



Since 1974, Family Resource Center has been a leader in reducing child abuse and neglect, with services provided in St. Louis city and the counties of St. Louis, St. Charles, Franklin, Osage, Jefferson and Gasconade.

**Family Resource Center's mission is to prevent and treat all forms of child abuse and neglect and to strengthen families through family-centered therapeutic, educational, and support services.**

Family Resource Center helps thousands of client children and parents each year. As part of our mission, we:

- Develop programs and services to help at-risk children and families
- Raise awareness in the St. Louis community to increase support in breaking the cycle of abuse and neglect
- Create partnerships with local service providers that complement our programs and provide further assistance to our clients

Our success is measured by healthy children, confident parents and strong families.

Family Resource Center's four service groups provide a comprehensive spectrum of care:

**Children's Services:** Therapeutic Day Treatment Program

**Family Services:** Individual/Family Therapy; Intensive In-Home Services; Parent Partners; PathBuilders; Parent-Child Interaction Therapy; Parenting Wisely

**Foster Care Services:** Foster Care Case Management

**Youth Services:** Drug Court, Worksite, and Teen Parent Mentoring (provided as part of the Missouri Mentoring Partnership)



3309 S. Kingshighway  
Saint Louis, MO 63139-1101  
P: 314.534.9350  
F: 314.531.0372  
www.frcmo.org

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## Intensive In-Home Services (IIS)

Providing home-based therapy to families



## Program Overview

**The Mission:** The mission of Intensive In-Home Services (IIS) is to aggressively address the needs of families in crisis in order to keep the family safe and intact [and avert the need to remove children from the home.]

**The Program:** IIS provides short term (4-6 week) intensive, home-based crisis intervention. A qualified family specialist from Family Resource Center works directly with a family in their home for 8-10 hours a week, and is on call 24/7 to provide additional support. The specialist helps the family identify strengths and goals and teaches them ways to maintain healthy functioning within the family unit.

Families are considered for IIS when the children's safety and welfare are at risk and intensive in-home intervention is considered a safe and viable alternative to removing the children from the home.

Intensive In-Home Services started in 1988 in the state of Missouri and was one of the first comprehensive state-wide programs in the nation. Family Resource Center works in partnership with other agencies to provide IIS services to families throughout the state.



## Services Provided

- Behavioral Skills Training
- Parenting Education
- Counseling
- Family interaction strengthening and improvement
- Communication skills building
- Access to basic needs of family including physical, educational and mental health needs
- Help with budgeting, financial planning, and maintaining adequate household conditions

## Criteria for Referrals

An IIS referral must present a risk of out-of-home placement. The following are some of the reasons for referrals:

- **Physical abuse:** intentionally harming the child
- **Physical neglect:** lack of supervision
- **Medical neglect:** lack of needed medical attention
- **Educational neglect**
- **Lack of basic needs:** food, clothing, shelter
- **Parent/Child conflict**
- **Mental health and physical health issues**

## Who refers families to IIS?

Referrals to IIS are typically made by: concerned family members, mental health providers, school personnel, social service providers, Children's Division, Division of Youth Services, Juvenile Courts, Hospitals, and self-referrals

## How are referrals made?

If you would like to make a referral, please call the appropriate number below for Children's Division. Leave a message and the referral person will call you back, and make an initial determination about whether your family meets the criteria for a screening by IIS.

**Metro St. Louis:** 314.726.4283 (pager)

**Jefferson/Franklin/Gasconade/Osage Counties:**  
636.797.9636 (direct line)

**St. Charles:** 636.940.3153 (direct line)



## Process of Service

- Once Family Resource Center receives a referral for IIS, a specialist contacts the family and visits them in their home within 24 hours, seven days a week.
- If the family agrees to the intervention, the specialist and caretakers create goals and begin the treatment process.

## Who pays for IIS?

Funds for this program are provided through contracts with the Children's Division

## Program Partners

IIS works in partnership with the Children's Division, Every Child's Hope, Great Circle, Family Facets, and MBCH Children and Family Ministries to serve St. Louis City and County families. Family Resource Center is also the sole provider of IIS at two other sites: Jefferson/Franklin/Gasconade/Osage Counties and St. Charles County.

For more information about the Intensive In-Home Services program, contact us at 314.534.9350.