal charges.

**ERROR
MESSAGING**

**ACCESS TO DOR
FUSION**

**WEBSITE
UPDATES**

Website Updates and Navigation Buttons

- 01 Create engaging and easy-to-follow website**
- 02 A well-designed site reduces confusion and increases efficiency**
- 03 Add navigation buttons for employee and employer**
- 04 Build confidence in state services for over 240,000 unique website visits annually**



FINAL THOUGHTS

**For questions regarding the FCSR
capstone presentation, please
contact Emily Hollis at:**

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THANK YOU!