

# TLC: Tehama Linkages Commitment Procedural Guide

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## Glossary

**AB 429** – Assembly Bill 429 which makes Employment (WTW) services available to parents who are no longer eligible for cash aid because their children have been removed by CWS.

**Appraisal** – Individual appointment between participant and ETW following orientation to determine barriers, needs and to determine participant’s first step in WTW.

**Assessment** – A series of meeting between the participant and their ETW where the participant determines his/her career goal and training services necessary to reach that goal. Includes grade level testing and career research.

**Behavioral Health Team-** Mental Health Services, Drug and Alcohol Services and Domestic Violence Services.

**Cal-Learn-** Program offering case management services to custodial parents under age 19, to encourage them to stay in and complete school.

**Case Conference** – WTW meeting to help parents problem solve. Includes behavioral health staff, WTW worker and any other individuals that may be involved with parent

**CWS** - Child Welfare Services, also known as CPS or child protective services

**Dispositional Court Hearing** – Hearing to determine what will happen once the court has jurisdiction. It could be anything from dismissal to a permanent plan. Most often Family Maintenance or Family Reunification Services are ordered. At this hearing, the court approves the CWS case plan which orders services and visitation.

**ES** – CalWORKs Employment Services, also known as WTW.

**ETW** – Employment and Training Worker, works in Employment Services.

**EW** – Eligibility Worker, works in CalWORKS eligibility.

**Exemption-** A custodial parent is not required to participate in WTW due to reasons specified in EAS manual sections 42-712.41 through .49.

**Family Maintenance-** Time-limited protective services to families in crisis to prevent or remedy abuse or neglect, allowing social workers to work with the family while keeping the child in the home.

**Family Reunification-** Time-limited interventions and support services, to parent and to children who have been removed from the home to make the family environment safe for the child to return.

**Good Cause-** A recipient is excused from participation in WTW activities when the CWD determines there is a condition or other circumstance that temporarily prevents or impairs an individual’s ability to participate.

**Jurisdictional Court Hearing** – Hearing which determines whether the CWS allegations are true or not. If the allegations are found to be true or the parent(s) admit the allegations, the child comes under the jurisdiction of the court.

**Linkages** – Program to coordinate services between CWS, WTW and CalWORKs

**OA** – Office Assistant

**Orientation** – A participant's first contact with Employment Services. This is a group meeting to explain what the program, what the steps are and what services are available.

**Path 1** - When CWS receive referrals that do not warrant an investigation, the SW refers the family to outside agencies that provide services to support the family.

**Path 2** – When a CWS referral requires a response according to statutory requirements and services would likely stabilize the family. This is a teamwork approach between CWS and community partners.

**Path 3** – When safety or risk is assessed to be beyond acceptable levels, the community is typically not involved in the initial response and CWS intervenes as necessary.

**Sanction** – Loss of parent's portion of cash aid due noncompliance with WTW requirements without good cause.

**Supportive Services**- Financial assistance provided by WTW, including payments for child care, transportation and other employment related expenses.

**SW**- Social Worker, works in CWS or adult services.

**TANF** – Temporary Assistance for Needy Families, federal cash aid program that replaced AFDC.

**TDM** - Team Decisionmaking – A meeting of people who care about the family. It's held to ensure the child's care, placement and the safety and needs of the child and family.

**TLC** – Tehama Linkages Commitment, Tehama County's Linkages program coordinating services between CWS, WTW and CalWORKs

**Triage** – Process to evaluate CWS referrals, determine which referrals should be investigated, when they should be investigated and which referrals can be closed without an investigation.

