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

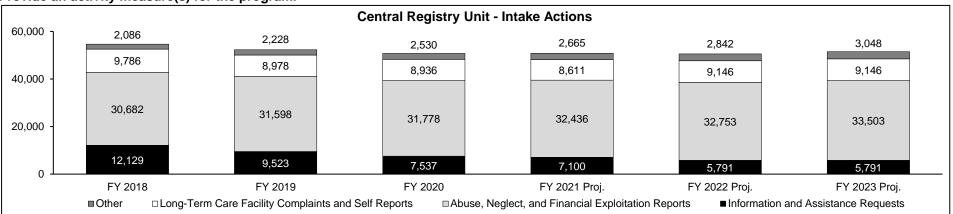
## 1a. What strategic priority does this program address?

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.



Other: Shared Care Requests and/or complaints received for other state agencies like Health Services Regulation or Bureau of Special Health Care Needs. In FY 2020, intake actions were reduced due to COVID-19 as fewer reports were made by mandated reporters who regularly interacted with potential victims.

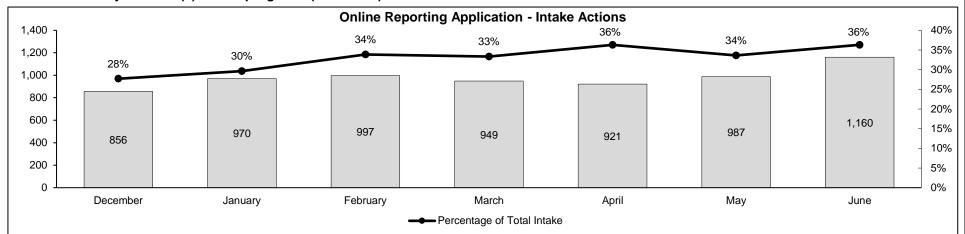
**Department of Health and Senior Services** 

HB Section(s): 10.800

**Central Registry Unit** 

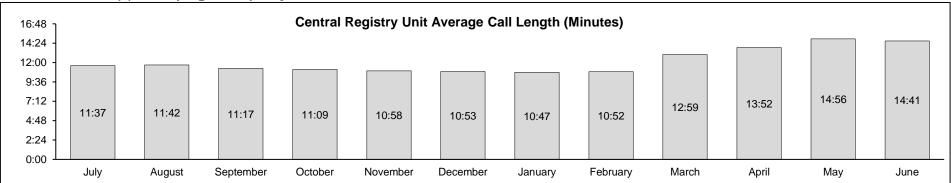
Program is found in the following core budget(s):

#### 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.

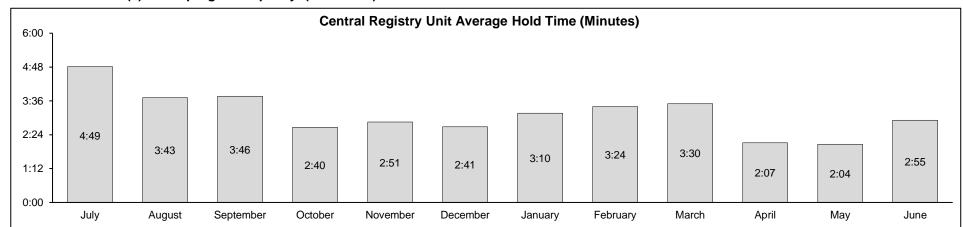
### 2b. Provide a measure(s) of the program's quality.



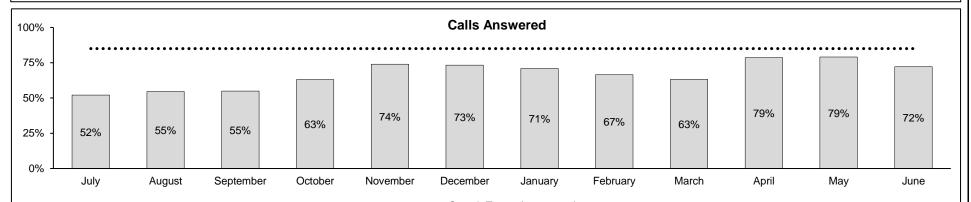
Average call length is the average amount of time each phone call takes for the Central Registry Unit team, from the time the call is answered, to the time the call is terminated including gathering all needed details for reports through the Adult Abuse and Neglect hotline. Because more mandated reporters 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.

Department of Health and Senior Services	HB Section(s): 10.800
Central Registry Unit	· · · · · · · · · · · · · · · · · · ·
Program is found in the following core hudget(s):	

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



Central Registry Unit has 18 incoming agent lines. If all the agent lines are busy, the next incoming call goes into a hold queue which holds up to four callers. The average hold time represents the amount of time the caller is in the hold queue before the call is answered by an agent. This is a new measure for FY 2020.



