



## Collective Growth 1/22/2026

### Communication for Staff and Family

### Buy in Breakout

#### 1. Round 1: All three rounds focused on the above topic for this peer sharing opportunity

**Helping clients understand the benefit of Linkages, Maintaining contact across programs**

**NOTES:**

- Hard to maintain coms when we are not getting the information we need from partners.
- Referrals from our partner agency have diminished - could be due to workload or other reasons, but Linkages team is reaching out to go to meetings and share information to support more referrals coming through. We need to also recognize that communications work can be a collective effort.
- My County has great coms efforts - they have a Linkages workgroup that meets regularly to collaborate and understand. Current focus is maximizing funding from both agencies and making sure staff all have shared knowledge about resources. They are developing a guide to help staff know what is available. They also have a big initiative in developing a wellness focus for families and looking at things from a prevention standpoint to keep families out of the child welfare system - they have policy and outreach to develop and maintain the prevention focus and this includes Linkages. Linkages staff participate in sharing the collaborative process and approaches and the impact they have with families. Looking for info about how to better listen to participant voices and use their insights to impact Linkages programs - feedback surveys, etc.
- Counties shared they do success story videos to share with others about the impact of the program.
- Liaisons reach out to families as soon as referrals come in.

- Challenge to keep all staff aware of the Linkages program - it's part of induction, but it's easy to lose the info about Linkages in the breadth of info delivered at induction.
- Think about how to gather and use participant feedback as part of program improvement

## 2. Round 2 :

### NOTES:

- My County has monthly communication between Linkages workers across program - there is a monthly report (Linkage contact form) that shows what supports CW has provided and the CWS staff responds with any challenges or struggles the family is having, changes to the case plan, and case status updates. Coms with families are easier since they cover all aspects of eligibility - they also collab with the FCE unit. It is co-located with some staff so has seen impact of ease of coms with in-person co-location. Paper trail is important, too, but in-person coms are a benefit.
- Our county is co-located and sees the value in in-person conversations. We are still establishing protocols, and one big struggle is identifying mutual families.
- My County is developing a flyer to help explain to families the roles of each worker and make the process more linear. Messaging from leadership and "Do You Know" communications have been successful. This includes developing procedures to better identify families including federally eligible families. Report from foster care with pending applications, reports from CWS, and Linkages email box that receives all CFT invites and screens for Linkages eligibility.

## 3. Round 3:

### NOTES:

- Our County has a monthly linkages meeting that pulls everyone together to solve problems. AB135 has been a big topic. Employment services run AB429 and AB135. Co-location and CWS access - they enter monthly contacts in CWS so their efforts also

**show up in court reports. Can do joint visits, but mostly do contacts separately.**

- Our County is experiencing a disconnect between CW and CWS - working on reconnecting but still a work in progress. Joint training - hitting a wall still on understanding what's happening on either side. Cases go through multiple workers on each side and its hard to keep people connected.
- My Counties CW side handles all eligibility for the family so only has to maintain open coms with one other worker. Still can be challenging to keep updated on what is happening in the child welfare case. Co-location makes this easier. Monthly form is used to help structure communication. They also have a monthly meeting/check in.

#### **4. Large Group Breakout**

**NOTES:**