

PROGRAM DESCRIPTION

Department of Health and Senior Services								HB Section(s): <u>10.800</u>	
Central Registry Unit									
Program is found in the following core budget(s):									
	DSDS Program Operations								TOTAL
GR	450,718								450,718
FEDERAL	424,535								424,535
OTHER	0								0
TOTAL	875,253								875,253

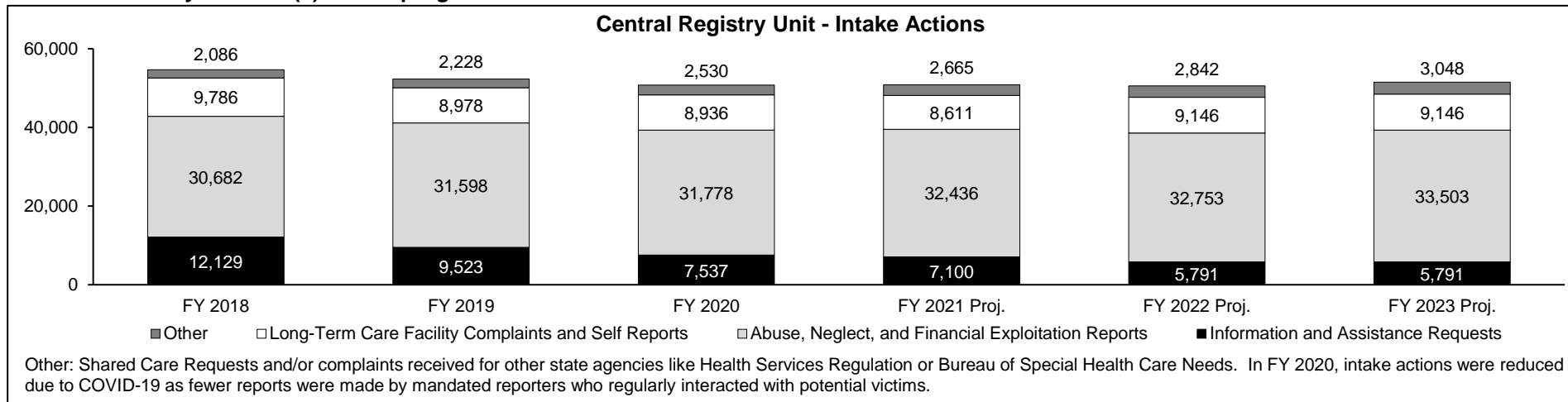
1a. What strategic priority does this program address?

Improve the health and safety of Missourians most in need.

1b. What does this program do?

- The Central Registry Unit (CRU) serves as the Adult Abuse and Neglect Hotline for the Division of Senior and Disability Services and the Division of Regulation and Licensure. The hotline operates 365 days per year from 7 a.m. to 12 a.m. as well as an Online Reporting option that is available 24 hours a day.
- CRU is the point of entry for registering allegations of abuse, neglect, or exploitation of Missouri's elderly and adults with disabilities, and for regulatory violations of nursing and residential care facilities, home health agencies, hospice agencies, and hospitals.
- CRU also processes reports that are referred to other entities such as the Department of Mental Health, the Department of Social Services Missouri Medicaid Audit and Compliance Unit, and the Veterans Administration for intervention or review.
- CRU serves as the information and registration entry point for the Shared Care Program and tax credit.

2a. Provide an activity measure(s) for the program.



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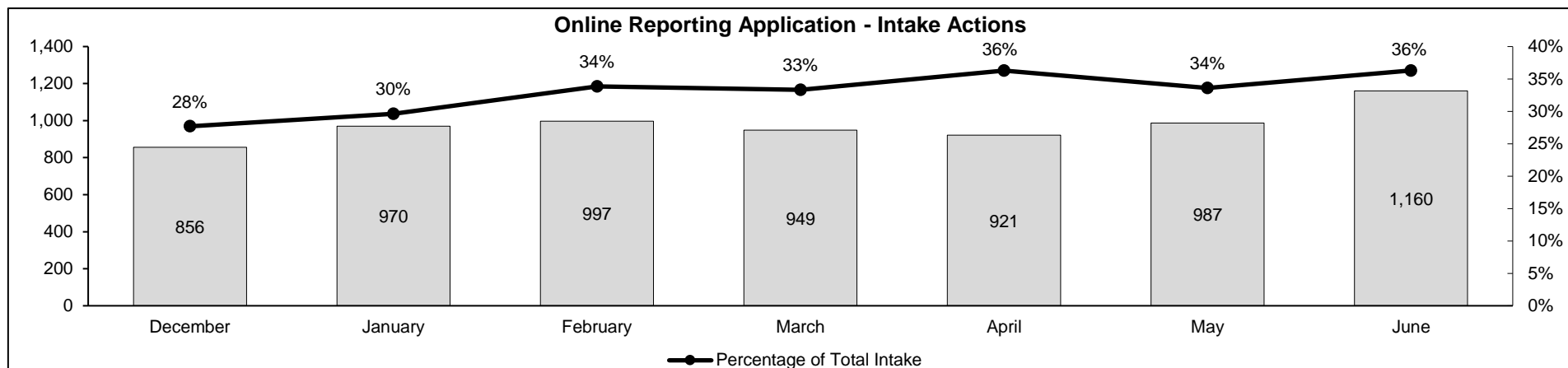
Department of Health and Senior Services

