

LINKAGES:  
COORDINATED CASE PLANNING

# A Roadmap to Strengthening Families

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# Welcome!

Getting Started  
and Introductions



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# Agenda

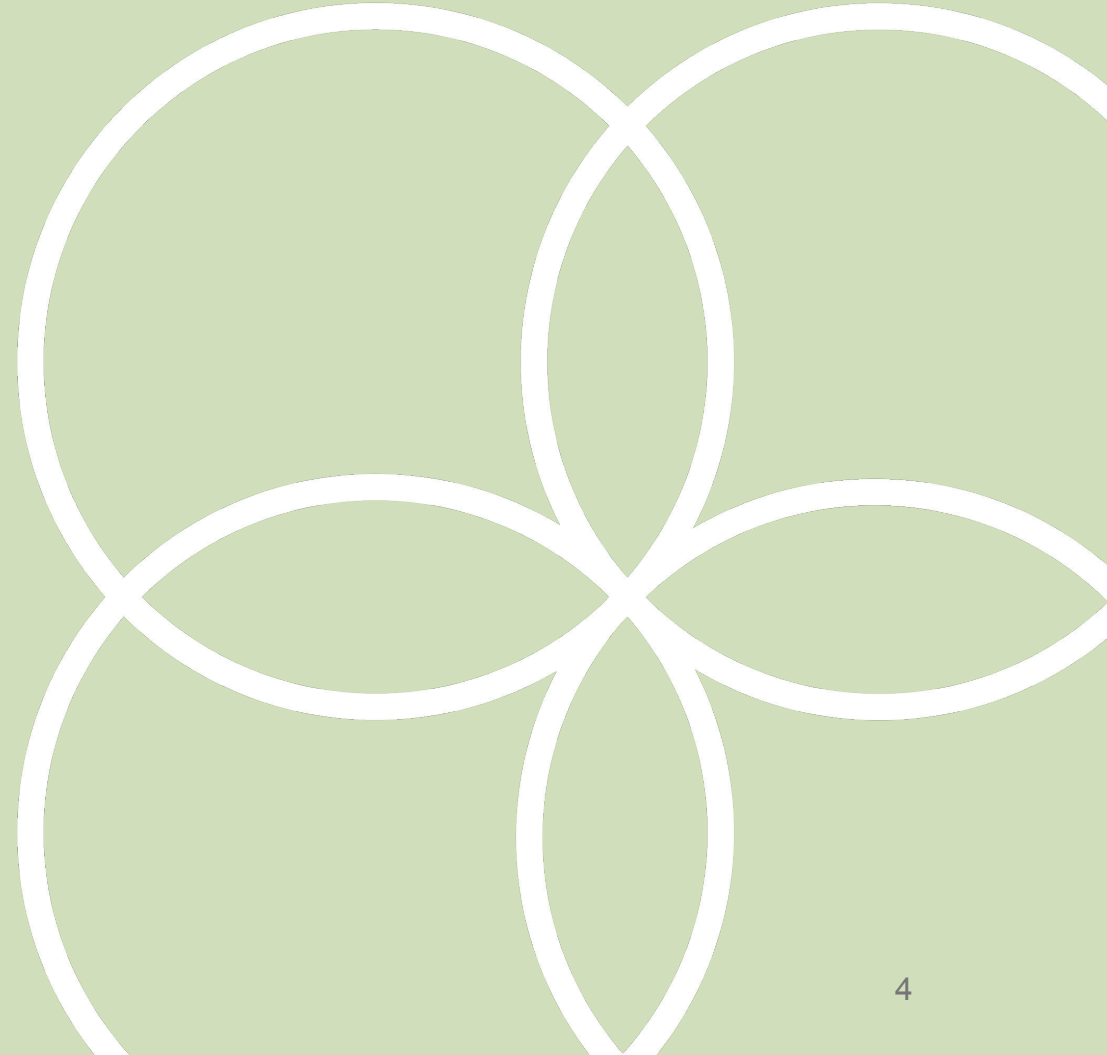
- Introductions/Group Agreements
- Review of Materials
- Linkages 2.0, Brief History
- Does It Work?
- What is Coordinated Case Planning?
- The Power of Partnership
- Teaming with Families
- Local Implementation
- Lessons Learned
- Wrap-Up: Questions and Discussion

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# Introduce Yourself

- Name
- County
- Role
- What is your experience with Linkages?
- What keeps you coming back to this work every day?



