

Mock Case File Scenario

Linkages Case Review Workshop Exercise

Case ID

LC-07

County Programs Involved

- CalWORKs
- Child Welfare Services (CWS)

Family Composition

Family Member	Age	Role
Maria Smith	32	Mother
Thomas Smith	7	Child
Sofia Smith	3	Child

Background

The Smith family came to the attention of Child Welfare Services following a report from Thomas' school regarding frequent absences and concerns about supervision.

During the investigation, the social worker learned that Maria recently lost her job and the family has been staying in a converted garage with no heat and multiple unrelated adults coming and going. Childcare is inconsistent, and Thomas (age 7) reported being left alone with his 3-year-old sibling in the evenings when Maria goes to look for work or goes out with friends. The school noted that Thomas often arrives hungry and wearing the same clothes for several days. The family is receiving CalWORKs cash aid, but Maria reports difficulty managing transportation and accessing services.

Because the family was already receiving CalWORKs benefits, the case was referred to the county's Linkages program to coordinate services.

Timeline of Key Events

Date	Event
March 5	CWS receives referral from school
March 8	CWS begins investigation
March 15	Family assessed for family maintenance services
March 18	Social worker identifies CalWORKs participation
March 20	Case referred to Linkages
March 25	CalWORKs worker and CWS worker communicate about family needs
April 1	Parenting program referral made
April 10	Childcare services initiated

Case Documentation Excerpts

CWS Case Note – March 18

Mother reports financial hardship and difficulty maintaining stable childcare while searching for employment. Social worker confirmed that family currently receives CalWORKs assistance.

Case may benefit from Linkages coordination to support employment services and childcare access.

CalWORKs Case Note – March 25

Received communication from CWS social worker regarding family’s needs. Mother currently seeking employment but lacks consistent childcare.

Discussed potential referral for subsidized childcare and employment services through CalWORKs.

CWS Case Note – April 2

Social worker and CalWORKs worker discussed family support needs. Parenting education and childcare services recommended.

Mother expressed willingness to participate in parenting program.

CalWORKs Case Note – April 10

Childcare referral approved to support participation in employment services.

Parenting program referral coordinated with CWS.

Services Provided

Service	Program
Parenting Program	CWS
Childcare Assistance	CalWORKs
Employment Services	CalWORKs
Family Case Management	CWS

Evaluating Linkages: Using the Linkages Case Review Tool Workshop

April 2026 Linkages Conference

Fill in responses based on the questions being shared on the screen after reviewing the case

1. Sharing family needs	2. Service Coordination	3. Worker Communication	4. Joint Case Planning	5. Documentation
A.	A.	A.	A.	A.
B.	B.	B.	B.	B.

Additional Notes