



**Santa Barbara County
Department of Social Services**

Linkages Identification and Case Coordination

October 1, 2012

1. PURPOSE

This protocol outlines Santa Barbara County Department of Social Services' identification of clients that are mutual to both Child Welfare Services (CWS) and CalWORKs. The Linkages Program is a service coordination partnership between CWS and CalWORKs that addresses common barriers limiting parents' ability to work and keep their children safely at home. AB 429 allows continuation of CalWORKs services for CWS families, under specified circumstances. The Linkages Program requires coordination between CalWORKs and CWS to access Welfare-to-Work (WTW) activities, including mental health and substance abuse treatment services, or any other activities or supportive services allowed under CalWORKs. Linkages cases are referred to as Family Reunification (FR) cases or AB 429 cases. Family Maintenance (VFM) cases are referred to as mutual clients, and are also considered Linkages cases in order to facilitate case plan coordination and access to services through the Resource Support Team (RST). RST operates under a CalWORKs funded contract with the Alcohol, Drug & Mental Health Services Department and is co-located with CalWORKs staff in each regional office.

The benefits to the identification of Linkages clients include the ability to:

- Communicate and coordinate services to clients that are mutual to both CWS and CalWORKs
- Provide comprehensive services to the family with little or no duplication
- Access appropriate funding streams based on accurate information
- Gain a more comprehensive understanding of the family
- Involve the family early on in the case coordination process
- Enhance access to services for mental health or substance abuse and other barriers to family stability, self-sufficiency and child safety
- Eliminate contradictory and overwhelming mandates to clients
- Evaluate outcomes for our Linkages clients
- Services to parents may remain intact

2. SCOPE

This policy applies to all CWS Branch Staff.

3. AUTHORITY

AB 429, Chapter 111, Statutes of 2001

ACL 02-36 Changes To The California Work Opportunity and Responsibility To Kids (CalWORKs) Program to Allow Parents to receive CalWORKs Services when their child is Receiving Out-Of-Home Care.

ACL 03-52 Update on California Work Opportunity And Responsibility To Kids (CalWORKs) Family Reunification (FR) Program for Individuals and New Applicants as of April 1, 2003.

ACIN I-49-04 California Work Opportunity And Responsibility To Kids (CalWORKs) Family Reunification (FR) Program

Santa Barbara County Department of Social Services AD 04-03

4. POLICY/BACKGROUND

The Linkages program requires coordination between CalWORKs and CWS to access WTW supportive services, including mental health and substance abuse treatment services accessed through RST as well as other activities allowed under CalWORKs. The goal of the program is reunification of families. Communication between workers is the key to Linkages success.

5. PROCEDURES

The following delineates the mutual identification processes for new Court or Voluntary Family Maintenance cases, for Case Plans at Disposition, Ongoing Case Coordination, post Disposition, AB 429 cases, **aftercare services**, and case closures.

STEPS AND RESPONSIBLE STAFF:

For New Court Cases or VFM Cases

Person Responsible	Steps
CWS Administrative Office Professional (AOP)	<ul style="list-style-type: none">▪ At point referral is promoted to a court or VFM case, the AOP who sets up the physical file/case shall identify whether the family has an open CalWORKs case in CalWIN. They will either look it up in CalWIN or, if they do not have access to CalWIN, ask an alternate AOP to look it up.▪ If the AOP determines that the family has an open case in CalWIN, they will e-mail the regional CalWORKs regional Single Point of Contact (SPOC) to inquire whether the family is eligible to Linkages services.

