
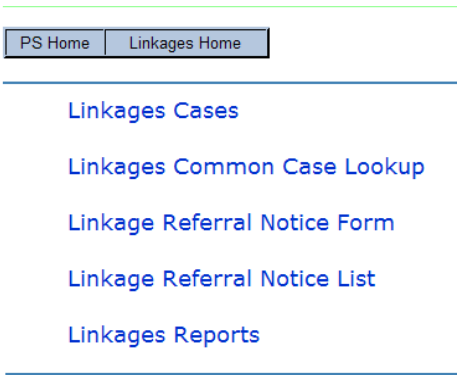


**LINKAGES APPLICATION ON DSSNET**

<p><b>PURPOSE</b></p>	<p>The purpose of Linkages Home application is assist staff:</p> <ul style="list-style-type: none"> <li>• in identifying families who are involved with both Child Welfare Services (CWS) and Participant Services (PS) and</li> <li>• to document when the Social Worker (SW) and the Employment Resource Specialist (ERS) are working together to provide coordinated services for the family (i.e. linking).</li> </ul>
<p><b>PHILOSOPHY</b></p>	<p>The philosophy behind Linkages is an assumption that families will be more successful when they have a coordinated family plan that addresses and prioritizes the goals of both programs, verses two independent plans that may or may not take the other's existence into consideration.</p>
<p>Location on DSSNET</p>	

<p><b>SOURCE OF INFORMATION</b></p>	<p>Information about program participation in the Linkages application is extracted from CalWIN, the Participant Services (PS) system and the Child Welfare Services/Child Management System (CWS/CMS) and coordinated using the SMART system. Information is updated nightly.</p> <p>Information regarding the SW and ERS linking and/or developing a Coordinated Case Plan requires manual input by the ERS or ERS IV either through Linkages Home or the Co-Case Management Tool (PS).</p>
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**LINKAGES HOME MENU**

<p>Linkages Home menu.</p>	
	<p><a href="#">Linkages Case</a>: Find individuals on a caseload who have both PS and CWS involvement.</p> <p><a href="#">Linkage Common Case Look Up</a>: Confirm if a particular individual is involved with both PS and CWS.</p> <p><a href="#">Linkages Referral Notice Form</a>: At first discovery of a common case, notify the ERS, ESS, SW, and SWS about a common individual.</p> <p><a href="#">Linkages Referral Notice List</a>: Report to see <i>Linkages Referral Notice</i> activity. Designed for ESS and SWS.</p> <p><a href="#">Linkages Reports</a>: Use to see various reports on common PS and CWS families. Designed for ESS and SWS.</p>

**FIND AN INDIVIDUAL WITH A LINKED PS AND CWS CASE**

To confirm if an individual has involvement with both CWS and PS, click *Linkages Common Case Look Up* at the Linkage Home menu.

Type the name of the individual. In this example, being unsure of the spelling of the name, but know it starts with a **Te**, that's what to type. Click **Load List**.

PS Home | Linkages Home

Select Criteria for Common Case Lookup

Last Name:

First Name:

CWS Case Number:

CalWIN Case Number:

SSN:

The search indicates 149 common names that start with **Te**. In the examples below identifying information is blanked out, but this person has both CalWin and CWS/CMS activity.

Notice	Te	Ma				0	MediCal	CalWIN
Notice	Te	Ta				69	MediCal	CalWIN
Notice	Te	Ta				69	Food Stamps	CalWIN
Notice	Te	Ta				69	CalWORKS	CalWIN
Notice	Te	Ta				69	CWS - Birth Mother	CWS/CMS

Total Active Programs = 149  
COMMON Cases Found

If you click **Notice**, an email notification is automatically populated with information for both the SW and PS worker. See next example below.

CWS/PS New Referral Link Notice

DSSNet | Save/Email | New | Link Notices

E-Mail Date: 6/30/2010 by

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**Child Welfare Services**

Social Worker:

CWS Case Name:

CWS Case Number/State ID:

Select Record for Email:

	Client Last Name	Client First Name	Service Program	Case Serial Number	Worker Name	Worker Number
Select	Te	Amela	CWS - Birth Mother		Smithson, Teresa	A223

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**Participant Services**

ERS Worker:

PS Case Name:

PS Case Serial:

Select Record for Email:

Click **Save/Email** to send the notice.

**LINKAGES  
CASE LIST**

Use this feature to see which cases a worker has. In this example the worker is ERS Michelle Dalliak.

Click **Select** (next to her name).

