

## Linkages Desk Guide

Updated: December 15, 2021

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## Linkages Desk Guide

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### Purpose

To provide guidelines for Linkages case coordination procedures for families that are involved with Family and Children's Services (FCS) and CalWORKs services.

### Linkages Case Consultation

**Staff Responsible: Assigned PSW**

1. **When there is a question about CalWORKs services for a family involved with FCS, the first contact should be to consult with the Linkages Coordinator by emailing with parent's name and birthdate to:**

**Victor Ly**

**Linkages@sfgov.org**

The Linkages Coordinator shall answer the question or guide the PSW to next steps toward resolving the CalWORKs issue. If the family is eligible for Linkages case coordination, the next step would likely be holding a CFT-Linkages (Child and Family Team – Linkages) meeting. CalWORKs staff will also consult with the Linkages Coordinator as a first step regarding questions involving Linkages cases.

**Reminder:** A family may be eligible for Linkages whether the child is in the home (e.g. Family Maintenance [FM] and Non-Court Family Maintenance [NCFM]) or out of the home (Family Reunification [FR]), so whenever there are questions/concerns about Linkages eligibility and/or CalWORKs, email the Linkages Coordinator. Additionally, consult with the Linkages Coordinator regarding any questions involving minor dependent or non-minor dependent parents and Linkages.

2. If a question comes up after a CFT-Linkages meeting has been scheduled, but before it is held, may contact the Linkages Coordinator and/or CalWORKs SWS that is assigned to attend the CFT-Linkages meetings (the latter included in the CFT-Linkages scheduling email).
3. Specifically for AB 429-Family Reunification (FR) cases, when a CFT-Linkages meeting has already been held and there is ongoing Linkages case coordination, you may directly contact the CalWORKs SWS.

**Staff Responsible: Linkages Coordinator**

1. Be available for consultation with FCS and CalWORKs staff regarding Linkages cases and other CalWORKs questions.

## Initial Identification of Possible Linkages Cases

**Staff Responsible: Assigned PSW**

1. When a new case is received (ER, NCFM, Court Dependency Unit [CDU], Family Services Unit [FSU], Supportive Transitions Unit [STU]), discuss with the family whether they are receiving CalWORKs benefits, whether they have had a CFT-Linkages meeting, and whether they have any questions/issues with CalWORKs benefits.
2. If the family is or may be eligible for Linkages case coordination or they have questions/issues with CalWORKs benefits, email to consult with the Linkages Coordinator regarding the next steps.

**Note:** For a case to be eligible for Linkages case coordination, the family must have an open FCS case (NCFM, FM, or FR) and an open CalWORKs Welfare to Work (WTW) case. When parents are receiving cash aid for the children only (called “ARCO cases,” including situations where the adults are ineligible for CalWORKs due to having already exhausted their time on aid, receiving SSI benefits, immigration status, etc.), they do not have an open CalWORKs Welfare to Work case and, therefore, Linkages case coordination is not necessary or possible. In these situations, the PSW may consult with the Linkages Coordinator to determine available alternative income support options within SF HSA (e.g. applying for CAAP/County Adult Assistance Program or sometimes known as “General Assistance”).

**Staff Responsible: Linkages Coordinator**

1. For FR/Family Reunification-AB 429 cases, upon receiving either the:
  - a) Foster Care Placement email from FCS’ Foster Care Eligibility section that CalWORKs Clerical team assigns to the client’s Employment Specialist (ES) or the next Eligibility Worker (EW) on rotation which you as the Linkages Coordinator is copied on; or
  - b) Email from Medi-Cal to Foster Care Liaison Eligibility Supervisor (currently Nataliya Faybishenko) that you as Linkages Coordinator is copied on,review the case for Linkages eligibility in both CalWIN and MEDS to determine if parent qualifies for AB 429 benefits after CalWORKs discontinuance due to “no deprivation” CalWORKs eligibility status.
2. For FM/Family Maintenance or NCFM/Non-Court Family Maintenance-CalWORKs WTW cases, upon receiving the email from Planning analyst (currently Douglas Thompson) with the attached “Linkages Eligible Client Identification” spreadsheet report, review each FM/NCFM case from the Priority tab of the spreadsheet for Linkages eligibility by checking in both CalWIN and MEDS.
3. Determine which families are receiving FCS services and CalWORKs WTW services and are eligible for Linkages case coordination (Family Maintenance/Welfare to Work or Family Reunification/AB429).
4. For each family that is eligible for Linkages case coordination, send a First Notice email to alert that the family is eligible and that a CFT-Linkages meeting should be scheduled as soon as possible to the:
  - assigned Protective Services Worker (PSW), and