Foster Care Eligibility Worker (EW)	Upon receiving information from a CWS Social Worker that a child has been detained, determines whether there is a CalWORKs case and sends an e-mail to the CalWORKs regional SPOC indicating which children were detained.
CalWORKs regional Single Point of Contact (SPOC)	<p>Upon receipt of an e-mail from the CWS AOP or the Foster Care EW, looks up CalWIN case information to determine if the case meets Linkages criteria and is acceptable as a Linkages case in regard to CalWORKs/Welfare to Work.</p> <ul style="list-style-type: none"> ▪ To maintain appropriate case contact, sends an e-mail to the: <ul style="list-style-type: none"> CWS AOP & Foster Care EW Assigned CWS Social Worker and their supervisor Assigned CalWORKs/WTW worker and their supervisor RST Linkages Coordinator <p>Notifying them of the following:</p> <ul style="list-style-type: none"> Determination of Linkages eligibility Name and phone number of the CalWORKs/WTW worker and the RST. <ul style="list-style-type: none"> ▪ Enters the case into the Excel Linkages spread sheet. ▪ If the case is a Linkages case, sends e-mail instructing the EW to complete entries to discontinue the case as required under CalWORKs rules for AB429 cases allowing 30 day waiting period. ▪ If case is accepted, sends e-mail instructing CalWORKs/WTW worker to make the appropriate RST referral.
Alcohol, Drug and Mental Health Services Resource Support Team staff (RST)	Upon receipt of the e-mail from the CalWORKs regional SPOC and/or CalWORKs/WTW worker, contacts the client(s) for necessary releases of information, offers an assessment and contacts the currently assigned CWS Social Worker via e-mail with a cc to the CWS Supervisor.
CWS (AOP)	<ul style="list-style-type: none"> ▪ Upon receipt of the e-mail from the CalWORKs regional SPOC, enter a contact in CMS by copying and pasting the e-mail information from the regional CalWORKs SPOC into CMS and create the CalWORKs/WTW worker as a Service Provider choosing "Other Non-CWS Social Worker" for the Service Provider Category and completing all the yellow fields and phone number information. ▪ Enter Linkages as a special project in the case(s) in CMS.
Assigned AIU CWS Social Worker	<p>Upon receipt of the e-mail confirming Linkages eligibility from the regional CalWORKs SPOC, <u>or</u> upon determining that the case is identified as a Linkages case in that the case has the Linkages special project code in CMS:</p> <ul style="list-style-type: none"> ▪ If it is a court case, assures that the Linkages Order is in the case (or in Document Imaging). ▪ For all Linkages cases, assures that the case is identified

	<p>as a Linkages case in Special Projects in CMS.</p> <ul style="list-style-type: none"> ▪ Within 10 days after being assigned the case, e-mails the CalWORKs/WTW worker and RST staff person that they are now assigned to the case, their supervisor's name and their respective phone numbers. ▪ Cut and pastes the e-mail into a CWS/CMS contact, using Consult with Service Provider or Consult with Staff Person as Contact Purpose and create the CalWORKs/WTW worker as the participant if they are not already listed. ▪ E-mails the assigned CalWORKs/Welfare to Work worker and RST regarding any Team Decision Meetings (TDM) and invites CalWORKs/WTW worker and/or RST participation in the TDM. ▪ Add the CalWORKs/WTW worker and RST staff to the TDM Request Form and the TDM Action Report and Consent Form. ▪ When transferring the case to VFM or Court, ensure that the Special Project, Linkages, is entered, as indicated on the CPS 600A transfer checklist or the Transfer Checklist for VFM Cases. ▪ End date the Linkages special project when it is determined that the case is no longer Linkages eligible.
<p>Assigned Court Services & Family Drug Treatment Court Social Worker OR Family Services Unit (VFM) Social Worker</p>	<p>Upon being assigned the case:</p> <ul style="list-style-type: none"> ▪ Determine whether it is a Linkages case by reviewing the special project page. ▪ If it is a court case, assures that the Linkages Order is in the case (or in Document Imaging). ▪ Within 10 days after being assigned the case, e-mails the CalWORKs/WTW worker and the RST that they are now assigned to the case, their supervisor's name and their respective phone numbers. For funding purposes, the e-mail should also indicate whether the case is a Family Drug Treatment case. ▪ If the assigned Social Worker does not know who the assigned CalWORKs/WTW worker is, they should contact the Child Welfare Services Department Business Specialist for Linkages. ▪ Cut and paste the e-mail into a CWS/CMS contact, using Consult with Service Provider or Consult with Staff Person as Contact Purpose and create the CalWORKs/WTW worker as the participant if they are not already listed. ▪ E-mails the assigned CalWORKs/WTW worker and RST regarding any TDMs and invites CalWORKs/WTW worker and/or RST participation in the TDM.. ▪ Add the CalWORKs/WTW worker and/or RST staff to the TDM Request Form and the TDM Action Report and Consent Form. ▪ End date the Linkages special project when it is determined that the case is no longer Linkages eligible.

