

County of Los Angeles

Linkages – Service Coordination Partnership

Mission, Vision and Guiding Principles

The Linkages Planning Committee developed and received stakeholder acceptance of the following mission, vision and guiding principles for the Linkages effort:

Mission Statement

Within the County's mission "To enrich lives through effective and caring services," the mission of Linkages for Los Angeles County is:

Working together to strengthen families, ensure child safety, promote well-being and sustain self-sufficiency.

Vision

The vision for Linkages in Los Angeles County is:

A seamless network of services and supports built on the strengths of the community to help families become stronger, safer and more stable resources for their children.

Guiding Principles

Based on values and goals for the impending East San Fernando Valley Family Support Center¹ and the principles of Family Support² the following principles guide Linkages:

- Families are treated with respect in every encounter they have with the child welfare and income maintenance systems.
- Families can easily access a broad range of services to address their needs, build on their strengths and achieve their goals.
- There is no "wrong door": wherever a family enters the system is the right place.

¹ Adapted from September 2003 East San Fernando Valley Family Support Center Business Plan, pp. 8-9

² Adapted from Family Support America's "Principles of Family Support", www.familysupportamerica.org

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- Families receive services tailored to their unique situations and needs.
- Service providers and advocates involve families in the process of determining service plans and proactively provide families with coordinated and comprehensive information and resources.
- Linkages affirms and strengthens families' cultural, racial, and linguistic identities and enhance their ability to function in a multi-cultural society.
- Linkages acts to strengthen communities, recognizing that just as individuals live in families, families live in communities.
- In supporting families and communities, DCFS and DPSS work seamlessly with public and private providers, community-based organizations and other community partners.
- Linkages demonstrates the values of strength-based, family-focused, culturally-competent, accessible, user-friendly, responsive, cohesive, efficient, professional and accountable service interventions.
- DCFS, DPSS and their partners work together to optimize the sharing of information, resources and best practices while also protecting the privacy rights of families.
- DCFS, DPSS and their partners pursue multi-disciplinary service delivery, a single service plan, staff development opportunities, infrastructure enhancements, customer service and satisfaction evaluation, and revenue maximization.
- DCFS, DPSS and their partners create incentives to reinforce the direction toward service integration and a seamless service delivery system.
- Linkages embraces a commitment to the disciplined pursuit of results accountability across systems. Specifically, the success of Linkages should ultimately be judged by whether it helps achieve the county's five outcomes for children and families: good health, safety and survival, economic well-being, social and emotional well-being, education and workforce readiness.