

Cross-Over Examples

Ruth A.

This client has been known to our system since 7-2000. At that time she was living with her husband and her four children. They applied for CalWORKs benefits and were approved.

The case became a CFS case in September of 2000 when the youngest son was seen at a hospital because he had fallen out of his walker and severely hurt his head. The injury was so bad the child had to have brain surgery. The parents claimed the three year old son pushed the baby and called the fall.

The children were subsequently removed from the parents. The family went to court seeking custody of their two sons in June of 2001. The children were returned to the client and her husband in September 2001. The family was on CalWORKs and were Welfare to Work participants at the time.

In October 2001 the family requested discontinuance of their cash aid but requested Job Retention Services. The father was now working full time.

In June of 2003 the mother came into the office and applied for CalWORKs benefits. She stated that she had recently left her husband because of domestic violence. She was able to move into her own apartment because of help from family and friends.

This client was a mandatory WTW participant at this time. However, during the process and in conjunction with the CalWORKs counselor this client was referred to CFS as a voluntary maintenance case. The case was not identified at that time as a Cross-over case.

Here is some of the documentation from the WTW case.

The WTW plan has Ruth(the mom) in ESL and computer classes. The long-term employment goal is to secure employment in the clerical field. However, the attendance reports from the computer class shows that the client has poor attendance.

When the ES followed up on the attendance, Ruth responded that she had family therapy classes, part of her service plan, on the same day and time as her computer classes. In her effort to meet the requirements of WTW and the CFS case plan, Ruth was going to the computer classes one week and then the family therapy classes the next week.

Now that the case has been identified as Cross-Over what can we do to provide better services for this client?

Joan B.

This client first applied for CalWORKs for herself and her three year old son in March 2003. She had just recently moved here from Arizona. She had worked in Arizona and was not on aid in that state.

Joan stated that she moved here to be near her boyfriend and she is now renting a room in his home from him. Joan is a mandatory WTW participant and was referred to WTW.

The client was referred to the Intensive Services and Assessment unit and the CalWORKs counselor because her Employment Specialist identified this case as having significant barriers to employment during the appraisal process.

- ❖ The client's housing situation is not stable because the boyfriend works long hours and the boyfriend had some problems living with a small, active child.
- ❖ The client admitted to some substance abuse in the past although in the beginning did not admit to current abuse.
- ❖ The client said she had been diagnosed as Bi-Polar and was taking Meds for the condition, but at this time the dosages were not being regulated by a doctor.
- ❖ The client admitted that she sometimes had problems controlling her own anger when dealing with her son.
- ❖ The client did not have child care at this point in time.

This client was also referred to the CalWORKs counselor in the office and as a result of the meetings Ruth agreed to Voluntary CFS Maintenance.

This case is currently an active Cross-Over case. What do you think we have accomplished with this client by working together?