- Protective Services Supervisor (PSS) copied.  
(See Notification of Linkages Eligibility section for more information.)

### Notification of Linkages Eligibility/Need to Schedule CFT-Linkages

Staff Responsible: Linkages Coordinator

1. When a case is identified as eligible for Linkages case coordination (or when a follow up CFT-Linkages must be scheduled), send email notice to the assigned PSW and other FCS staff to alert them that a CFT-Linkages meeting should be scheduled as soon as possible, according to the following schedule:

Type of Notice	Email Notice Sent To	Timeline of Notice
First	PSW CC: PSS	When parent is initially identified as eligible for Linkages case coordination
Second	PSW CC: PSS, PM, and PD	2 weeks after First Notice sent (If the PSW has not contacted the Meeting Scheduler to set up a CFT-Linkages meeting)
Third	PSW CC: PSS, PM, and PD	1 week after Second Notice sent (If the PSW has not contacted the Meeting Scheduler to set up a CFT-Linkages meeting)
Fourth	PSW CC: PSS, PM, and PD	1 week after the Third Notice sent (if the PSW has not contacted the Meeting Scheduler to set up a CFT-Linkages meeting)

2. In the email, use subject line starting with “Eligible for CFT Linkages” and in the email body, include the FCS case#, CalWORKs case#, parent’s name, brief synopsis of the type of CFT-Linkages meeting that is needed (FM/Welfare to Work or FR/AB429), scheduling instructions, and the Linkages background/history.

### CFT-Linkages Meeting Timeline and Planning

Staff Responsible: Assigned PSW

1. There are different ways to determine that a CFT-Linkages meeting must be held:
  - Receive an email from the Linkages Coordinator informing you that a CFT-Linkages meeting must be scheduled with this email having a subject line starting with “Eligible for a CFT Linkages Meeting,” or
  - Consult with the Linkages Coordinator to discuss a case and the Linkages Coordinator recommends that a CFT-Linkages meeting be scheduled. (e.g. after a change in case status. See When to Hold a Follow-up CFT-Linkages Meeting – Change in Case Status section below).
2. A CFT-Linkages meeting must be scheduled in a timely manner as soon as it becomes known that the case is eligible for this meeting:
  - If the FCS case is new and it is FR/Family Reunification, the CFT-Linkages meeting should be held as soon as possible and ideally within 2 weeks after Linkages

coordinator emails PSW to schedule the Linkages meeting so that the parent will not have a break in aid and will continue to receive AB 429 benefits immediately after their CalWORKs benefits discontinued.

- If the FCS case is new and it is FM/Family Maintenance or NCFM/Non-Court Family Maintenance, the CFT-Linkages meeting should be held as soon as possible and within 45 days of a case being opened in CWS/CMS.
  - If a family with an existing FCS case becomes eligible or identified as eligible later in the life of the case, the meeting should be held as soon as possible, but within 30 days of determining that a CFT-Linkages meeting is necessary.
3. Schedule the meeting. See Scheduling the CFT-Linkages: PSW Responsibilities section for instructions.

#### **Staff Responsible: PSS**

1. Ensure that the PSW schedules a CFT-Linkages meeting within the following timeframes:
  - within 45 days of a new case being opened, or
  - within 30 days of a significant change in case status that makes a family with an existing FCS case now eligible for Linkages case coordination (after receiving email notice of eligibility from the Linkages Coordinator or after PSW consultation with the Linkages Coordinator).
2. When a major change in case status occurs (e.g. change of service component, change of address, change of income, change in placement, etc.), remind the PSW to consult with the family and the Linkages Coordinator regarding potential eligibility for a CFT-Linkages meeting.