HB Section(s): 10.800

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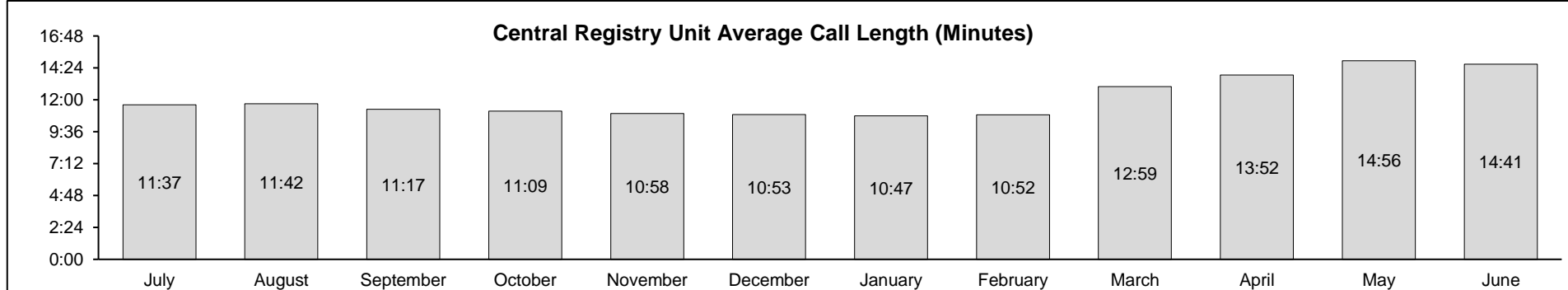
Program is found in the following core budget(s):

2a. Provide an activity measure(s) for the program. (continued)



In November 2019, the Division of Senior and Disability Services implemented an Online Reporting Application for receipt of reports of abuse, neglect, and exploitation in part to reduce the call volume to its call center, the Central Registry Unit (CRU). Since implementation, an average of 33 percent of CRU's intake actions are received via the online application. CRU staff are required to data enter the information from the online portal into the computerized intake system. NOTE: Not all submissions to the application result in a report. Data collection is shown as of the first full month of the application.

2b. Provide a measure(s) of the program's quality.



Average call length is the average amount of time each phone call takes for the Central Registry Unit team, from the time the call is answered, to the time the call is terminated including gathering all needed details for reports through the Adult Abuse and Neglect hotline. Because more mandated reporters are using the online reporting application, more public callers, unfamiliar with the process of making a report, are calling resulting in longer call lengths. Central Registry Unit also changed call processes to incorporate time for paperwork. This is a new measure for FY 2020.

