


What's In It For Me?

Communicating Linkages to
Staff and Stakeholders



Mary Joy Go Riverside County



RIVERSIDE COUNTY

LINKAGES

CalWORKs | Children's Services | Welfare to Work

Mary Joy Go, CalWORKs Regional Manager

Riverside County Locations

Children Services

- 8 District Offices and a Command Post
- 8 Assigned Social Services Practitioners (SSP)

CalWORKs/Welfare To Work

- 15 Self-Sufficiency District Offices
- 15 Employment Services Counselors and 15 CalWORKs liaisons

Co-Location

Linkages Employment Services Counselors(ESC) works at designated CSD offices on scheduled days of the week.

Communication Strategies

Linkages Liaison Roadshow

- Meet and network with partners to collaborate and provide an integrated service delivery approach to mutual customers.
- Share success stories and challenges.
- Share resources and tool to continuously improve communication across division.
- Training opportunity
- Engaging liaisons across the division
- Quarterly meeting to strengthen partnership and collaboration.



The poster features a hand placing a block on the word 'GREET' made of blocks. The text 'LET'S LINK-UP!' is in the top right. The main title is 'An Integrated Service Delivery Approach'. Below it is 'LINKAGES LIAISON MEET & GREET' and 'LEARN MORE ABOUT LINKAGES'. A list of five sessions follows, each with a number in a diamond. The bottom of the poster has the Riverside County Department of Public Social Services logo.

"LET'S LINK-UP!"

GREET

An Integrated Service Delivery Approach

LINKAGES LIAISON MEET & GREET

LEARN MORE ABOUT LINKAGES

Meet and network with partnering Liaisons from Children's Services Division (CSD), Self-Sufficiency Division - Cal-WORK's (SSD - CW) and Welfare to Work (WTW).

Linkages is a collaborative partnership between CSD, SSD, CW, and WTW to provide an integrated service delivery approach to mutual clients.

Session 1
Indio CPS - 09/06/2022 - 9:30 AM - 12:00 PM
48-133 Jackson St. Indio, CA 92201

Session 2
Banning CPS - 09/15/2022 - 9:30 AM - 12:00 PM
901 E. Ramsey St. Banning, CA 92220

Session 3
La Sierra CPS (West Corridor) - 09/15/2022 - 9:00 AM
Via Microsoft Teams

Session 4
Hemet CPS (Diamond Valley) - 09/22/2022 - 9:00 AM - 11:00 AM
Via Microsoft Teams

Session 5
Lake Elsinore CPS (Southwest) - 10/03/2022 - 9:30 AM - 12:00 PM
1400 W. Minthorn St. Lake Elsinore, CA 92530

RIVERSIDE COUNTY
DEPARTMENT OF PUBLIC SOCIAL SERVICES

Executive Leadership Roadshow

- Engage and educate staff about the benefits of Linkages to families we serve.
- What they can do to support and improve outcomes for the children and families, and
- Share program outcomes!!

A Soldier's Gratitude for Linkages

The young adult son of a mom in Stanislaus county who benefitted from Linkages expresses his gratitude for how Linkages changed their lives.





Thank you

Questions?

Mary Joy Go, CalWORKs Regional Manager
County of Riverside

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Polly Dagmy Orange County



Communicating Linkages

Polly Dagmy-Goff

Administrative Manager I

Family Self-Sufficiency & Adult Services (FSS-AS)

Linkages Team Background

- 🍊 Orange County's Linkages Team is led by a small group of CalWORKs staff also known as the, "Mutual Client" Team.
- 🍊 The Mutual Client Team is co-located with our Children and Family Services (CFS) partners.

Collaborative Communication

- 🍊 Just like the goal of Linkages, our goal in strategizing Linkages/Mutual Client communication efforts was to be as collaborative as possible!



Technology and Teamwork

Mutual Client Team
serving as the
communication lead
with both CalWORKs
staff and CFS staff

Creating the Mutual
Client Inbox

CFS Policy Team Point
of Interest (POI)

Email to identify
AB429/Family
Reunification families

Presentations and
Trainings

SSA Mutual Client PSA
PowToon Video

Did you know Mutual Clients should be identified at a child's removal, during CFTMs or when promoting to a case?

Introducing the Foster Care Mutual Client Team Inbox!

