

Effective Date: 6/04	<b>CWS Handbook</b>
	<b>VI Family Maintenance Services</b>
Revision Date: 3/8/06	<b>D. CWS/ETS Family Maintenance Crossover Procedure</b>

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**ATTACHMENTS:**

1. YC445D - Authorization for Release and/or Exchange of Information/Records Form
2. YC284 – CalWORKs/CWS/Family Monthly Planned Activities Form

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**GENERAL INFORMATION**

**Overview**

Yolo County was one of the thirteen counties that was part of the four-year effort, known as the CalWORKs/Child Welfare Partnership Project, launched in partnership with the California Department of Social Services, and designed and directed by the California Center for Research on Women and Families (CCRWF). The mission of the Partnership Project, better known as Linkages, has been to translate into practice the philosophy that CalWORKs should serve as a child abuse prevention program and that Child Welfare Services (CWS) should work to prevent poverty. For families involved in both CalWORKs and CWS, coordinated services can reduce the burdens of bureaucracy and can heighten opportunities for success. Linkages targets high-risk families, coordinates their services, and helps staff make the best use of limited resources. In many counties throughout California, Linkages has become “not a project, but a way of doing business,” an approach to serving families that puts their needs first.

In Yolo County, the most commonly used name for the project is “Family Maintenance Crossover” or simply “Crossover”.

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**CROSSOVER SERVICES VISION, MISSION AND GOALS**

**Vision**

Our vision is that children are entitled to live in a safe and healthy environment with families that are stable and self-sufficient.

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**Mission**

Our mission is to coordinate services for Crossover families through more realistic “family” case plans that can allow families to achieve success.

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**Goals**

The Department will strive for the following goals:

- Develop an agency culture that looks at and serves the whole family with a focus on family stability and safety of children in the home.
- Coordinate a flexible case planning process to increase the participation of parents in a collaborative case plan.
- Promote safe and healthy families that are stable and self-sufficient.

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**Guiding Principles**

Using a team approach for case management services based on common ground and that supports:

- A holistic perspective for families;
  - A simplified process that reduces duplication of efforts;
  - Collaboration with internal and external partners;
  - Honors client choice; and
  - Provides timely services in a respectful manner.
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## **DEFINITIONS**

### **CalWORKs Employment Services**

CalWORKs Employment Services (CWES) is a program designed to assist recipients in achieving self sufficiency through employment. The program offers a range of job services, including job club, job search workshop, and an employment center with access to phones and job leads.

### **CalWORKs Supportive Services**

CalWORKs Supportive Services may include Welfare-to-Work activities, childcare payments, transportation-payment assistance, ancillary payments, mental health services, and substance abuse treatment.

### **Crossover Cases**

Crossover cases are families that are receiving services from both CalWORKs Employment and Transitional Services (ETS) and Child Welfare Services (CWS) at the same time.

### **Crossover Team**

The crossover team is comprised of CWS Social Workers, CWES Social Worker/Employment Specialists (CWES SW/ES) and Public Assistance Specialists.

### **CWS Family Maintenance Case Plan**

"Case plan" means a written document which is developed within 30 days based upon an assessment of the circumstances which required child welfare services intervention; and in which the social worker identifies a case plan goal, the objectives to be achieved, the specific services to be provided, and case management activities to be performed.

### **CWS Family Maintenance Services**

CWS Family Maintenance is designed to provide time-limited protective services to prevent or remedy neglect, abuse or exploitation for the purpose of maintaining the child in their home. Services in Family Maintenance include but are not limited to: counseling, mental health treatment, substance abuse treatment services, parenting, transportation, homemaking, and family support services.

### **Parent**

The biological parent, married or unmarried, of the child unless the child has been adopted or relinquished or if the parental rights are terminated. If the child is adopted, then the person who adopts the child is the parent. Parents whose rights have been terminated are no longer considered to be the parent except for purposes of determining the caretaker-relative.

### **Welfare to Work (WTW)**

The Welfare to Work (WTW) program is the employment and training aspect of CalWORKs designed to enable participants to achieve self-sufficiency through employment.

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**DEFINITIONS con't**

**Welfare to Work (WTW) Plan**

The Welfare to Work (WTW) plan means a plan developed by the county and the participant that specifies the program activities in which a participant shall engage and the services that will be provided to the participant.