**WTW** – Welfare to Work, also known as Employment Services.

## **Identification of Families Suitable for Coordinated Case Services**

**All Child Welfare Services referrals and Employment Services referrals will be screened for suitability for coordinated case planning.** Specifically the following families are targeted:

1. Families currently in CalWORKs and CWS.
2. Families currently in CWS and Medi-Cal and/or Food Stamps
3. Families eligible for AB 429 services

## **Child Welfare Services (CWS) Procedure:**

1. The CWS screener will:
  - A. Upon receiving a child abuse referral, The CWS screener will identify mutual clients in C-IV to verify current cash aid, Medi-Cal, Food Stamps and Welfare to Work cases and attach the C-IV print out to the referral form.
  - B. The CWS screener will evaluate each referral and recommend that the referral either be closed or an investigation be opened. The referral will be given to the designated CWS supervisor who will sign off on the recommendation or change as appropriate. The referral is then returned to the CWS screener.
  - C. Upon assignment of the referral, the CWS Screener will complete a TLC Screening Form (TLC 1) and forward a copy to the designated ETW and EW. The ETW and EW will complete their portion of the form, sign, date and route back to the CWS screener.
  - D. The OA enters the information as a contact in the Referral.
  
2. After a referral is screened by CWS:
  - A. If an investigation is opened, the CWS screener will complete the TEH TLC 1. The white copy of the TEH TLC 1 is attached to the CWS referral. The designated CWS OA will route the yellow copy to the EW and the pink copy to the WTW account technician. The account technician will enter the case name, case number, social security number, social worker name, the date the referral was received and the WTW status on the TLC/AB 429 report. If there is an open CalWORKS cash aid case, the pink copy will then be forwarded to the ETW for completion.
  - B. The EW and ETW are to complete the EW/ETW “concerns” space of the TEH TLC 1 and return it to the CWS screener within three working days. The designated CWS OA will enter the EW and ETW concerns in the CWS system as a contact, and then distribute the form to the investigating CWS SW. No additional forms are to be exchanged at this time.
  - C. The investigating CWS SW is to contact the EW and ETW to discuss family circumstances, family composition, participation, etc. If needed, the CWS SW will request copies of the WTW documents.
  
3. If the children are removed by CWS or a case is opened, the following is to be done:
  - A. The CWS screener contacts the EW, the ETW and Foster Care EW to notify them the children have been detained by CWS. Contact can be done by phone or email.
  - B. The CWS social worker request copies of the WTW self-appraisal, screening tool and current Welfare to Work plan.
  - C. The continuing CWS SW will enter the TLC case into the CWS computer system under “special projects”. The case will be marked as a TLC case and the beginning date will be entered.
    - a) The beginning date will be the later of the date the case was registered for WTW or the CWS transfer date from investigation to the on going unit.
  - D. The ETW is to be given a copy of the CWS case plan.
  - E. The CWS social worker will notify the ETW of any changes that affect a parent’s ability to participate in the Welfare to Work program.
  - F. The CWS social worker will work the ETW to complete the TLC Fiscal Case Plan.
  - G. Once the TLC Fiscal Case Plan has been completed and signed by the ETW, ETW Supervisor, CWS Social Worker and CWS Supervisor, it will be routed to the designated Account Clerk III
  - H. If a parent is sanctioned at the time the CWS case is opened, the social worker will contact the intensive services ETW to send the parent a brochure explaining AB 429 and a letter inviting them to participate.

**The CWS social worker and the ETW are encouraged to talk frequently about mutual cases. A case staffing should be scheduled any time the parent is not meeting his/her requirements for any program, is due to be discontinued from any program, is going off cash aid or whenever the social worker, ETW or EW feel it is necessary. The ETW or EW will be invited to attend a TDM (Team Decisionmaking) on Linked cases.**