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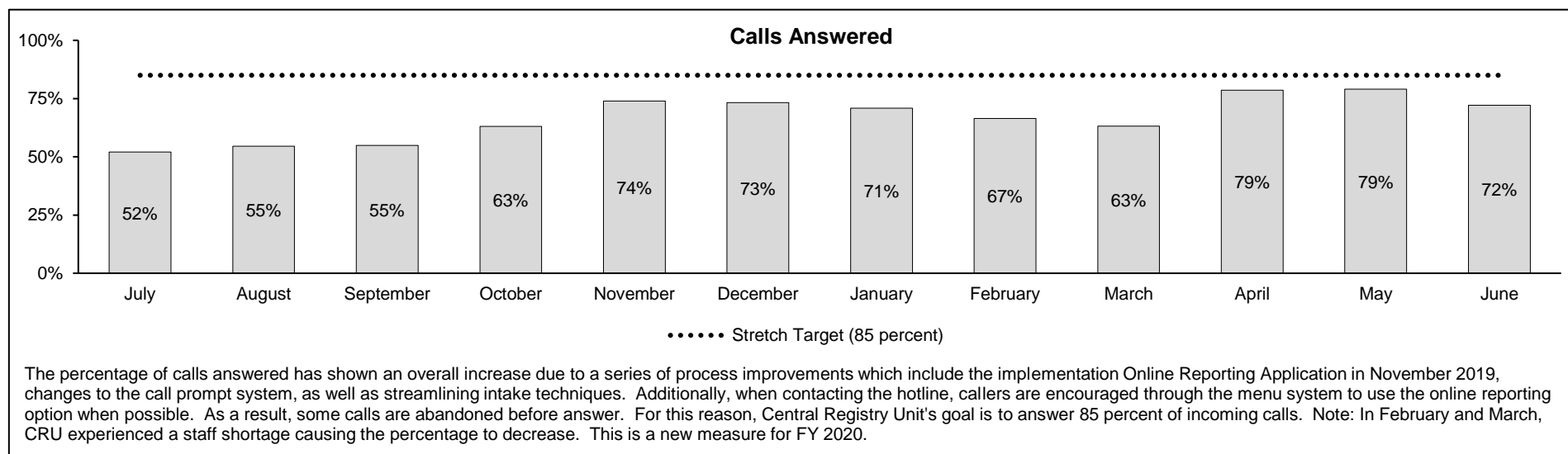
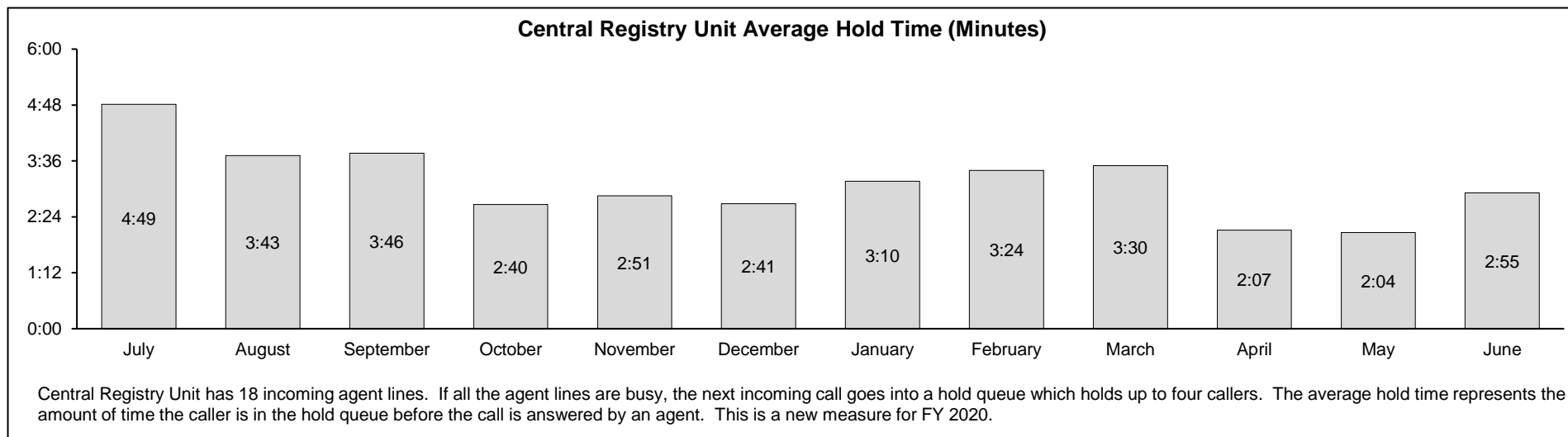
Department of Health and Senior Services

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Central Registry Unit

Program is found in the following core budget(s):

2b. Provide a measure(s) of the program's quality. (continued)



