

Linkages
San Francisco City/County
July 2010 - June 2011 Work Plan
 (Revised 3/3/11)

County:	San Francisco
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GOAL		
<p>Continue to reenergize and improve upon the practice and philosophy of Linkages in CalWORKs and Family Children Services (FCS) in alignment with the San Francisco City/County Human Service Agency (HSA) Vision, Mission and Core Values.</p>		
WORK PLAN TOPIC AREAS		
Program Expansion or Renewal	Practice Development	Administration
<input checked="" type="checkbox"/> Infrastructure of Coordination	<input checked="" type="checkbox"/> Information Sharing	<input checked="" type="checkbox"/> Project Management
<input checked="" type="checkbox"/> Communication	<input checked="" type="checkbox"/> Coordinated Case Planning Protocols	<input checked="" type="checkbox"/> Staff Training
<input checked="" type="checkbox"/> Other: Community Partnerships		<input checked="" type="checkbox"/> Outcomes Evaluation

Work Plan Topic Area: Coordinated Case Planning Protocols	
Implementation Objective: An enhanced Linkages case coordination meeting process	Target Date: Ongoing

What are the Action Steps to be taken? List below.	Lead	Due Date:	Status
1. Development of an ongoing Family Team Mtg process (after the initial Case Coordination)	Mari	3/11	In progress now
2. Revisit and revise Linkages mtg survey	Synithia	3/11	Will put on Survey Monkey; 6 mo eval due in June 2011
3. Increase of family involved case coordination meetings.	Victor	ongoing	1 st yr Baseline (Nov. 09/10) = approx. 40% engagement
4. Assess & improve meeting scheduling and coordination process	Victor & Synithia	ongoing	Synithia Hall hired 11/10
5. Consistency of SDM Family Strengths & Needs reviewed with family prior to meeting.	Mari	ongoing	Raelene Freitag: SDM report forthcoming

Work Plan Topic Area: Coordinated Case Planning Protocols (continued)	
Implementation Objective: An enhanced Linkages case coordination meeting process	Target Date: Ongoing

COMPLETED			
6. Expansion of meeting facilitators	Wendy	12/10	Completed; Susan & Victor only
7. Linkages Case Coordination meeting handbook for CalWORKs staff	Workgroup	10/10	Completed Victor/Josel will f/u w/ T. Austin for upload
8. Linkages Case Coordination meeting handbook for FCS staff.	Mari	7/10	Completed
9. Expansion of FCS Supervisors who are notified via monthly report.	Victor & Mari	6/10	Completed
10. PDSA: Explore prestaffings by phone	Victor	5/10	Completed

Work Plan Topic Area: Infrastructure of Coordination	
Implementation Objective: Protocols and tools that reflect Linkages best practice and philosophy are developed for CalWORKs and FCS.	Target Date: Ongoing

What are the Action Steps to be taken? List below.	Lead	Due Date:	Status
1. CalWORKs/FR (AB429) handbook revisited, including CAAP, etc.	Steve, Tony & Dorothy	9/10	In progress
2. PDSA: Comprehensive Assmt @ CalWORKs	Susan & Josef	12/10	In progress 32 applicants
3. Linkages PDSA: 'After Care' meetings	Victor	3/11	Pre-staffing on 3/9/11
4. Develop Linkages flowchart beginning at both FCS Hotline and CalWORKs Intake inc. DR model	Mari	5/11	
5. Review of F/C Eligibility report & protocol for timeliness and efficiency for CalWORKs/FR cases	Casey & Mari	tbd	
6. Develop ideas for PDSA's in CalWORKs	Josef & Martha	ongoing	SSI outreach
7. Linkages practice reinforced at Hotline/DR/ER	Mari	ongoing	Path 2 focus; mod-to-low
8. More PDSAs/ideas to enhance Linkages practice	Workgroup	ongoing	
9. CalWORKs/FR (AB429) reinforced	Josef & Mari	ongoing	CAAP needs PIM re process
10. Copies of Family Summaries sent to CW & FCS supervisors to enhance follow through after cc meetings	Mari & Victor	ongoing	

Work Plan Topic Area: Infrastructure of Coordination (continued)	
Implementation Objective: Protocols and tools that reflect Linkages best practice and philosophy are developed for CalWORKs and FCS.	Target Date: Ongoing

COMPLETED			
11. Make recommendations to revise Linkages Referral and Summary form	Workgroup	10/10	Completed
12. PDSA: CalWORKs represented at Differential Response MDT	Josef	9/10	Completed Helene Cohen
13. Develop list of expectations/talking points for CalWORKs when speaking with FCS staff when a common case is identified.	Josef	7/10	Completed
14. Notify PSWs of families eligible to CalWORKs via FC Eligibility i.e., NNR at cc meetings to apply for CW	Martha & Mari	6/10	Completed

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Work Plan Topic Area: Infrastructure of Coordination (continued)	
Implementation Objective: An effective and timely identification system for all Linkages families.	Target Date: 2012

