



Madera County
Department of Social Services

**Child Welfare, Eligibility, Employment Services
Multiple Programs (MP) 14
Linkages Program**

Date: August 11, 2020
References: Welfare and Institution Code (WIC) §11203
Assembly Bill (AB) 429
All County Letter (ACL) [02-36](#), [11-04](#)
All County Information Notice (ACIN) [I-64-15](#)
Linkages Statewide Toolkit <http://www.cfpic.org/toolkit/>
Forms: MAD 455 [Linkages Referral Staffing Narrative](#) (orange sheet)
MAD 482 [Linkages / AB 429](#) Coordinated Case Plan
MAD 501 Case Data (Central Index)
MAD 4450 [CFT Summary Report](#)

Background

The Linkages program is designed to promote safe and stable homes for children identified as at risk or as substantiated victims of abuse and/or neglect by coordinating and leveraging services between Child Welfare Services (CWS), CalWORKs and Foster Care Eligibility and Employment Services. Specifically, Linkages services streamline case plan activities, eliminate duplicated services and requirements, and leverage resources, while providing a platform for multidisciplinary collaborations to monitor progress for children and families.

Definitions

Linkages Case - A case is identified as a Linkage case if there is a CWS Referral or CWS Case with parents who are eligible to receive services through the Employment Services program and were receiving cash assistance for the child(ren) at the time CWS services were initiated. This includes exempt and sanctioned cases. Timed out individuals are not eligible.

Family Maintenance (FM) - Service coordination can be critical to the success of a family working with CWS staff to improve parenting capacities while children remain safely at home.

Voluntary Family Maintenance (VFM) – VFM provides time-limited services to children and families. VFM services may be offered when the

CWS Social Worker determines that the child is in "potential danger of abuse, neglect or exploitation" but there is no basis for filing a petition, the parents are willing to accept services and participate in corrective efforts, and it is safe for the child to remain in the home with the provision of services. VFM services are appropriate when the Social Worker assesses that it is unclear as to whether the allegations of abuse or neglect are true or not; and/or the allegation disposition is inconclusive.

Family Reunification (FR) (AB 429) – FR allows continuation of CalWORKs services for the parent(s) of children who have been removed from the home if it is determined that services are necessary for successful reunification. FR services are offered for 180 days, though services may be extended beyond 180 days for good cause until terminated by the court. The Employment Services provided include mental health and substance abuse treatment or other activities allowable under CalWORKs and supportive services. FR families are not eligible to receive a CalWORKs cash grant.

**I. Referral Desk
OA**

- A. When a referral is received and assigned to a CWS Social Worker, the Referral Desk Office Assistant (OA) shall within two business days:
- Attach a MAD 501 Case Data (Central Index) to the Referral ID page, (CMS), and place the packet in an identified basket, with the exception of immediate referrals, which shall be handed directly to a Linkages OA.

II. Linkages OA

- A. The Linkages OA shall:
- Screen each referral through Central Index, C-IV, and MEDS (as needed) to determine if the case qualifies as a potential Linkages case.
 - Attach the MAD 455 Linkages Referral Staffing Narrative Form (orange sheet), indicating it is a potential Linkages case, and write the name of the Employment & Training Worker (ETW) on the form.
 - Return the packet with as much information as can be gathered to the CWS Social Worker.
 - Forward a scanned copy of the Linkages Referral Staffing Narrative Form MAD 455 via email to the Linkages Distribution Group, (DSSLinkages) to notify them of CWS involvement
 - Maintain a Linkages Master Log of all referrals received and their outcomes.
 - This log shall be updated weekly to ensure cases continue to meet the criteria and remain open in CWS.

- B. Once the decision is made to either close the referral or promote it to a case, the CWS Social Worker shall complete the lower section of the MAD 455 and place it in the Linkages Basket.
 - The Linkages OA shall retrieve the form, update the Linkages Master Log or the Linkages Pending Log and forward the scanned form to the 'DSSLinkages' e-mail Group to file and narrate in their case.
 - If the referral is promoted to a case, the information shall be moved from the Pending Log to the Linkages Master Log.
 - If the referral is closed, it shall be removed from the Pending Log.

