

**County of Santa Clara: Social Services Agency  
DFCS Online Policy & Procedures (OPP)**

**Cross Program Protocols**

**13-16.1 CalWORKS/DFCS Partnership - Common Cases under Family Maintenance**


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**Reference Points**

**Effective Date:** 10/5/12

**Last Updated:** 10/5/12

**Legal Basis:**

 [SSA CalWORKs Handbook](#)

**Overview**

The California Work Opportunity and Responsibility to Kids (CalWORKs) program includes cash aid as well as employment services to support families in their efforts to become self-sufficient. Families receiving services under Voluntary Family Maintenance (VFM), Informal Supervision (IS), or court-ordered Family Maintenance (FM) may be receiving or eligible to receive cash aid and/or services under the CalWORKs Employment Services (CWES) program to support activities related to their child welfare services case plans.

For eligible families under DFCS supervision, CalWORKs benefits and services are provided through a partnership between two departments of the Social Services Agency: the Department of Family and Children's Services (DFCS) and the Department of Employment and Benefits (DEBS). The partnership services are generally available as long as the child welfare services programs are provided to the family. DFCS social workers and DEBS employment counselors collaborate with one another and with eligible parents to coordinate child welfare services' case plans and CWES welfare-to-work plans. Cases of families served by both DFCS and CalWORKs Employment Services are referred to as "common cases."

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### Social Services Agency Policy

It is the policy of the Santa Clara County Social Services Agency that all families who come to the attention of the Agency be assisted in receiving services through the Department of Employment and Benefits Services (DEBS) for which the families are eligible. In keeping with this policy, all families referred to the Department of Family and Children's Services (DFCS) are assessed for potential eligibility for DEBS services and programs, including CalWORKs (cash aid, employment services) CalFresh(Food Stamps), and Medi-Cal.

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### Services Provided under CWES

CalWORKs Employment Services (CWES) include:

- Child care (children 0-12 years of age)
- Transportation services (bus passes, mileage reimbursement, Out Reach Programs)
- Counseling services (domestic violence, mental health and substance abuse and alcohol in-patient and out-patient treatment)
- Basic education, GED classes, ESL
- Domestic abuse screening, referral and linkage
- Second Harvest Food Programs
- Job Club and Job Search
- Ancillary support (e.g. books, tools, uniforms)
- Expungement services
- Vocational assessment, vocational training, education, on-the-job training/work experience
- Professional clothing (Career Closet for women and First Impression for men)
- Post-aid services

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### Eligibility for Services

Cases of families served by both DFCS and CalWORKs Employment Services are referred to as “common cases.” The criteria is that:

- The family is receiving family maintenance services under one of the following child welfare service program:

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- Voluntary Family Maintenance
- Informal Supervision
- Court-ordered Family Maintenance

AND

- The family is:
  - receiving CalWORKs cash aid and participating in CWES, or
  - sanctioned, or
  - temporarily exempt from CWES activities.

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**How Are  
Common Cases  
Identified  
under the  
Family  
Maintenance  
Program**

Common Cases under the Family Maintenance program are identified in one of three ways:

- [CWS/CMS and CalWIN computer databases are searched by DFCS Emergency Response \(ER\) clerical staff to identify common cases at the time a referral is opened](#), and the family is subsequently referred for voluntary or court-ordered family maintenance services.
- A referral is made via the CalWORKS Common Case (SCD/SCZ 1811) by the ER clerical to DFCS Social Work Coordinator II.
  - The Social Work Coordinator II for Partnership
    - Receives SCD/SCZ 1811 referrals from ER clerical staff
    - Verifies the CalWORKs status of referrals with the DFCS-CalWORKs liaison and CWES supervisor
    - Confirms with the social worker that the case will be opened in DFCS
    - Requests that the case be reassigned to the Partnership employment counselor
- A referral is made via the CalWORKS Common Case (SCD/SCZ 1811) by the DFCS social worker to the CalWORKs Partnership employment counselors at the Julian Campus or South County office when the social worker:

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- Identifies a parent with an open CalWORKs case who was not previously identified as a Common Case or
- Verifies that the court has changed the service program from Family Reunification (FR) to Family Maintenance (FM), when the family also meets the eligibility requirements for CalWORKs.

