

Acumen Fiscal Agent

Missouri Self-Directed Supports

FAMILY CARE SAFETY REGISTRY CRIMINAL BACKGROUND CHECKS

FREQUENTLY ASKED QUESTIONS

Each new Employee must have a completed criminal background check (CBC) as a part of a complete application. All CBCs must be requested through the Family Care Safety Registry (FCSR). The FCSR is run by the state of Missouri. These frequently asked questions will help a new employee and/or an employer to understand how Acumen registers and/or requests the CBC from the FCSR.

What is the Family Care Safety Registry?

- The Family Care Safety Registry (FCSR) is a state-run background check information system. It houses Missouri data only. Acumen is contractually required by the Department of Mental Health to use the FCSR for all criminal background check information for employees in the SDS program.
- The data from the FCSR is pulled from the following sources:
 - State criminal records maintained by the Missouri State Highway Patrol
 - Sex Offender Registry maintained by the Missouri State Highway Patrol
 - Child abuse/neglect records maintained by the Missouri Department of Social Services
 - The Employee Disqualification List maintained by the Missouri Department of Health and Senior Services
 - The Employee Disqualification Registry maintained by the Missouri Department of Mental Health
 - Child-care facility licensing records maintained by the Missouri Department of Health and Senior Services
 - Foster parent licensing records maintained by the Missouri Department of Social Services

Why is the Family Care Safety Registry Form required?

As the fiscal intermediary for the employer, Acumen is responsible for requesting the CBC results.

Why does the employee need to send this form to Acumen even if the employee is already registered in the Family Care Safety Registry?

This form authorizes Acumen to request the CBC results via the FCSR. Without this form, we do not have authorization to request the required CBC.

Who is responsible for registering an employee on the FCSR?

- It is possible that a new employee has already been registered for the FCSR system through previous employment. This could have been by Acumen or by some other entity.
- When Acumen receives a new employee application, we check the FCSR system to see if the employee's social security number is already registered in the FCSR.
 - If the employee's social security number is already registered, Acumen requests a copy of the CBC results
 - If the employee's social security number is not registered, Acumen requests

that the new employee be registered in the FCSR

How long does it take Acumen to request a new registration to be processed?

- Generally, the FCSR takes 7 business days to process the request for registration. However, processing the request is tied to volume and can take up to 14 business days
- After the registration has been processed, Acumen will need to request the CBC results from the FCSR. Although Acumen registered the employee for the FCSR, the CBC results are not automatically sent to us. They can only be requested AFTER the FCSR processes the registration request.

How long does it take to receive the criminal background check (CBC) results from the FCSR?

- If the employee is already registered in the FCSR, the CBC results may be sent to Acumen the same day that Acumen requests it.
- There are some instances when the employee is registered in the FCSR, but the FCSR needs extra time to review the request or there is a problem with the information they have in their system that needs to be updated. Please see the next two questions for further explanation
- If Acumen has to register the employee on the FCSR, the registration must be processed before Acumen can request the CBC results. That means the request will take longer.

What does “Under Review” mean?

- If Acumen informs you that the CBC is “Under Review” that means that when Acumen requested the results the FCSR needs extra time to review the request.
- Generally, this means that there is more than one person in the FCSR with the same or similar name and the FCSR needs to review to ensure they are providing the correct CBC results for the right person. But it can also mean that there is a result on the CBC that the FCSR needs to review.

What does “Unable to Process” mean?

- If the Acumen agent informs you that the CBC is “Unable to Process” this means that the employee has information in the system that the FCSR believes is incorrect or out of date.
- Acumen does not have the authority to change or update the profile that was created for the employee after they have been registered. Because of this, we will request that the employee contact the FCSR and ask them what information needs to be updated. Because it is the employee contacting the FCSR, they will be able to update the system right away.
- When Acumen receives the “Unable to Process” message, the FCSR does not continue the request for a CBC result. Because of this, we will need to request the CBC again after the employee calls the FCSR. After the employee has updated their information, please notify the Acumen agent or customer service and we will request the CBC again.

If I was already registered on the FCSR but my information has changed, how will this impact the process?

If you know your information (name change, address change, etc.) has changed since you were originally registered for the FCSR please call them prior to or shortly after you have submitted your new employment application. This will ensure that when Acumen is able to request your CBC, we will not get the “Unable to Process”.

How does Acumen manage “Under Review” and “Unable to Process” messages?

- When Acumen receives the “Unable to Process” message, the Acumen agent or a member of customer service will contact you and inform you we have received that message and the steps your employee needs to take.
- When Acumen receives the “Under Review” message, a member of our team will contact the FCSR if we have not received the results of the CBC within 5 business days of our request.

How can the employer or the employee check on the status of the FCSR CBC results?

You or your employee can contact the Acumen agent or customer service for an update on the status.

What are the hours of the FCSR phone line?

The FCSR customer service line is open from M-F 8:00am-3:00p central time. Acumen can only request “Under Review” CBC’s during this time.

I have received the results of my background check in my personal email, but Acumen has not. Can I send these results as proof?

- Unfortunately, no. Acumen can only use the results sent directly to us via the FCSR queue system. This is for auditing and regulatory purposes.
- If you received results, but Acumen has not updated your profile, please contact the Acumen agent or customer service to let us know. We will reach out to the FCSR.

What happens if the employee has a criminal history?

- If there are findings on the employee’s criminal background check, Acumen will review the employee criminal history.
 - Acumen does not make the determination of what is disqualifying, it is determined by the Missouri State Legislature, pursuant to Section 630.0170.
- If the records are not on the disqualifying events list, which can be reviewed on our website, then all that is required is an Employment Waiver Request form to be completed by the employer/designated representative to proceed with the employee’s enrollment. The Acumen agent will reach out to the employer/designated representative with the results and next steps.
- If the record is on the disqualifying events list, and is exemptible, the Acumen agent will reach out to the employer/designated representative with the results and what next steps need to be taken if they want to continue with the employee’s application.