III. Emergency Response

- A. Upon receiving the Worksheet for Temporary Protective Custody and Detention from the detaining Social Worker, the CWS Program Manager secretaries shall ensure that the PC Detention worksheet is provided to the Linkages EW, ETW, and their supervisors via DSS-PC Sheets email group
- B. The Emergency Response (ER) Social Worker shall document in the case narratives and in the special projects page of CWS/CMS as Linkages ineligible or Linkages upon receiving a confirmation email from the Linkages ETW advising them of the status.
- C. If a referral has been identified as being a Linkages case, (i.e. confirmed e-mail from Linkages ETW) the ER Social Worker shall:
 - Make collateral contact with the Foster Care (Linkages) EW and ETW as soon as possible
 - Discuss any barriers the family might have to keeping their child(ren) safe.
 - Discuss services available to the family that may alleviate identified safety and risk factors.
- D. If the ER investigation leads to a protective hold on the children, the ER Social Worker shall invite the Linkages ETW to the CFT.
 - If the outcome of the CFT is to file a petition in court, and the ETW was not present at the staffing, the ER Social Worker is responsible for calling the Linkages ETW to inform them of the removal of the children.
- E. An ER investigation may not be closed without documentation of a collateral contact between a CWS Social Worker, EW and ETW.
- F. Once the decision is made to either close the referral or promote it to a case, the Social Worker shall complete the lower section of the MAD 455 and place it in the Linkages Basket (Located on the 1st floor workroom, Building 3).
 - If an ER investigation leads to opening a case under the provisions of Voluntary Family Maintenance, (VFM) services, the assigned CWS Social Worker shall invite the Linkages ETW to attend the

Child Family Team meeting (CFT) to coordinate the case plan goals, objectives and services.

IV. Promoted Cases (moving from ER to Continuing)

- A. The CWS Social Worker shall:
- Arrange a CFT Meeting and notify the parents of the time and location for the CFT.
 - Invite the Linkages ETW to the Disposition CFT to develop a coordinated case plan, (MAD 482).
 - The CFT shall be comprised of family, the ETW or ETW Supervisor, and the CWS Social Worker or SW Supervisor.
 - The MAD 4450 CFT form shall be utilized to structure the meeting.
 - Document the CFT as Family Engagement Efforts (FEE) in the Associated Services section in CWS/CMS within 3 days.
 - Ensure the Linkages status is documented in the special projects code in each child's notebook in CWS/CMS each time a service component change takes place.
 - If advanced supportive services are requested by the Linkages ETW, the coordinated case plan is required to include specific language identifying the supportive services. Advanced supportive services include, but not limited to, housing related expenses, substance abuse treatment expenses, counseling related expenses or court-mandated programs. Employment Services Supervisor and CWS Supervisor approval is required.

V. Linkages Employment Training Worker (ETW)

Linkages ETW Responsibilities:

- A. The Linkages ETW is responsible to review CWS referrals to determine Linkages eligibility. Referrals are tracked by using the MAD 455 form that is initiated at the time the referral was received.
- B. Protective Custody (PC) referrals that are received with, or in place of, a MAD 455 will be reviewed for Linkage eligibility. The Linkages ETW will respond to the PC email notifying if the case is Linkages eligible.
- C. Upon establishing Linkages eligibility, the Linkages ETW is responsible to notify the assigned Social Worker (SW), the Linkages Eligibility Worker (EW) unit and the Linkages Office Assistant (OA). The referral will be added to the Master Linkage Log at this time.
- D. The Linkages ETW will attend all CFT meetings in person or by teleconference. If unable to attend, a copy of the MAD 4450 or notes taken detailing the outcomes shall be obtained.
- E. The Linkages program follows the Family Stabilization Program (FSP) procedures, requiring intensive case management as outlined in the FSP policy guide PPG WTW 02-16.

- F. CWS cases that cannot remain in Linkages, or are not eligible for Linkages, shall be reviewed for continued FSP services or a referral to FSP. If potential FSP eligibility exists, an FS1 shall be sent to DSS-FS email group. If approved for FSP, the non-Linkages case will be transferred to the FSP ETW.
- G. Linkages customers needing housing assistance shall:
 - Be reviewed for a referral to the Housing Support Program (HSP). If potential HSP eligibility exists, a MAD 327 referral will be sent to the DSS-HSP email group. The HSP referral will be assigned and processed by the Linkage ETW following HSP procedures outlined in PPG WTW-16.
 - Be referred to the SW Supervisor designated to make Family Unification Program (FUP) referrals to the Housing Authority for a housing preference voucher.

Establishing Linkages Eligible Cases:

- A. The Linkage OA shall screen all CWS referrals for any connection to CalWORKs and Employment Services that would make them potentially eligible to receive Linkage services. If an active CalWORKs case is located, the Linkages OA will add the CWS referral as having a potential connection on the Pending Linkages Log.
- B. The Linkages OA holds the referrals and the client remains on the Pending Linkage Log until notified by the Social Worker, via a MAD 455, that the CWS referral has been promoted to a Family Reunification (FR), Family Maintenance (FM) or Voluntary Family Maintenance (VFM) case. Closed referrals are removed from the Pending Linkages Log. Promoted Referrals will be moved to the Linkages Master Log.
- C. For promoted referrals, the Linkages OA will notify the Linkages ETW, via the MAD 455, that a CWS case has been opened and needs to be confirmed or denied for Linkages eligibility by the Linkages ETW. (Eligibility for Linkages services is based on the definition listed in this document.)
- D. Once the Linkages ETW has confirmed Linkages eligibility, the Linkages ETW will have the Employment Services case transferred to the Linkages caseload and notify the Linkages EW unit via email to reassign the CalWORKs eligibility case to the Linkages EW caseload. Once reassigned, any WTW sanctions shall be cured.

