



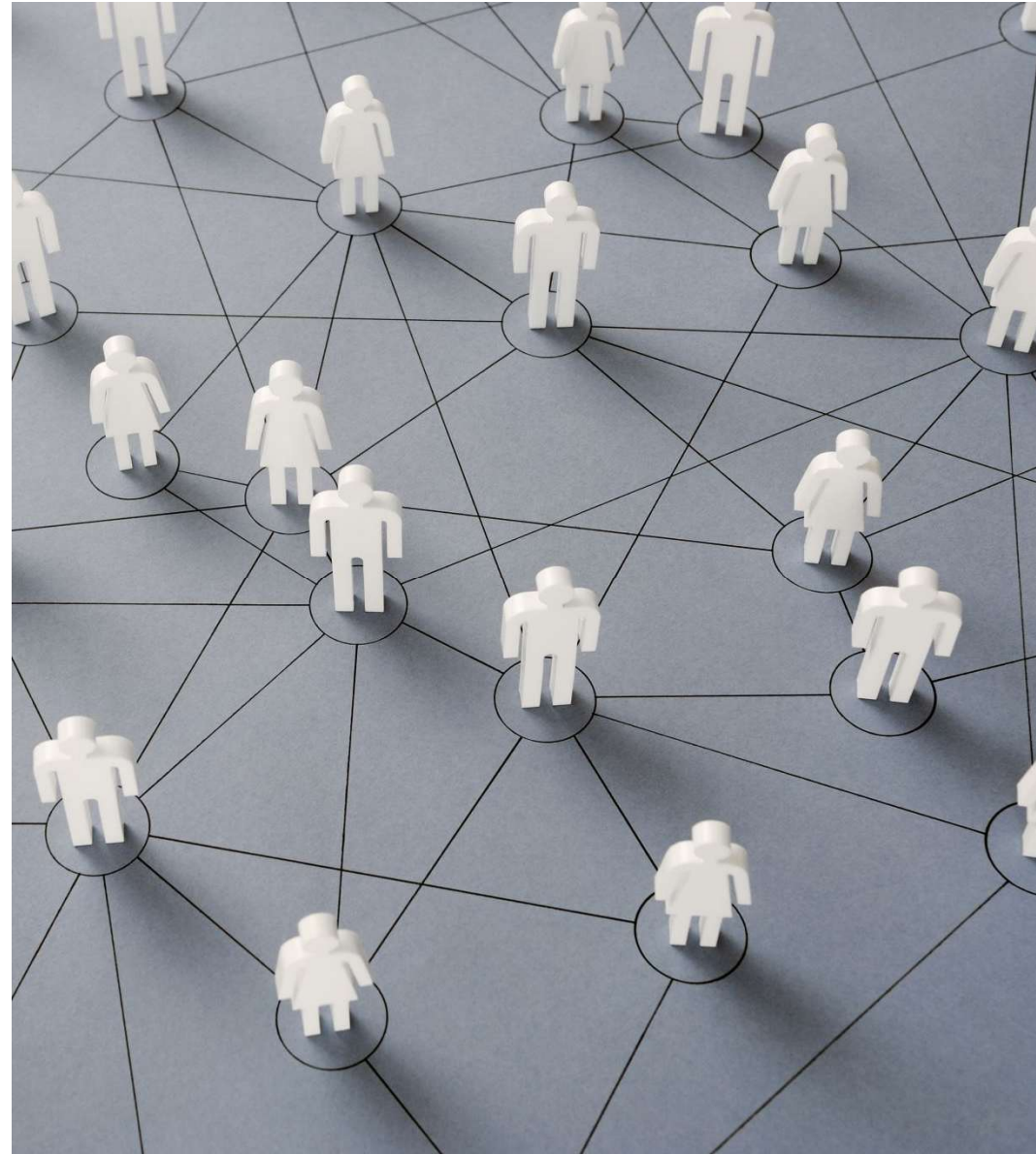
L I N K A G E S

RIVERSIDE COUNTY

CaWORKs | Children's Services | Welfare to Work



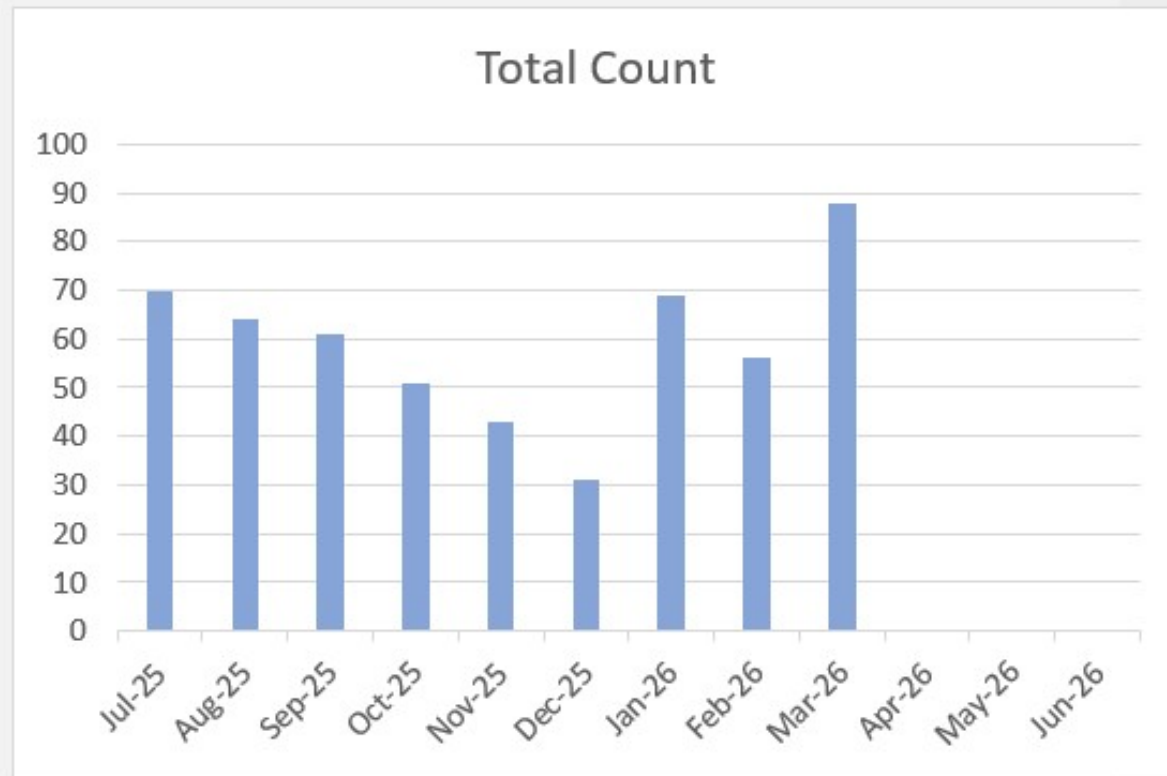
**Communication,
Communication,
Communication:
Keeping Linkages Visible**