# Group Agreements

*Speak from your own experience  
(use “I” statements):*



- Listen for understanding.
- Make space, take space.
- Stories stay, learnings leave – mind confidentiality.
- We are here, we are human – bring your full presence.
- Be willing to experience discomfort individually and together.
- Expect and accept non-closure – multiple realities and experiences can exist and are valid.
- What else?

# Review of Trainee Materials

Trainee Workbook



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# Learning Objectives

## Knowledge

- K1 – Identify the benefits of collaboration between Child Welfare and CalWORKs in providing comprehensive support to vulnerable families, preventing child abuse and neglect.
- K2 – Identify legislation that pertains to Linkages and collaborative work between Child Welfare and CalWORKs.
- K3– Identify and analyze the intersection points between CalWORKs and Child Welfare systems to enhance identification of families to improve coordination of services.

# What is Linkages?

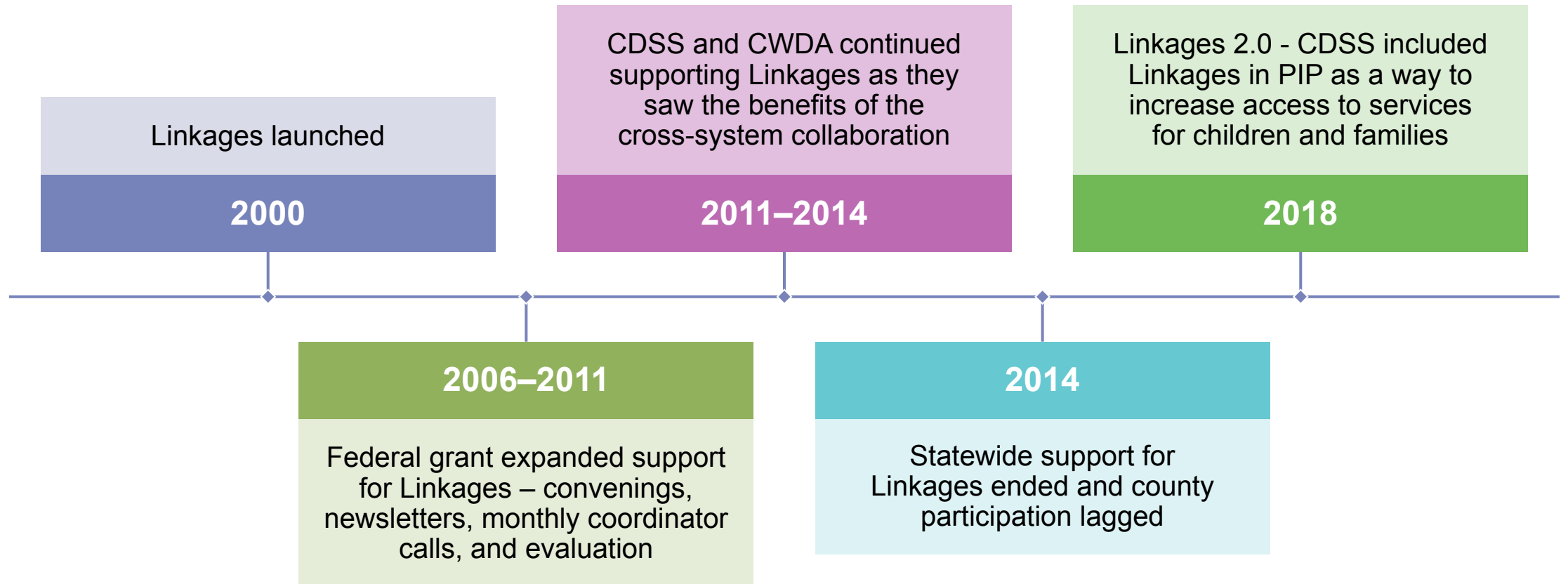
A brief overview



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# Linkages Timeline



# Legislation Supporting Collaboration

- AB 429 – Allows continuation of CalWORKs services for the parent or parents of children who have been removed from the home. If the county determines that services are necessary for Family Reunification (FR), AB 429 provisions allow the parent(s) to receive CalWORKs Welfare-to-Work (WTW) Supportive Services (i.e., WTW plan), substance abuse, and mental health services, if it is determined that such services are necessary for family reunification.
