Linkages Implementation Survey: Example

Introduction

Welcome to the Linkages Implementation Survey. This survey should be completed by the Linkages Coordinator in your county. Linkages counties use a variety of different strategies to serve mutual clients. This survey is intended to document some of those specific practices. It should take less than 20 minutes of your time.

General Information

1. In which county are you working? _____

2. Please select the program for which you are working:

   ☐ Child Welfare Services (CWS)

   ☐ CalWORKs/TANF   ☐ Other (specify): _____

Defining Linkages

3. Which of the following practices does your Linkages initiative include? (Check all that apply.)

   ☐ Identification of mutually-served clients

   ☐ Coordinated case planning

   ☐ Joint case conferences or TDMs

   ☐ Joint case management

   ☐ Sharing resources

   ☐ Other, please specify: _____

4. How often does Linkages serve the following roles?

	Always	Usually	Sometimes	Never
Linkages is used to help cure CalWORKs sanctions.	☐	☐	☐	☐
Linkages augments services beyond those usually provided by CalWORKs or CWS (such as parent partners, homeless services, or truancy court).	☐	☐	☐	☐
Linkages enables cost-sharing or maximizing resources between CalWORKs and CWS.	☐	☐	☐	☐
Linkages enables transitional support or after-care services provided by CalWORKs after permanency is established for mutual clients.	☐	☐	☐	☐

Identifying Linkages Clients

5. For each population listed below, approximately what percentage currently receives Linkages coordinated services?

	None	Less than 20%	21-40%	41-60%	61-80%	More than 80%	Don't Know
Voluntary Family Maintenance (FM) and CalWORKs mutual cases	☐	☐	☐	☐	☐	☐	☐
Court-ordered FM and CalWORKs mutual cases	☐	☐	☐	☐	☐	☐	☐
Family Reunification (FR)/AB 429 and CalWORKs mutual cases	☐	☐	☐	☐	☐	☐	☐
FR trial visit and CalWORKs mutual cases	☐	☐	☐	☐	☐	☐	☐
Emergency Response (ER) and CalWORKs mutual cases	☐	☐	☐	☐	☐	☐	☐
Aftercare and CalWORKs mutual cases	☐	☐	☐	☐	☐	☐	☐
Emancipating foster teens with a child	☐	☐	☐	☐	☐	☐	☐

Please describe any additional populations included in your Linkages initiative: _____

_____

6. Which of the following client behaviors or risk factors do you target through your Linkages initiative? *Check all that apply.*

☐ No target – all co-served families are included

☐ Families with substance abuse issues

☐ Families with court involvement (truancy)

☐ Homeless families

☐ Pregnant teens

☐ Families with domestic violence issues

☐ Other, please specify: _____

7. Of all the people who are eligible for your Linkages services, approximately what percentage are you currently serving?

☐ Less than 20%

☐ 21-40%

☐ 41-60%

☐ 61-80%

☐ More than 80%

☐ Don't know

8. At what point are mutual clients identified?

	Always	Usually	Sometimes	Never
Through the hotline	☐	☐	☐	☐
During Emergency Response (ER)	☐	☐	☐	☐
When family applies for CalWORKs benefits	☐	☐	☐	☐
Anytime during Child Welfare case management	☐	☐	☐	☐
Anytime during CalWORKs case management	☐	☐	☐	☐
Upon closure of Child Welfare case	☐	☐	☐	☐
Upon closure of CalWORKs case	☐	☐	☐	☐
Other: _____	☐	☐	☐	☐

9. Who is responsible for checking whether clients are both Child Welfare and CalWORKs clients? (Check all that apply.)

☐ Each case worker is responsible for checking his/her clients.

☐ Designated person(s) in the Child Welfare program checks and informs all case workers.

☐ Designated person(s) in the CalWORKs program checks and informs all case workers.

☐ Designated person(s) outside of the programs checks and informs all case workers.

☐ Other, please specify: _____

10. How does the checking occur? (Check all that apply.)

☐ Automated case matching is done in our data system on a daily or weekly basis.

☐ Designated staff member(s) have access to both our Child Welfare and CalWORKs data systems and compares client records.

☐ Client lists are compared in person at our Linkages team meetings.

☐ Case workers ask the clients.

☐ Other, please specify: _____

Level of Implementation

11. How many Child Welfare offices are located in your county? _____

12. In how many of these Child Welfare offices has Linkages been implemented in the following ways?

a) Linkages **policy** is in place in this many offices: _____

b) Staff have been **trained** on Linkages in this many offices: _____

c) **Case coordination** is occurring with staff from this many offices: _____

d) Clients are receiving **coordinated services** at this many offices: _____

13. How many CalWORKs offices are located in your county? _____

14. In how many of these CalWORKs offices has Linkages been implemented in the following ways?

a) Linkages **policy** is in place in this many offices: _____

b) Staff have been **trained** on Linkages in this many offices: _____

c) **Case coordination** is occurring with staff from this many offices: _____

d) Clients are receiving **coordinated services** at this many offices: _____

15. Are CalWORKs and CWS **offices** co-located in the same building?

☐ All agency offices are co-located.

☐ Some agency offices are co-located.

☐ No agency offices are co-located.

16. Are CalWORKs and CWS **personnel** located in the same office?

☐ All personnel are co-located.

