

## **Cross-Over Procedures**

### **Dept Manual 42-795**

**Definition:** A Cross-Over case is defined as a case that is active to both the Workforce Services Bureau (with the potential of having a Welfare-to-Work Service Plan) and the Family Services Bureau (with a new or current case plan.)

Ideally, both the CFS case plan and the Welfare-to-Work (WTW) service plan goals should be coordinated and designed to optimally ensure the safety of the children in the home and support the economic self-sufficiency of the family.

#### **Pertinent Collaborative Information we need to share:**

##### **CFS and Benefits Workers**

Household Composition  
Birth Certificates  
Social Security Cards  
School Attendance Records  
Immunization Records  
Homeless Assistance

- If we have an active CalWORKs case, it is important for CFS to let the Benefits Specialist know as soon as possible if the child/ren have been removed from the parent's home.
- It is equally important for the Benefits Worker to contact the CFS Worker when an absent parent returns to the home or if household composition changes.

##### **CFS worker and Intake Employment Specialist**

Was the family referred to CalWORKs by the CFS worker as part of the case plan  
Adult Drug Felony Convictions  
Household Composition  
Will the children remain in the home  
Substance Abuse  
Domestic Violence

##### **CFS worker and WTW Employment & Senior Employment Specialist**

Parenting Classes  
Mental Health Classes  
Substance Abuse  
Court Activities

### **What Ancillary Expenses can WTW pay?**

- Driver's license
- Car Repair
- Work Appropriate Clothing
- Union Dues
- Work Supplies
- Books and school supplies

### **CFS worker and WTW Employment & Senior Employment Specialist**

#### **WTW routinely does participant testing such as:**

Learning Disabilities Screening: This screening tool is routinely done for all WTW participants at the beginning of the WTW process.

COPS: Career Occupational Preference System

This test provides the worker with a profile of the participant's interests

CASAS: Provides the worker with a benchmark of the participant's basic reading and math skills.

CAPS: Not given routinely, provides a career profile of the participant and helps the worker to determine if the natural skills and abilities of the participant match the career aspirations of the participant.

Psychological Exam: In some cases a worker will request this exam to help the SES develop a plan for the participant.

Childcare is provided for any WTW participant who meets their required work hours. The childcare workers are SSPA's. Contact them about child care options.

**Communication is the key to successful collaboration between CFS and WorkForce Services Staff. Below is a list of communication triggers:**

1. As soon as a case in common is found
2. At intake when the case is assigned
3. Before a WTW component is assigned
4. Before a WTW plan is made
5. Before a case plan is developed and finalized
6. Timeclocks-6months before case is due to end; at the time assessment
7. At the disposition of a case
8. When preparing to write a court report
9. When an activity begins or ends
10. When a case plan is not working
11. When a case closes
12. At sanction time
13. When a child is removed from the home
14. When a child is returned to the home
15. When a child is born
16. When a parent or significant other goes to prison
17. When there is knowledge of substance abuse
18. When there are child care concerns
19. When there is potential/actual homelessness
20. When seeking financial assistance for housing

While this list is relatively comprehensive, there will clearly be other instances when it is important to communicate. **When in doubt, make the call!**

## Process:

### **CalWORKs clerical shall:**

- ❖ At intake the reception clearance clerk will review the WSER and WNAM screens to identify whether or not the case is known to CFS.
- ❖ The intake reception clearance clerk will highlight the CFS clearances when the WSER or WNAM screens indicate there is or has been CFS activity.
- ❖ When the intake unit clerk transfers a case the clerk will review the WSER and WCAS screens to identify whether or not the case is known to CFS.

If the case is known to CFS, the CalWORKs intake clerk will contact the CFS clerk to determine the current status of the CFS case.

If there is an active CFS case, the clerk will flag the CalWORKs cases with a Xover 1 and send one copy to the WTW worker and CFS worker and their respective supervisors and one to the CFS Analyst.