## Expense Request Procedure for TLC Cases

1. When a case has been identified as a linked case, the SW, ETW and EW will meet and coordinate case plans. Case plans should have the same components and both will require the client to comply with each case plan. The SW, ETW and EW will determine which program will pay for each service in the case plans, and complete the TLC Fiscal Case Plan. The Fiscal Case Plan will be completed within 10 days of the time the children are detained.
2. When a client requests financial assistance:
  - A. **DO NOT MAKE ANY PROMISES THAT THE DEPARTMENT WILL PAY FOR THE BILL.** Instead, tell them you will check it out and get back to them.
  - B. *DO NOT PURCHASE ITEMS FOR THE CLIENT AND EXPECT TO BE REIMBURSED.*
  - C. If the item can be paid for by Employment Services and the service is not on the existing WTW Plan, the ETW will complete a new/revised plan and a supportive service agreement for the client to sign. This must be done **before** any payments can be paid.
  - D. SW will complete the Services Authorization and Payment Request form (1/2 sheet).
  - E. SW will bring completed documents (ie: TLC Fiscal Case Plan, and the ½ sheet) to meet and confer with their supervisor.
3. All incoming requests and invoices for case plan bills need to be checked against the Fiscal Case Plan for correct program payment. Even requests that are within case plan guidelines need to have appropriate limits so **NEVER PROMISE AUTOMATIC PAYMENT.**
4. Once approved by the supervisor, all bills will be forwarded to the division responsible for payment.

## **Substance Abuse Residential Treatment Referral Process**

Payment for residential treatment for CalWORKs participants may be authorized as an approvable supportive services only after the following steps have been completed:

### **Non-TLC Cases:**

1. The CalWORKs Drug/Alcohol counselor (CDAC) will present the CalWORKs case at the Drug/Alcohol Services team review process and will then make a recommendation to the CalWORKs Employment and Training Worker (ETW) that residential treatment is appropriate for that case using the Residential Treatment Recommendation form (WTW 92).
2. The ETW will discuss the recommendation with the CDAC. If the ETW has questions or concerns with the recommendations, (s) he can request a case conference.
3. Once the ETW approves the recommendation for residential treatment, (s) he will sign the WTW 92 and forward it to the Employment Services Program Manager for review. Payment for residential treatment cannot be authorized without Program Manager review.
4. The Employment Services Program Manager may consult with the ETW and ETW Supervisor before giving approval.
5. The Employment Services Program Manger will sign the WTW 92 to approve payment and will return to the ETW to process payment as a supportive service.

### **TLC Cases:**

1. If a TLC case, step 1 will be completed as listed above but the recommendation from Drug/Alcohol Services may be made to the Child Welfare Social Worker (SW).
2. The SW will contact the ETW to let them know of the recommendation for residential treatment and to find out if Employment Services can pay as a supportive service.
3. Before approving the recommendation, the ETW will:
  - Make sure the participant is currently active in WTW.
  - Make sure that the participant has a current WTW Plan that includes substance abuse services as an approved activity.
  - If the participant is currently sanctioned; work with the participant, SW, and CDAC to cure the sanction through active participation in the recommended treatment plan.
4. Once the ETW approves the recommendation for residential treatment, (s)he will sign the WTW 92 and forward to the Employment Services Program Manager for review and approval as listed above.

### **Communication with Child Welfare and Eligibility:**

1. The ETW will openly communicate with Child Welfare and Eligibility staff to ensure that case plans are coordinated and supportive services paid appropriately.
2. The ETW must advise the Eligibility Worker (EW) immediately of the date that a participant will be going into residential treatment, expected length and location of residential treatment, who will be responsible for the care of the children in the household while the participant is in residential treatment, and when the participant is expected to be released from treatment (using the WTW 6).
3. Residential treatment will typically be for 30 days, but an extension of up to 45 days may be recommended by the DAC.