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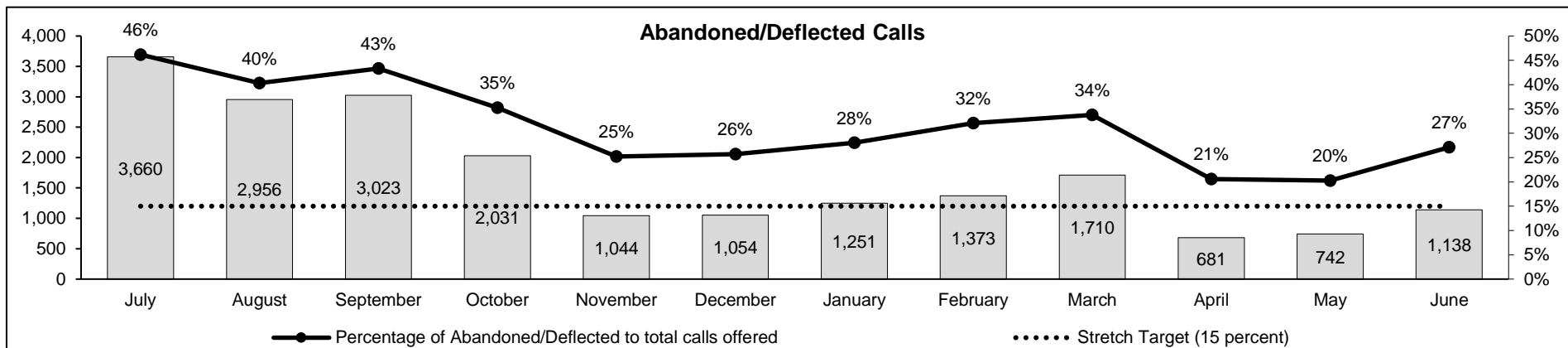
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Central Registry Unit

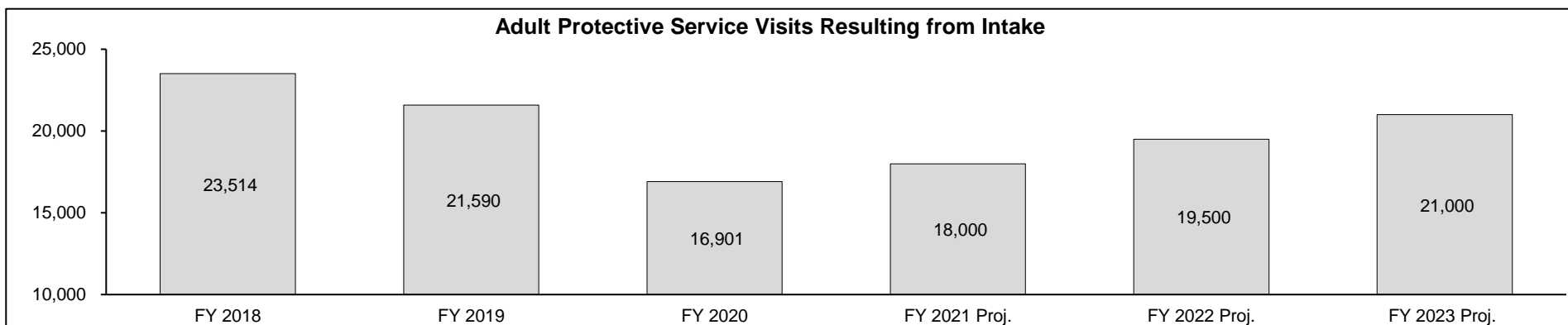
Program is found in the following core budget(s):

2b. Provide a measure(s) of the program's quality. (continued)



The number of abandoned/deflected calls have shown an overall decrease due to a series of process improvements. Abandoned calls occur when the caller hangs up or disconnects after 5 seconds in the call queue, and deflected calls occur during CRU's business hours when callers are unable to be placed in queue. CRU's goal is to continue process improvements and reduce abandoned/deflected calls to less than 15 percent of calls. Note: In March, the call menu was down resulting in an increase in calls to the queue. This is a new measure for FY 2020.

2c. Provide a measure(s) of the program's impact.



As a result of the intake of Abuse, Neglect, and Exploitation reports, Adult Protective Services staff make home visits based upon the allegations and/or information received. Not all reports received by DSDS require a home visit to resolve or remediate issues and some adults cannot be located. Reports not requiring a visit still require investigation. Due to COVID-19, the number of home visits in FY 2020 was significantly reduced to the vulnerable population served by Adult Protective Services and a decline in the number of reports received.