- ❖ **At any transfer point, the transferring CalWORKs unit clerk will repeat this process.**

### **Emergency Response clerical will:**

- ❖ Access CDS and print and review screens WCAS, WSER, WPER, WHIS to identify whether or not the case is active to WorkForce Services.
- ❖ For Active CalWORKs cases enter the PCN of the Employment Specialist(ES) or Senior Employment Specialist (SES) in the Screener Alert field of the referral.
- ❖ If a CFS case is established the clerk will flag the case with an Xover1 and send copies of the Xover1 to the CalWORKs worker, the WTW worker and their respective supervisors, the Assessment and Intensive Services (AIS) supervisor, the CFS analyst and the CFS Supervisor.
- ❖ **At any transfer point, the transferring clerk will clear CDS for current CalWORKs activity, flag cases with Xover1 and send copies to the Benefits Worker, the WTW or AIS worker and their respective supervisors.**

### **CalWORKs/WorkForce Services Staff:**

1. The intake SSPA will review the WSER and WCAS screens. If the clearance information is highlighted, the intake worker will contact the CFS clerk to determine the current status of the CFS case.
2. If the CFS case is open, the SSPA will have the client sign the WTWCC10A.
3. The intake SSPA will then take appropriate case actions based upon the information supplied by the CFS worker.
4. When the Benefits Specialist (BS), the Employment Specialist (ES) or the Senior Employment Specialist (SES) or their supervisors identify a case with the Xover 1 the worker should call the CFS worker to exchange pertinent information.
5. If there is no WTW case open, the BS will conference the case with their Supervisor to determine if a WTW case can be opened.
6. If a WTW case is open the ES will review the case and transfer the case to the AIS Unit when the appraisal is completed.
7. The SES will work with the CFS worker to design the WTW service around the Family Maintenance activities in order maximize resources and reduce time conflicts for the family in need.
8. The SES would also assess when/if the parent should be given Good Cause for non-participation in the WTW activities. (MPP 42-713.1)
9. The SES will monitor the parent's participation in the required WTW activities and report outcomes to CFS.

### **The Social Casework Specialist shall:**

1. When a case is identified with a Xover 1, contact the Benefits worker to exchange information and determine if there is an open WTW case.
2. If there is not WTW case open, ask the Benefits worker to conference the case with his/her supervisor to determine if one can be opened.
3. If the WTW case is open the SCS shall contact the ES or the SES in order to design a collaborative case plan for the family.
4. Obtain a Release of Information (WTWCC 10A) if one is not on file.

## **AB 429 Family Reunification in CalWORKs DM Section 42-795.1**

AB 429 passed in October 2001, provided Welfare to Work (WTW) services for the parents of children who have been removed from the home by Children's and Family Services and have a Family Reunification Plan pending or in place.

In order to receive the Welfare to Work (WTW) services, the parents must remain eligible to CalWORKs in all eligibility factors except the presence of the child/ren in the home. WTW services can continue for up to 180 days.

### **These cases will be considered "Cross-Over" cases for the purposes of district processing.**

AB 429 bases eligibility to the parent on the child's temporary absence from the home. A child may be considered "temporarily absent" for no more than 180 days, unless good cause extension has been approved.

**Good Cause:** There are two situations in which good cause may be approved.

- ❖ Example 1: Good cause extension may be approved for the number of days between the date the child/ren are removed from the home and the date of the reunification

01/04 Child removed from the home  
03/04 Family Reunification Plan established  
07/04 180 days from date of removal from the home  
09/04 180 days from the date of the reunification plan

Because there was a two-month delay in approval of the Family Reunification Plan, two more months of Welfare to Work services may be approved as a good cause extension.

- ❖ Example 2: Good Cause extension may be approved when the Family Reunification Plan is pending and the county determines that additional time is necessary to complete the reunification plan.

01/04 plan approved  
07/04 180 days from the date of establishment of reunification plan  
08/04 Completion of the Family Reunification (FR) Plan

Because additional time was needed and the original FR Plan remained in place, additional good cause time may be approved. The CFS worker must make this determination and document in CWS. The SES must document in the GIS case record the reason for the good cause approval.