Linkages Referral Trend

Linkages Referrals

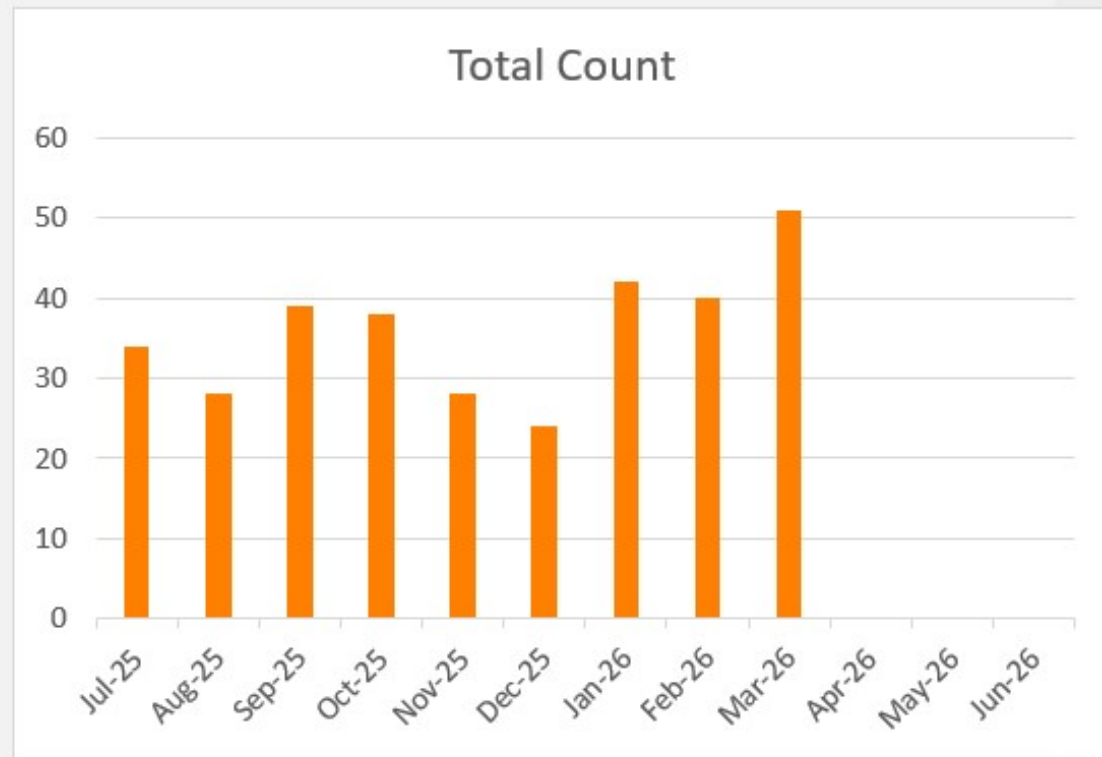
Report Month	Total Count
Jul-25	70
Aug-25	64
Sep-25	61
Oct-25	51
Nov-25	43
Dec-25	31
Jan-26	69
Feb-26	56
Mar-26	88
Apr-26	
May-26	
Jun-26	