#### **Scheduling the CFT-Linkages Meeting: PSW Responsibilities**

##### **Staff Responsible: Assigned PSW**

1. The CFT-Linkages must be scheduled at least 3 business days in advance of the date of the meeting and between 9:30am-3:00pm as the start time during work days. This allows the CFT Scheduler and CalWORKs Clerical unit sufficient time to schedule attendees, plus both the Linkages Coordinator and assigned CalWORKs Social Work Specialist to review and/or discuss the case.
2. CFT-Linkages meetings can be up to 1.5 hours so make sure both you and your client are available for the entire time.
3. Contact the family to describe the purpose of a CFT-Linkages meeting and obtain three of the family's available dates and times for the meeting only between the hours of 9:30A.M. to 3:00P.M. as start time of the CFT Linkages meeting.
4. Call the CFT Scheduler at: (415) 355-3638.  
Provide the following information to the scheduler:
  - PSW name and contact information,
  - parent name(s), and if one or both parents will be in attendance,
  - child(ren's) name(s) and DOB(s),

- any accommodations that may be needed at the meeting (including interpretation and translation services),
- a brief synopsis of the CalWORKs or AB 429 benefits topics that need to be discussed at the meeting and what they hope to accomplish with the team during the meeting (information is provided in the Linkages Coordinator's email with subject line "Eligible for CFT Linkages meeting...")
- any known safety concerns that may arise during the meeting\*,
- the family's availability, including the three dates and times the family identified that they are available for the meeting, and
- parent's preferred mode (Zoom video or phone teleconference) which are the current two options during COVID pandemic period; If this changes later on and CFT-Linkages meetings will once again be offered face-to-face, you will need to inform the CFT Scheduler of the parent's preferred meeting location (e.g., 170 Otis Street, 3120 Mission Street, 3801 3<sup>rd</sup> Street).

\* Inform the CFT Scheduler of any known safety concerns. For future face-to-face meetings, If security is warranted, then the CFT meeting will be facilitated at 170 Otis Street. If PSW or CFT staff determine that further safety precautions are necessary, PSW shall inform the participants of the planned accommodations. For example, separate meetings may be held or one parent may be required to participate by phone.

Safety concerns include:

- sex and/or physical abuse cases,
- exploitation cases if the parent(s) were involved,
- restraining orders, or
- DV related issues.

**Note:** Separate meetings should be held for the victim and perpetrator.

5. The CFT Scheduler will send email notice of the meeting time, date, and location to the PSW and the CalWORKs partners.
6. Notify the parent(s) and all other participants (except the CalWORKs staff, who will be notified by the CFT Scheduler) of the time, date, and location of a CFT Meeting. If key members of the CFT are unable to attend, the assigned PSW will contact the CFT Meeting Scheduler to re-schedule the meeting.
7. Document meeting notification as a case note in CWS/CMS.

### **Scheduling the CFT-Linkages Meeting: CFT Scheduler Responsibilities**

**Staff Responsible: CFT Scheduler**

1. Speak with the PSW requesting the CFT-Linkages to gather the following information:
  - PSW name and contact information,
  - parent name(s), and if one or both parents will be in attendance,
  - child(ren's) name(s) and DOB(s),

