

DSS Policy and Procedure Guide

Division 15: Office Procedures:

Chapter 07: Eligibility

Item 073: Linkages

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References: Assembly Bill 429, Chapter 111, Statutes of 2001, ACL 00-17, 03-12 and ACIN I-70-09, MPP 40-181.2

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Staff Development: Training Material

How to in CalWIN

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Introduction

In November of 2000, California launched a partnership between CalWORKs and Child Welfare known as the Linkages project. The purpose of this project is to develop a coordinated case plan between Child Welfare Services (CWS) and CalWORKs. Social Workers (SW) and Job Specialists (JS) will provide case management services during or following an investigation of abuse or neglect. Case management involves working with families to establish goals, creating plans to achieve the goals, providing services to meet needs identified in the plan, monitoring progress toward achievement of the goals, and closing or transferring cases when goals have been achieved. Clients will participate in activities that are included in the Welfare to Work (WTW) plan. Linkages activities may include the following services:

- Substance abuse treatment
- Mental health counseling
- Domestic abuse treatment
- Parenting and Anger Management classes
- Court ordered community services

Qualifications for Linkages

In order to qualify to participate in the Linkages program, the following criteria must be met:

- There must be at least one child in the home who is active in CWS,
- The primary caretaker of the child must be the parent,
- There must be an active cash aid case, and
- The parent must be enrolled in or eligible to be enrolled in the WTW program

Those who don't qualify for Linkages

- Caretaker relatives - both needy and non-needy
- Undocumented non-citizen parents
- SSI recipients- this applies to both the parent or the child
- Drug felons who do not receive cash assistance
- Clients who have exhausted their sixty-month time limit

Note: Cases with a non-needy payee must be assigned to the Linkages EW for monitoring. Non-needy payees are not eligible for CalWORKs/WTW services. Needy payees are also not eligible for Linkages CalWORKs/WTW services as they are not the parent of the child(ren).

Work Participation

As mandatory participants, parents who are in the Linkages program are expected to meet the 32/35 weekly hours of participation requirement (20/30 core hours of participation). Because Linkages parent(s) may initially have more pressing issues, parents will have up to 60 days to address barriers. On the 61st day, the expectation is the parent(s) will be engaged in activities which meet the 32/35 hours of participation requirement. When either the FM SW and Linkages JS and/or Cal Learn SW determines more time is needed for the parent(s) to address their barriers and is not able to be engaged in activities for the full 32/35 hours, the FM SW and Linkages JS and/or Cal Learn SW will jointly send an email to their Supervisors detailing the reason for the extension and the length of time needed for an extension. Upon supervisors' approval, the supervisors' will forward the email to the Linkages PM and FM PM for review and approval. All actions (approved/unapproved) will be narrated in case comments in CalWIN. Activities for Family Maintenance are considered non-core for purposes of meeting the Work Participation Rate.

When a Linkages case is identified as being on the sample pull list for the E2Lite Work Participation Rate Review, the Linkages Supervisor will clear the list to identify the assigned SW and will send an email to all impacted CWS supervisors. The Linkages JS and/or Cal Learn SW will follow up with an email the assigned FM SW and their supervisor informing them of the case's selection. The Linkages JS and/or Cal Learn SW will review the case to determine the appropriate number of hours needed for the parent based on the makeup of the family. The FM SW will work with the Linkages JS and/or Cal Learn SW to ensure the parent's activity meets the Federal Work Participation Rate.

WTW Eligibility

Parents who are currently in WTW sanction status must cure their sanction in order to participate in WTW services and receive WTW supportive services. Parents who are exempt from participation in WTW may elect to volunteer for these services. A WTW assessment and plan are required for any activities and services provided. Parents who fail to comply with WTW requirements are subject to non-compliance or the sanction process. Good cause should be reviewed each time the parent is facing the non-compliance process. When court appearances or other requirements of CWS cause the parent to be unable to appear for a WTW appointment or complete an activity, the parent has good cause for the failure.

Cal Learn Eligibility

When the parent is a Cal Learn participant, Cal Learn services shall continue. The type and duration of treatment for Mental Health, Substance Abuse and/or Domestic Violence may impact the parent(s) ability to attend school. It may be appropriate to determine good cause for failure to earn a bonus per PPG 40-12-003. The parent(s) will be subject to receive bonuses and sanctions as applicable to the Cal Learn program. The assigned Cal Learn SW will work along side the CWS SW to ensure that services are being provided. When there is a major parent and teen parent in the home, the Major Parent will be case managed for WTW services by the Linkages JS.