**The CFS Clerical Technician** shall, at the time the children are removed from the home of CalWORKs recipients:

1. Complete Section 1 of the WTWCC 429
2. Route copies 1 and 2 of the form to the CFS worker with the FR packet.
3. Route copy 3 of the form to the Benefits Specialist of the active CalWORKs case, who will file the form on fastener 2 of the CDS case record and take appropriate case actions.
4. Route copy 4 of the form to the designated FR Supervisor to ensure that the case is traced and the process is completed.

**The Social Casework Specialist** shall determine if family reunification is appropriate for the family that is active to CalWORKs cash benefits and all the children have been removed from the home, which will result in discontinuance of the cash aid.

If family reunification is appropriate and Welfare to Work Services would be beneficial, the Social Casework Specialist shall:

1. Contact the Benefits Specialist (BS) to advise them that the case will be in Family Reunification and ask them to determine AB 429 eligibility.
2. Ask the Benefits Specialist if the parent/s are currently WTW participants and if not, could they be. If either parent is potentially eligible ask the BS to coordinate the opening of the WTW case and notify you as soon as possible as to which Senior Employment Specialist (SES) the case has been assigned.
3. Then complete Section 2 of the WTWCC 429 and forward it to the SES assigned to the case.
4. Ensure that a release of information (WTWCC 10A) signed by the parent is on file and sent a copy of the release to the SES and the ES.
5. Design a Reunification Plan in collaboration with the SES.
6. Maintain on-going, open communication with the SES and BS in order to prevent conflicts for the family
7. In situations where the FR plan exceeds the 180 days, the CFS work must determine whether an extension is necessary and appropriate, document such in the CFS case record and notify the SES who will approve the good cause extension.

### **Social Casework Specialist cont:**

The CFS plan for family reunification will take precedence over the Welfare to Work plan. However, the CFS worker must coordinate with the Senior Employment Specialist (SES) to ensure that the objectives of these plans are integrated and seamless.

If the CFS Worker determines that there will be no Family Reunification Plan, he/she will complete Section 2 of the WTWCC429 and forward it to the BS and the SES.

### **Benefits Worker shall:**

1. Discontinue cash aid when they receive the WTWCC429 Section 1 from the clerical technician and refer the parent's to the Transitional Medi-Cal unit.
2. Determine AB 429 eligibility when contacted by the Social Casework Specialist and assess and coordinate WTW eligibility.
3. Rescind the discontinuance of the cash case when AB 429 WTW services are requested by the Social Casework Specialist.
  - ❖ Change aid type to 4P-0 for one parent in the home and 4R-0 for two parents in the home.
  - ❖ A new application cannot be required. The FET would already have been done when the BS assessed the family's eligibility for AB 429 services.
4. If case is not currently WTW active refer the case to a Senior Employment Specialist with a copy of the WTWCC 429.
5. If the family is reunified during the 180-period no new application for CalWORKs may be obtained. The case is considered to be in ongoing status. A redetermination of eligibility must be done to add family members back to the AU using the recipient Financial Eligibility Test.
6. If the family has not reunified by the end of the 180 days of WTW services or the extension of time because of "Good Cause", the CalWORKs case must be discontinued. Food Stamps would continue if otherwise eligible.

**Cal Learn:** If the parent is in Cal Learn, Cal Learn services shall continue during the 180 period. No bonuses or sanctions may be applied since the teen would not be receiving a cash grant.

**The SES shall:**

1. Inform the CFS worker of the remaining months in the WTW Services plan.
2. Design and coordinate case plans with the Social Casework Specialist. The CFS plan will have precedence over the WTW plan.
3. Track the parent's participation in WTW services and report to the Social Casework Specialist on a monthly basis.
4. When the end date of WTW services has been determined, the SES will complete Section 3 of the WTWCC 429 and make two photocopies. One copy will be sent to the BS and one copy to the CFS worker. The original will remain in the GIS case record on top of fastener 3.
5. If the family has not reunified by the end of the 180 days of WTW services, the SES shall communicate with the CFS worker to determine if services are still needed, and if good cause exists for extending the period of WTW services. If services are no longer needed, or no good cause for extending the 180 days exists, WTW services shall be terminated. The SES must complete the WTWCC 429 section 3 to notify the BS so that the CalWORKs case can be closed.