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**ER Clerical Responsibilities**

When a referral is created at the Child Abuse and Neglect Center (CANC), the Emergency Response (ER) clerical staff:

- Receives the referral from the CANC.
- ID's the child in CWS/CMS to determine if there have been any previous referrals and/or if there is an open DFCS case.
- ID's the persons listed on the referral in CalWIN to determine if there was ever an open case in CalWORKs.

If there..	then the clerical staff..
Has never been an open case in CalWORKs,	<ul style="list-style-type: none"> <li>• Stamps the Emergency Response Referral Information document with the CalWORKs Record Check stamp.</li> <li>• Checks "No CalWORKs Case on the stamp choices on the Emergency Response Referral Information document.</li> <li>• Forwards the referral packet to the social worker.</li> </ul>
Was a previously opened CalWORKs case that is now closed,	<ul style="list-style-type: none"> <li>• Stamps the Emergency Response Referral Information document with the CalWORKs Record Check stamp.</li> <li>• Checks "Closed CalWORKs Case" on the stamp choices on the Emergency Response Referral Information document.</li> </ul>

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<p>Is an open CalWORKs case,</p>	<ul style="list-style-type: none"> <li>• Stamps the Emergency Response Referral Information document with the CalWORKs Record Check stamp.</li> <li>• Checks "Open CalWORKs Case" on the stamp choices on the Emergency Response Referral Information document.</li> <li>• Attaches screen shots from the CalWIN Case Inquiry window from the [Program], [Case Members], and [Case Detail] tabs.</li> <li>• Completes Part A of the CalWORKs Common Case (SCD/SCZ 1811).</li> <li>• Forwards the referral packet, including the SCD/SCZ 1811, to the social worker.</li> <li>• Forwards a copy of the SCD/SCZ 1811 to the DFCS Social Worker II for Partnership.</li> </ul>
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**ER Social Worker's Responsibilities**

If..	then the ER social worker..	
<p>The response priority is an Immediate Response or Joint Response</p>	<p>Takes an SCZ 1812 form to the in-person response.</p>	
	<p>If..</p> <p>The child is not removed from the home</p>	<p>then the ER social worker..</p> <ul style="list-style-type: none"> <li>• As applicable, includes in his/her assessment the economic resources and needs of the family and provides an SCZ 1812 referral to the interested family who may benefit from anti poverty programs such as, CalWORKs, CalFresh, and Medi-Cal.</li> <li>• May also refer the family to the DFCS-CalWORKs Liaison for initial screening for eligibility for anti- poverty programs.</li> </ul>
<p>The response priority is a 10-Day response</p>	<ul style="list-style-type: none"> <li>• Reviews the Intake Packet prior to the in-person response.</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Notes the family's CalWORKs status as indicated by ER clerical on the Emergency Response Referral Information document.</li> <li>• Follows procedures for assessing the family for CalWORKs following the procedures outlined in the section below, 10-Day Referrals: Assessing a Family's CalWORKs Eligibility.</li> </ul>
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**IR or JR:  
Assessing a  
Family's  
Potential  
CalWORKs  
Eligibility  
Involvement**

When an Emergency Response (ER) social worker responds to an Immediate Response (IR) or Joint Response (JR) referral and the child is not removed from the home, as applicable, the ER social worker includes in his/her assessment the economic needs and resources of the family and provides an SC 1812 referral to any interested family who may benefit from anti poverty programs such as CalFresh, Medi-Cal and CalWorks. The ER social worker may also refer the family to DFCS-CalWORKs liaison for initial screening for eligibility for anti- poverty programs.

The ER social worker:

- Asks the client if the client currently receives CalWORKs.

If..	then the ER social worker..	
The client states that the family currently receives CalWORKs benefits	<ul style="list-style-type: none"> <li>• Confirms the statement with the results of the ER clerical search of CalWIN stamped on the Emergency Response Referral Information document.</li> <li>• Assures that a copy of the SCD/SCZ 1811 is included in the Intake Packet.</li> </ul>	
	If..	then the ER social worker..
	A case is opened for Voluntary Family Maintenance or Informal Supervision services	Takes no further action regarding CalWORKs as long as the case is received by the VFM or IS social worker within 15 days of the first face-to-face contact with the family.
The referral is closed and referred to Path 2 services or closed without	Takes no further action regarding CalWORKs. The Differential Response agencies refer the client to CalWorks, as appropriate.	