Linkages ETW Ongoing Case Management:

The Linkages ETW is to provide coordinated services by working in partnership with the Social Worker, EW and service providers to include,

but not limited to, mental health, substance abuse, domestic violence, housing, homelessness and employment. To accomplish this, the Linkages ETW is required to do the following:

- A. Attend CFTs scheduled by the CWS Social Worker to discuss the status of the Employment Services case, the client's level of participation, history of client contacts, and the coordination of case plan goals and objectives and the need for additional services by completing the Coordinated Case Plan MAD 482 and a Family Stabilization Plan MAD 341.
- B. Linkages cases shall be managed as a FSP case with the knowledge that the family has children at risk of abuse or neglect.
 - CWS case plan activities shall be incorporated into the Employment Services case plan, with weekly contacts and coordinated case plan reviews taking place, at a minimum, every 6 months.
 - If the case is pulled for E2Lite review, enhanced participation is required to be coordinated between the Social Worker and the Linkages ETW to ensure Core Activity Hours are met.
- C. Basic supportive services such as transportation assistance and employment related expenses can be issued under current Employment Services guidelines that may or may not require ETS approval, depending on the amount of the request.
- D. Advanced supportive services to include housing related expenses, substance abuse treatment expenses, counseling related expenses or court-mandated programs can only be provided with ETS and SW Supervisor approval. The coordinated case plan is required to include specific language identifying the supportive services needed before approval.
- E. All Linkages supportive services shall be requested using the DSS-FS email group unless other funding resources are used.
- F. Linkages services shall end when the FM, FR case plan services are terminated or dismissed by the Court.
- G. Cases exiting Linkages shall be reviewed for a referral to Employment Services FSP.
- H. If a participant in FM fails to respond to Employment Services activities or sign the Activity Agreement, the ETW shall begin the non-compliance process and shall inform the Social Worker of the change in status.
- I. Individuals who fail to participate in Employment Services activities under the FR plan (AB429) are not subject to the non-compliance or sanction processes and Linkages services shall be provided to these individuals until the FR plan is terminated.

- J. Individuals that are receiving Linkage services as VFM are required to participate in regular Employment Services activities and are subject to non-compliance unless good cause is established.

Note: A new monthly journal entry shall be started at the beginning of each month, which contains all activities and interactions for that month. Each monthly Journal entry in C-IV shall have the following as the short description “ES/Linkages (add the month and first client name)”.

**VI. Eligibility
Worker (EW)
Responsibilities**

- A. EWs will receive notification of a possible Linkages case via email from the CWS Secretary to DSS-PC Sheet email group. EWs will also receive notification of pending Linkages referrals and subsequent referral responses via email from the Linkages OA including copies of pending/completed MAD 455 Linkages narrative.
- B. If the ER investigation leads to a protective hold on the children and the children are placed in out of home care, the Linkages EW shall end the cash aid benefits and the benefits code shall be updated to the appropriate FR aid code.
- C. After the initial CFT has occurred, there may be instances that the customer would benefit for the Linkages EW to be present at the CFT. At this time, the CWS OA may email a CFT meeting date and time to the Linkages EW. The Linkages EW shall be prepared to discuss current barriers, household composition, and any other information relating to Cal-WORKs, Cal-Fresh, and Medi-Cal eligibility. EWs shall enter eligibility findings in the journal section of C-IV.
- D. The Linkages EW shall monitor the case in C-IV for the 6-month re-evaluation based on the child(ren)’s removal date. At this time, the redetermination date shall be changed to coincide with the Court’s six-month review of the case.
- E. A Foster Care confidentiality record shall be added to each FR/FM case.
- F. Once the Linkages EW is notified that the child(ren) has been returned, the EW shall add the children back to the case and complete a redetermination to update the aide code. This would include all existing redetermination requirements and applicable forms mandated for CalWORKs FR cases. If no court ordered reunification plan is established and there is no eligible children in the home, the case would be discontinued.
- G. If the case becomes Court FM (CFM), the EW shall maintain the case until dependency is dismissed; at which time the confidentiality record shall be end dated and the case reassigned to a continuing EW. If dependency is dismissed when the children are returned home, the

confidentiality record shall be end dated and the case reassigned to a continuing EW.

