### Mandatory Reporting Requirements: The Elderly

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| Who is required to report? | • **Group A (eligible adult)** – Any person.  
• **Group B (elderly)** – Any adult day care worker; chiropractor; Christian Science practitioner; coroner; dentist; embalmer; employee of the departments of social services, mental health, or health and senior services; employee of a local area agency on aging or an organized area agency on aging program; emergency medical technician, firefighter, first responder; funeral director; home health agency or home health agency employee; hospital and clinic personnel engaged in examination, care, or treatment of persons; in-home services owner, provider, operator, or employee; law enforcement officer; long-term care facility administrator or employee; medical examiner; medical resident or intern; mental health professional; minister; nurse; nurse practitioner; optometrist; other health practitioner; peace officer; pharmacist; physical therapist; physician; physician’s assistant; podiatrist; probation or parole officer; psychologist; social worker; or other person with responsibility for the care of an eligible adult.  
• **Group C (elderly residing in a facility)** – Any adult day care worker; chiropractor; Christian Science practitioner; coroner; dentist; embalmer; employee of the departments of social services, mental health, or health and senior services; employee of a local area agency on aging or an organized area agency on aging program; funeral director; home health agency or home health agency employee; hospital and clinic personnel engaged in examination, care, or treatment of persons; in-home services owner, provider, operator, or employee; law enforcement officer; long-term care facility administrator or employee; medical examiner; medical resident or intern; mental health professional; minister; nurse; nurse practitioner; optometrist; other health practitioner; peace officer; pharmacist; physical therapist; physician; physician’s assistant; podiatrist; probation or parole officer; psychologist; social worker; or other person with responsibility for the care of a person 60 years of age or older.  
• **Group D (in-home services client)** – Any adult day care worker; chiropractor; Christian Science practitioner; coroner; dentist; embalmer; employee of the departments of social services, mental health, or health and senior services; employee of a local area agency on aging or an organized area agency on aging program; firefighter; first responder; funeral director; home health agency or home health agency employee; hospital and clinic personnel engaged in examination, care, or treatment of persons; in-home services owner, provider, operator, or employee; law enforcement officer; long-term care facility administrator or employee; medical examiner; medical resident or intern; mental health professional; minister; nurse; nurse practitioner; optometrist; other health practitioner; peace officer; pharmacist; physical therapist; physician; physician’s assistant; podiatrist; probation or parole officer; psychologist; social worker.  
• **Group E (personal care assistance services consumer)** – Any adult day care worker; chiropractor, Christian Science practitioner, coroner, dentist, embalmer, employee of the departments of social services, mental health, or health and senior services; employee of a local area agency on aging or an organized area agency on aging program; funeral director; home health agency or home health agency employee; hospital and clinic personnel engaged in examination, care, or treatment of persons; in-home services owner, provider, operator, or employee; law enforcement officer; long-term care facility administrator or employee; medical examiner; medical resident or intern; mental health professional; minister; nurse; nurse practitioner; optometrist; other health practitioner; peace officer; pharmacist; physical therapist; physician; physician’s assistant; podiatrist; probation or parole officer; psychologist; social worker. |
on aging program; funeral director; home health agency or home health agency employee; hospital and clinic personnel engaged in examination, care, or treatment of persons; in-home services owner, provider, operator, or employee; law enforcement officer; long-term care facility administrator or employee; medical examiner; medical resident or intern; mental health professional; minister; nurse; nurse practitioner; optometrist; other health practitioner; peace officer; pharmacist; physical therapist; physician; physician’s assistant; podiatrist; probation or parole officer; psychologist; vendor (i.e., any organization having a written agreement with the department to provide services including monitoring and oversight of the personal care attendant, orientation, and training of the consumer, and fiscal conduit services necessary for delivery of personal care assistance services to consumers); personal care attendant; or social worker.

- **Group F (vulnerable person)** – Any person.
- **Group G (vulnerable person)** – Any physician, physician assistant, dentist, chiropractor, optometrist, podiatrist, intern, resident, nurse, nurse practitioner, medical examiner, social worker, licensed professional counselor, certified substance abuse counselor, psychologist, physical therapist, pharmacist, other health practitioner, minister, Christian Science practitioner, facility administrator, nurse’s aide or orderly or any other direct-care staff in a residential facility, day program or group home, specialized service operated, funded or licensed by the department or in a mental health facility or mental health program in which people may be admitted on a voluntary basis or are civilly detained pursuant to chapter 632; or employee of the departments of social services, mental health, or health and senior services; or home health agency or home health agency employee; hospital and clinic personnel engaged in examination, care, or treatment of persons; in-home services owner, provider, operator, or employee; law enforcement officer; long-term care facility administrator or employee; mental health professional; peace officer; probation or parole officer; or other non-familial person with responsibility for the care of a vulnerable person.