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	any further services	
The client states that the family does not currently receive CalWORKs benefits	If the client is interested and the family may benefit from anti poverty programs such as Cal Fresh, Medi-cal, or CalWORKs:	
	<ul style="list-style-type: none"> <li>• Completes the SCZ 1812.</li> <li>• Provides a copy of the SCZ 1812 to the client.</li> <li>• Instructs the client to take the form to the nearest <a href="#">Intake office</a>.</li> </ul>	
	<b>If the SCZ1812 indicates that the client is..</b>	<b>then the social worker..</b>
Potentially eligible for the program	<ul style="list-style-type: none"> <li>• Completes the SCZ 1812.</li> <li>• Provides a copy of the SCZ 1812 to the client.</li> <li>• Instructs the client to take the form to the nearest <a href="#">CalWORKs Intake office</a>.</li> <li>• Provides a copy of the SCZ 1812 to clerical.</li> </ul> <p>If client is approved for any benefits, the eligibility worker faxes or e-mails a copy of SCZ 1812 to the DFCS-CalWORKs Liaison for tracking.</p>	
Not potentially eligible for the program	Takes no further action to refer the client.	

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**10-Day Referrals:**

When an Emergency Response (ER) social worker responds to and the child is not removed from the home, the ER social worker includes in his or her

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**Assessing a  
Family's  
CalWORKs  
Eligibility**

comprehensive assessment the economic vulnerability, economic needs, and resources of the family.

If the ER clerical has indicated that a CalWORKs case..	then the social worker..
Has never been opened, or was opened previously but is now closed	<ul style="list-style-type: none"> <li>• Verifies the information with the client.</li> <li>• Inquires as to the client’s interest to apply for anti poverty programs such as Medi-cal, Cal Fresh, and CalWORKs.</li> <li>• Assesses whether the client may benefit for such programs or</li> <li>• Refers the client to the DFCS-CalWORKs Liaison for initial screening for eligibility</li> <li>• Completes the SCZ 1812.</li> <li>• Provides a copy of the SCZ 1812 to the client.</li> <li>• Instructs the client to take the form to the nearest <a href="#">CalWORKs Intake office</a>.</li> </ul>
Is open, and it has been determined that a DFCS case <u>will not</u> be opened	Takes no further action.
Is open, and it is determined that a DFCS case <u>will</u> be opened as a VFM or IS case	<ul style="list-style-type: none"> <li>• Receives a copy of the SCD/SCZ 1811 as part of the Intake packet.</li> <li>• Contacts SW Coordinator II to determine assignment to an EC</li> <li>• Fills-out Part B of the SCD/SCZ 1811 and starts collaborating with the employment counselor on common case planning within five business days of case being.</li> </ul>



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**VFM and IS  
Social Worker  
Responsibilities**

As part of the Voluntary Family Maintenance (VFM) and Informal Supervision (IS) social worker's assessment of the child and family, the social worker notes whether the family's case has been identified by Emergency Response (ER)clerical, the ER social worker, or the DI social worker as a common case, which indicates that the parents are receiving cash aid and/or services under the CalWORKs Employment Services (CWES) program.

If there is no indication in the case file that the family has been assessed for CalWORKS, the VFM or IS social worker:

- Includes in their ongoing assessment the client's the client's economic needs, resources, and vulnerability and provides the client an SCZ 1812 referral as appropriate.
- Refers the client for initial eligibility screening to the DFCS-CalWORKs liaison , (408) 501- 6816.

OR as soon as possible

- Completes the SCZ 1812
- Provides a copy of the SCZ 1812 to the client.
- Instructs the client to take the form to the nearest [Intake office](#).

Once the client is registered with CalWorks and is assigned to a Partnership employment counselor, the VFM or IS social worker begins collaborating with employment counselor regarding a common case plan.

- See section on Collaborative Roles between the Social Worker and Employment Counselor.

