

# FISS

Phone: 414-257-4319

Location: 151 South 84th Street, Milwaukee, WI 53214

The Family Intervention Support and Services (FISS) program is based on the concept that each family has the insight into their own situation and is in the best position to take steps toward solving problems.

The staff of St. Charles Youth & Family Services believes that each family possesses strengths, which can be built upon to create a solution. With the support of the FISS program, families are given the necessary tools to make positive change.

## What is the FISS program?

The goal of the FISS program is to provide specific service suggestions, resources and supports to strengthen a family's ability to manage their child's behavior in the home and prevent further system involvement, such as court intervention.

## Who qualifies?

- Milwaukee County residents.
- Parent (s) or guardian (s) with a child between the ages of 10 to 18 years of age.
- A family has no current involvement with the Division of Milwaukee Child Protective Services (DMCPS) or the Division of Youth and Family Services (DYFS)

## Common presenting concerns you may be noticing with your child:

Defiant and disrespectful behavior  
Poor academics  
Truancy – not attending school  
Using drugs or alcohol  
Sexually active  
Running away / curfew violations  
Misuse of anger / verbal and physically aggressive  
Police contact / municipal citations  
Mental health concerns

## Is there a charge for FISS services?

No. Services provided through the FISS program are free.  
The FISS program is funded through the Division of Milwaukee Child Protective Services (DMCPS), which contracts with Wraparound Milwaukee in partnership with St. Charles Youth and Family Services.

## Why should I call the FISS program?

If you are struggling with your child's behavior, for any reason, and seeking assistance, the FISS program can develop a community plan, which will include specific community resources and recommendations, to support you with managing your child's behaviors.

## How do I get an assessment?

Call the FISS intake and referral line at 414-257-4319. A FISS staff member is available Monday through Friday between 8am and 5pm to answer incoming calls and schedule appointments.

## When I call the FISS program what will happen?

When you call the FISS program, you will be asked a series of questions required to determine eligibility for an assessment. Information about your family's demographics, insurance coverage, your child's school placement, and a summary of your current concerns will be gathered.

## When will my assessment be scheduled?

An assessment will be scheduled either at the FISS office or in your home, based on your availability. Your child's participation is highly recommended.

## What happens after my assessment is completed?

After you and your child have met with a FISS intake and assessment specialist, the information you provided will assist in providing your family with a recommendation to one of the following options:

1. Specific community resources that are tailored to your family's needs
2. In home case management services through FISS
3. The Division of Milwaukee Child Protective Services (DMCPS) programs
4. The Division of Youth and Family Services (DYFS) programs

## Can I request court intervention without going through the FISS program?

No, a FISS assessment is required prior to a referral for court intervention. A referral to court is limited to families who have attempted services through varied community programs and participated in case management services.

## What if I don't want FISS Services, and want to go to court?

The court will not accept a petition for court intervention without first participating in the FISS program.

# FISS

## Family Intervention Support & Services Program

Families living in Milwaukee County  
with youth (10 to 18 yrs. of age)  
who are experiencing home, school,  
or community concerns  
can be provided an assessment  
and referral for resources and services.



**\*FISS is a voluntary program and is no charge to the family!**

## Family Intervention Support & Services Program

# FISS

Need assistance or struggling  
with your child's behavior?

**Contact the FISS Intake Line:  
(414) 257-4319  
to Schedule an Assessment.**

Hours of operation:

8am-5pm Monday thru Friday

151 South 84th Street

Milwaukee, WI 53214



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