## **Welfare to Work Procedure:**

1. WTW Supervisors keep a list of current WTW referrals (on the P drive in Employment Services Procedures). Weekly, the WTW OA II will print the list and give to the OA III to check for open CWS cases. The OA III will note any open CWS cases, list the SW and return to the OA II to return to the WTW Supervisor.
2. The WTW Supervisor will notify ETW's, via e-mail, of any cases that have open CWS cases and who the CWS social worker is. The WTW Supervisor will also e-mail the CWS social worker with the name of the ETW.
3. The ETW will:
  - A. Schedule participant for orientation and appraisal following established procedures.
  - B. Prior to the appraisal appointment, the ETW will contact CWS social worker to request copy of the case plan and to advise the social worker the parent has been registered for the Employment Services program. The ETW and CWS social worker will discuss the TLC Fiscal Case Plan and discuss which division will be responsible for approved supportive services.
  - C. At appraisal, the participant will sign the Welfare to Work plan. The WTW plan will include CWS case plan activities and any WTW activities determined appropriate.
  - D. The ETW will note on their caseload counts that the case is TLC or AB429
  - E. Once the TLC Fiscal Case Plan has been completed and signed by the ETW, ETW Supervisor, CWS Social Worker and CWS Supervisor, it will be routed to the designated Account Clerk III
  - F. Forward copies of Welfare to Work plan, self-appraisal and screening tool to CWS Social Worker.
  - G. The ETW will give the social worker copies of the new Welfare to Work Plan any time the plan is changed.
  - H. If a parent fails to participate, the ETW will notify the CWS social worker and start the compliance process.
4. If a participant contacts an ETW to cure a sanction, the ETW will:
  - A. Invite the participant to orientation following standard procedures.
  - B. After the participant attends orientation, the ETW will add the name to the newly assigned list on the P drive. (see steps in #1)
  - C. Prior to the appraisal appointment, the ETW will contact CWS social worker to request copy of case plan and to advise social worker the parent has been registered for the Employment Services program. The ETW and CWS Social Worker will discuss the TLC Fiscal Case Plan and which division will be responsible for each approved supportive service.
  - D. At appraisal, the participant will sign the Welfare to Work plan. The Welfare to Work plan will include CWS case plan activities and any WTW activities determined appropriate.
  - E. Once the TLC Fiscal Case Plan has been completed and signed by the ETW, ETW Supervisor, CWS social worker and CWS Supervisor, it will be routed to the designated Account Clerk III
  - F. Forward copies of the Welfare to Work plan, self-appraisal and screening tool to CWS social worker.
  - G. The ETW will give the SW copies of the new WTW plan any time the plan is changed.
  - H. If a parent fails to participate, notify the CWS Social Worker and start the compliance process.

**The CWS social worker and the ETW are encouraged to talk frequently about mutual cases. A case staffing can be scheduled any time the parent is not meeting his/her requirements for any program, is due to be discontinued from any program, is going off cash aid or whenever the social worker, ETW or EW feels it is necessary. The ETW or EW will be invited to attend a TDM (Team Decision-making) on Linked cases.**

## **CalWORKs Eligibility Procedure:**

1. The EW will:
  - A. Complete the EW/ETW concerns section of the TEH TLC 1 and return it to the CWS screener within three working days.
  - B. Information should include, but is not limited to, how long the participant has been on aid, appearance, timeliness of income reports, history of keeping appointments, cooperation, any eligibility compliance problems, are the children attending school, other adults in the home, how often the family moves, history of people moving in and out of home, or any other information the EW feels is important.
  - C. Contact SW listed on TEH TLC 1 to request notification of outcome of CWS investigation. A voice mail message is sufficient. If you do not know who the social worker is, call the CWS receptionist to find out.
  - D. TLC cases can include cash aid, food stamps and medi-cal.
  - E. EW's will notify the SW of any negative action (id: sanction, discontinuance). Contact a CWS OA II to find out who a case is assigned to.

All EW invitations to CWS cash staffing will be routed to the CalWORKs Eligibility Supervisor, who will route the information to the appropriate EW and supervisor.

2. For cash aid cases, the EW will:
  - A. Discontinue the **cash aid**; send the discontinuance NOA informing client that their cash aid is being discontinued for no eligible child in the home. Disc cash at the end of the month that the children were removed from the home; if an adequate 10 day can be sent. If not, disc at the end of the following month.
  - B. Remove children from **foodstamp** grant, and grant FS for all eligible persons in the home. Send decrease NOA informing client that their FS are being decreased due to removal of children out of the home.
  - C. Discontinue **medi-cal** for all persons in the home, unless parents are eligible on their own and meet other criteria for MC. Grant MC with appropriate aid code 4P or 4R (may have to be over rode to correct MC aid code) 4P and 4R are codes used for children temporarily absent from the home.