- AB 135 – Authorizes the provision of cash aid and childcare services to families participating in CalWORKs Family Reunification (FR) as part of their reunification plan for up to six months.
- CalWORKs families receiving FR services now eligible for continued cash aid and childcare services for up to six months (ACL 23-94)

# Linkages Framework

## Primary Prevention Strategies

- Target Population: All Applicants of CalWORKs not involved in CWS to provide support and education before problems occur.
- Linkages Activity: Provide information and materials to promote child and family

## Early Intervention/Secondary Prevention Strategies

- Target population: Applicants for/recipients of CalWORKs with identified risk factors/service needs who may/may not have been referred to CWS, but CWS case has not been opened. Families in need of support to alleviate identified problems and prevent escalation. (Hotline/ER/Family Stabilization/Home visiting/Differential Response)
- Linkages Activity: Align and coordinate early intervention services and supports.

## Mutual Client Coordination/Tertiary Prevention Strategies

- Target Population: Families who are open to CalWORKs and CWS. (Family Maintenance, Family Reunification)
- Linkages Activity: Provide interventions for children experiencing maltreatment. Coordinate joint services, supports and resources to prevent re-entry to CWS and alleviate economic stressors.

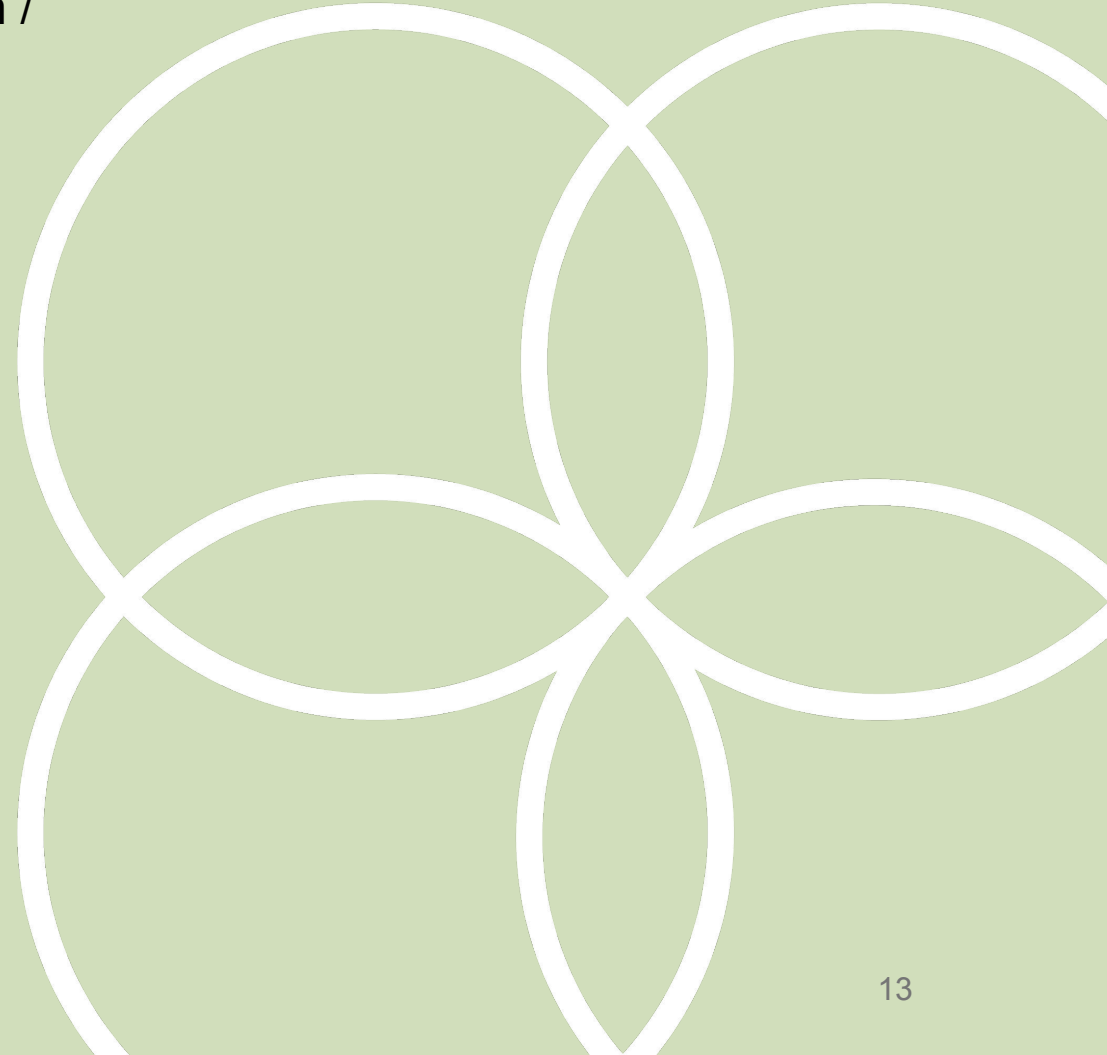
# Key Components of Coordinated Case Planning