••••• Stretch Target (85 percent)

The percentage of calls answered has shown an overall increase due to a series of process improvements which include the implementation Online Reporting Application in November 2019, changes to the call prompt system, as well as streamlining intake techniques. Additionally, when contacting the hotline, callers are encouraged through the menu system to use the online reporting option when possible. As a result, some calls are abandoned before answer. For this reason, Central Registry Unit's goal is to answer 85 percent of incoming calls. Note: In February and March, CRU experienced a staff shortage causing the percentage to decrease. This is a new measure for FY 2020.

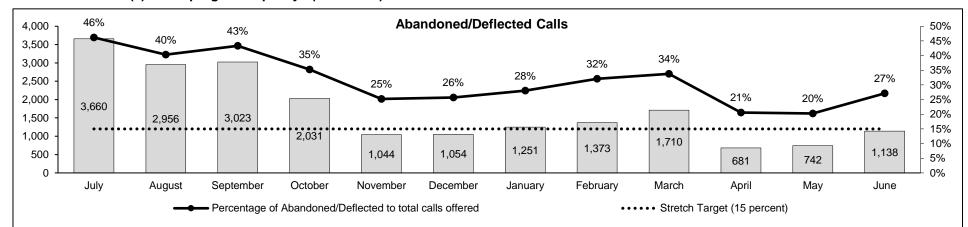
**Department of Health and Senior Services** 

HB Section(s): 10.800

**Central Registry Unit** 

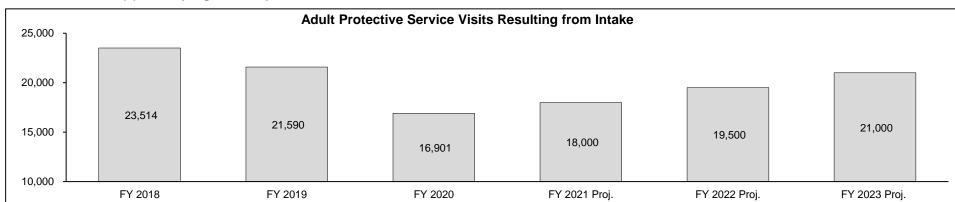
Program is found in the following core budget(s):

## 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.

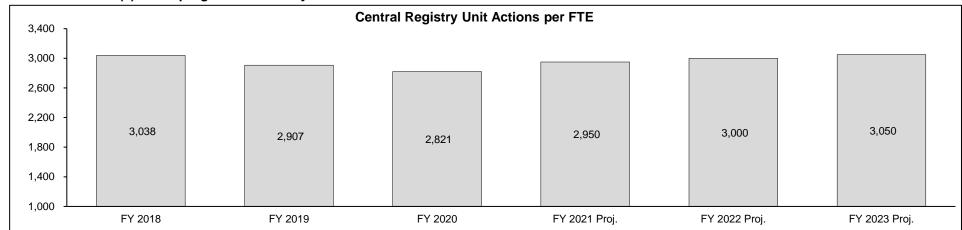
## 2c. Provide a measure(s) of the program's impact.



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.

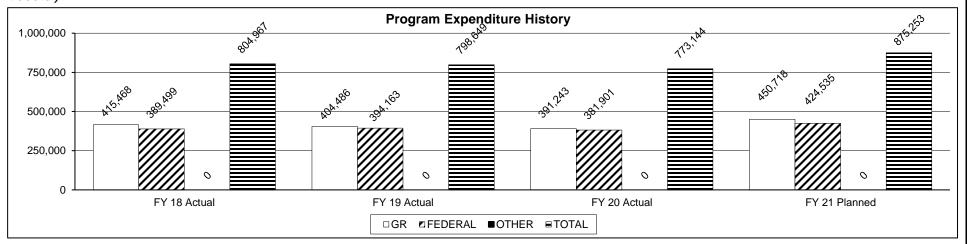
Department of Health and Senior Services	HB Section(s): 10.800
Central Registry Unit	· · · · · · · · · · · · · · · · · · ·
Program is found in the following core budget(s):	

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



The number of actions completed per staff member per fiscal year. Actions include Shared Care Requests/Other Complaints; Long-Term Care Facility Complaints/Self Reports; Abuse, Neglect, and Financial Exploitation Reports; and Information and Assistance Requests. In FY 2020, there was a reduction in actions due to COVID-19. The reduction in actions allowed staff members to increase the percentage of calls answered and reduce abandoned/deflected calls.

# 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.)



D	Department of Health and Senior Services	HB Section(s): 10.800	
C	Central Registry Unit	· · · · · · · · · · · · · · · · · · ·	
Pı	Program is found in the following core budget(s):		
4.	4. What are the sources of the "Other " funds?		
	Not applicable.		
5.	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.	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 match	hing requirement is 50 percent.	
7.	7. Is this a federally mandated program? If yes, please explain.		
	No.		