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**Cases Moving  
from FR to FM**

When a family successfully reunifies and court dependency for the child(ren) continues under Family Maintenance services, a family that had not been eligible for CalWORKs or employment services when receiving Family Reunification services may become eligible to receive CalWORKs or employment services under the Family Maintenance program because the children live with the parents. When a case moves from FR to court FM, the social worker:

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If the family..	then the primary social worker..	
had been receiving CWES services under AB 429 during the reunification period	Instructs the client to: <ul style="list-style-type: none"> <li>• report to the eligibility worker the children’s return home and</li> <li>• fill-out necessary form.</li> </ul>	
had not been receiving services under AB 429 during the reunification period	Assesses if the family may benefit from anti-poverty programs such as CalWORKs, Medi-Ca, Cal Fresh, and General Assistance (GA).	
	<b>If the family is..</b>  potentially eligible for CalWORKs	<b>then the social worker..</b> <ul style="list-style-type: none"> <li>• Refers client to the DFCS-CalWORKs liaison for an initial eligibility screening for anti poverty programs</li> </ul> OR right away <ul style="list-style-type: none"> <li>• Completes an SCZ 1812 referral.</li> <li>• Provides a copy of the SCZ 1812 to the client.</li> <li>• Instructs the client to take the form to the nearest <a href="#">Intake office</a>.</li> </ul> Once client is registered with CalWorks and is assigned to a Partnership employment counselor, the VFM, IS, or FMC social worker begins collaborating with the employment counselor regarding a common case plan.  See the section on Collaborative Roles between the Social Worker and Employment Counselor.
	is not potentially eligible for CalWORKs	Takes no further action to refer the client.

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**Counselor  
Collaborative  
Roles**

- Meet to Identify:
  - The parent's strengths, barriers, needs, and concerns.
  - CalWORKs Employment Services, activities, and hours to be integrated into the DFCS case plan by using the SCD/SCZ 1811 form.
  - DFCS activities to be included in the CWES plan.
  - Referrals and services and how to secure them to support the parents
- Review expectations.
- Verify requirements.
- Obtain the parent's signature on the CWES and DFCS case plans.
  - The parent must sign the Employment Services Self-Sufficiency Welfare to Work Plan Activity Agreement (WTW2) in order to receive CWES services.
- Communicate with each other regarding issues and barriers that challenge the parent.
- Make adjustments to the case plans, as needed.
- Meet with the parents at Service Coordination meetings each time the case plan is updated for a Status Review Hearing and when it is necessary to convene a meeting to coordinate activities and services.
  - [Document a contact in CWS/CMS to reflect family engagement efforts when entering a contact about the meeting with the CalWORKs staff and family.](#)
- Report on the parent's progress to the CalWORKs social worker, if a CalWORKs social worker has assessed the family, so that the CalWORKs social worker can assess the need for extension of an exemption.

At the time of case closing, the Continuing social worker Informs the employment counselor of the DFCS case closing date.

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**CalWORKs  
Office  
Locations**

Families can apply for CalWORKs cash aid at these Social Services Agency offices:

- Benefits Assistance Center

1867 Senter Road  
San Jose, CA 95112  
Tel: 1-877-962-3633

- North County Office

100 Moffett Blvd.  
Mt. View, CA 94043  
Tel: (650) 988-6100

- South County Office

379 Tomkins Court  
Gilroy, CA 95020  
Tel: (408) 846-3900

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**Contacts**

DFCS-CalWORKs Eligibility Worker Liaison

- Richard Ching

Tel: (408) 501-6816  
Fax: (408) 792-1414  
Email: [Richard.Ching@ssa.sccgov.org](mailto:Richard.Ching@ssa.sccgov.org)

SW Coordinator II for DFCS-CalWorks Partnership

- Lolita Castillo, MSW

591 N. King Road, SJ 95133  
San Jose, CA 95110  
Tel: (408) 793-8818  
Email: [Lolita.Castillo@ssa.sccgov.org](mailto:Lolita.Castillo@ssa.sccgov.org)

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CalWORKs Partnership Employment Counselors (EC's):

- Sofia Vega

373 W. Julian St., 4th Floor

Tel: (408) 758-3578

Email: [Sofia.Vega@ssa.sccgov.org](mailto:Sofia.Vega@ssa.sccgov.org)

- Hugo Sanchez  
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- Silvia Rodriguez

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CWES Case Management Unit

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