

Linkages: CalWORKs and Emergency Response Learning Outline

Course Fundamentals

Item	Trainer/Developer Information
Course Title:	Linkages: CalWORKs and ER – Strengthening Families through Collaboration during ER
Date Developed/Updated:	8/8/2024
Course Developer (Name):	Kim Adams, Laura Wendy Shotzbarger, Mandi Brum
Training Modality:	Either (in-person or virtual)
Course Length:	Half Day
Course Length Explanation:	This course is designed with 4 hours of material.
Other Pertinent Course Information:	For county-specific trainings, additional time may be spent discussing Linkages implementation at the county level, making this a full-day training or this training can be paired with Linkages Overview or Linkages Coordinated Case Planning to create a more robust training experience.
Required Course Prerequisites:	N/A
Recommended Preparation:	Linkages Overview: CalWORKs and Child Welfare Collaboration – Empowering Families through Partnership provides a foundational knowledge of Linkages services. Additionally, the Family First Prevention Series can be a helpful foundational series in preparation for Linkages trainings.
Focus Audience for Course:	This training is designed for Child Welfare and CalWORKs staff, including case managers, social workers, supervisors and leadership. The training can be provided to a specific county, enabling cross-training and implementation opportunities across programs and county-specific information.

Course Outline

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Course Description and Learning Objectives (Knowledge, Skills, Values):	<p>This half-day training will explore the critical intersection of CalWORKs and Child Welfare services within Linkages during the Emergency Response phase of Child Protective Services. This curriculum reviews the foundational understanding of Linkages, emphasizing the importance of collaboration to support families, leverage services, and prevent child abuse and neglect. Participants will learn effective strategies for communication, case management, and service provision guided by best practices.</p> <p>Learning Objectives:</p> <p>Knowledge:</p> <ul style="list-style-type: none"> • K1 – Acquire a comprehensive understanding of the CalWORKs program and Child Welfare services applicable to ER. • K2 – Explain how collaboration through Linkages supports families by preventing child abuse and neglect.

Linkages: CalWORKs and Emergency Response Learning Outline

	<p>Skills:</p> <ul style="list-style-type: none"> • S1– Evaluate family strengths and needs and agency resources to provide timely and coordinated assistance during crises. • S2– Develop strategies for monitoring outcomes and improving collaboration efforts. <p>Values:</p> <ul style="list-style-type: none"> • V1 – Internalize the values of empathy, cultural competence, and family-centered practice, recognizing the importance of respecting the autonomy and dignity of families while prioritizing the safety and well-being of children.
Diversity, Equity, and Inclusion Considerations:	This course addresses diversity, equity, and inclusion by promoting collaborative approaches that recognize and respect the diverse backgrounds, needs, and perspectives of families served by Linkages, ensuring equitable access to services and fostering an inclusive environment where all participants feel valued and heard. Disparities within systems for vulnerable populations is explored.
Handouts/Materials Checklist: (List all handouts by the order in which they will be used in class or CACWT):	<ol style="list-style-type: none"> 1. CalWORKs and ER Trainee Workbook 2. PPT Handout
Accessibility:	<input checked="" type="checkbox"/> Course materials meet ADA Requirements <input type="checkbox"/> Course materials do not yet meet ADA requirements
Reference/Resource List: (Resources/references, including applicable state/federal regulations):	<ul style="list-style-type: none"> •ACL 23-105. (n.d.-a). https://www.cdss.ca.gov/Portals/9/Additional-Resources/Forms-and-Brochures/2020/I-L/LIC9274.pdf?ver=2022-02-22-163616-390 •Berrick, J. D., Frame, L. D., Langa, J., & Varchol, L. (2006). Working Together for Children and Families. <i>Journal of Policy Practice</i>, 5(2-3), 27-42. https://doi.org/10.1300/J508v05n02_03 •California Department of Public Health. (n.d.-b). Adverse childhood experiences data report. Retrieved from https://www.cdph.ca.gov/Programs/CCDPHP/DCDIC/SACB/CDPH%20Document%20Library/Essentials%20for%20Childhood%20Initiative/ACES-BRFSS-Update_final%2010.26.20.pdf •California Department of Social Services. (2004). All County Information Notice I-49-04. Retrieved from https://www.cdss.ca.gov/lettersnotices/entres/getinfo/acin04/pdf/I-49_04.pdf •California Department of Social Services. (2020). Child Welfare Services Annual Report: Fiscal Year 2019-2020. The California Integrated Core Practice Model for children ... (n.d.-f). https://www.dhcs.ca.gov/services/MH/Documents/Information Notices/IN 18-022 Integrated Core Practice Model and Integrated Training Guide/Integrated_Core_Practice_Model.pdf

