

PEER SHARING CONVERSATION

3/7/23

TOPIC: Cross-Training
Facilitators: Danna and Andrea

Present: Vanessa Stewart and Sara Jeffers (Calaveras), Lisa (Tehama), Jill Bright (OC), Victor Cervantez (Stanislaus), Michele Tom (San Mateo), Felix Minjarez (Riverside), Francine Ortiz (Ventura), Emilia Fiatoa (Merced), Marion Reid (Yolo)..

NOTE TEMPLATE

KEY:

- (I) An idea for a strategy is shared
- (Q) A question is posed and discussed –capture the Question and any responses
- (C) A concern about a strategy is shared and discussed – capture the Concern and responses
- (W) A County shares a strategy they are working on – get county and who to contact

IDEA (I) /QUESTION (Q)/ CONCERN(C)/WORKING ON (W)	County/Who
<p>Q: What are some tips and tools for cross-training staff?</p> <ul style="list-style-type: none">● (I) Vanessa (Calaveras) shared that CW social workers were they using a screening tool to help them understand which services families were eligible for● Lisa (Tehama) shared that cross-training was easier in Tehama due to the proximity of cross-program staff. They work in the same building so collaboration is easier.● (I) Jill Bright (Orange County) shared that integrating Linkages training for all new staff, during New Worker training was working well for OC. They also have a refresher training for all staff annually. She also shared that co-location of Foster Care EWs with CWS social workers was a benefit as well as placing EWs in FRCs. <p>(W) Jill will ask her Training and Career development Team if she can share out the training materials.</p>	<p>Lisa, Tehama WTW asked the question</p>

<ul style="list-style-type: none"> ● (I) Felix Minjarez (Riverside) shared that Riverside was now cross-training staff, instead of training EW, Child Welfare, WTW separately about Linkages. Now they train together (the “roadshow”). The conversations are much more fruitful. Their ppts walk through policies, procedures, what Linkages is, what each program’s role is, and why Linkages is best for families. (W) Felix will share out the ppt they use. (Danna reminded folks that the video that Riverside uses in their training is featured in CFPIC’s toolkit on the Linkages link on cfpic.org. ● (I) Include the WIFM (Felix) and Michele Tom (San Mateo) Danna reminded the group that there was a Workshop (B1) at the Annual Convening – What’s in It for Me and material from Orange, Riverside and LA can be found at https://linkages.cfpic.org/wp-content/uploads/2023/02/Linkages-Convening-Agenda-for-web-2-22-23.pdf ● (I) Lisa (Tehama) suggested to use champion CWS social workers to tell other CWS Social workers about the benefits for families of using services available through Cal Works—why Linkages is better for families and makes CWS advocacy for services easier. Michele and Lisa shared that highlighting the benefits of Linkages helps the work seem really worthwhile versus just another thing to do in the hectic workflow. ● (I) Have a regular training schedule b/c the turnover rate is so high (Lisa) 	
<p>Q: Examples of collaboration?</p> <ul style="list-style-type: none"> ● (I) Jill (OC) shared that their ER referrals are automatically screened to determine if the family that was referred was already a mutual client (open EW/WTW/CalWORKs family) and if so, the family is referred to the regional office which co-locates FC EW and CWS. 	<p>The original question about tools and tips for cross training faded into counties sharing how they work together so these bullets capture that conversation.</p>

<ul style="list-style-type: none"> ● (I) Victor Cervantez (Stanislaus) is an EW who is embedded within a CW unit. He represents WTW and Eligibility Services. He reports to both an EW Sup and a CW Sup. Victor and his colleague are each embedded within CW and co-located as well. He is always educating and training informally and said that key issues for ongoing training are screening processes, how to work with service providers, processes for CW to engage EWs. ● (I) Use regular standing meetings as opportunities for teamwork (Danna) and (W) Victor shared more about the unit meetings he has and the regular staffing of cases since he is so embedded in Stanislaus CW. ● (I) Felix (Riverside) shared that there were spaces for EW to sit at and work from in each CW office. ● (I) Vanessa (Calaveras) shared that they were thinking about how to include EWs in all intake or imminent risk CFTs ● (I) Francine Ortiz (Ventura) shared that they use a Resource Navigator who is cross-trained in all programs, and reports to a WTW Supervisor. This person goes everywhere though to ensure linkage and referrals for families. 	
<p>Q: What are folks including in their training on Linkages?</p> <ul style="list-style-type: none"> ● What linkages is, what WTW can help with, roles together—across programs, how each other’s programs work, and how to partner with each other to deliver services to families <p>There are PowerPoints and material on the CFPIC.org website in the TA and Webinar tab under the Webinar and TA tab</p> <ul style="list-style-type: none"> ○ CalWORKs and CWS 101 - https://linkages.cfpic.org/wp-content/uploads/2023/02/CWS-101.pdf ○ https://linkages.cfpic.org/wp-content/uploads/2022/12/Calworks-101.pdf 	

<ul style="list-style-type: none">○ What's in it for Me - see above○ Linkages Framework - https://linkages.cfpic.org/wp-content/uploads/2022/08/Linkages-PEI-presentation-8-23-22.pdf○ Poverty and Maltreatment – importance of concrete supports – connection for CalWORKs program Clare Alphen: https://linkages.cfpic.org/wp-content/uploads/2022/12/Keynote-Linkages-Conference.pdf	