☐ Some personnel are co-located.

☐ No personnel are co-located.

Coordinated Services

17. Which of the following identification and screening practices are currently part of your Linkages initiative?

	Always	Usually	Sometimes	Never
Identification of joint cases.	☐	☐	☐	☐
Linking Child Welfare data with CalWORKs data to identify and track mutual clients.	☐	☐	☐	☐
CWS referrals are screened for economic need.	☐	☐	☐	☐
CalWORKs families are screened for risk of neglect/abuse.	☐	☐	☐	☐

CalWORKs and CWS use a coordinated screening tool at intake.	☐	☐	☐	☐

Other (please specify): _____

_____

18. How does your Linkages initiative integrate Differential Response (if at all)?

	Always	Usually	Sometimes	Never
We provide Linkages services to families being served by Differential Response.	☐	☐	☐	☐
Families in all pathways of Differential Response are periodically reassessed for CalWORKS eligibility or involvement.	☐	☐	☐	☐

Other (please specify): _____

_____

19. Which of the following case management strategies are currently part of your Linkages initiative?

	Always	Usually	Sometimes	Never
Joint home visits with CalWORKS and CWS staff.	☐	☐	☐	☐
Coordinated case planning.	☐	☐	☐	☐
Incorporating Linkages in Team Decision Making.	☐	☐	☐	☐
Incorporating Linkages in Multi-Disciplinary Teams.	☐	☐	☐	☐
Using parent engagement strategies to include parents in case planning with CWS and CalWORKs.	☐	☐	☐	☐

Other (please specify): _____

_____

20. Which of the following strategies are currently part of your Linkages initiative?

	Always	Usually	Sometimes	Never
Providing Linkages services to cure CalWORKS sanctions.	☐	☐	☐	☐
Augmenting services beyond those usually provided by CalWORKS or CWS (such as parent partners, homeless services, or truancy court).	☐	☐	☐	☐

Cost-sharing or maximizing resources between CalWORKs and CWS.	☐	☐	☐	☐
Transitional support or after-care services are provided by CalWORKs after permanency is established for mutual clients.	☐	☐	☐	☐

Other (please specify): _____

_____

Coordinated Case Planning

21. How do CalWORKs and CWS case workers *typically* handle case plans for mutual clients?

☐ Each program develops its own case independently.

☐ Each program develops an independent case plan, but they are required to share them with the other program.

☐ Two case plans are developed, but case plan goals, services, and timelines are coordinated to meet the prioritized needs of the family.

☐ Staff from both programs are required to develop one unified case plan when a client has an open case in CalWORKs and in CWS.

☐ Other, please specify: _____

22. How do CalWORKs and CWS *typically* designate case managers for mutual clients in Linkages?

☐ There are **two different** case managers, one from each program.

☐ There are two case managers, but one may be assigned as primary or lead case manager for the family.

☐ There is only one primary or lead case manager.

☐ Other, please specify: _____

23. How do CalWORKs and CWS staff *typically* evaluate client progress on case plans for mutual clients?

☐ Staff are **encouraged, but not required** to discuss case progress with the other program worker, as needed.

☐ There is a **required process** to evaluate progress by both caseworkers (but regular contact is not required).

☐ Staff are **required** to have **regular contact** with the other caseworker to track the progress of the two case plans.

☐ Staff are **required** to work in a **team with the other program on all aspects of the case**, from assessment to case resolution.

☐ Other, please specify: _____

Assessment & Communication

24. How is communication *typically* managed between CalWORKs and CWS case workers regarding assessment of mutual clients?

☐ Staff are **encouraged, but not required** to discuss the case with the other program worker as needed.

☐ Staff are **required** to **communicate** with the other program worker about the family's needs (but are not required to share information)

☐ Staff are **required** to **communicate and share assessment information** with the other program worker.

☐ Staff are **required** to participate in a **joint assessment process** with the other program worker, which also involves communicating and sharing information with the other worker

☐ Other, please specify: _____

25. How frequently do staff from both CalWORKs and CWS *typically* meet to discuss mutual clients?

☐ Less than once every six months.

☐ Once every five to six months.

☐ Once every two to four months.

☐ Once a month

☐ More than once a month

☐ Don't know

Number of Clients

26. About how many families in your county were simultaneously eligible for CalWORKs and involved with Child Welfare services at some point during the most recently completed fiscal year?

_____

27. About how many Linkages clients did you serve at some point during the most recently completed fiscal year?

_____

Linkages Data Systems

28. Are Linkages clients consistently identified in a computer-based data system? (Check all that apply.)

☐ Yes, in our CalWORKs or Welfare-To-Work data system.

☐ Yes, in CWS/CMS.

☐ Yes, in an external database.

☐ Not in any database, only in case notes.

☐ We have no system for identifying Linkages clients.

☐ Other, please specify: _____

29. Do you use special project codes or flags to track Linkages clients?

☐ Yes, in our CalWORKs or Welfare-To-Work data system.

☐ Yes, in CWS/CMS.

☐ No.

30. Who is responsible for entering the special project code or flag? (Check all that apply.)

☐ Case workers

☐ Clerical staff

☐ Linkages coordinator

☐ Other administrative staff

☐ Other, please specify: _____

31. Any final comments? _____

_____

_____

_____

Thank you very much!