Team Decision Making Meeting (TDM)

A Team Decision-Making Meeting brings together people who are involved with the family. This meeting is held to ensure that the best decision is made about the care and placement of the child. The goal of a TDM is to ensure the safest and least restrictive placement that is in the best interest of the child. The parents/guardians/family members, the Emergency Response (ER) SW & ER Supervisor, the child (when appropriate), community partners, care providers (Relatives, Foster Care or Mentors), others identified by the family and SW and the Facilitator may all attend a TDM.

Note: The parent(s) may invite the Cal Learn SW to attend the TDM with them.

Referral Process

When an ER SW responds to a referral and a protective hold is placed on their child(ren), the ER SW will ask the parent(s) if they are on CalWORKs. When the parent(s) report to the SW that they are on CalWORKs, the SW will narrate this information in CWS/CMS. The ER SW will request a Team Decision Making Meeting (TDM) to be scheduled.

When notification is received that a parent is being scheduled for a TDM and Family Maintenance is probable, the TDM Scheduler, PLJG, will notify the Linkages Office Assistant (OA) who will notify the Intake Linkages Social Services Program Supervisor (SSPS), SQCC, and the Intake Linkages EW, SQCH, via email, send the TDM referral form, indicate a TDM has been scheduled for the parent(s) with the date and time scheduled and update the Linkages/AB 429 database and CWS/CMS. The email will indicate that the parent(s) CalWORKs case be reviewed to be assessed for Linkages/AB 429 services.

SQCH will:

- Review the last 2 years of history for the CalWORKs case to determine eligibility for the program
- Gather the following CalWIN case history information for the TDM:
 - Number of months remaining on CalWORKs
 - Services offered to parents/family (i.e. homeless assistance, etc)
 - Services offered to parents/family (i.e. substance abuse treatment, mental health, domestic violence, etc);
 - Number of times sanctioned (if any) and why,
 - Number of times employed and why employment lost,
 - Consultation with the CM JS/Cal Learn SW for input on strengths and concerns of the family
- Complete the TDM Datasheet form 0678
- Email the form to the assigned ER SW, the ER SWS, the SSPS, SQCC ULBB, the Central Services Desk SWS, Cal Learn SWS and the Linkages OA prior to the start of the TDM
- Upon completion of the TDM, if the parent(s)/family are not receiving public assistance and have no other source of income, the ER SW is to complete the designated “Emergency Response Social Worker CalWORKs Referral Section” located on the TDM 0678 form and designate which programs the parent(s)/family request
- The ER SW will email the completed TDM 0678 form back to the ETA-FC CalWORKs Referrals and the Linkages Intake EW will then complete the #2302 and Intake application for the parent(s)/family

Immediately following the completion of the TDM, the TDM Facilitator will complete the 0678 TDM referral form and place it in the TDM results basket (located in the TDM unit). The Linkages OA will pull TDM results thrice daily at 9 AM, 1:00 P.M and 3:30 P.M. from this basket and using the information from the TDM datasheet will:

- Email the TDM results to the Linkages JS/SSPS, CL SW/SWS, Linkages Intake EW/SSPS, SQCH/SQCC
- Email the Family Maintenance SOA notifying them that the case is going to FM and is a Linkages case. ER cases are transferred to FM within 5 working days of the Detention Hearing.
- Will locate the case with the assigned ER SW and label it with the identification of Linkages

Entry to Linkages Program for Voluntary Family Maintenance

The VFM SW will be responsible to coordinate a meeting or home visit with the parent(s) and the Linkages JS/Cal Learn SW and which will be held within 3 days of the TDM being held. The meeting/home visit will be to develop a Coordinated Case Plan (CCP) based on the results of the TDM. During this meeting/home visit, the Linkages JS/Cal Learn SW will discuss the parent(s) current status and when they are sanctioned or exempt, will discuss the parent(s) options with them. The assigned SW will:

- Contact the parent(s) to notify them of the time and location of the CCP detention meeting.
- Bring information regarding Addiction Severity Index Lite (ASI), Domestic Violence Index (DVI) and any other information which will impact the parent(s) CCP.
- Bring the TDM datasheet, the CWS case plan and offered services to the CCP Meeting.

