Working Together

We want to provide the best possible services to you and your family. Do you need translation services or a special medical consideration? Please let us know so arrangements can be made as quickly as possible.

If your family has Native American or Alaska Native heritage, please let your worker know. You may be entitled to supports connected to the Indian Child Welfare Act.

Contact Us

Case worker and circuit contact information:

Learn more

To learn more about the Children's Division and our services, visit us online at **dss.mo.gov/cd**.

To report child abuse and neglect call:

800-392-3738

Empower Missourians to live safe, healthy, and productive lives.

FAMILY-CENTERED SERVICES

Providing support to help keep families together, safe, and healthy.

Missouri Department of SOCIAL SERVICES

What are Family-Centered Services?

Family-Centered Services (FCS) cases offer home-based, preventative services that connect families to support and help available within their community. FCS focuses on strengthening families and lowering the risk of future Children's Division intervention. FCS works toward the goal of keeping families safely together while working on identified concerns.

What should I expect from my case worker?

Your FCS worker will address all concerns in a respectful and collaborative manner, help you create safety goals and plans, and connect you to community resources. They will help you identify safety networks while respecting your privacy. Children's Division will never share your case-specific information without your consent, unless there is a safety risk or if required to do so by law.

What does my case worker expect from me?

Your FCS case worker expects you to be honest, forthcoming, and actively participate in services. If you need to reschedule or notify your case worker that you're going to be late, please contact your case worker as soon as possible.

Your FCS case worker will create a plan with you for home visits, which could include both announced and unannounced visits.

Helping Families Thrive

The Children's Division works with families to help them remain safely together.

Intensive In-Home Services

Intensive In-Home Services (IIS) are short-term, home-based, crisis intervention services that help families learn to nurture their children, improve functions, and gain support within their community so they can remain safely together.

What services are available?*

Children's Division provides referrals to a range of community-based services and supports. It also provides the following services that will be focused on strengthening families for the well-being of children, increasing family functioning, and reducing parental stress.
Services could include:

- Communication Skills and Techniques
- Parenting Techniques
- Safety Planning
- Household management
- Budgeting
- Healthy coping skills

*Available services vary by circuit and location.