**The EW, the ETW and the CWS social worker are encouraged to confer frequently about mutual cases. A case staffing should be scheduled any time the parent is not meeting his/her requirements for any program, is due to be discontinued from any program, is going off cash aid or whenever the social worker, ETW or EW feel it is necessary. The ETW or EW will be invited to attend a TDM (Team Decisionmaking) on Linked cases.**

## **AB 429 Services**

**All Child Welfare Services cases are to be screened for possible AB 429 services when the children are removed from the home.**

To be eligible for AB 429 services, the family must meet all of the following conditions:

1. The child has been removed from the parent and placed in an out-of-home placement (care must be a temporary situation and a reunification plan is required).
2. The family was receiving CalWORKs cash aid when the child was removed.
3. The County has determined that CalWORKs services are needed for family reunification.

A family can be considered a CalWORKs reunification case if some of the children are removed from the home and family income results in discontinuance of aid for financial reasons for family members remaining in the home. If needed, child care services are available.

If the children are removed from the parents prior to screening, the CWS screener will:

1. Notify the EW and ETW the children are in out of the home care.

The AB429 EW will:

1. Request a reunification plan from the SW
2. Keep a copy of the reunification plan in the case to identify that it is an AB429 case
3. When a reunification plan expires, the EW will request a copy of the new reunification plan
4. As requested, the EW will attend a TDM
5. If client wants to apply for GA, the AB429 case will be discontinued and the client will be referred to the GA EW for determination of eligibility.

The CWS social worker will:

1. The SW will work with WTW to coordinate the CW case plan. The CW case plan will include that the client must cooperate with ALL WTW requirements.
2. Complete the Tehama County Department of Social Services AUTHORIZATION FOR RELEASE OF MEDICAL INFORMATION at the time a CWS case is opened.
3. Give a referral to the intensive services ETW if the parent is interested in AB 429 services.

The intensive services ETW will:

1. Screen parent for AB 429 eligibility, i.e. receipt of cash aid, drug felony, etc.
2. Send the parent an AB 429 brochure and WTW 34 notifying parent services are available.
3. Invite parent to an orientation if he/she is interested in services.
4. Make a home visit to the parent to explain services available under AB 429 if he/she does not request services.

When the children are scheduled to return to the home, the CWS SW will coordinate with the assigned EW to schedule an intake interview prior to the return of the children. The CWS SW will assist the family as needed to establish eligibility so the parent(s) cash aid can be granted as quickly as possible so they can begin to receive cash aid the first of the following month.

## **Current WTW participants who are AB429:**

If a parent is currently participating in WTW, that parent will continue with their current ETW, unless there are participation problems. If participation problems exist, the parent will be transferred to the intensive services caseload via current WTW procedures. This parent is a volunteer and cannot be sanctioned.

The ETW will:

1. Obtain a copy of the case plan from the CWS social worker.
2. Send parent(s) the WTW 34 notifying them of their eligibility for AB 429 services.
3. Schedule the parent an appointment to come in and sign a Welfare to Work plan for activities.
4. Meet with the CWS SW to complete the TLC Fiscal Case Plan to determine which division will be responsible for approved supportive services.
5. Follow standard Employment Services program procedures. (Exception: if the parent does not participate, he/she cannot be sanctioned).
6. Monitor parent's progress and advise social worker of progress.

## **Sanctioned Individuals:**

Individuals who are sanctioned can receive Welfare to Work services for the purposes of family reunification. Participation counts toward curing a sanction even though the individual is not receiving any cash aid. Once the children are returned to the home, the sanction will no longer be in place. The county will continue to offer/provide services that are part of the reunification plan until the reunification plan is terminated by CWS.

## **Time Limits:**

Since the parents are not receiving cash aid, months on AB 429 months do not count against the CalWORKs forty eighth month time limit.

