



## LINKAGES SERVICE DELIVERY PARTNERSHIP FACT SHEET

### BACKGROUND

The County of Los Angeles joined the Statewide Linkages Initiative in 2005 as an interdepartmental service delivery partnership between Department of Children and Family Services (DCFS) and Department of Public Social Services (DPSS) with the goal of effectively integrating CalWORKs and Child Welfare Services.

Los Angeles County Linkages is designed to address the common barriers that limit parents' ability to parent and their ability to work from a prevention and intervention perspective. Linkages was implemented through a progressive rollout and effective November 2009 was fully implemented countywide. The following strategies are part of practice to enhance service delivery, strengthen families through economic self-sufficiency and focus on child safety:

Protocol	Description
<b>Family Preservation</b>	Service coordination for CalWORKs families with a DCFS Family Preservation (FP) plan by integrating DPSS' expertise into DCFS' FP Multi-Disciplinary Case Planning family meetings to provide GAIN services and include DCFS FP activities in participants' Welfare-to-Work (WtW) plans.
<b>Family Reunification</b>	Service Coordination for former CalWORKs participants who have a Family Reunification Plan in place with DCFS and volunteer to receive WtW GAIN services for six months from the date of child removal.
<b>Collocation of GAIN Social Workers at DCFS</b>	Integration of CalWORKs expertise by designated DPSS staff collocated at all DCFS Regional Offices into DCFS' Child and Family Team (CFT) meetings and case consultations outside of CFT meetings upon invitation by DCFS staff.
<b>DCFS 5122 Screening Tool</b>	Screening tool form used by DCFS staff to screen and refer families/individuals for potential eligibility to CalWORKs/General Relief (GR) Aid Programs.
<b>Homeless &amp; Sanction</b>	Service coordination for CalWORKs homeless families or with an imposed GAIN sanction and an open DCFS court/voluntary Family Maintenance case.

Linkages is centered on case work practice where Children’s Social Workers (CSWs) and GAIN Services Workers (GSWs) incorporate their program knowledge to provide intensive service coordination. Work in progress includes referring and expanding Linkages to serve more families mutual to both departments. Linkages is a service coordination partnership; it is not caseload driven.

**LINKAGES LEADERSHIP**

Support from leadership is a key element in championing Linkages. With support from the DCFS and DPSS Directors, the Linkages leadership structure is in place to provide support operationally and starts with the Service Integration Committee (SIC); SIC is the larger of two central decision-making bodies. Under the guidance of SIC, the Linkages Leadership Team (LLT), which is comprised of DCFS and DPSS managers, provides central support to Linkages’ ongoing operational oversight.

**COUNTY OF LOS ANGELES STATS**

Geography: 4,084 square miles  
 Population: 10,441,080 (U.S. Census, January 2020)

Data as of September 2022	DCFS	DPSS
<b>Number of Offices</b>	19 Regional Offices	28 CalWORKs/GR Offices 8 Customer Service Centers 7 GAIN Regions
<b>Monthly Caseload</b>	28,196 (Cases <sup>1</sup> ) 6,856 (Referrals)	111,926 (CalWORKs) 112,733 (GR)

<sup>1</sup> Includes Emergency Response, (open services cases), Family Maintenance, Family Reunification, and Permanent Placement & Adoption Services.

**OUTCOMES**

As of September 2022, Linkages Reports reflect the following:

- **189** families/individuals/caretaker relatives connected with a CalWORKs/GR Office for expedited Intake application processing, via Linkages DCFS 5122 Screening Tool.
- Through integration of CalWORKs expertise in DCFS’ CFT meetings, the collocated Linkages GSW attended **51** meetings for mutual families – AND – conducted **1221** case consultations outside of CFT meetings.
- **103** CalWORKs parents were actively receiving service coordination for Family Preservation through WtW (GAIN).
- **155** parents were engaged and receiving CalWORKs Family Reunification service coordination.
  - **43** successful reunifications occurred in calendar year 2021.
- **34** CalWORKs parents were actively receiving service coordination for Family Maintenance through WtW (GAIN).