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# What is Coordinated Case Planning (CCP)?

- Working together toward child safety, family stabilization / well-being, & self-sufficiency
- Streamlined services
- Coordinated resources to maximize family's goals:
  - AB 429 and AB 135 - Continuation of CalWORKs support for families whose children have been placed in out-of-home care
  - Behavioral health and substance use disorder services
  - Homeless services
  - Family stabilization
  - Home visiting
  - Consistent communication over life of case



# Guiding Principles

Core Practice Model

CaWORKs 2.0

Strengthening Families

Equity and Inclusion

# Core Practice Model (CPM)

## What Does It Look Like?

- Practice Behaviors
  - Engagement
  - Inquiry and Exploration
  - Teaming



# CalWORKs 2.0

- Teaming
- Engagement
- Coordination
- Brokering
- Outreach





# Strengthening Families Protective Factors

## Parental Resilience

Managing stress and functioning well—facilitated by individual, relational, community, or societal factors—when faced with stressors, adversity, or trauma

## Social Connections

Healthy, meaningful, trusting, and sustained relationships with people, institutions, communities, or a higher power that promote a sense of connectedness, belonging, and mattering



## Social & Emotional Competence of Children

Providing environments and experiences—grounded in early relational health—that build positive social skills; enable children to regulate thoughts, emotions, and behaviors; and promote effective communication, problem-solving, and decision-making skills

## Knowledge of Parenting & Child Development

Learning about prenatal, infant, and child development, and using developmentally and contextually appropriate parenting practices

## Concrete Support

Identifying, accessing, advocating for, and receiving high quality and equitable support including the basic necessities everyone deserves and specialized services to address specific needs

# Collaboration

Linkages and Child  
Welfare



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Collaboration is an Action!

*“People support  
what they  
have had a hand  
in creating.”*

– Margaret Wheatley



# Collaborate for Success

- Aligns case plan goals.
- Streamlined access to service.
- Leverage resources from both child welfare and CalWORKs.
- Reduced duplication of service referrals and resources.
- Faster/easier access to needed services.
- Addresses child safety as well family self-sufficiency.
- Considers work readiness or what supports may be required based on the parent's needs and ability to work.
- Ensures families receive a wide range of support services, addressing both their financial needs and the safety and well-being of their children.



# Small Group Activity

What's required for successful collaboration between CalWORKs and Child Welfare ?



# What Does Collaboration Look Like?

Agency Level	Practice Level
Policies and procedures reflect commitment to Linkages	Identify Linkages families as soon as possible upon case opening (Best practice is identification when referral is received.)
Co-location of staff	CalWORKs staff participates in CW case consultation/staffing.
Linkages implementation teams	CalWORKs staff attends and participates in CW child and family team meetings (CFTM's).
Joint trainings	Develop case plan through CFTM process that includes CalWORKs requirements.
Highlight successes	Meet with family members as required.
Identify practice champions	Participate in ongoing CFTMs and monitor family's progress.