Upon notification from the VFM SW of the post TDM meeting, the assigned Linkages JS, UHBA/ULBR/ULBK/Cal Learn SW will:

- Attend the post TDM meeting to participate in the development of the CCP

- Ensure they have all the necessary information to assist in the creation of the CCP
- Sign the WTW2/CLFC5a ISP, ES0170 and CCP7 for the agreed upon WTW/Cal Learn activities on the CCP
- Update CalWIN with all activities and case comments
- When a parent is in sanction status, the sanction must be cured prior to the provision of services.
- When a parent is in exempt status, the JS must have a discussion with the parent regarding volunteering to participate.

Note: When the parent is exempt from WTW participation and does not wish to volunteer or is sanctioned and does not want to cure their sanction, they are not eligible to WTW services. All actions must be documented in CalWIN case comments. The JS will document the reason the parent provided for choosing to participate in Child Welfare services but stay exempt/sanctioned from WTW services. The Linkages JS will then submit the case to their Supervisor for review.

No Shows

When the parent(s) fails to show up for the post detention hearing meeting, the Service Coordinator or SW Aide will:

- Mail a service letter to the parent(s) informing them they have been referred to the following providers for their court offered services. The service track letter will include the name, address, and phone number of providers along with the appointment dates and times for each service. The service letter will also include contact information for the Service' Coordinator i.e., address and phone number.
- Issue a copy of the service letter to the Linkages JS/Cal Learn SW.
- Email the Linkages JS/Cal Learn SW with the appointment date and time
- Coordinate with the Linkages JS/Cal Learn SW to schedule the parent(s) for either an appointment in the office or a home visit to complete the WTW 2 contract/ CL ISP and CWS ISP within 30 days of the detention hearing date.

Entry to Linkages Program for Court Ordered Family Maintenance

The Service Coordinator or the SW Aid will schedule a meeting with the Linkages JS/Cal Learn SW and parent(s). This meeting will be held after the post Detention Hearing meeting. The meeting will be conducted to complete the CWS case plan and to complete the WTW 2 contract/CLFC0005a ISP with the WTW/Cal Learn parent(s). Also during this meeting/home visit, the Linkages JS/Cal Learn SW will discuss the parent(s) current status and when they are sanctioned or exempt, will discuss the parent(s) options with them.

Within 30 days of removal of the child (ren), the assigned SW will schedule a meeting with the parent(s) and the Linkages JS/Cal Learn SW to develop the Coordinated Case Plan (CCP). The assigned SW will:

- Contact the parent(s) to notify them of the time and location of the CCP post detention hearing meeting.
- Bring information regarding Addiction Severity Index Lite (ASI), Domestic Violence Index (DVI) and any other information which will impact the parent(s) CCP.
- Bring the detention hearing decisions, the TDM datasheet, the CWS case plan and offered services to the CCP Meeting.

Upon notification from the ER SW of the post detention hearing meeting, the assigned Linkages JS,

UHBA/ULBR/ULBK/Cal Learn SW will:

- Attend the post detention hearing meeting to participate in the development of the CCP
- Ensure they have all the necessary information to assist in the creation of the CCP
- Complete a WTW 2/CLFC0005a ISP for the WTW/Cal Learn activities
- When a parent is in sanction status, the sanction must be cured prior to the provision of services.
- When a parent is in exempt status, the JS must have a discussion with the parent regarding volunteering to participate.

Note: When the parent is exempt from WTW participation and does not wish to volunteer, they are not eligible to WTW services. All actions must be documented in CalWIN case comments. The JS will document the reason the parent provided for choosing to participate in Child Welfare services but stay exempt from WTW services. The Linkages JS will then submit the case to their Supervisor for review.

Assignment to the Linkages Program

Once the assigned Linkages JS/Cal Learn SW attends the post-detention hearing meeting to develop the CCP, the assigned Linkages JS/ Cal Learn SW will:

- Request the corresponding WTW/Cal Learn cases
- Request the SSPS reassign the case within 24 hours of post detention hearing meeting
- Review the parent's current WTW registration status
- When the parent is exempt and agrees to volunteer, the Linkages JS will take the appropriate steps to show the client as exempt volunteer in CalWIN.
- When the parent is sanctioned, the sanction must be cured prior to the provision of services.
- Update CalWIN case comments with all actions taken.