For Case Plans at Disposition (after 30 day case plan)

Person Responsible	Steps
<p>Assigned Court Services & Family Drug Treatment Court Social Worker Or Family Services Unit (VFM) Social Worker</p>	<p>Contact the assigned CalWORKs/WTW worker and RST to discuss:</p> <ul style="list-style-type: none"> ○ The status of the CalWORKs and CWS case ○ The CalWORKs/WTW and CWS case/service plans, activities, and the services being provided ○ Identify service needs and providers and identify how they will be funded ○ Coordinate the two case plans so that CWS and CalWORKs/WTW case plans complement, rather than conflict. <p>If the assigned Social Worker does not know who the assigned CalWORKs/WTW worker is, they should contact the Child Welfare Services Department Business Specialist for Linkages.</p> <p>End date the Linkages special project when it is determined that the case is no longer Linkages eligible.</p>

Ongoing Case Coordination Post Disposition

Person Responsible	Steps
<p>Assigned ongoing CWS Social Worker</p>	<p>Upon being Assigned a Case:</p> <ul style="list-style-type: none"> ▪ Identify whether it is a Linkages case by determining if there is a Linkages Order in the case. ▪ If the order is in the case, assure that the case is identified as a Linkages case in the Special Projects tab in CMS. ▪ Within 3 days after being assigned the case, e-mail the assigned CalWORKs/WTW worker and the RST, and copy the CalWORKs regional SPOC that they are now assigned to the case, their supervisor's name and their respective phone numbers. ▪ Cut and paste the e-mail into a CWS/CMS contact, using Consult with Service Provider or Consult with Staff Person as Contact Purpose and create the Assigned CalWORKs/WTW worker as the participant if they are not already listed. ▪ On an ongoing basis, call or e-mail the assigned CalWORKs/WTW worker and RST regarding any TDM and invite CalWORKs/WTW worker and/or RST participation in the TDM. ▪ Add the CalWORKs/WTW worker and/or RST to the TDM Request Form and the TDM Action Report and Consent Form.

	<ul style="list-style-type: none"> If the assigned Social Worker does not know who the assigned CalWORKs/WTW worker is, or who the CalWORKs regional SPOC is, they should contact the Child Welfare Services Department Business Specialist for Linkages.
Assigned Ongoing CWS Social Worker and CalWORKs / Welfare to Work (WTW) worker and the RST	<p>On an ongoing basis: Will remain in contact so that: The client's services are well coordinated, communicated, and not duplicated. They are aware of the status of the CWS and CalWORKs case</p>
CalWORKs/WTW worker	Notifies the CWS Social Worker and the CalWORKs SPOC when it is determined the parent is no longer Linkages eligible or if there are any changes in the status of the family.
Assigned Ongoing CWS Social Worker	End dates the Linkages special project when it is determined that the case is no longer Linkages eligible.
Assigned Ongoing CWS Social Worker	If the child is reunified, e-mail the CalWORKs regional SPOC and the assigned CalWORKs/WTW staff person.
CalWORKs/WTW worker and CalWORKs regional SPOC	When the e-mail is received that the child reunified, a new application is not required to reopen the CalWORKs case. The Eligibility Worker will add the child to the case effective the 1 st of the following month that reunification occurs. Linkages services are then re-evaluated, since the client may be exempt from WTW services once the child re-enters the home. Services can continue if a new request for family Maintenance services is requested by the CWS Social Worker.

Process for Case Plans at CWS Status Review Hearings

Assigned ongoing CWS Social Worker	<p>Contacts the CalWORKs/WTW worker and RST to discuss:</p> <ul style="list-style-type: none"> Status of the CalWORKs and CWS case The CalWORKs/WTW and CWS case/service plans, activities, and the services being provided Identify service needs and providers and determine how they will be funded <p>Coordinate the two case plans so that the plans complement each other, rather than conflict with one another.</p>
------------------------------------	--

**Process when Court and Voluntary Family Maintenance Cases are expected to Close.
After Care**

Assigned ongoing CWS Social Worker	<p>At least 30 days before the anticipated case closure, contact the CalWORKs/WTW worker to discuss the status of the CWS case and the anticipated date of the CWS case closure.</p> <p>At least 10 business days before termination of Voluntary Family services and at least 30 days before the expected termination date for Court-ordered Family Maintenance cases, arrange an aftercare joint home visit or TDM and invite the CalWORKs/WTW worker to the meeting to discuss eligibility issues, and how they can help support the family's ongoing needs.</p> <p>Notify the CalWORKs/WTW worker at the point is actually terminated.</p>
------------------------------------	--

**Process when Client becomes ineligible for CalWORKs cash benefits
AB 429 Cases**

Eligibility Worker (EW)	<p>CalWORKs case over rides will be conducted after the post 30 day period discontinuance</p> <p>CalWORKs case will remain active as a zero grant case-parent only, following BENDS 1443 procedures with a 6 month RRR requirement.</p>
-------------------------	---

Approved by:

Delfino Neira, Deputy Director