



## **Collective Growth 1/22/2026**

### **Coordinated Case Planning- Understanding the Roles**

#### **1. Round 1: All 3 Rounds held same topic during this peer sharing opportunity**

##### **NOTES:**

- **All 3 roles need to be very well known.**
- **Handling all case roles and it's a bit easier. In CWS they have different SW depending on which entry point the case begins.**
- **Communication has been a work in progress- having a person from CW stationed with ER in CWS.**
- **How big your county is matters; in some counties they wear multiple hats.**
- **In CalWORKs, if there is a possible CW FR, they notify the ES and determine if eligible, spreadsheets used to go out to everyone. Everyone comes to the CFTMs. Going well, opportunities.**
- **CWS- County Business Analytics – IS to ER. Court provides every two weeks; share report with Linkages throughout the 19 districts, they communicate with the SW;**
- **Screening/IS level- can run with CW to determine if eligible and can bring them on at that level. If they become aware, they reach out to the liaisons in CW/WTW to determine linkages. CFTs invite WTW there is an CW ET in CWS that is assigned to the case.**

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## 2. Round 2 Topic:

### NOTES:

- Having staff co-located has been beneficial with coordinating; being onsite to easily provide that service. Having to issue CWFR another worker has been added to the site to initiate the case and coordinate/communicate with the SW so families are not falling through the cracks.
- Communication- have monthly linkages meetings with CWS and CW.
- Creating a guide that states the services; better use of resources, and they are all in the know of who can provide what. Leveraging resources.
- x-training really imp. Creating buy-in and role can then understand expectations.
- A county rolled out training and did 2 sessions; and am ramping up for 2026 due to staffing and attrition. Mixed with CWS and CW at the same tables.
- As a liaison- being able to go to each other's program meetings. To share info and spread knowledge has been helpful With Understanding roles.

## 3. Round 3 Topic:

**Question: Revamping program: WTW is Separate from FSS, are all the Linkages cases turning into FSS or are there WTW going to the CFTs.**  
**Responses"**

- WTW is joining CWS services for CFTs. FSS can be apart of the planning, depending on case and resources available. Tribes have BFH so they work with them; but don't specifically lean on FSS as the primary.

- All WTW counselors are invited to teams' meetings and will offer WTW services to the clients. This county does not have FSS, so it is up to the coordinator to connect CWS to WTW/CW and creating a CCP that will mimic the CWS case plan through FR or Closing of the case.
- Similar here, we have Liaisons (specific Linkages Staff) that attend CFT. FSS is separate and has a separate unit. Rely on CWS liaisons to provide case plans and recommend CWFR review for eligibility.
- Primary service is FSS, due to housing. But it is on a case-by-case basis, depending on what family needs. Counseling vs more difficult situations (placed in FSS)
- Have a Virtual Worker #; so, it does not impact staff/office stats.
- Designated staff will continue to work on the cases. WTW only focuses on their Linkages – 4 liaisons due to size of county. Any referral that comes in. Initial contact, WTW Plan based on CWS case plan.
- In the future we may create a Linkages Unit. CW, WTW and CWS all in one unit. Average case load for this county: 355 active cases 89 cases each at this time.
- Caseload sizes- some are smaller/rural 30-40 cases – 22 workers. Revamping phase – reintro to other branches, we believe the referrals/cases will increase.

#### 4. Large Group Breakout

**NOTES:**