Note: When the parent is exempt from WTW participation and does not wish to volunteer, they are not eligible to WTW services. All actions must be documented in CalWIN case comments. The JS will document the reason the parent provided for choosing to participate in Child Welfare services but stay exempt from WTW services. The Linkages JS will then submit the case to their Supervisor for review.

Note: The Cal Learn SW will be responsible for case management of the Cal Learn Parenting Teen and the Linkages JS will be responsible for the case management of the WTW adults.

Ongoing Case Maintenance

Linkages OA Responsibilities

The Linkages OA, XXXX, will be responsible:

- Be the conduit to track all Linkages families from entry to termination. All changes in status must be relayed to the Linkages OA
- Pull TDM results thrice daily at 9:00 AM, 1:00 P.M and 3:30 P.M
- Enter TDM outcomes and the date the CCP is signed into the Linkages Database
- Email TDM outcomes to Linkages EW/JS/SSPS and Service' Coordinator
- Label case file identifying Linkages upon transfer to FM
- Enter Special Project Code Linkages into CWS/CMS with effective date CCP is signed

Linkages Job Specialist/Cal Learn SW Responsibilities

The Linkages JS/Cal Learn SW will:

- Maintain a copy of the CCP in their case record
- (JS Only) Review the WTW Plan to ensure that all WTW activities are included in the WTW Plan. When the parent(s) does not have a WTW Plan, the Linkages JS will connect with Assessment staff to ensure an Assessment and Plan is completed.
- (Cal Learn SW only) Review the CLFC0005a ISP to ensure that all Cal Learn activities are included in the ISP
- Complete a WTW/Cal Learn Orientation when needed
- Schedule the parent for an assessment to develop the WTW Plan when needed
- Modify the WTW/ISP Plan when appropriate to include additional services
- Complete a new WTW 2/ISP contract for any new activity or when there is a change in activity for the parent(s)
- Complete the ES170 and CCP7 each time a new WTW 2 is signed
- Meet with the parent(s) in the office or at their home at least two times per month to review the WTW activities. One of the meetings may be by telephone. Cal Learn SW is required to complete both visits at the parent(s) home.
- Meet with the FM SW to review the parent(s) participation in the assigned WTW/Cal Learn activities on a monthly basis
- Carry the WTW/Cal Learn case and be primarily responsible for overseeing the parent's WTW/Cal Learn participation in the recommended services
- Issue the appropriate supportive service, send the approval or denial Notice of Action when the parent is/is not participating in their assigned activities
- Update CalWIN case comments on all actions taken
- Work with the parent(s) to assist in curing their WTW/Cal Learn sanction
- Attend case staffings/TDM as requested by the FM SW as schedule permits
 - If unable to attend, Linkages JS/Cal Learn SW must contact FM SW prior to scheduled staffing/TDM and provide an update on the parent's progress
 - Required attendance 6 month staffing/TDM and closure staffing/TDM
- Email any failure to comply with WTW/Cal Learn requirements to the assigned Family Maintenance (FM) SW within 5 working days.

Upon receipt of information from the Linkages EW indicating that parent(s) did not show for their redetermination/recertification appointment or did not submit a correct Quarterly Report (QR7) and are in danger of losing their CalWORKs eligibility, the Linkages JS/Cal Learn SW will:

- Send an email to the FM SW/Cal Learn SW to request a staffing be scheduled
- Attend the staffing to participate

When the parent chooses to not complete their redetermination/recertification or their QR7, the Linkages JS/Cal Learn SW will narrate the results of the staffing in CalWIN case comments and take appropriate action.

Family Maintenance Social Worker Responsibilities

Upon receipt of the CCP, the FM SW will:

- Review the plan,
- Contact the Linkages JS/Cal Learn SW and EW and introduce yourself and indicate you are the FM SW assigned to the case of _____ family.

