



Linkages Statewide Webinar on Coordinated Case Planning with Regional Breakouts

8/22/2024

Q&A

Questions for Santa Clara:

Q: If the regular EC has had a long and established relationship with the client, are they also involved in the case planning?

A: Usually, we will request the case from regular EC, with communication. EC does thorough review, and there is collaboration. They do transition to regular EC, explaining the flexibility to the family.

Q: What are the most common challenges you have found with the EC, SW and client relationship? How have you best navigated this?

A: Communication can be difficult, but we find that attending CFTs and providing email updates to the SW helps. One of the challenges is that not all new SWs are deeply aware of Linkages yet (although there is an online training during the academy), and this can lead to some SWs not being as responsive when our Linkages EC reaches out.

Questions for Humboldt:

Q: Is support and training available for Employment Services surrounding trauma informed practice, secondary traumatic stress, etc., associated with exposure to sometimes difficult content/conversations?

A: We have many training courses about the need for trauma informed services and secondary trauma.