- any accommodations that may be needed at the meeting (including interpretation and translation services),
  - a brief synopsis of the CalWORKs or AB 429 benefits topics that need to be discussed at the meeting and what they hope to accomplish with the team during the meeting (information is provided in the Linkages Coordinator’s email with subject line “Eligible for CFT Linkages meeting...”
  - any safety concerns that may arise during the meeting,
  - the list of days and times that parent and PSW are available for the meeting, and
  - preferred mode (Zoom video/phone teleconference) or location for the meeting.
2. Schedule the meeting allowing for 1.5 hour (15 minutes for a pre-meeting and 1 hour-15 minutes for the meeting). If in the future face-to-face meetings are provided as an option again, reserve the appropriate room for the meeting.
  3. Arrange any accommodations (e.g. interpretation and translation services, etc.) or safety precautions (e.g. separate meetings for parents with restraining order in place, security or Law Enforcement on standby, etc.) requested by the PSW.
  4. Notify the following participants via email (using the CFT Meeting Confirmation form) of the schedule of a CFT-Linkages Meeting:
    - PSW (include the Shared Family Care Plan for the PSW only),
    - CalWORKs staff (cwclericalmt@sfgov.org), and
    - Linkages Coordinator.
  5. Re-schedule CFT meetings if requested by a PSW.

### Preparing for the CFT-Linkages Meeting

#### Staff Responsible: Assigned PSW

1. Communicate with the CalWORKs SWS and/or Linkages Coordinator regarding issues related only to CalWORKs resources leading up to the meeting. Provide requested information regarding the FCS case. Common information that would need to be discussed prior to the CFT-Linkages includes:
  - Case status (e.g. NCFM, FM, FR),
  - FCS case plan and/or services, and
  - Family’s place of residence/household composition.
2. Review the Benefits and Resources Outline form that is emailed to the PSW by designated CalWORKs staff before the meeting is held.
3. It is important to confirm the family’s attendance prior to the meeting. If the PSW or the family is unable to make the scheduled CFT meeting, alert the CFT Scheduler as soon as possible.  
If it is the same day as the scheduled CFT meeting, also alert the Linkages Coordinator.

#### Staff Responsible: Designated CalWORKs Staff

1. Research the family’s eligibility and available supportive services. Complete the Benefits and Resources Outline form with this information. Consult with CalWORKs staff as necessary to gather the required information or address issues/questions.

2. Communicate with the FCS PSW and/or Linkages Coordinator leading up to the meeting to request any necessary information regarding the FCS case.
3. Prepare for the CFT-Linkages meetings, so that any potential CalWORKs questions can be answered/addressed in the meeting, services available to the family through CalWORKs may be discussed, and a coordinated case plan can be developed during the meeting.

### CFT-Linkages Meeting Roles

#### Staff Responsible: CFT Facilitator

1. Prior to the CFT-Linkages meeting with the client, there will be a 15-minute pre-meeting involving the CalWORKs staff, the PSW, and the Facilitator to discuss the logistics of the case. This meeting is very important to ensure that the providers have as much information as possible going into the meeting.
2. Facilitate the meeting per the CFT Policy Manual and Desk Guide guidelines. This includes obtaining everyone's contact phone numbers and the parent's mailing address, establishing group agreements, ensuring meeting attendees agree to/sign the confidentiality form, addressing safety considerations during a meeting as necessary, explaining the purpose of the meeting and the roles of meeting participants, ensuring the family has an opportunity to speak, share their perspective, and help shape the Linkages Shared Family Care Plan.

**Note:** If a PSW or CalWORKs SWS is absent from the meeting, their supervisor or Linkages Coordinator (for CalWORKs SWS only) have to attend in lieu. If a parent is over 30 minutes late or absent, the meeting should be cancelled.

3. Facilitate the CFT meeting process, ensuring that the Linkages Shared Family Care Plan is completed or updated and that it reflects any decisions made in the meeting and action steps to which members of the team have committed.
4. The parent(s) must agree to/sign the Linkages Shared Family Care Plan and the parent only should do the same for the Family Stabilization Plan, if applies. Email/distribute a copy of the Linkages Shared Family Care Plan to all meeting participants afterwards. If the Linkages Coordinator who attended the meeting has additional notes emailed back to the updated Linkages Shared Family Care Plan, make sure all meeting participants receive this updated Linkages Shared Family Care Plan.

**Note:** The facilitator does not need to document the meeting in CWS/CMS. The Linkages Coordinator will create a case note to document the meeting in CWS/CMS and enter any related CDS codes or Special Project Codes to track Linkages meetings.

