

# Case Workers' Linkages Experiences

## Highlights from the Fall 2010 Staff Survey

In October 2010, the Statewide Linkages evaluation team conducted a second Staff Survey to hear from both Child Welfare and CalWORKs case workers about their Linkages experiences with case coordination and direct work with families. Case workers responded from all 26 active Linkages counties and were not identified by name on the survey for purposes of confidentiality. Responses were received from 76 individuals, approximately 60 percent of whom were Child Welfare workers and 40 percent were CalWORKs workers.

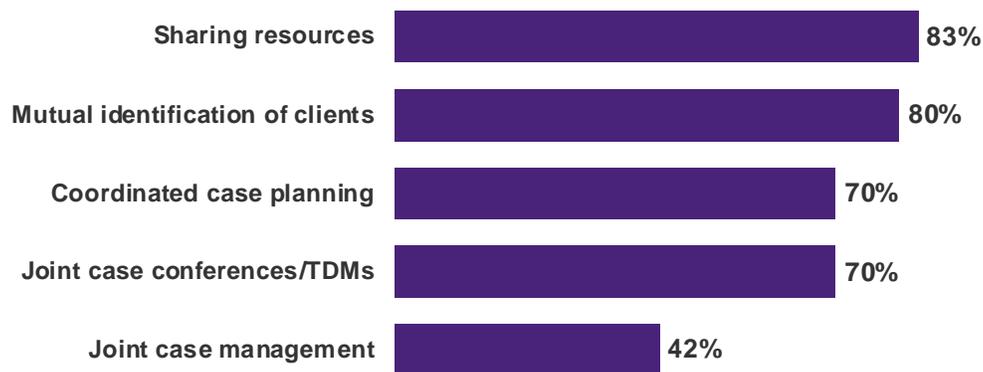
"Sharing information has been very helpful. We no longer have a duplication of efforts and resources."

### Key Linkages Practices

Staff were asked to identify the set of practices that defines Linkages in their county. Their responses are shown in the chart below.

Sharing resources is the most common Linkages practice, with several other collaborative practices also reported by more than two thirds of respondents. Joint case management—perhaps the most intensive of the Linkages practices listed—was reported by fewer than half of respondents.

Practices That Define Linkages (n= 76)

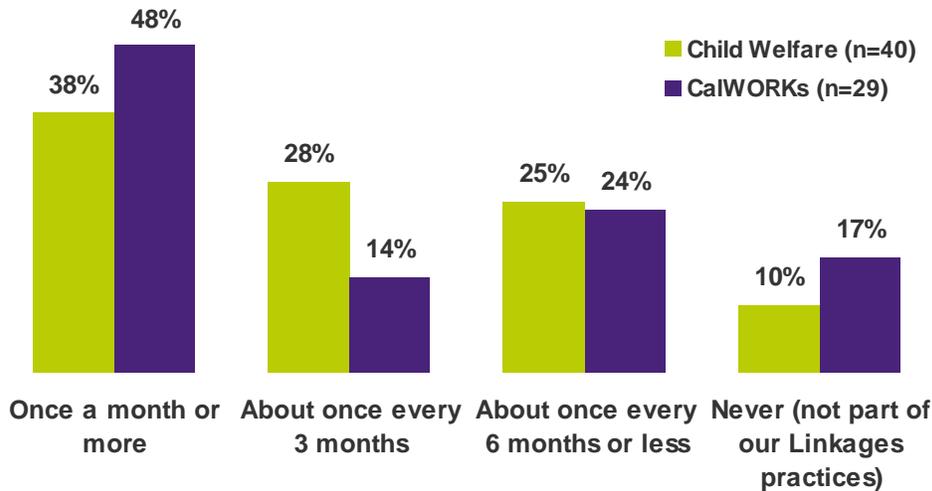


"Families are not being pulled in two different directions. It is less stressful for them."

"Being able to partner with other agencies really makes quality service a reality."

Most respondents reported that Linkages is well-established in their counties: 84 percent agreed that Linkages is *always* or *usually* the way their county does business. Survey respondents were also asked how often they participate in one of the above key practices—joint case conferences. The following chart (left) shows that more than half of the staff who responded participate in joint case conferences at least once every 3 months for a Linkages client. Moreover, 65 percent of staff said that case conferences always involve families, and another 32 percent said families are sometimes present.

**For a Linkages client, how often do you participate in a TDM or other case conference with both CWS and CalWORKs staff?**



**Linkages Continues to Benefit Staff and Families**

A large majority of Linkages staff who responded to the survey reported more success for families and greater personal satisfaction with their work as a result of Linkages. Furthermore findings from 2009 and 2010, shown in the table below, suggest that these trends are improving.

**Benefits to Staff and Families**

	Respondents who agreed	
	2009	2010
Being part of a Linkages team has made me <b>more satisfied</b> with my work.	<b>64%</b> (n=61)	<b>72%</b> (n=72)
Linkages has made me <b>more successful</b> with my clients.	<b>68%</b> (n=62)	<b>75%</b> (n=73)
Linkages <b>improves outcomes</b> for families.	<b>81%</b> (n=63)	<b>90%</b> (n=73)

For additional results from the Fall 2010 Staff Survey, visit the County Linkage Tools: Evaluation link in the Documents section of the Linkages intranet site. If you have questions about any of these findings, please contact Katherine Lee at 530-757-8420, ext. 5204 or klee@harderco.com.