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**FORMS**

**Client Authorization Form**

The Authorization For Release and/or Exchange of Information/Records Form YC445D (Attachment 1) and YC445DSP (Spanish version) have been developed for clients to sign to voluntarily release and/or exchange information and/or records between DESS and other agencies or organizations. The form is not intended to be used within the department between staff but is to be used between the department and other agencies or organizations with which we interact.

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**CalWORKs/CWS/ Family Monthly Planned Activities Sheet**

The Monthly Planned Activities Sheet, YC284 (Attachment 2) is to be filled out during joint visits with the family and Crossover Team members. It lists objectives and the activities that will assist the family in meeting those objectives. It also includes contact information on any referrals made by the Crossover Team. Crossover Team members and the parents will sign and date the form and copies will be provided to the family and each Crossover Team member.

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**COMMUNICATION AND WORKING IN PARTNERSHIP**

**Overview**

The CWS and CWES SW/ES and the PAS are all essential parts in this process. With the goal of maintaining families, all are expected to initiate and maintain contact with each other in order to discuss eligibility, employment services, and CWS issues involved in the coordination of the case plans. Coordination can also maximize the resources available from CalWORKs and CWS and can lead to clients having improved access to services. Clients are therefore more likely to meet their plan requirements and therefore less likely to experience sanctions or experience breaks in aid. With improved access to and coordination of services, clients experience less stress, are at lower risk for child abuse and neglect, and are more likely to achieve family stability and economic self-sufficiency.

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**COMMUNICATION AND WORKING IN PARTNERSHIP con't**

**Confidentiality Policy**

In September 2003, the Executive Leadership Team adopted the following policy regarding confidentiality.

*“When working in partnership to provide service to families, information needs to be exchanged verbally among staff in order to develop the best plan for service for the families. Sharing of information allows shared decision-making and responsibility. Information sharing between two or more case managers and/or Public Assistance Specialists across programs within DESS is permissible and encouraged for the purpose of joint assessments and coordination of services and case plans. This information sharing within DESS staff is supported by Federal Statutes for purposes directly connected with the “administration of Public Social Services” W&I Code Section 10850. Staff must focus on the importance of protecting privacy of clients, understanding how the information will be used and only disclose information “on a need to know” basis to perform the required work.”*

*We would like to encourage communication between programs to work in partnership to support positive outcomes for families.*

**Team Composition and Roles**

The crossover team is primarily comprised of the following as staffing allows:

- CWS Court Investigation Social Workers to work with families where the children remain in the home to promote safe and stable families,
- CWS Family Maintenance Social Workers to work with families in both court ordered and voluntary family maintenance services to promote safe and stable families,
- CalWORKs Crossover CWES SW/ES to provide Welfare to Work (WTW) case management, and
- Crossover PAS to perform the matching CalWORKs eligibility function and provide follow-up to ensure that there is no break in program eligibility, thereby helping to reduce barriers to the various program service components.
- The CWS Social Worker is the primary case manager.

**Team Communication**

It is critical to the process and to the success of the families that communication occurs frequently between the team members. It is expected that the following happen:

- The implementation team including supervisors from CWS and CWES will meet regularly to discuss the effectiveness of the team, to problem solve and to set future goals.

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**COMMUNICATION AND WORKING IN PARTNERSHIP con't**

**Team  
Communication  
con't**

- The CWS supervisor and the CWES supervisor will act as team co-facilitators.
- The staff is supervised by their respective program supervisors and will participate in their program division meetings.
- The caseworkers will be exposed to basic information about the respective programs and services.

**IDENTIFYING CROSSOVER CLIENTS**

**Client  
Identification**

Matching case records from the two programs (CWS and CWES) identifies the crossover population.

**Crossover  
Population**

The crossover population has been identified to be cases where there is CWS involvement as indicated below and an active CalWORKs case or potential eligibility for CalWORKs:

- Crossover cases between CWS Court Investigation Intake cases (where the child remains in the home) and CalWORKs, and/or
- Crossover cases between CWS Family Maintenance Services and CalWORKs, and/or
- Crossover cases between CWS Family Reunification/Permanency planning (where the non-dependent child remains in the home) and CalWORKs, and/or
- Crossover cases when a CWS child is placed/living with a non-needy relative in Yolo County and determined to be non-federally eligible and applies for/receives CalWORKs.