CW Case Approval Trend

CalWORKs Eligible

Report Month	Total Count
Jul-25	34
Aug-25	28
Sep-25	39
Oct-25	38
Nov-25	28
Dec-25	24
Jan-26	42
Feb-26	40
Mar-26	51
Apr-26	
May-26	
Jun-26	



CW Linkages Approval Rates

FY 21/22 =
32.43%
(333 Referrals)

FY 22/23 =
27.33%
(1,178 Referrals)

FY 23/24 =
29.72%
(1,090 Referrals)

FY 24/25 =
51.73%
(808 Referrals)

FT 25/26 =
60.79%
(533 Referrals)

Self
Sufficiency
Division
(CW/WTW)
Practices

Designated Liaisons for WTW & CW

Point of contact for case inquiries or assistance

Collaboration between CW & WTW RM's to ensure appropriate case processing

Bi-Weekly WTW Liaison meeting's

Added to agenda for unit, office, and region meeting

Policy E-Blast sent out to inform all staff of policy, updates, and processes

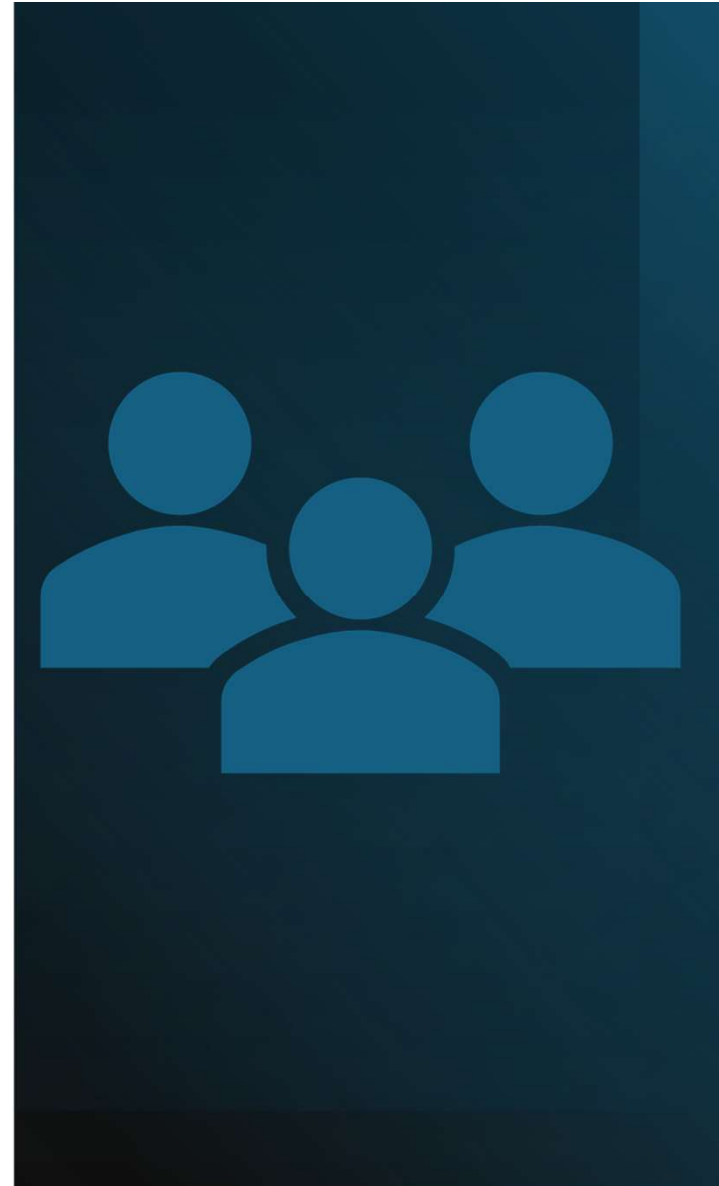
Distribute monthly reports to all Liaison's