If a parent is unemployed, supportive services provided by TANF funds are counted as assistance and months when services are provided count toward federal TANF 48-month time limits. Supportive services for employed parents are not assistance and do not count against federal TANF 48-month time limits.

Services/payments (such as rent subsidy) that are intended to meet recurrent and ongoing needs and provides for needs that extend for more than four months is considered assistance, whether or not the parent is employed. Those months count against the 48-month federal TANF 48 months clock.

Participants in state only programs (Separate State Program for two parent families and Segregated State Program for Legal Immigrants) do not accrue months toward federal TANF 48 months time limit.

\*\*\*\* The ETW or Account Clerk III will notify the EW if supportive services are paid that count towards the 48 month TANF clock.

## **Confidentiality**

It is the policy of Tehama County Linkages Commitment to provide an unrestricted flow of communication between all parties working with our shared clients.

It is further the policy of TLC that agencies can successfully balance the privacy interests of clients and the agency's need for information sharing through a variety of means. These include information sharing authorized by Court Order and state and federal statutes, consents to release of information, memoranda of understanding and interagency contracts.

Since TLC clients are served by a variety of agencies and community providers, each with their own confidentiality policies and protocols, it is the policy of TLC to adhere to the confidentiality laws required by the most restrictive community partner/provider.

It is the policy of TLC that all sharing of information about clients is done based on a "need to Know" basis. That means that authorization to share information is never intended to allow disclosure of information that is not pertinent to the assessment of client and family need or the coordination of services.

### **Intraagency:**

Eligibility, Employment Services and Child Welfare Services are divisions within the same agency. There is no need for the client to sign an authorization for release of information between the Employment Services Worker, Eligibility Worker and the Child Welfare Worker. Sharing of information about clients is based on a "need to know" basis.

### **Interagency:**

The CWS social worker shall have the Tehama County Department of Social Services AUTHROIZATION FOR RELEASE OF MEDICAL INFORMATION completed and signed by the parent(s) at the time a CWS case is opened. This allows verbal or written communication between partners to ensure coordination of services between parents, Tehama County Department of Social Services and community partners/providers.

### **Redisclosure:**

The Tehama County Department of Social Services AUTHORIZATION FOR RELEASE OF MEDICAL INFORMATION allows the sharing of information for purposes of team decision making and coordination of services between parents, Tehama County Department of Social Services and community partners/providers.

## **TLC/AB 429 Tracking Procedure:**

1. When an investigation is opened, the CWS screener will enter a special projects code in the CWS system. The designated CWS OA II will route the pink copy of all TEH TLC 1 forms to the WTW account technician. The WTW account technician will:
  - A. Enter the case name, case number, social security number, social worker name, date referral received and the WTW status on the TLC/AB 429 report.
  - B. Forward the pink copy of the TEH TLC 1 to the ETW for completion.
  - C. The ETW will complete the TEH TLC 1 and return to the SW screener.
2. When the TEH TLC 1 is returned to the screener from the EW and the ETW, the CWS OAI shall:
  - A. Enter the information in to the CWS computer system as a case contact to track clients receiving any type of public assistance.
  - B. Forward referrals to the appropriate CWS SW.

### Monthly:

1. The WTW account technician will reconcile the accounting list of TLC/AB 429 cases to the cases reported as TLC or AB 429 by the WTW worker.
2. The WTW account technician will print an excel report of the prior month's TEH TLC 1's and forward it to the designated CWS screener.
3. The CWS screener will review the list and note current status of each referral, i.e. has a case been opened, still under investigation, or investigation closed.
4. The CWS screener will notify the CWS SW that a mutual case has been opened. The updated report will be returned to the WTW account technician.
5. The WTW account technician will update the TLC/A B 429 report and will notify the ETW and EW if a CWS case has been opened.

### Quarterly:

1. The WTW account technician will provide a report of the number of TLC/AB429 to all program managers. The reports will be provided February, May, August and November.

# Forms