On an ongoing basis, the FM SW will:

- Maintain monthly contact as appropriate with the Linkages JS/Cal Learn SW to discuss the parent(s)' progress and compliance with the CCP
- Continue to collaborate with the Linkages JS/EW/Cal Learn SW to facilitate service coordination
- Document all contacts with the assigned Linkages JS/EW/Cal Learn SW in the Contact Notebook of CWS/CMS
- Carry the case and be primarily responsible for overseeing the parent's participation in the recommended services and coordination of home visits and case staffings/TDMs
- Maintain the CCP and CWS case plan in case file.
- Arrange a Staffing/TDM at 6 months of services to assess client progress and determine if the VFM case can be closed and client(s) can continue working with the JS to complete services.
 - Linkages JS/Cal Learn SW will be invited via email to 6 month Staffing and Closure Staffing.
- Arrange any additional case staffings/TDM to address issues or concerns that may arise with the parent while in services
 - Invite Linkages JS/Cal Learn SW via email and/or Service Providers to attend all case staffing/TDM to address issues and concerns.
 - When the Linkages JS/Cal Learn SW is unable to attend staffings/TDMs, send an update of client's progress, new issues, etc. to the Linkages JS/Cal Learn SW.
- Assist family in making arrangements to assure parent's ability to participate in services i.e. child care, living arrangements, housing, etc.
- Complete face to face contacts according to the Structured Decision-Making (SDM) California Contact Guidelines
- Notify Linkages JS/Cal Learn SW within 5 working days of any changes in the family structure
- Obtain a copy of clients' progress reports, participation & completion certificates, substance abuse testing records, etc., when the case can be closed
- Provide a copy of the closure summary assessment to the Linkages JS/Cal Learn SW when the case is closed.
- Notify Central Services Desk when case closes to stop drug testing and other services that are not covered by CalWORKs.

Upon notification from the Linkages JS/Cal Learn SW that there is concern about the parent(s)' progress, the FM SW will:

- Consult with the FM SWS about a plan or plans for contacting the family to encourage compliance,
- Schedule a staffing, if deemed appropriate
- Discuss with the Linkages JS/Cal Learn SW if adjustments to the CCP, or if alternative recommendations are needed

When the parent chooses to not comply with CalWORKs/WTW eligibility requirements after a case staffing is held, the FM SW will narrate the results of the staffing in CWS/CMS and terminate the CCP.

Note: The FM SW and the Linkages JS/Cal Learn SW will consult to coordinate implementation of the appropriate plan of action. No changes to the CCP are to be made without a case staffing between the FM SW, parent(s) and Linkages JS/Cal Learn SW.

Upon receipt of information from the Linkages JS/Cal Learn SW indicating the activity (i.e. substance abuse treatment program) has been terminated because the service goals have been met, or because the matter was transferred to another provider, or for other reasons (i.e. the parent(s) did not attend regularly or was disruptive) or the parent(s) did not show for their WTW/Cal Learn appointment or activity, and the parent(s) is in non-compliance with the WTW/Cal Learn program, the FM SW will:

- Consult with their SWS for an appropriate plan of action,
- Acknowledge the email, within 5 working days, from the Linkages JS/Cal Learn SW and indicate the plan of action i.e. home visit, in the email,
- Contact the parent to determine the reason for lack of participation,
- Follow up with the Linkages JS/Cal Learn SW via email to ensure that the parent(s) followed through with the plan of action

Upon receipt of information from the Linkages EW indicating that parent(s) did not show for their redetermination/recertification appointment or did not submit a correct Quarterly Report (QR7) and are in danger of losing their CalWORKs eligibility, the FM SW will:

- Acknowledge the email, within 5 working days, from the Linkages EW and indicate the plan of action i.e. home visit, in the email,
- Contact the parent to determine why the parent(s) did not show for their appointment or did not submit a correct QR7,
- Follow up with the Linkages EW via email to ensure that the parent(s) followed through with rescheduling their appointment or submitting their QR7

Linkages Eligibility Worker (EW)

The Linkages EW is responsible to:

- Work closely with the assigned Linkages JS/Cal Learn SW and FM SW to provide current eligibility information
- Review RRR to determine continuing eligibility for individuals and families
- Process the QR7 to make determination of eligibility on an ongoing basis

When the parent does not show for their redetermination/recertification (RRR) appointment or did not submit a correct Quarterly Report (QR7) and are in danger of losing their CalWORKs eligibility, the Linkages EW will:

- Email the FM SW and the Linkages JS/Cal Learn SW and notify them of the parent's lack of responsiveness
- Follow up with the FM SW and the Linkages JS/Cal Learn SW when the client submits their QR7 or attends their appointment for their RRR.