## **AB 429 Continued DM Section 42-795.1**

### **Benefits Worker Determination of family's eligibility for AB 429:**

The parents must be must be eligible to CalWORKs except for the fact that the child/ren were removed from the home by CFS. Parents on a WTW or child support sanction will be considered "eligible" to CalWORKs for purposes of establishing AB 429 eligibility.

- ❖ The child/ren must be in a temporary out of home placement
- ❖ There must be a CFS case plan and/or a court-ordered plan for family reunification that is expected to return the child/ren to the home.
- ❖ Parents who have timed out on 60 months of CalWORKs are not eligible under AB 429 unless they are employed (they would then be eligible to job retention services)
- ❖ Individuals who are currently on a WTW Sanction may immediately participate in WTW services under AB 429 even if there is a fixed 3/6 month sanction period. Since the individual will not be receiving a cash grant, the period during which they receive AB 429 services is still counted toward the sanction period.
- ❖ Parents who are "fleeing felons", drug felons SSI/SSP recipients or undocumented non-citizens are ineligible for AB 429 services
- ❖ The family must have been active to CalWORKs at the time the child was removed.
- ❖ CFS must have made a determination that continuing WTW services are necessary for family reunification.
- ❖ If not all the children are removed from the home, but deleting the needs of the children removed results in discontinuance of the cash case AB 429 is applicable. If the family remains cash eligible AB 429 is not applicable.
- ❖ Property and financial eligibility to CalWORKs must be determined.

**Example:** Two children removed from a mother who is currently working. Recipient earns \$775.00 per month. There is no other income.

Recipient FET:

\$775 earned income  
-225 income disregard  
\$550 earned income  
-275 50% earned income disregard  
\$275 countable income

\$ 704 non-exempt MAP for 3  
- 275 countable income

\$429 **The Financial Eligibility determination allows the needs of the mother and the children.**

**In this example the children would be discontinued from the case. The CalWORKs case will remain open with aid type 4P-0 (cases with only one parent in the home) or 4R-0 (case with two parents in the home.) I need PC code information.**

The parent/s will not receive cash aid. They will not be eligible for special needs or homeless assistance

If the Food Stamps were issued as a Public Assistance Food Stamps Household, they will continue to be PAFS, but the children will be deleted from the Food Stamps household in accordance with current Food Stamps regulations. An income report is only required when the family continues to receive Food Stamps.

Medi-Cal will be transferred to the transitional Medi-Cal unit for determination of any on-going Medi-Cal eligibility.

**Redetermination/RV** Under AB 429 a redetermination (RV) of eligibility is required every six months. If the family had a CalWORKs RV in January, and the child is subsequently removed in March, the worker must do an RV in July. The FET is the same as that at the time of removal of the children. The otherwise eligible parent and the needs of the children determine MAP size and recipient deductions apply.

If the 6-month period ends during the period of reunification/WTW services, a new redetermination must be made.

**When Reunification occurs within the six month period:**

An eligibility redetermination is required to reinstate CalWORKs cash benefits when the child is returned to the home. For purposes of cash eligibility the family is considered active recipients and the recipient FET is used.

**The SES:** If there is a Family Reunification Plan pending, the SES must communicate with the CFS worker to design a plan that will be effective for both CFS and WTW purposes. The CFS plan will have precedence over the WTW plan.