**CWS  
Social  
Worker**

There are several ways that a client can enter the crossover population. They are:

- When a CWS Family Maintenance Case is opened through the CWS Court Investigation Unit:
  1. The CWS Social Worker will complete the EA-1 form, and
  2. Give the completed EA-1 form to the PAS and,
  3. Staff with the Crossover PAS if there is potential eligibility for CalWORKs.

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**IDENTIFYING CROSSOVER CLIENTS con't**

**CWS  
Social  
Worker con't**

- When a CWS Family Maintenance case is opened from the Family Reunification Program the CWS Social Worker will:
  1. Complete and forward to the Foster Care PAS the YC117 advising the Foster Care PAS to discontinue the Foster Care case, and
  2. Staff with the Crossover PAS a family that is going home to screen for CalWORKs eligibility, and
  3. Staff with the Crossover CWES SW/ES if the family is determined eligible for assistance and therefore co-case managed by the Crossover Team.
- When a CWS Family Maintenance case has an emergent situation and the Social Worker identifies the need for CalWORKs, the CWS Social Worker will:
  1. Staff with the Crossover PAS and facilitate application process, and
  2. Staff with the Crossover CWES SW/ES if the family is determined eligible for assistance and therefore co-case managed by the Crossover Team.
- When a Foster child is determined to be non-federally eligible, placed in Yolo County, and the non-needy relative applies for CalWORKs the CWS Social Worker will:
  1. Staff with the Crossover PAS and facilitate application process, and
  2. Staff with the Crossover CWES SW/ES if the family is determined eligible for assistance and therefore co-case managed by the Crossover Team.

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**Crossover  
PAS**

- The Crossover PAS will complete the following tasks when the EA-1 is received from CWS:
1. Complete the CalWIN lookups checking for active/pending CalWORKs cases, and
  2. Requests the eligibility case be transferred to the Crossover team, and
  3. Notify the Crossover CWES SW/ES of the active CalWORKs employment service case that needs to be transferred, and
  4. Clears and enters the EA-1 into ACE, and
  5. Send copy of EA-1 back to the CWS Social Worker.
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**IDENTIFYING CROSSOVER CLIENTS con't**

**Foster Care PAS**                      When Foster Care is discontinued due to the child returning home the Foster Care PAS will:

1. Send a copy of the YC 117 to the Crossover PAS.

**Crossover PAS**                      The Crossover PAS will take the CalWORKs application as appropriate and will:

1. When the YC117 is received, staff the case with the CWS Social Worker to review for potential eligibility for CalWORKs.
2. Process the application if the client/family is eligible and the family will be part of the Crossover population and co-case managed by the Crossover Team.
3. Forward the approved CalWORKs case to the Crossover PASIII for authorization of benefits.

**Crossover PASIII**                      When the approved CalWORKs case is received the Crossover PASIII will:

1. Assign the CalWORKs WTW case to the appropriate Crossover CWES SW/ES.

**Crossover CWES SW/ES**                      The Crossover CWES SW/ES will do the following when notified of an existing CalWORKs case identified as part of the crossover population:

1. Call the current CWES SW/ES and ask that the employment service case be sent to her/his caseload.
2. Prepare for a meeting with the CWS Social Worker to share initial intake information between programs as necessary to support the family.

Exception: Cal LEARN cases are to be discussed by the CWES and Cal LEARN SW/ES to determine where the client can be best served as it may be to the clients benefit to have their case remain with the Cal LEARN caseworker. If Cal LEARN keeps the case both the eligibility and the Cal LEARN cases remain with the Cal LEARN team and the CWES SW/ES will notify the CWS Social Worker of such.

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**CLIENT AND FAMILY INITIAL ASSESSMENTS**

**Introduction**

The Social Workers will work as a team to assess the family's needs and identify services needed to address the concerns.