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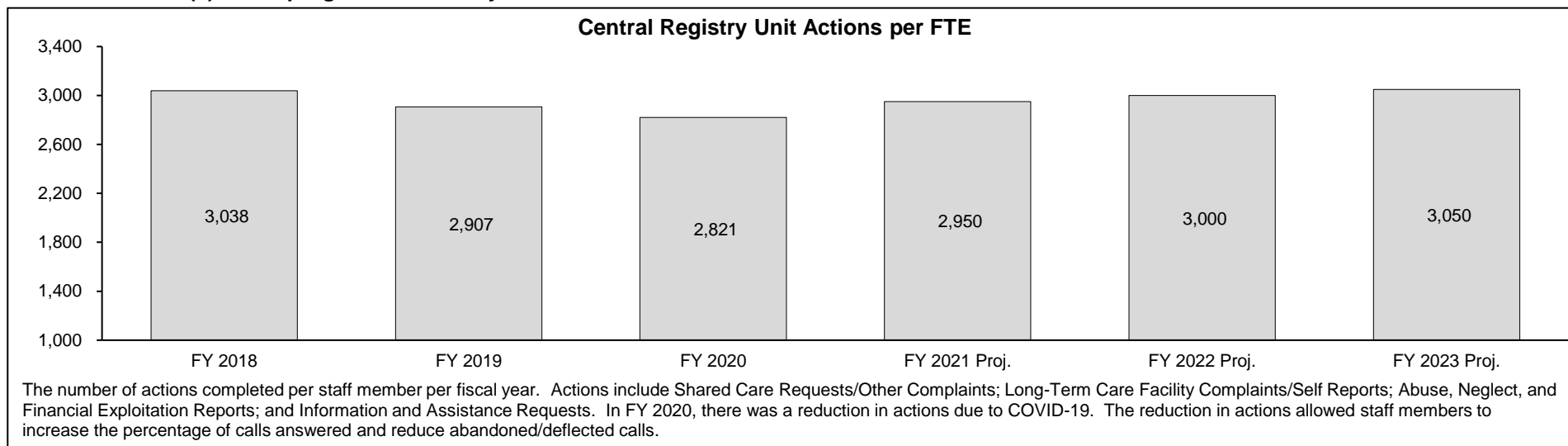
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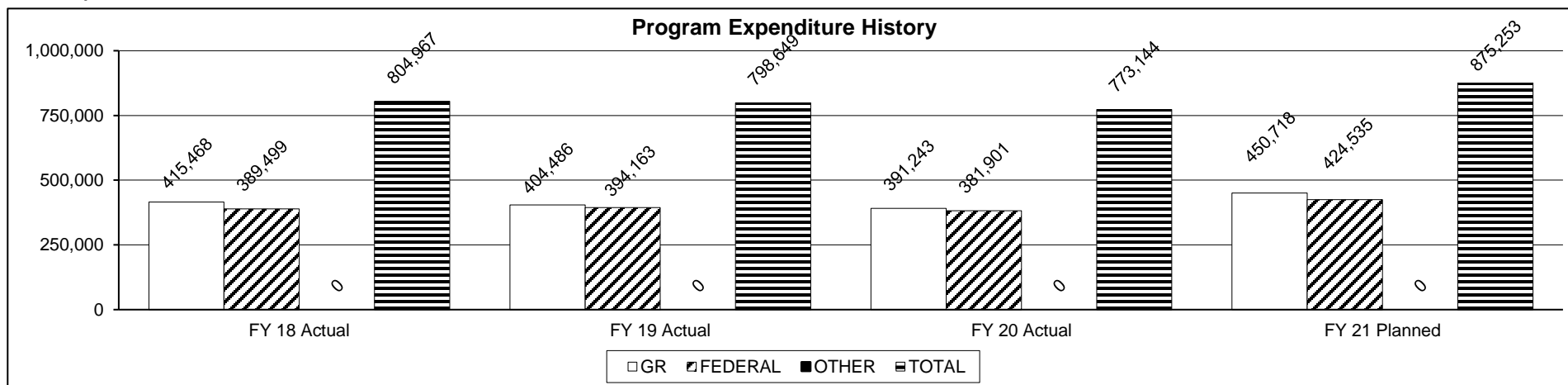
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Program is found in the following core budget(s):

2d. Provide a measure(s) of the program's efficiency.



3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



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4. What are the sources of the "Other " funds? Not applicable.	
5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.) Chapter 192, Sections 198.032, 198.070, 565.180-565.188, and 570.145, RSMo. Title XIX of the Social Security Act; PL 89-73, Older Americans Act.	
6. Are there federal matching requirements? If yes, please explain. Some of the activities of the Central Registry Unit are eligible for Medicaid funding; the matching requirement is 50 percent.	
7. Is this a federally mandated program? If yes, please explain. No.	