LINKAGES REFERRAL STAFFING NARRATIVE

CASE I.D. # _____

REFERRAL NAME: _____

STAFFING DATE: _____ REFERRAL DATE: _____ ASSIGNED TO: _____

CONTACT PURPOSE

CONTACT PARTY TYPE

METHOD

Consult w/Collateral

Staff Person/Collateral
Staff Person/Staff Person

In Person

CASE MANAGEMENT SERVICE TYPE

Referrals to Community Providers _____ Arrange Transportation _____
Perform Case Planning Activities _____ Arrange Service Delivery _____
Other _____

LOCATION

STATUS

CWS Office

Completed

SPECIAL PROJECTS CODE: _____ **DATE POSTED:** _____

Linkages Consult _____ Linkages I.E. _____ HBT _____
Linkages Case _____ AB 429 Case _____

PARTICIPANTS

SW: _____ WtW Linkages ETW: _____

NARRATIVE

REFERRAL RESPONSE

Closed Unfounded _____ Closed Inconclusive _____
Closed Stabilized _____ Opened VFM Case _____
Opened CFM Case _____ Opened FR Case _____ Date Closed _____

ENTERED INTO CWS:

**IF REFERRAL IS PROMOTED TO CASE IT MUST BE STAFFED WITH WELFARE TO WORK
DATE STAFFED: _____**

Madera County Linkages/AB 429 Coordinated Case Plan For Stabilization of Families

Case Plan: Initial Amended
 Linkages AB 429

CalWORKs
/CWS

Case No.: _____ Dated: _____ See Court Report Dated: _____

Primary Child Welfare Services Manager: _____ Primary Employment Training Worker: _____

CASE PLAN GOAL	PLAN PARTICIPANTS
<p>A. To safely maintain minor(s) in the home with parent(s) while maintaining participation in the Welfare to Work program. <input type="checkbox"/></p> <p>All minors <input type="checkbox"/> Specific minor(s) <input type="checkbox"/> Participant Name</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>01 Mother _____</p> <p>02 Mother _____</p> <p>03 Father _____</p> <p>04 Father _____</p> <p>05 Father _____</p> <p>06 Caretaker _____</p> <p>07 Needy Caretaker _____</p> <p>11 Minor _____</p> <p>12 Minor _____</p> <p>13 Minor _____</p> <p>14 Minor _____</p> <p>15 Minor _____</p> <p>16 Other _____</p> <p>17 Other _____</p>
<p>B. To successfully reunify minor(s) with parent(s) while maintaining participation in the Welfare to Work program. <input type="checkbox"/></p> <p>All minors <input type="checkbox"/> Specific minor(s) <input type="checkbox"/> Participant Name</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Reference: CalWORKs WTW = Child(ren) and Participant(s) is the Same as Child Welfare Services = Minor(s) and Parent(s)</p>
<p>C. Other (specify) <input type="checkbox"/></p> <p>All minors <input type="checkbox"/> Specific minor(s) <input type="checkbox"/> Participant Name</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Needy Caretaker is a reference for CalWORKs WTW</p>

OBJECTIVES/SERVICES: (Each action must be dated to show the anticipated date of referral).

Participants No.							Will participate successfully complete the Objectives/Services below	Anticipated Referral Date
01	02	03	11	12	13	14		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Substance abuse evaluation and recommended treatment	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drug testing	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Anger management/domestic violence counseling	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Parenting class	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mental health assessment and recommended treatment	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Resolve sanction/penalty	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Obtain and maintain stable and suitable housing	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other (Specify):	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other (Specify):	

Social Worker/Employment Training Worker will maintain at least monthly contacts with parent(s) and provide the following case management services.

Participant No.							Case Management Services	Responsibility		Anticipated Completion Date
01	02	03	11	12	13	14		WTW	CWS	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Childcare	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Transportation	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ancillary	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other:	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other:	<input type="checkbox"/>	<input type="checkbox"/>	

Projected review date for CWS (6 months from today's date)/Redetermination date for CalWORKs: _____

Court Case No. _____ Dated _____ See Court Report Dated _____

Assessment

Case Name _____ Case No. _____ Date of Assessment _____

Child No. 11 _____ Child No. 12 _____ Child No. 13 _____

Date assigned to program: _____

Detention Hearing Date: Child No. 11 _____ Child No. 12 _____ Child No. 13 _____

See court report dated: _____

Initial Assessment

The initial assessment requires a clear statement identifying problems. Probable cause and need for intervention. (Include relevant social, cultural, psychological and physical factors). Identify previous services offered and results. Identify family strengths and resources.

Reassessment

A reassessment must give a review of the current family situation: previous assessments, effectiveness of service plans and agreements. Were stated objectives met?

Terminate service to child(ren): No. 01 No. 02 No. 03 All

Comments:

Participant Signature: _____ Date: _____

Participant Signature: _____ Date: _____

Employment Training Worker signature: _____ Date: _____

CWS Worker Signature: _____ Date: _____