Linkages: CalWORKs and Emergency Response Learning Outline

	<ul style="list-style-type: none"> • CalWORKs 2.0 - working toward serving families in a holistic way. County Welfare Directors Association of California. (n.d.-a). https://www.cwda.org/featured-content/calworks-20-working-toward-serving-families-holistic-way • CalWORKs 2.0 frontline staff guide. (n.d.-c). https://calworksnxtgen.org/wp-content/uploads/2018/02/CalWORKs-2.0-Frontline-Staff-Guide-July-2018.FINAL.pdf • CalWORKs 2.0 road tests. County Welfare Directors Association of California. (n.d.-b). https://www.cwda.org/cwda-conferencesymposium-presentation/calworks-20-road-tests-0 • Child welfare system key improvements - California Department of Social Services. (n.d.-d). https://www.cdss.ca.gov/cdssweb/res/pdf/057009fc_2yr_lino.pdf • Detailed history of Linkages in California. The Linkages Project. (2022, April 14). https://linkages.cfpic.org/detailed-history-of-linkages-in-california/ • Home. The Linkages Project. (2024, January 23). https://linkages.cfpic.org/ • Insights from the CalWORKs 2.0 road tests. (n.d.-e). https://www.cwda.org/sites/main/files/file-attachments/day_1_b1_s5_calworks_2.0_road_tests_implementation_insights_and_county_experiences_0.pdf • Public Policy Institute of California. (2024, February 1). Reducing child poverty in California. Public Policy Institute of California. https://www.ppic.org/interactive/interactive-reducing-child-poverty-in-california/
References:	<input checked="" type="checkbox"/> I have cited all material in APA format, including any external handouts used for training purposes (please note: all courses must have a minimum of 3 professional sources)
Copyright/Fair Use:	University of California Copyright Guidance <input checked="" type="checkbox"/> I have verified that the course content I am using is not copyrighted material; or, if it is copyrighted, I have either obtained permission from the copyright holder, or I have provided proper citation and am using the content in accordance with laws pertaining to copyright and fair use. I also acknowledge that I understand basic copyright and licensing provisions, as stated on the University of California Website .
Personally Identifiable Information (PII):	<input checked="" type="checkbox"/> I have not incorporated any content considered Personally Identifiable Information (PII). Any scenarios or materials provided are fictitious.

Linkages: CalWORKs and Emergency Response Learning Outline

Course Agenda: Provide the information below. Please add additional rows as needed for each training topic.

Time	Training Topic and/or Learning Objective	Training Methods & Activities	Handouts/ Materials/ Video links	Virtual/Hybrid Adaptation
15 minutes	Welcome and Course Overview <ul style="list-style-type: none"> • Agenda • Introductions • Group Agreements • Learning Objectives 	Small group introductions, at tables or in breakout rooms. Large group discussion	Slides 1-6	Breakout rooms of 4-6 for group activity
20 minutes	What is Linkages? Overview and History <ul style="list-style-type: none"> • Linkages Timeline • Key Legislation • Economic Hardship and Child Maltreatment 	Lecture	Slides 7-10	
30 minutes	Key Components <ul style="list-style-type: none"> • Child Welfare Services: ER • CalWORKs Key Components 	Lecture	11-16	

Linkages: CalWORKs and Emergency Response Learning Outline

	<ul style="list-style-type: none"> • Integration with CPM • Strengthening Families • CalWORKs 2.0 			
Break 15 minutes				
20 minutes	Equity and Inclusion	Lecture Discussion Breakout Activity, at tables or in breakout rooms.	17-19	Breakout rooms of 4-6 for group activity
60 minutes	Linkages in ER	Lecture Discussion Breakout Activity, at tables or in breakout rooms.	Slides 21-26	Breakout rooms of 4-6 for group activity
20 minutes	Next Steps and Wrapping up the Day	Lecture Discussion	27-32	

Transfer of Learning Quick Tips for Supervisors

Course Title: [Click or tap here to enter text.](#)

These quick post-class tip sheets are designed to support the supervisor's role in transferring learning for each specific class attended by a participant. We hope this information allows you to create a structured, focused coaching conversation that will benefit both the learner and your organization.

The Supervisor's Role in the Transfer of Learning Process

Coaching is designed to nourish and improve upon the critical thinking skills of the learner through the use of questions designed to get the learner to reflect upon the information they are currently using to make decisions and what more information they might need to consider to make consistently better ones in any number of circumstances.

The Art of Coaching Learners

As a supervisor, you play a very important and primary role in helping your workers transfer the skills learned in class to daily practice by giving them time and space to reflect on their learning. Ask them about the class – what they learned and what would change in their practice if they implemented what was taught in class. Workers need time to think about how and when to try new skills. Help them set SMART goals for trying new practices, i.e., if they have just completed a class on Motivational Interviewing, they might say, “I will use complex reflections with three clients in the next four days.”

Tips for supervisors: make time to talk about classes your staff have taken. These questions will help get you started:

What were your key takeaways from the class?

- What would you like to “try out”?
- What support do you need from me to integrate some of this information into your practice?
- What would change for our unit/team if everyone integrated these skills/knowledge?

Learn More About Coaching and Transfer of Learning

Visit our coaching website:

- [Coaching in Human Services](#)

Preliminary Meeting with Learner

(Before the training, 1-3 resources provided by the instructor for the learner to read/assess/watch before training if possible:

N/A

Key Questions to Support the Application of Knowledge

(After the training, 3-5 questions provided by the instructor for the supervisor to review and consider posing to the learner):

1. How would you conduct an initial assessment of a family's strengths and needs during the emergency response phase?
2. Can you outline specific strategies for effectively collaborating with both CalWORKs and Child Welfare to ensure timely and coordinated assistance for families?
3. How might you address potential barriers to collaboration between CalWORKs and Child Welfare to ensure seamless coordination and support for families in crisis?

Post-Training Transfer of Learning Recommendations and/or Resources to Support the Application of Knowledge

(After the training, recommendations are provided by the instructor for the supervisor to provide to staff for reinforcement of learning):

N/A