ICT's – Collaborating with Partnering Counties

Receive & Review all Linkages Referrals

Receive, Research, Pend, and assign all SAWS-1 Applications

Review every denied case for accuracy



Children & Family Services Practices

Daily/Weekly Huddles

Discussion at Unit/Office/Region Meetings

Monthly Supervisor Linkages Huddles

Quarterly Operational RM Huddles

Presentation at Supervisor Forums

Screen all Incoming Referrals Per Region

Review Mutual Customer List for Outreach

Access to CFTM Schedules to Include Partners

Review all Reports & Data to Identify Potential Customers

Utilize Special Project Codes to Assist with Outcome Data

Utilization of CFS Linkages Liaisons to Referral Submission & Program Support



Riverside
County
Collaborative
Approach



Monthly Full Team Meetings

Monthly RM/DD Touch Base

Quarterly In-Person Team Huddles

Joint Trainings

Keep Linkages in all Discussion Opportunities

Program Partners Attending Cross-Division Meetings

Presenting at all New Hire Induction Trainings

Collaborative Monthly Reports

Distribute Monthly Reports to all Liaisons

Collaborative Policy Development

Cross Divisional Communication from Policy on Updates and Processes

E-mail Template for CFTM Partner Invite

Rapid Improvement Event to Streamline Process

Shared Access to SharePoint and CalSAWS

Linkages by the Numbers

05/2021 – 04/2025

6,655 Families Served

5,031 Parents exited the program after receiving services, with 9,281 children represented among those exits

7% of the 11,259 children discharged from the Connected Program experiences recurrence of maltreatment

54% reunification or family stabilization exits, exceeding the 43.6% national standard

6% experienced a new case within 12 months, outperforming the 8.3% national benchmark

Pathway to
Linkages

CFS SSP Liaison
Vivian Chen

WTW Liaison
Lisa Duran

CW Eligibility Liaison
Lety Graf

LINKAGES
EMPLOYMENT
SERVICES
COUNSELOR

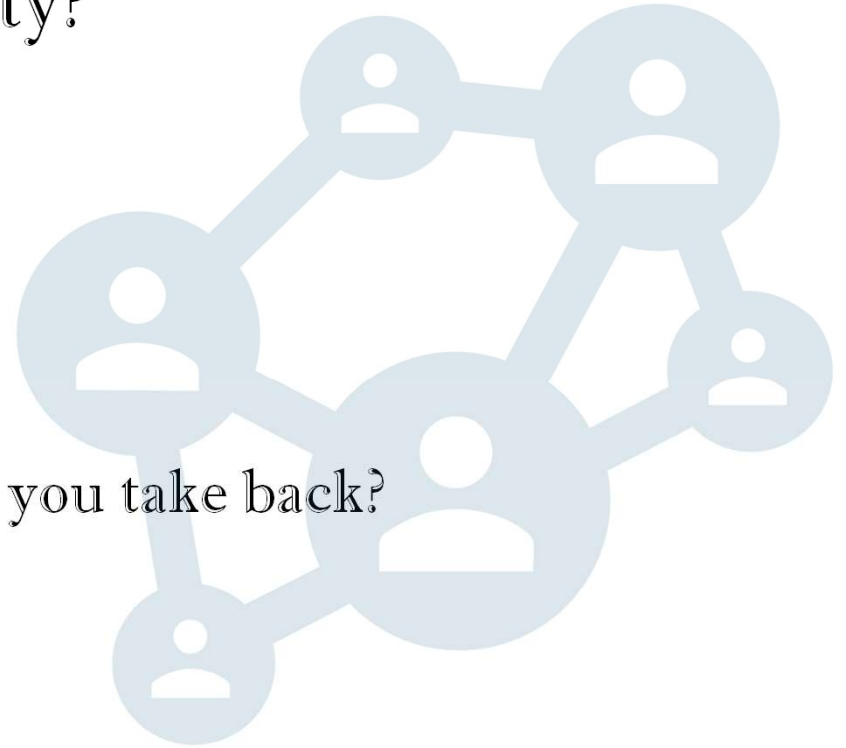




**CAL-WORKS
ELIGIBILITY
TECHNICIAN
LINKAGES**

What practices do you use to keep Linkages Visible in your County?

- What's working?
- What improvements are needed?
- Where do we go from here? What might you take back?





In Development

- Micro E-Learnings
- Electronic Signatures

Success Story





Riverside County Linkages Team

QUESTIONS?