#### Staff Responsible: Assigned PSW

1. Provide information as necessary regarding the family's FCS case status, FCS case plan and/or services, next court date as applicable, and available services/supports through FCS. Answer any questions from the Facilitator, parent, and other attendees.
2. Participate in creating or updating the Linkages Shared Family Care Plan.

3. After the meeting:
  - follow up with any services or plans that were created during the meeting and/or were included in the Linkages Shared Family Care Plan; and
  - file the Linkages Coordinated Case Plan in Section 6 of the case file.

**Staff Responsible: CalWORKs SWS or designated CalWORKs Staff (may include the Linkages Coordinator)**

1. Provide information as necessary regarding the family's case status, benefits received (CalWORKs/AB 429, CalFresh, Medi-Cal), case plan, and available services/supports through CalWORKs. Answer any questions from the Facilitator, parent, and other attendees.
2. Participate in creating or updating the Linkages Shared Family Care Plan.
3. If only SWS attended the meeting, email to forward to the Linkages Coordinator the Linkages Shared Family Care Plan emailed by the Facilitator after the meeting. If Linkages Coordinator also attended the meeting, the Linkages Coordinator may email back the updated version to all meeting participants if there are any additions or corrections.
4. SWS to process and/or follow-up with any services, referrals, and plans that were created during the meeting and/or were included in the Linkages Shared Family Care Plan.

**When to Hold a Follow-up CFT-Linkages Meeting – Change in Case Status**

**Staff Responsible: Assigned PSW**

1. If there is a significant change in FCS case status, consult with the Linkages Coordinator to determine whether a CFT-Linkages should be scheduled to address and plan for the change. Examples of case status changes that may warrant a CFT-Linkages meeting include, but are not limited to when:
  - child(ren) are removed from the home,
  - child(ren) are returned to the home, or
  - parent(s)' FR services are terminated.
2. If a CFT-Linkages meeting is needed, per the consultation with the Linkages Coordinator, schedule the CFT-Linkages meeting as soon as possible, but no later than 30 days after the date of the change in case status.
3. If the child(ren) are removed from the home, complete the Form 1501/1502 as soon as possible to alert FCE that the child is in a foster care placement. FCE will communicate this to CalWORKs staff to prevent an overpayment to the family for cash aid, food stamps, etc. If the family is overpaid, the overpayment amount will be deducted if/when CalWORKs benefits are resumed.
4. If the child(ren) are reunified and returned to the home according to a court order, consult immediately with the Linkages Coordinator, then complete the Form 1502 as soon as possible to alert FCE that the child's foster care placement has ended. This is very important because the family is unable to apply for CalWORKs benefits if there is an open foster care placement or the CalWORKs application may be immediately denied if the Foster Care case remains active in CalWIN. If such is the case, consult with the Foster Care case Eligibility Worker to see if closure can be expedited. The Linkages Coordinator

may also recommend that you provide a signed letter on agency letterhead to parent confirming date(s) of reunification ordered by the court with specific name(s) of children which may help with said parent submitting your letter to the CalWORKs intake Eligibility Worker processing the CalWORKs application.

**Note:** If the family is receiving AB429 case coordination, CFT-Linkages meetings are required 6 months and 12 months (or the last month receiving AB429 benefits if reunified) after the initial CFT-Linkages meeting to review case status; see AB429 Case Coordination section for more details.

### AB429 Case Coordination

**Staff Responsible:** Assigned PSW

1. Schedule and hold the initial CFT-Linkages meeting:
  - no later than 45 days after initial detention or
  - no later than 30 days after the date an existing case moved from FM to FR or upon receiving email from Linkages Coordinator with subject line starting with “Eligible for a CFT Linkages meeting...”

It is very important that the CFT-Linkages meeting is held as soon as possible so that the family will not lose their eligibility for AB429 services or so that they will receive AB429 cash aid timely. A family must have an open CalWORKs case at date of removal to be eligible for AB429 with the parent receiving their portion of the grant (i.e., not timed out, not receiving SSI/SSDI disability benefits, not undocumented noncitizen). If a CFT-Linkages meeting is not held within 45 days of initial detention or 30 days of a change in case status to FR, it is likely that the CalWORKs case will already be closed and the family will no longer be eligible for AB429 services.