### When is a report required? and where does it go?

**When is a report required?**

- **Group A** – Reasonable cause to suspect that an eligible adult is likely to suffer serious physical harm and is in need of protective services.
- **Group B** – Reasonable cause to suspect that a person 60 years of age or older has been subjected to abuse or neglect or observation of such a person being subjected to conditions or circumstances which would reasonably result in abuse or neglect.
- **Group C** – Reasonable cause to believe that a resident of a facility has been abused or neglected.
- **Group D** – Reasonable cause to believe that an in-home services client has been abused or neglected, as result of in-home services.
- **Group E** – Reasonable cause to believe that a physically disabled person eligible to receive personal care assistance services has been abused or neglected as a result of the delivery of or failure to deliver personal care assistance services.
- **Group F** – Reasonable cause to suspect that a vulnerable person is likely to suffer serious physical harm or is the victim of abuse or neglect.
- **Group G** – Reasonable cause to suspect that a vulnerable person has been subjected to abuse or neglect or observation of such a person being subjected to conditions or circumstances that would reasonably result in abuse or neglect.
**Where does it go?**

- Missouri Department of Health & Senior Services Adult Abuse & Neglect Hotline (1-800-392-0210 or 573-751-4842), fax (573-751-4386), or mailing address: Missouri Department of Health and Senior Services, P.O. Box 570, Jefferson City, MO 65102-0570.

**What definitions are important to know?**

- **“Abuse”** means the infliction of physical, sexual, or emotional injury or harm including financial exploitation by any person, firm or corporation.
- **“Disability”** means a mental or physical impairment that substantially limits one or more major life activities, whether the impairment is congenital or acquired by accident, injury or disease, where such impairment is verified by medical findings.
- **“Elderly” or “elderly persons”** means persons who are 60 years of age or older.
- **“Eligible adult”** means any person 60 years of age or older who is unable to protect his or her own interests or adequately perform or obtain services necessary to meet essential human needs or any person aged 18-59 with a disability who is unable to protect her own interest or adequately perform or obtain services necessary to meet essential human needs.
- **“In-home services client”** means an eligible adult who is receiving service in his or her private residence through any in-home services provider agency.
- **“Neglect”** means the failure to provide services to an eligible adult by any person, firm or corporation with a legal or contractual duty to do so, when such failure presents either an imminent danger to the health, safety or welfare of the resident or a substantial probability that death or serious physical harm would result.
- **“Resident”** means a person who by reason of aging, illness, disease, or physical or mental infirmitry receives or requires care and services furnished by a facility and who resides or boards in or is otherwise kept, cared for, treated or accommodated in such facility for a period exceeding twenty-four consecutive hours.
- **“Vulnerable person”** means a person in the custody, care, or control of the Department of Mental Health that is receiving services from an operated, funded, licensed, or certified program.

**What timing and procedural requirements apply to reports?**

- Those persons listed above who must report reasonable cause to believe that a resident of a facility, a physically disabled person eligible to receive personal assistance services, a person 60 years of age or older in their care, or a person in the custody, care, or control of the Department of Mental Health, has been abused or neglected must make their report immediately. There is no timeframe listed for others reporting.
- Reports may be made orally or in writing.

**What information must a report include?**

- **Group A and B**: The report must include, if known:
  - Name, age and address of the eligible adult;
  - Name and address of any person responsible for the eligible adult’s care;
  - Nature and extent of the eligible adult’s condition; and
  - Other relevant information.
- **Group C**: If reporting about an incident relating to a resident in a facility, the report must include:
  - Name and address of the facility,
- name of the resident,
- information regarding the nature of the abuse or neglect,
- name of the complainant, and
- any other information which might be helpful in an investigation.

**Group D**: If reporting about an incident relating to in-home services, the report must include:
- name and address of the in-home services provider agency,
- name and address of the in-home services employee,
- name and address of the in-home services client,
- name and address of the home health agency,
- name and address of the home health agency employee,
- information regarding the nature of the abuse or neglect,
- name of the complainant, and
- any other information which might be helpful in an investigation.

**Group E**: If reporting about an incident relating to personal care assistance services, the report must include:
- name and address of the organization that has a written agreement with the Department of Health and Senior Services to provide services,
- name and address of the personal care attendant,
- name and address of person receiving personal care assistance services,
- information regarding the nature of the abuse or neglect,
- name of the complainant, and
- any other information which might be helpful in an investigation.

**Group F and G**: If reporting about an incident relating to a person in the custody, care, or control of the Department of Mental Health that is receiving services from an operated, funded, licensed, or certified program, the report must include:
- The name, age, and address of the victim;
- The name and address of any person responsible for the victim’s care;
- The nature and extent of the victim’s condition; and
- Any other relevant information.

**Anything else I should know?**
- If an individual working in the above-stated positions fails to report within a reasonable time, he or she is guilty of a Class A misdemeanor.
- If an individual working in the above-stated positions in Group B, C, G knowingly fails to make a report, he or she is guilty of a Class A Misdemeanor and subject to a fine of up to $1000.
- If an individual in Group G is convicted or guilty of failing to make a report and is subsequently convicted of failing to make a report then the person is guilty of a Class D felony and shall be subject to a fine of up to $5,000.
- A duly ordained minister, clergy, religious worker, or Christian Science practitioner while functioning in his or her ministerial capacity shall not be required to report concerning a privileged communication made to him or her in his or her professional capacity about a person in the custody, care, or control of the Department of Mental Health.