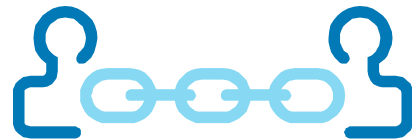
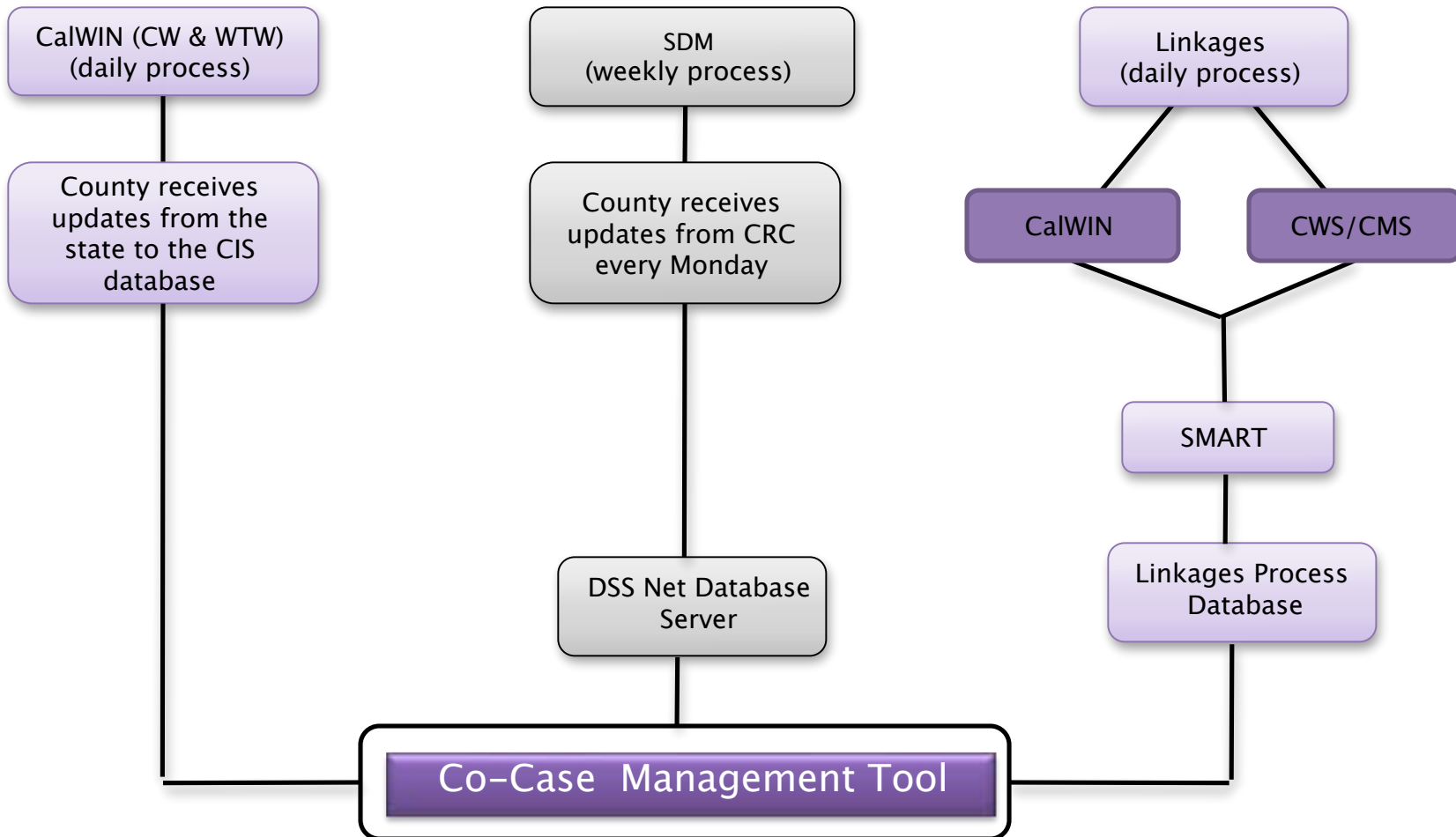


San Luis Obispo County Linkages

Data Collection Systems



San Luis Obispo County Data Tracking Process



SMART

- * Service Management Access & Resource Tracking
- * SLO County uses a web-based version of SMART
- * SMART provides a common database for staff from all divisions of the Department

Linkages Practices

- * SMART is used as the Common Client Index.
- * For all CWS Referrals and Cases, a record is entered into SMART for the child's birth mother.
- * SMART automatically assigns a Client ID for the birth mother which is then used for the State ID field in CWS/CMS.
- * The CWS/CMS State ID is used to identify common members of a case or referral.
- * All active CalWIN cases exist in SMART.

