



MISSOURI DEPARTMENT OF SOCIAL SERVICES
CHILDREN’S DIVISION
Intensive In-Home Services Community Referral

Date:

This community referral is submitted by:

Name: _____ Organization: _____

Phone: _____ Email: _____

Family Contact Information:

Caregiver 1: _____ DOB: _____

Phone: _____ Email: _____

Address: _____

Caregiver 2: _____ DOB: _____

Phone: _____ Email: _____

Address: _____

Child’s Name: _____ DOB: _____

Child’s Name: _____ DOB: _____

Child’s Name: _____ DOB: _____

This community referral is being submitted to the local Children’s Division gatekeeper for consideration of a referral to Intensive In-Home Services for the above named family for the following reason(s):

The following services have been provided to the family:

Special accommodations (ie: interpretation services) needed by the family:

Prior to a referral being sent to the Children’s Division, the family must be aware of the referral and agree to services. If the family is not in agreement of services, the case cannot be referred.

Date you spoke to the family regarding the referral for services:

- Yes—I have had a discussion with the family about referring them to IIS services with the Children’s Division. The family understands this is an intense program, requiring between 8-10 hours of face-to-face contact with an IIS specialist per week.

If there are concerns for the immediate or imminent safety of the child(ren) in question, a hotline should be made to the Children’s Division Child Abuse and Neglect Hotline by calling 1-800-392-3738.

What are IIS services?

Intensive In-Home Services (IIS) are intensive, short-term, home-based, crisis intervention services offering families in crisis an alternative to remain safely together, averting the out-of-home placement of children whenever possible. The Intensive In-Home Services program combines skill-based intervention with maximum flexibility so that services are available to families according to their unique needs.

Among other services, family members may receive parenting education, child development training, household maintenance education, nutritional training, job readiness training, referrals for individual and family counseling and referrals to other community resources. Services provided are focused upon assisting in crisis management and restoring the family to an acceptable level of functioning.

Families engaged in IIS are expected to participate in services, including, but not limited to, 8-10 hours of face to face contact with the IIS specialist per week.

The goals of IIS is to avert a family crisis in a way that that the family can create sustainable solutions that will keep the child(ren) safe in their home, increase family functioning and child wellbeing, and avoid the need for future contact with the Children’s Division due to a safety concern.

Instructions for submitting the referral:

- 1. Submit the referral to the local circuit gatekeeper for review.** If you are unsure of the local circuit gatekeeper, please search here {<https://dss.mo.gov/cd/office/>} for local circuit contact phone number and ask for the circuit IIS gatekeeper.
- 2. By contacting the local office, the specific email address or phone number of the gate keeper can be obtained.** Do not fax or email the referral to a non-specific number or email address as it may not be processed.
- 3. The circuit gatekeeper may have a dedicated email address to submit the referral to for processing.** Discuss with the circuit gatekeeper the best method of submitting the referral.

What to expect after the referral has been submitted:**Be prepared to share additional information with the local gatekeeper after the review of the referral.**

The circuit gatekeeper may need additional information in order to make a decision on if or when to submit the referral for services.

The circuit gatekeeper will contact you within 48-hours business hours of the referral for services being received for a screening of the information and to obtain any additional information needed to process the referral request.

All referrals are reviewed prior to being submitted to Intensive In-Home Services (IIS) contractor to assure that the rights cases are submitted for the most at-risk families. Referrals are assigned to IIS for screening based on safety and risk concerns, with priority given to those at imminent risk of removal from the home. If the referral is not

accepted for immediate referral to IIS, the family could be placed on a *'Families in Need of Services'* list for frequent review and assessment of need.

If there is not an opening for IIS at the time of the referral, or if the case does not rise to the level of an IIS case, a Family Centered Services (FCS) case could be offered to the family.