



Missouri Department of Health and Senior Services

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PM-11-12  
VM-11-11

March 21, 2011

**MEMORANDUM FOR ALL HOME AND COMMUNITY BASED CARE PROVIDERS**

FROM: Celesta Hartgraves, Director *Celesta Hartgraves*  
Division of Senior and Disability Services

SUBJECT: Family Care Safety Registry Staffing Hours

Effective April 1, 2011, the hours of operation of the Family Care Safety Registry (FCSR) toll-free access line will change. The new staffing hours of the FCSR access line will be from 8:00 a.m. to 3:00 p.m., Monday through Friday. Any telephone inquiries regarding the registration process, background screenings, Good Cause Waivers (GCW), or other information must be completed between the new hours of operation.

Any questions regarding this memorandum should be directed to the Family Care Safety Registry at 866-422-6872 or via e-mail at [fcsr@health.mo.gov](mailto:fcsr@health.mo.gov).

CH/LS

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