What's In It For Me?

Communicating Linkages to Staff and Stakeholders





Mary Joy Go, CalWORKs Regional Manager

Riverside County Locations

Children Services

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

CalWORKs/Welfare To Work

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

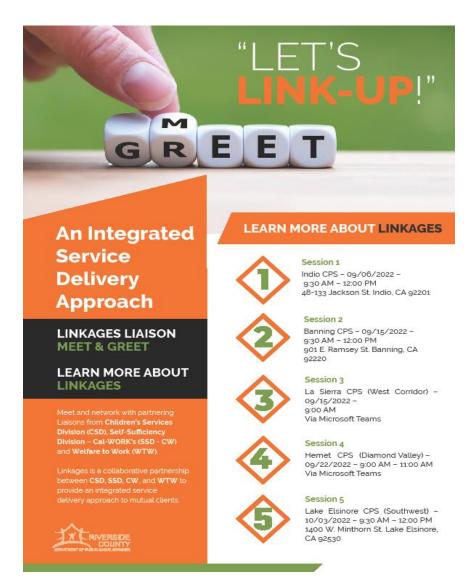
Co-Location

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.

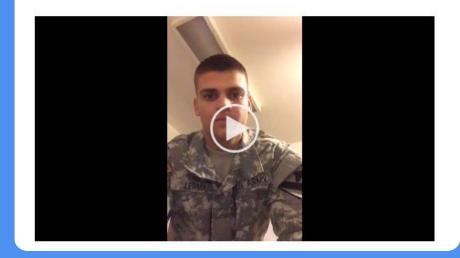


Executive Leadership Roadshow

- 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.

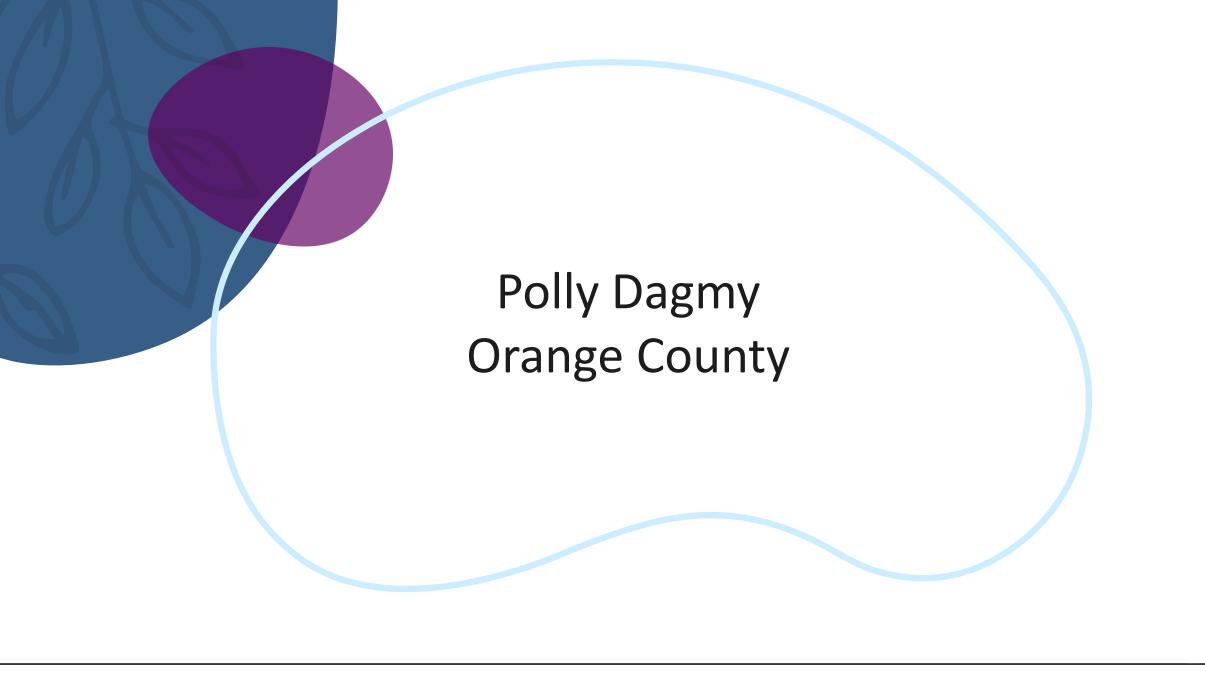




Questions?

Mary Joy Go, CalWORKs Regional Manager County of Riverside

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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 colocated 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 Introducing the when promoting to a case? Foster Care Mutual Client Team Inbox! What's a Mutual Client" anyway? MutualClient@ssa.ocgov.com Clients who have an #MutualClient in the Global Address List open CFS case AND are eligible for or are receiving CalWORKs Reach out to CalWORKs via the Mutual Client Inbox for: SERVICES. - 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 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. For details regarding How do I Mutual Clients, know if my Coordinated Case family is a Planning and AB429 Mutual 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

Administrative Manager I, FSS-AS



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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









Client Vignette

Ms. Sanchez

- Single Mother
- Unemployed

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

# of Offices	# of Open Cases	# of Employees
19	28,196	Nearly 9,000
28 CW/GR Off8 Customer Service Centers7 Welfare to Work	111,926 CalWORKs 112,733 General Relief	Nearly 14,000
	19 28 CW/GR Off 8 Customer Service Centers	19 28,196 28 CW/GR Off 111,926 CalWORKs 8 Customer Service Centers 112,733 General Relief

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."

For CalWORKs

- Outreach to needy families.
- Opportunities for potential CalWORKs families to apply for benefits.
- Opportunities to engage families in Welfareto-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



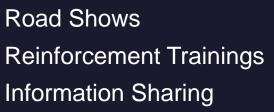
Linkages In-Service

- 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









- 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

Where we're going...

Thank You!







LA Linkages Team

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