Linkages JS Supervisor

The Linkages JS Supervisor will be responsible to:

- Review and approve all WTW Plan modifications prior to JS approval.
- Assign the case to the appropriate Job Specialist
- Ensure staff are providing information requested for TDM meeting
- Ensure staff are attending the post detention meetings
- Review the CCP for suitability and appropriateness
- Ensure staff are meeting monthly with the FM SW and Cal Learn SW
- Review cases where the parent is exempt and chooses to remain in exempt status
- Review cases prior to transfer to AB 429, Ongoing JS or CLOS caseload

Case Managing Job Specialist (CMJS) Responsibility

Prior to sending the case to the Linkages Unit, the CMJS should review and resolve all CalWIN alerts and client correspondence for the WTW program. All activity lines should be updated in CalWIN.

Special Circumstances

When a CMJS encounters a case in which a client has self-identified as being involved with Child Welfare, the CMJS shall send an email to the Linkages Supervisor, James Hackett, ULBB. The subject line of the email should say "Possible Linkages Case" and the body should include the client's name and a brief description of why the CMJS believes this client may be eligible to Linkages services.

The Linkages SSPS, ULBB, along with Linkages JSs, will work with the Social Work Supervisor of the assigned ER Social Worker to determine if this client has an active Child Welfare case. The findings will then be emailed to the CMJS within 5 working days. When the case meets the qualifications identified above, the case will be reassigned and the working folder requested.

Transition from AB 429 to Linkages

Refer to PPG 15-07-072 AB 429

Transition from Linkages to AB 429

When the FM SW notifies the Linkages EW and Linkages JS that the child(ren) are being removed from the parent(s) and are being assigned to Family Reunification (FR), the Linkages EW will review and reassign the CalWORKs case to ensure all case actions are taken to discontinue the children and parent(s). The Linkages JS/Cal Learn SW will initiate the transfer of the WTW/Cal Learn case to the AB 429 JS/Designated AB 429 Cal Learn SW and update the registration status to Post Aid. The Linkages JS/Cal Learn SW will work with the Linkages EW to ensure the parent(s) are registered in WTW/Cal Learn, end the activities in CalWIN, end any supportive services and send out the denial NOAs, update case comments in CalWIN and work with the AB 429 JS/Designated AB 429 Cal Learn SW to ensure a smooth transition in the parent(s) activities and supportive services. Refer to PPG 15-07-072 AB 429

Transition from Linkages to CalWORKs/WTW

When it is determined that the child(ren) will be returned to the parent(s), the FM SW will, at least 14

calendar days in advance, via email notify the Linkages EW and Linkages JS/Cal Learn SW informing them of the date the child(ren) will be returned. The Linkages JS will initiate the transfer of the WTW case to an ongoing CMJS. The designated Cal Learn SW will initiate the transfer of the case to an ongoing Cal Learn SW. The Linkages JS will submit the case to their supervisor for a case transfer review. The Linkages JS/Cal Learn SW will work with the Linkages EW to ensure the parent(s) are registered in WTW/Cal Learn, end the activities in CalWIN, end any supportive services and send out the denial NOAs, review and resolve all alerts and client correspondence, update case comments in CalWIN and work with the ongoing CMJS/Cal Learn SW to ensure a smooth transition in the parent(s) activities and supportive services. The Linkages JS is expected to ensure the parent(s) are in the next appropriate activity prior to case transfer.

Transition from Linkages to Special Needs Unit

When it is determined that the parent(s) is to continue with their substance abuse or mental health treatment after Child Welfare case is closed, the Linkages JS will contact DMHH via email to determine which JS in the Special Needs unit will take the case. The Linkages JS will initiate the transfer of the WTW case to a Special Needs JS. The Linkages JS will work with the Special Needs unit JS to ensure the parent(s) are registered in WTW, end the activities in CalWIN as appropriate, end any supportive services as appropriate, and send out the denial or discontinuance NOAs as appropriate, review and resolve all alerts and client correspondence, update case comments in CalWIN and work with the Special Needs CMJS to ensure a smooth transition in the parent(s) activities and supportive services. Once the parent(s) is participating in the next appropriate activity, the Linkages JS will submit the case to their supervisor for a case transfer review.

Clients in Sanctioned Status

When the Emergency Response SW or Substance Abuse Specialist has determined that mental health and/or drug treatment services are needed to stabilize a family, the Linkages JS will facilitate this process by curing the sanction or engaging exempt clients into these services. The Linkages JS will conduct the one on one orientation with the client and complete all the necessary WTW forms. The Linkages JS will enter the appropriate activity lines into CalWIN and update CalWIN case comments regarding curing of WTW sanction.