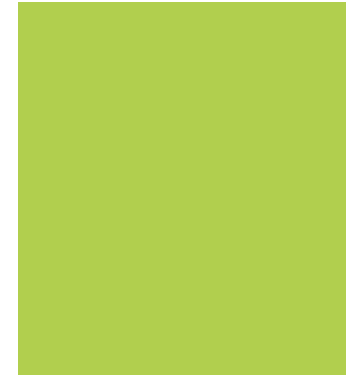
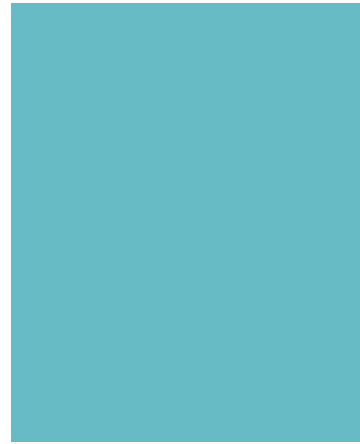


Family-Centered Services (FCS)

Intensive In-Home Services (IIS) and Intensive Family Reunification Services (IFRS) Contracted Service

Crystal Wilson, Children's Division



Prevention & Safety Services - FCS Cases

- Family-Centered Services (FCS) are services provided to families and children in their own homes when Children's Division and/or the courts determine a family would benefit from services.
- Family-Centered Services are provided due to reports of child abuse or neglect, or when requested by a family.
- The primary purpose of providing Family-Centered Services is to improve and maintain the family unit for the well-being and safety of the children.
- Children's Division staff will work with the family to complete a comprehensive assessment that leads to a prevention plan to improve family functioning and address the agency's and the family's concerns related to child safety and well-being.

FCS Goals for Service Provision

FCS services are geared toward meeting the following goals:

- Ensuring children's safety;
- Strengthening parental capacity;
- Improving caretaking and coping skills
- Supporting healthy and nurturing relationships;
- Fostering physical, mental, and educational well-being; and
- Enhancing the potential for permanency.



What are FCS Services?

FCS Services may include:

- Teaching the family behavioral techniques for changing undesirable behaviors;
- Modeling effective family communication and structuring family activities to enhance communication and family functioning;
- Teaching life skills, such as how to improve self-esteem and how to look for employment;
- Teaching and role modeling household management skills, such as house cleaning, budgeting, and cooking;
- Providing "hard services" to meet the basic needs of the family, such as securing food, shelter, and transportation; and
- Developing resources and making these resources available to the family for their ongoing support.

Providing FCS Services through Referrals

Providing FCS services through referrals may include:

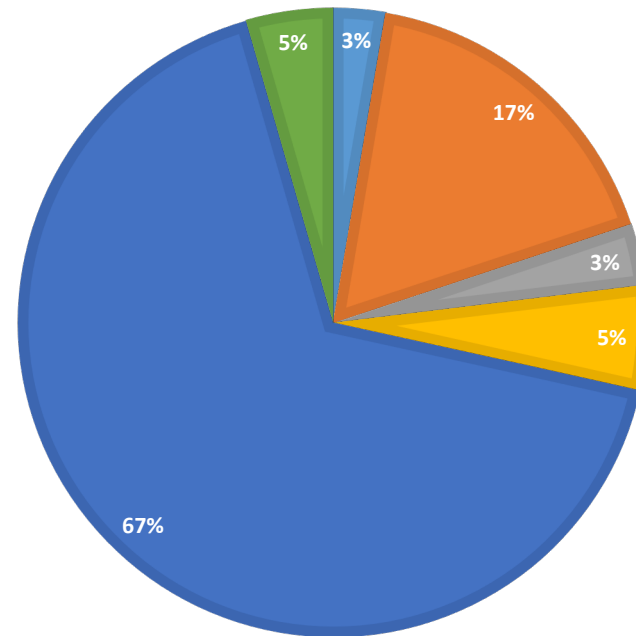
- Housing referrals and assistance;
- Public benefits and income support, including any assistance needed to obtain food, child care, clothing, and utility services;
- Home care and support services, including household management and home health aide services;
- Medical and dental care;
- Respite care;
- Transportation services;
- Vocational and educational assistance;
- Home Visitation contracted services; and
- Intensive In-Home (IIS) and Intensive Family Reunification (IFRS) contracted services.

FCS Outcome Data

During FY21 there were a total of 5,527 active Family-Centered Services cases.

FAMILY-CENTERED SERVICES CASES OPENED FY2021

■ Substantiated CA/N ■ Preventive Services ■ Court Order Only ■ Newborn Crisis Assessment ■ Family Assessment ■ Alternative Care Closed/FCS Re-Opened



IIS & IFRS Contracted Services

- **Intensive In-Home Services (IIS)** are intensive short-term (6 weeks or less), home-based, crisis intervention services. These services are offered so that families can, through intervention, learn to nurture their children, improve their functioning, and gain support within their community to help the family remain safely together. Intensive In-Home Services are typically provided to families with a significant risk of maltreatment.
 - Intensive In-Home Services are appropriate for families that have a child or children at risk of removal from the home due to abuse, neglect, family violence, mental illness, emotional disturbance, juvenile delinquency, or other circumstances.
- **Intensive Family Reunification Services (IFRS)** are intensive, short-term (60-90 days), home-based intervention provided to reunite children in out-of-home care with the child's identified family.
 - Intensive Family Reunification Services are based on the belief families can, through intensive intervention, improve the family's functioning, learn to meet the needs of the family's children, and gain support within the family's community to enable families to be safely reunified.

IIS & IFRS Contracted Services

IIS & IFRS services focus on helping families in crisis improve their household so that they can safely remain together.

Examples of skill- based services that could be provided are:

- Enhancing the safety network and protective capacities of the family members to increase access to wellbeing.
- Enhancing the personal skills of the family members by teaching anger, depression, and anxiety management, self-criticism reduction, and how to handle frustration.
- Enhancing social connectedness of families by teaching conversational skills, assertive skills, listening skills, and problem solving and negotiation.
- Enhancing stability and meaningful access to relevant resources for families by providing access to job seeking skills training, personal grooming and self-care, time and money management, food management and nutrition, leisure-time activity skills, transportation methods, academic skills, and basic household maintenance.

Examples of direct IIS & IFRS services are: Individual and family counseling, parenting education, child development training, household maintenance, nutritional training, and referrals to other community services.

IIS & IFRS Outcome Data

- **The IIS & IFRS program is provided through purchased services to all 46 circuits by three (3) vendors contracted with the state. There are 167 IIS/IFRS specialists statewide.**
- **The contractors shall provide services designed to reach the following outcomes: Child Safety, Family Permanency and Well-Being and Family Satisfaction**
- **IIS/IFRS Demographics & Statistics (FY21)**
 - 2,328 referrals were made to the IIS program
 - 1,577 families were accepted into the IIS program
 - 3,874 at-risk children were served in the IIS program
 - 77.8% of families remained intact when exiting IIS
 - There were 286 families and 547 children served in the IFRS program
 - 73.7% of families remained intact when exiting IFRS.

Our Mission



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

Contact Info

Crystal Wilson

Program Development Specialist

Children's Division

Crystal.L.Wilson@dss.mo.gov