# Teaming

Supporting Mutual  
Families



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# Phil Jackson – Los Angeles Lakers:



*“The strength of the team is each individual member. The strength of each member is the team.”*

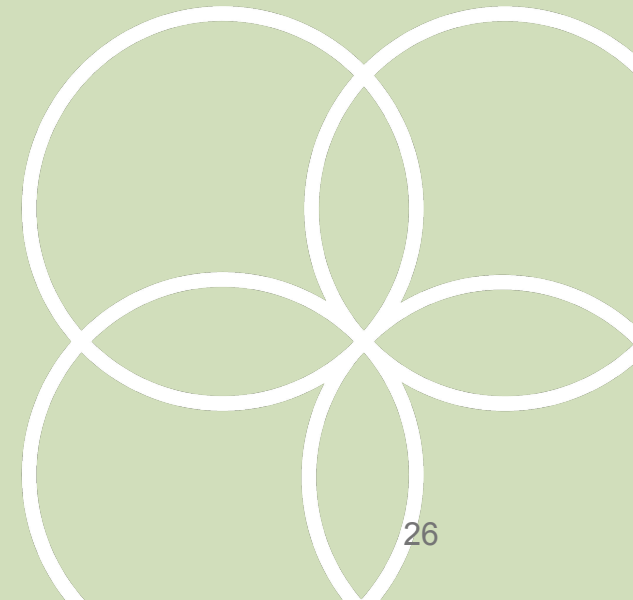


# Team Development

- Clear definition of roles/expectations
- Shared goals
- Team members' individual contributions are respected and encouraged
- Team communication is clear and proactive
- Team members are accountable
- Disagreements/conflicts are addressed

# Meeting the Linkages Challenge

- Video to come



# Activity – Case Vignette: Collaboration in Action

- The Carillo Family: Mom, Dad, and two children, ages 4 and 7
- How might CalWORKs and CWS team to support this family?
- What services might be helpful and how will these services enhance the parental protective factors and child safety?

**Linkages Coordinated Case Planning Trainee  
Workbook**

**Vignette Activity: Collaboration in Action Pages 18-19**

# Assessments and Coordinated Case Planning



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# Child and Family Assessments

Agencies use a wide variety of different tools in their efforts to understand what families need to reduce risk of child maltreatment and to enhance safety and well-being:

- Safety Organized Practice (SOP)
- Child Welfare Structured Decision Making (SDM)
- Child and Adolescent Needs and Strengths (CANS)
- On-Line CalWORKs Appraisal Tool (OCAT)
- County-specific assessment tools

# Child & Family Assessments

*Both CW and CalWORKs use a multitude of assessments that really seek to answer these questions:*



1. What's working well?
2. What are we worried about?
3. What needs to happen next?

# Coordinated Case Planning: What Happens Next?

- Three-way partnership between the family, Child Welfare and CalWORKs
- Regular Child and Family Team meetings
- Sharing of resources
  - Court-ordered case plan
  - CalWORKs participation requirements

# Coordinated Case Planning: Monitoring and Adapting

- Maintain between-meeting communication via text/email/phone
- Ensure required reassessments take place in accordance with county/agency policies
- Transition planning



# Breakout Activity: Vignette Collaborative Approach

## Breakout Group Discussion

Refer to the Vignette in your workbook and discuss:

1. What would CalWORKs and CWS be doing to facilitate communication and the coordination of services?
2. What would CalWORKs need from Child Welfare?
3. What would Child Welfare need from CalWORKs?

# Lessons Learned: What Works?

Support from  
Leadership

Co-location  
when/where  
possible

Implementation  
teams

Infographic/  
other materials  
depicting  
Linkages  
workflow

Cross-trainin  
g ALL staff

Highlight  
successes

# Whiteboard Activity



Write down one thing you need to do to coordinate with the child welfare social worker/WTW case manager when working with a mutual family.

# Questions & Comments



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# Feedback



- What worked well?
- What could we do better??

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