**The SES will:**

1. Inform the CFS worker of the remaining months in the WTW services period.
2. Design and coordinate case plans with the CFS staff.
3. Maintain on-going, open communication with CFS staff.
4. If the WTW services period has ended and the parent has gone for at least one month with no cash aid, set a new services period for six months long to complete the period mandated by AB 429. The AB 429 aid codes are considered on-going CalWORKs cases.
- 5. Provide services under Job Retention rather than WTW services if the parent is employed at least one hour per month.**
6. The parent's participation in WTW services shall be tracked and reported to CFS on a monthly basis.
7. The SES will work with the CFS worker to ensure that timely and appropriate WTW services are available to the parent/s.
8. When the end date of WTW services has been determined, the SES will complete Section 3 of the WTWCC 429 and make two photocopies. One copy will be sent to the BS and one copy will be sent to the Social Casework Specialist. The original will remain in the GIS case record on top of fastener 3.
9. If the family has not reunified by the end of the 180 days of WTW services, the SES shall communicate with the CFS worker to determine if services are still needed and if good cause exists for extending the period of WTW services.

If A Good Cause extension has been approved the SES must thoroughly document the GIS case.

If services are no longer needed, or no good cause for extending the 180 days exists, WTW services shall be terminated and Section 3 of the WTWCC 429 sent to the BS and the Social Casework Specialist.

### **SES cont:**

- ❖ Individuals who are currently on a WTW Sanction may immediately participate in WTW services under AB 429 even if there is a fixed 3/6 month sanction period. Since the individual will not be receiving a cash grant, the period during which they receive AB 429 services is still counted toward the sanction period.
- ❖ Individuals who fail to comply with WTW requirements during the AB 429 period of services are **not** subject to non-compliance or the sanction process.
  1. WTW staff must communicate any failure to comply with WTW requirements to CFS staff.
  2. WTW services will continue to be offered until the Family Reunification Plan is terminated by CFS or the six month eligibility period ends (unless Good Cause is granted) whichever occurs first.
  3. If court appearances or other requirements of the CFS plan causes the parent to be unable to appear for a WTW appointment or complete an activity, the parent has good cause for failure.
- ❖ Individuals who are exempt from participation in WTW may elect to volunteer for these services. **Note:** The volunteer process would be explored by the Benefits Worker when he/she received the call from the CFS worker about potential AB 429 eligibility.
- ❖ Once the child/ren is returned to the parent and the case is in FM status, WTW services will continue to the parent until the end of the 18/24 month WTW services period. The case will continue to be a **Cross-Over** case at that point and not an AB 429 case.

## AB 429 and CalWORKs Time Clock

**SES/WTW Time Clock:** Even though the parent does not receive a cash grant, receipt of WTW service **does** count toward the parent's 18/24 months time limits.

1. If the parent's WTW services period has already ended but the parent is still within the 60 months of CalWORKs eligibility, WTW services may still be allowed for the parent.
2. If the parent is within the 18/24 months, the WTW services clock will continue to tick. At the end of the period if it is still within the 180 days, services will continue beyond the 18/24 months.
3. If no Assessment is done, the parent may receive WTW services without starting the 18/24 month clock.

**Benefits Specialist/ CalWORKs Time Clock:** Since the parent is not receiving cash aid, time receiving WTW services only is not counted toward the CalWORKs clock. This remains true even if the parent is eligible only to State-Only CalWORKs.

**Benefits Specialist/ TANF Time Clock:** Receipt of WTW services may or may not count towards the parent's TANF clock depending on whether or not the parent is employed. To be considered "employed," the parent must be working at least one hour per month in either subsidized or unsubsidized employment.

- ❖ If the parent is unemployed, the months in which WTW supportive services payments are made are counted toward the 60 month TANF clock.
- ❖ If the parent is employed, the months in which WTW support payments are made are **not** counted toward the 60 month TANF clock except in certain circumstances
  1. If the parent receives part or a full item of need normally included in a cash grant (i.e. food, clothing, rent or utility payments) for more than four months in a row, any payments beyond the four months are considered "assistance" and do count toward the 60 months of TANF.
  2. If a need item, such as rent subsidy, relocation assistance grant, etc., is paid for no more than four months, these months do not count toward the 60 months of TANF.