CalWIN (CW & WTW) daily process

- * CalWIN update of SMART
 - CalWIN sends extract files to secure ftp server
 - SLO Process picks up file and starts SMART Import
 - SLO Process backs up files
 - SLO Process copies export file to ftp server for CalWIN pickup
- * CalWIN imports SMART information the next day
- * SLO Process updates daily CIS data (Oracle & SQL Server)
- * CWS/CMS daily process
 - Business Extracts of daily CWS/CMS case and referral data (manual process during day)
 - SLO Process picks up extract files and starts import into SMART

CalWORKs

Structured Decision Making

- * Weekly Process
 - Children's Resource Center (CRC) sends extract file via secure ftp to SLO
 - SLO Process imports data into SQL Server

- * Monthly Process
 - SLO Process creates a pdf file of CalWIN approvals
 - SLO Process emails encrypted pdf file to CRC

Linkages (daily process)

Structured Query Language (SQL) Server Process (nightly)

- * Finds new Common Cases (candidates for Linkages) and update Linkages Database
- * Finds cases and referrals based on common case info. Identified by using the mother's SMART ID as the CWS/CMS State ID
- * Update Linkages database with correct case and referral status
- * Update Co-Case Management Log with Linkages, SDM and CIS information

SMART

- * Through the interface process, SMART attempts to match incoming clients based on a number of factors:
 - External Identifier (CWIN, Client Focus ID)
 - SSN
 - Name, DOB
- * If SMART can't match client, the record is put into a mismatch list which is processed manually.
- * If match is found, the client information, address info and program participation records are updated or added.

SMART

- * The program participation records identify the programs associated with the client; such as, CWS – Family Maintenance (FM), CWS– Birth Mother, CalWIN – Food Stamps, etc.
- * Lists all programs for the client regardless of the primary system
- * External System ID on the Birth Mother record is the Birth Mother's SMART ID


San Luis Obispo County Co-Case Management Tool

The Co-Case Management Tool was implemented in 08/2008. It has proven to be an invaluable resource to Participant Services staff in tracking and managing CalWORKs participants' case services and activities.

Information collected on the Co-Case Management Tool

Case Number	CW Aid Code	Participant Name	Pref Phone	SSN	Current ES Status		
Ore Date	APR Date	Job Club Date	ASM Date	Man/Vol WTW Plan Date	SIP Activities		
Comments	CW 60 Months Used	CWS Linkages Case	CFP Dev	SDM	Last ES Update	CCMT Close Date	CalWORKs Approval Date

San Luis Obispo County Co-Case Management Tool

 **DSSNet Home**

PS Home Co-Case Management Logs Reports Maintenance

CalWORKs Co-Case Management Log

ERS Name:

ERS IV Name:

Include Closed Cases

Search by:

 In Color

CalWIN Data as of 9/11/2010

CCMT ↔ Linkages Database

Co-Case Management Tool

CWS Case: Yes No Unknown

Linkages: ERS/SW Consult Meeting Type Meeting Date CCP

SDM: SDM Date Risk L Meeting Type S Plan Date Reassessment FPS Log

Last ES Update: ERS

CalWORKs Approval Date:

Meeting Type dropdown options:
- Select -
Family Team Meeting
SAFE
Community Based Team Meeting
Team Decision Making Meeting
Wraparound Family Team Meeting