What are the Action Steps to be taken? List below.	Lead	Due Date:	Status
1. Continue to refine CWS/CMS-Client Index and CalWIN process to identify common cases for monthly reports	Beth	tbd	IT priority
2. Monthly reports sent to CalWORKs supervisors and Martha	Mari	ongoing	
3. Focus on individual FCS staff coaching via monthly Linkages reports	Victor	ongoing	
COMPLETED			
4. Identify hotelling spot at 3 rd St for facilitators	Mari	7/10	Completed
5. Identify & establish standing meeting location at 3 rd St.	Mari	7/10	Completed
6. CalWORKs supervisors copied on monthly FCS reports	Josef & Mari	7/10	Completed

Work Plan Topic Area: Community Partnerships	
Implementation Objective: Enhance community outreach	Target Date: Ongoing

What are the Action Steps to be taken? List below.	Lead	Due Date:	Status
1. Research & develop an inter-agency consent/universal release	Mari	5/11	PDSA w/ TARC
2. Develop Linkages community outreach plan	Workgroup	6/11	
3. A minimum of 1 or 2 CBO's will be represented at all Linkages case coordination meetings	Victor	ongoing	At 25% now; Consider PDSA: Usage of eco-map
4. FRCs are re-engaged in Linkages process	Mari	ongoing	
5. Develop Homeless Prevention Program referral protocol	Mari	12/10	Completed
6. PDSA: DV liaisons using evidence-based screening tool for case coordination meeting involvement	Mari, Carolina & Christina	n/a	Protocol developed for Linkages pre- staffing
7. PDSA: DV liaisons using evidence-based screening tool at DR MDT	Mari, Carolina & Christina	n/a	
8. Align Linkages protocol with SFCANDO multi-agency collaborative	Mari	n/a	SFCANDO expired

Work Plan Topic Area: Staff Training	
<u>Implementation Objective:</u> Enhance client engagement skills of CalWORKs & FCS staff, and foster closer collaboration between CalWORKs and FCS staff.	Target Date: Ongoing

What are the Action Steps to be taken? List below.	Lead	Due Date:	Status
1. Begin to integrate Linkages philosophy throughout CalWORKs trainings	Kathleen, Terry & Josef	12/10	
2. FCS staff receive family team meeting facilitation training	Bay Area Academy	12/10	Trainings scheduled in Jan & Feb 2011
3. Implement training ideas/recommendations <ul style="list-style-type: none"> a. Mock case reviews b. CalWORKs summary at prestaffings c. Analyze CalWORKs/FR flow d. CalWORKs/FCS staff breakfast/training e. Video clip (Chris Burns) 	Workgroup	6/11	
4. Develop and implement BAA/UCD supervisory training	Josef & Mari	2011	
5. CalWORKs staff (social workers?) receive family team meeting facilitation training	Bay Area Academy	tbd	
6. Revisit CalWORKs/FR protocol with CalWORKs staff	Josef & Victor	tbd	
7. Train FCS induction class	Mari	10/10	Completed
8. Train CalWORKs staff at unit meetings	Josef & Victor	6/10	Completed

Work Plan Topic Area: Project Management	
Implementation Objective: Alignment of Linkages goals and objectives with FCS and CalWORKs priorities and timelines.	Target Date: Ongoing

What are the Action Steps to be taken? List below.	Lead	Due Date:	Status
1. Review of Family Summaries for quality assurance.	Mari	On flow basis	
2. Review Workplan for progress; new and continuing goals, objectives and action steps, including staff training needs	Josef, Mari & Victor	monthly	
3. Review of and input to Linkages Workplan	Deputies	Quarterly	Next review in March 2011
4. Review of FEE (Family Engagement Efforts) Report	Mari	Quarterly	Next review in March 2011
5. Review of Linkages Workplan progress, completion of action steps and development of new tasks	Workgroup	Semi-annual	Next review in Feb. 2011

Work Plan Topic Area: Outcomes Evaluation	
Implementation Objective: Develop a system to analyze the Linkages client outcomes data which will suggest implications for service coordination.	Target Date: Ongoing

What are the Action Steps to be taken? List below.	Lead	Due Date:	Status
1. Tracking report of families with Linkages meetings, aligned with Harder & Co. efforts	Adam	3/11	Preliminary report in Oct.
2. Conduct focus group review	tbd	tbd	Idea from Danna Fabella
3. Enter Linkages meetings with family involvement onto CWS/CMS (FEE)	Victor	ongoing	
4. Continue involvement with CFPIC and Harder & Co. (State Consultants)	Josef & Mari	ongoing	
COMPLETED			
5. Data merge pilot with NewInfo Service	Josef & Mari	5/10	Not feasible due to budget cuts

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Work Plan Topic Area: Info Sharing	
Implementation Objective: A bank of resources/ information for supervisors and staff is available to enhance Linkages practice.	Target Date: Ongoing

What are the Action Steps to be taken? List below.	Lead	Due Date:	Status
1. Research feasibility of uploading Linkages material to HSA Intranet for access by staff.	Workgroup	5/11	Identify topics: Linkages anecdotes, etc.
2. Display Linkages storyboard throughout Dept. with pamphlets for staff viewing	Synithia	ongoing	J. McPeters(?)
COMPLETED			
3. Share parent engagement model and case coordination meetings at annual Linkages convening.	Toni & Osvel	9/10	Completed
4. FCS Division Meeting: CalWORKs as a resource	Mari & Josef	9/10	Completed
5. Share SF county successes e.g., Workplan, family-involved case coordination meetings	Mari	5/10	Completed Shared with CFPIC