MutualClient@ssa.ocgov.com
#MutualClient in the Global Address List

Reach out to CalWORKs via the Mutual Client Inbox for:

- General questions related to Mutual Client
- Screening a case for potential Mutual Client status
- If a parent qualifies for FR services under AB429 (Family Reunification)
- Whether a client is eligible for potential homeless assistance benefits
- Assistance with referring a client to apply for benefits
- Questions regarding absconded children
- Assistance in reviewing if new CalWORKs or Medi-Cal cases have been established anywhere in California
- Inquiries about Medi-Cal and CalFresh only cases - questions about who the assigned ET is, the Call Center etc.

The Inbox will be monitored daily and you will receive a response within 24-48 hours.

What's a "Mutual Client" anyway?

Clients who have an open CFS case AND are eligible for or are receiving CalWORKs SERVICES.

How do I know if my family is a Mutual Client?

For details regarding Mutual Clients, Coordinated Case Planning and AB429 refer to CFS P&P CalWORKs - CFS Collaboration (D-0502).



Presentation and Training Tips



Targeting presentations to the audience, altering materials for, “what’s in it” for that program/department



Partnering with the training department to participate in official/formal trainings



Including Linkages/Mutual Client staff in presenting training materials



Highlighting Success Stories – How we all benefit when we focus on, “what’s in it” for the client/family

Orange County Mutual Client PSA



Thank You!



Polly Dagmy-Goff

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Gloria Rojas-Jaki, Hilda
Sanchez & David Yada
Los Angeles County

Los Angeles County Linkages: What's In It For Me?

Presented by: LA Leadership Team


- Gloria Rojas-Jakini, Linkages Coordinator, CalWORKs
- Dave Yada, Linkages Coordinator, Child Welfare
- Hilda Sanchez, Program Support, CalWORKs



Communication Agenda

- In the Beginning...
- Where we are
- Where we're going





In the beginning...



Client Vignette

Ms. Sanchez

- Single Mother
- Unemployed

Los Angeles County

A County with more than 10 million residents and covering 4,753 square miles

Agency	# of Offices	# of Open Cases	# of Employees
Child Welfare	19	28,196	Nearly 9,000
CalWORKs	28 CW/GR Off 8 Customer Service Centers 7 Welfare to Work	111,926 CalWORKs 112,733 General Relief	Nearly 14,000
Data as of September 30, 2022			

Communication

- Child Welfare Services (Child Welfare) and CalWORKs worked in silos.
- Communication among partners had to be initiated and solidified to close the gap.
- Management buy-in and support was essential to develop and grow Linkages into...

“The Way We Do Business”



What did it look like?


- Brainstorming
- Meetings
- Focus Groups
- Discussions
- Calls



What's In It For Me ?



For Child Welfare Services

- Collocation of a CalWORKs expert in each office.
 - Money saved that could be leveraged for non-CalWORKs families.
 - More Resources for the families.
 - Referrals to Linkages resources could be documented by Children Social Workers (CSWs) on case reports as “Reasonable Efforts.”
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For CalWORKs

- Outreach to needy families.
- Opportunities for potential CalWORKs families to apply for benefits.
- Opportunities to engage families in Welfare-to-Work services.
- Increased Welfare Participation Rate.
- Streamlining of services to the community.

Where we are now

- Service Integration Committee
- Linkages Leadership Team
- Road Shows
- Site Visits
- Email Blasts
- Team Building Events
- In-Service Trainings



Linkages Conference and In-Services



LA Linkages Conference

- Department Heads, Chief Executive Office, CDSS, CFPIC, County Board of Supervisors
- Linkages Liaisons, Managers, and Line Staff
- Breakout groups
- Panel discussion
- Success Stories



Linkages In-Service

- Directors, Managers, Line Staff
- Ice Breaker
- Program Policy Updates
- Data Outcomes
- Slideshows of Team Photos
- Linkages in Action – Recognitions
- Cheers for Champions
- Linkages Bingo or Jeopardy
- Success Stories



Where we're going...



Sustaining Linkages

- Road Shows
- Reinforcement Trainings
- Information Sharing
 - Email Blasts
 - Annual In-Service



Growing Linkages

- Adding New Service Coordination Protocol
 - Family Maintenance
- Early Intervention & Prevention Proposals
 - Add the collocation of Eligibility staff at Child Welfare Offices
 - Add a collocated Linkages Worker at Hotline

Thank You!



LA Linkages Team

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