2. At the initial CFT-Linkages for AB429 case coordination, the Linkages Shared Family Care Plan and, if applies also the Family Stabilization Plan, must be signed by the parent(s).
3. Monthly Status Updates:

After the initial CFT-Linkages meeting, Linkages Coordinator will send emails monthly requesting for confirmation of parent’s status with their FR/Family Reunification services prior to parent receiving AB429 cash aid benefits again the succeeding month. These emails will have subject line starting with “Urgent Response Required...” Respond back timely and by the deadline specified by the Linkages Coordinator in the email, plus copy the Social Work Specialist as instructed and noted by the Linkages Coordinator in the same email.
4. Required AB429 Linkages Review Meetings:

Schedule a CFT-Linkages review meeting 6 months and 12 months (or the last month receiving AB429 benefits if reunified) after the initial CFT-Linkages is held for AB429 case coordination. In the AB429 review meetings, be prepared to discuss the client’s engagement and participation in FCS Family Reunification services, FCS case status, and

to update the Linkages Shared Family Care Plan as necessary. The parent(s) must sign an updated Linkages Shared Family Care Plan and, if applies, also a Family Stabilization Plan. AB429 services are to be provided for up to 12 months. FR/AB429 Linkages services may be offered for a maximum of 12 months per removal episode. After the family has exhausted the 12 months of FR/AB429 services, if there is a subsequent removal episode (either in the same case or subsequent case), the family may be eligible for an additional 12 months of FR/AB429 services, provided they continue to meet AB429 eligibility criteria.

**Note:** If the review meetings are not held in a timely matter, and the required plans are not updated and signed, the family's AB429 services may be discontinued.

5. Changes in case status must be communicated to CalWORKs staff as soon as possible (Linkages Coordinator and/or the SWS/Social Work Specialist):
  - Client no longer engaging/participating in FR services
  - Court terminated FR services
  - Child reunifying with parent
  - Client moved out permanently outside of San Francisco
  - Client was incarcerated/hospitalized/institutionalized at least 1 month or more (i.e., Residential treatment excluded since not considered institutionalization.)

If the plan is to recommend reunification, prepare the family and case to resume CalWORKs services as soon as possible in order to avoid gaps in benefits.

- Once the family is reunified, they are able to reapply for CalWORKs benefits.
- Consult with the Linkages Coordinator.
- Ensure that the Form 1502 is submitted to FCE.
- Alert the FCE worker by email that placement terminated due to reunification.

**Note:** CalWORKs is unable to provide any benefits to a parent if the system shows that the foster care placement is open.

- Schedule a CFT-Linkages meeting after the children return to the home so that parent can be informed of next steps as part of reapplying for CalWORKs.

### **CFT-Linkages Meetings Exemptions**

**Staff Responsible: Assigned PSW**

1. If a family is eligible for a CFT-Linkages meeting, but one cannot occur and does not need to be rescheduled, it may be exempted.

Examples of when a CFT-Linkages meeting may be exempted include when:

- parent is incarcerated/hospitalized/institutionalized (i.e., residential treatment excluded since not institutionalization)
- parent's whereabouts unknown
- parent living permanently outside San Francisco
- parent is not engaged and has not responded to multiple requests to schedule a CFT-Linkages meeting,

- three (3) CFT-Linkages meetings have been scheduled and the parent has failed to attend, etc. with no good cause
2. Email Linkages Coordinator to inform of parent’s situation.
  3. Linkages Coordinator emails back confirming whether or not case qualifies for an exemption.
  4. Email back Linkages Coordinator if case status changes in the future and when most likely parent may qualify for a CFT-Linkages meeting.

### Documenting CFT-Linkages Meetings

**Staff Responsible: Linkages Coordinator**

For visual CWS/CMS instructions, refer to the CMS Process Guide for Documenting a CFT Meeting.