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**CWS  
Social  
Worker**

The CWS Social Worker will:

1. Enter the Special Projects code in CWS/CMS
    - Case Management Section (Green Button),
    - Special Project (Spec Proj) tab,
    - From the drop down menu select Crossover Linkages and enter the start date.
  2. Share initial intake information between programs, and
  3. Meet with crossover team at least once prior to the completion of any assessment, and
  4. Gather information from the Crossover CWES Social Worker and the PAS in order to complete the family's initial assessment within thirty (30) days of the Department's first contact with the family, and
  5. Refer for additional assessments as needed.
- 

**Crossover  
CWES  
SW/ES**

The Crossover CWES SW/ES will:

1. Share initial intake information between programs, and
  2. Meet with crossover team at least once prior to the completion of any assessment, and
  3. Conduct an appraisal within two (2) weeks of the initial eligibility for CalWORKs, and
  4. Refer for a comprehensive vocational assessment when appropriate, and
  5. Refer for additional assessments as needed.
- 

**Crossover  
PAS**

The Crossover PAS will:

1. Share initial intake information between programs, and
  2. Meet with crossover team at least once prior to the completion of any assessment, and
  3. Complete the CalWORKs Reinvestigation if the determination date falls within two (2) months of the initial CWS assessment or reassessment.
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**DEVELOPING A COORDINATED SERVICE PLAN**

**Introduction**

The Social Workers will work as a team to develop a coordinated service plan which will include input and buy-in from the family, identify strengths, barriers, needs and concerns; identify activities and hours to be integrated into plan; identify and secure services to support plan; secure family’s agreement to the plan; and review expectations and verification requirements and next steps with the family.

**CWS  
Social  
Worker**

The CWS Social Worker will:

1. The CWS Social Worker case plan will incorporate and support the CWES Welfare to Work case plan.
2. Provide a copy of the CWS Family Maintenance plan to the Crossover CWES SW/ES.
3. During the joint visits between the Crossover Team and the family the Monthly Planned Activities sheet will be completed, signed, and dated by the team and the family with copies to each team member and the family.
4. When completing the CWS/CMS case plan any of the following objectives can be selected to designate CalWORKs services:
  - Acquire basic skills to seek employment,
  - Obtain/maintain legal source of income,
  - Acquire adequate resources,
  - Other service objectives.
5. Complete the description of the objective in the CWS/CMS description field.

**Crossover  
CWES  
SW/ES**

The Crossover CWES SW/ES will do the following when developing the Welfare to Work (WTW) plan:

1. Incorporate and support the CWS Family Maintenance case plan, and
2. Provide a copy of the WTW plan to the CWS Social Worker.
3. During the joint visits between the Crossover Team and the family the Monthly Planned Activities sheet will be completed, signed, and dated by the team and the family with copies to each team member and the family.

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## **CASE MANAGEMENT**

### **Introduction**

To facilitate communication and eliminate barriers all team members will communicate regularly.

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### **All Team Members**

All team members will:

- Share information on an ongoing basis to problem solve barriers and access services, and
  - Notify their respective team counterparts within 2 working days of any significant change in the families situation i.e., family/household composition or employment status, and
  - Travel to the DESS West Sacramento office, client homes, schools and training sites through the county as needed, and
  - Work with sanctioned parents to reestablish eligibility when appropriate, and
  - Attend monthly staff meetings to encourage communication and information sharing and will include additional partners such as ADMHS.
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## **CASE CLOSURE**

### **Introduction**

The family will continue to be served by the Crossover CWES SW/ES on the team for six months, to monitor any new Child Welfare concern and to support the family.

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### **CWS Social Worker**

When the CWS Family Maintenance case is closed the CWS Social Worker will:

1. Notify the team members in the monthly staffing of upcoming case closure, and
  2. Support development of a transition plan with the CWES SW/ES, and
  3. End date the Special Projects field in CWS/CMS, and
  4. Close the CWS case, and
  5. The CWS Family Maintenance Administrative Clerk shall give a monthly list of closed Family Maintenance cases to both the Crossover PAS and the CWES SW/ES to begin the six-month (6) aftercare period.
- 

### **Crossover CWES SW/ES and Crossover PAS**

Following CWS case closure, families will:

1. The Crossover CWES SW/ES will keep the case for six months to monitor and support the family, and
  2. The Crossover CWES SW/ES and/or Crossover PAS will staff the case with CWS screeners if any safety issues for the children arise, and
  3. Following the six-month period, with no new safety issues, both the eligibility and employment services case will be reassigned.
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