Linkages Database

Linked

CCP Developed

Linkage & CCP data will also be update in CCMT log

San Luis Obispo County Co-Case Management Tool

PS Home	Co-Case Management Logs	Reports	Maintenance
Select Office:	- All -		
Select Unit:	- All -		
Select ERS Worker:	- All -		
Select ERS IV:	- All -		
Sort by:	<input checked="" type="radio"/> Case Name <input type="radio"/> ES Status <input type="radio"/> Last ES Date		
	<input type="checkbox"/> Include Closed Cases		
CCMT Case Log	View		
ES Program Status Totals	View	Office Only	
Case Log Totals with Aid Codes	View		
Post-Aid Services	View		
Active Cases not in CCMT Log	View		
Mismatched Workers - CCMT to CalWIN	View		
Mismatched Workers - CCMT to SDM	View		
Duplicate Logs	View		
Linkages Cases	View		
SDM Cases	View		
PAS Only Cases	View		

San Luis Obispo County Co-Case Management Tool



Helping Staff Help Others

Benefits:

- Provides one location to see a summary of a participant's activity in Welfare to Work, Linkages, Structured Decision Making, and Time on Aid.
- Much of the information is auto-populated from a process that extracts information from other systems, such as CalWIN and CWS/CMS.

Welfare-to-Work provides job-related services to assist participants in finding work that will lead to self-sufficiency for their family.

Linkages is a collaborative community effort to strengthen families by offering services needed to enhance their quality of life, increase their ability to safely care for their children and transition to self-sufficiency.

Structured Decision Making is utilized to assess CalWORKs families for potential risk of child abuse/neglect and offer appropriate voluntary Family Prevention Services.

Time on Aid is tracked to ensure participants are working towards self-sufficiency while receiving CalWORKs, as there is a 60 month federal and state time limit.

San Luis Obispo County Linkages Database



•DSSNet Home

PS Home

Linkages Home

Linkages Cases

Use to find all individuals on a caseload who have both PS and CWS involvement

Linkages Common Case Lookup

Use to see if a participant is involved with both PS and CWS

Linkage Referral Notice Form

Linkages CWS Referral Email Notification for ERS/SW, and appropriate Supervisors

Linkage Referral Notice List

Report of Referral Email Notices sent out

Linkages Reports

List of various reports on common PS and CWS families

San Luis Obispo County Linkages Database

Linkages - Cases Reports

[PS Home](#) | [Linkages Cases Home](#) | [Cases Reports](#) | [File Maintenance](#)

Report Parameters

Office Select - All - for all offices

Unit Select - All - for all units

Worker Select - All - for all workers

Worker Type CWS Worker PS Worker

*Used to look up office and unit and for sorting

Include Closed Cases

Reports

List of Cases	View
Admin Asst Report	View
Summary of Progress	View
List of Cases without Workers	View
Cases Closed in CMS/CWS but not in Linkages	View
Referrals Closed in CMS/CWS but not in Linkages	View
Active CWS Cases not in Linkages	View

San Luis Obispo County Linkages Email Notice

New CWS Referral

CWS Social Worker: Julie Lemen

PS ERS Worker: Belinda Benassi

CWS Case Name: Testing EMail text

CWS Case Serial: 2345556

PS Case Name: Testing EMail text

PS Case Serial: 938383

ERS - Please do **NOT** inform the family of CWS involvement. There is currently a confidential investigation pending, and the SW on this case will contact you within 3 -5 days or once they have made contact with the family.

A linked referral/case involves strong and efficient collaboration between CWS and PS. Collaboration on linked referrals/cases enables DSS staff to provide families with additional resources to combat child abuse/neglect and poverty. The family is involved early on in their case coordination which may increase the family's safety, well-being, and self-sufficiency.

What were the challenges in implementing data systems?

- * Combining data from external computer systems
- * Getting staff on board with the new databases
- * Getting staff to make the entries necessary to collect accurate data

How are these challenges being addressed?

- * Created Interface to auto-populate 90% of the CCMT from CalWin and CWS/CMS
- * DSS IT Staff utilized SMART and created interfaces into and out of SMART to populate the Linkages Database and Co-Case Management Tool/Database.
- * Staff is encouraged to look at ways to improve the databases and reports

Questions/Contacts

San Luis Obispo County Linkages

Belinda Benassi
CWS Program Manager
Linkages Coordinator

805-781-1841

bbenassi@co.slo.ca.us

Julie Lemen
Senior Software Engineer
Linkages Support

805-781-1660

jblemen@co.slo.ca.us