1. On Linkages Shared Family Care Plan, place on top the “CW Linkages” index label sticker, plus encircle both parent’s name and CalWIN case#.
2. Submit above Linkages Shared Family Care Plan to “CW Linkages” confidential i-Files bin located with Principal Clerk CX20 (currently Jonathan Baggao). This is especially important for AB429 cases for which this document is directly tied to payment.
3. In the Service Management section, create a contact note to document the CFT-Linkages meeting. In the Case Management/Services Referrals grid of the contact notebook, select “CM-Child and Family Team.” If client attended the meeting, make sure to select “Completed.” If client was a no-show or cancelled less than 24-hour notice, select “Attempted,” but no need to enter meeting participants’ names.
4. Enter the appropriate Special Project Codes (SPC) per chart below.

### CWS/CMS Documentation: CFT-Linkages Meetings and ARCO Case Linkages Consultations

**Staff Responsible: Linkages Coordinator**

#### 1. CFT-Linkages Meetings

Enter the Special Project Codes (SPC) below relevant to CFT-Linkages Meetings.

SPC	When to Use
38-Linkages-Identified	Linkages Coordinator identifies a Linkages case and emails PSW the instructions for scheduling CFT-Linkages meeting with parent. Email subject line will start with “Eligible for CFT Linkages meeting...”
38-CalWorks FSP (Family Stabilization Plan)	CalWORKs staff utilizes the CalWORKs Family Stabilization Plan to provide these services to a Linkages family
38-Families Rising/Proj 500	To identify any parent enrolled in Families Rising program (formerly Project 500)
38 CFT Linkages Mtng, Exempted	Linkages Coordinator emails PSW to confirm that case is exempt after PSW provides good cause reason(s) to exempt eligible client from attending a CFT-Linkages meeting (per above section entitled “CFT-Linkages Meetings Exemptions”).

SPC	When to Use
38-Reunified (AB429)	To identify current or previous Linkages clients who have reunified with their child/ren after receiving Linkages AB 429 benefits (Assembly Bill 429)

**2. ARCO Case Linkages Consultations**

When a family is not eligible for a CFT-Linkages Meeting because the CalWORKs case has no eligible adult in the Assistance Unit (also known as an “ARCO Case”), document any Linkages consultation that is completed on these ARCO cases in CWS/CMS with the date that the initial consultation occurred:

SPC	When to Use
38-ARCO-CalWORKs	PSW consults with the Linkages staff on an ARCO case in which the PSW is inquiring on CalWORKs cash aid/benefits for the family
38-ARCO-AB 429	PSW consults with the Linkages staff on an ARCO case in which the PSW is inquiring on AB 429 eligibility for a family/household and the parents are not eligible for AB 429
38-ARCO-CalFresh	PSW consults with the Linkages staff on an ARCO case in which the PSW is inquiring on CalFresh benefits for the family
38-ARCO-Medi-Cal	PSW consults with the Linkages staff on an ARCO case in which the PSW is inquiring on Medi-Cal eligibility/coverage for the family
38-ARCO-CAAP	PSW consults with the Linkages staff on an ARCO case in which the PSW is inquiring on AB 429 eligibility with either parent not eligible and referred to apply for CAAP (a.k.a., General Assistance)

**FCS and CalWORKs Resolution of Questions/Issues**

**Staff Responsible: Assigned PSW**

1. If there is a question/issue that has been raised to the Linkages Coordinator, CalWORKs SWS/Social Work Specialist, and the CalWORKs Social Work Supervisor, but the issue has not been resolved, contact your Program Director to discuss the case (this would include situations where a PSW is looking for special exceptions, extensions, etc.).
2. The Program Director will either contact the Linkages Coordinator and/or CalWORKs management to discuss the issue or schedule an Administrative (Admin) Review meeting to discuss the issue. CalWORKs representatives should be invited to this joint meeting to address the questions/issues.

**Note:** The CalWORKs SWS may also contact the PSS and/or request an Admin Review to address any concerns/issues that have not been resolved through communication with the PSW, the Linkages Coordinator, a CFT-Linkages meeting, or communication with PSS.