Linkages - Case List

PS Home | Linkages Cases Home | Cases Reports | File Maintenance

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**CWS Worker:**    
**PS Worker:**    
**PS Case Name:**   \* Enter all or partial name  
**CWS State ID:**    
 Show Closed Cases  
**Find Field:**  **Find Text:**

In the next example the report shows Michelle has 7 clients that have CWS cases (the confidential information is blocked out). The report shows the name of the CWS SW.

The report shows the Linked Date, the Coordinated Case Plan (CCP) Date, and what programs the individual is participating in.

7 total clients

SMART ID	Client Name	CMS State ID	DOB	HH	Linked Date	CCP Date	CWS Program	CWS Worker	PS Program
							CWS - Birth Father	Douglass, Heidi	Food Stamps
							CWS Case - FM	Hanson, Mark	MediCal
							CWS Case - FM	Hanson, Mark	MediCal
				HH			CWS - Birth Mother	Hanson, Mark	MediCal
				HH	4/15/2010		CWS - Birth Mother	Smithson, Teresa	CalWORKS
							CWS Case - FM	Smithson, Teresa	CalWORKS
				HH	4/12/2010		CWS - Birth Mother		MediCal

Click on the folder icon which creates a report on just that individual. (No example provided here due to confidential information).

**ENTER LINKED DATE AND CCP DATE**

The ERS or ERS IV enters the Linked Date and CCP Date:

After the first discussion between the ERS and SW, the ERS or ERS IV enters the Linked Date:

- Go to the Linkages Cases Home
- Select the PS worker, click Select button (next to worker name).
- Click the folder icon next to the client name. The following report appears:

Back Print Save

CWS Worker:		PS Worker:	
Name:	Douglass, Heidi	Name:	Dailak, Michelle
Number:	A243	Number:	A627
Office:	Atascadero	Office:	Atascadero
Unit:	ER/FM/FR - A240 (Elm04)	Unit:	CW/MC/FS - A620 (Elm01)
Desk Phone:	461-6266	Desk Phone:	461-6282
Call Phone:		Call Phone:	234-2609
Entered on: 2/12/2009 5:30:17 AM	Entered/Updated by: SMART	Last updated on:	
<input type="checkbox"/> Head of Household	SMART ID: [ ]	CWS/CMS State ID:	[ ]
Client Name:	[ ]		
Family Address:	[ ]		
SSN:	[ ]	Date of Birth:	[ ]
<input type="checkbox"/> Linked	[ ]		
<input type="checkbox"/> CCP Developed	[ ]		
<input type="button" value="Save Case"/>	Linkage & CCP data will be update in CCMT log		
Active Program Participation	External Host	Service Program	Workers
	CalWIN	Expedited Food Stamps	Michelle Dailak (A627)
	CalWIN	Food Stamps	ELAINE MARTINEZ (P653)
	CalWIN	Food Stamps	Michelle Dailak (A627)
	CWS/CMS	CWS - Birth Father	Heidi Douglass (A243)
All Associated Clients	Name	SMART ID	DOB
			HH

- Check the **Linked** box, enter the correct date of the contact in the field to the right of that box. Click the **Save Case** button.

When the Coordinated Case Plan is developed, the ERS or ERS IV follows the same instructions above:

- Click the CCP Developed box, enter the correct date the plan was developed in the field to the right. Click the **Save Case** button.

**REPORTS**

There are a number of Linkage reports available through the Linkage Home application.

### Linkages - Cases Reports

[PS Home](#) | [Linkages Cases Home](#) | [Cases Reports](#) | [File Maintenance](#)

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**Report Parameters**

Office:  Select - All - for all offices

Unit:  Select - All - for all units

Worker:  Select - All - for all workers

Worker Type:  CWS Worker  PS Worker  
\*Used to look up office and unit and for sorting

Include Closed Cases

**Reports**

List of Cases	<a href="#">View</a>
Admin Asst Report	<a href="#">View</a>
Summary of Progress	<a href="#">View</a>
List of Cases without Workers	<a href="#">View</a>
Cases Closed in CMS/CWS but not in SMART	<a href="#">View</a>
Referrals Closed in CMS/CWS but not in SMART	<a href="#">View</a>
Active CWS Cases not in Linkages	<a href="#">View</a>

**SUMMARY REPORTS**

Several reports are available for Linkages program management using the Summary Reports:

**Summary Reports**

<p><b>CWS Programs</b></p> <ul style="list-style-type: none"> <li>- Any -</li> <li>CDS - Case Folder</li> <li>CWS - Birth Father</li> <li>CWS - Birth Mother</li> <li>CWS Case - ER</li> <li>CWS Case - FM</li> <li>CWS Case - FR</li> <li>CWS Case - PP</li> </ul>	<p><b>PSPPrograms</b></p> <ul style="list-style-type: none"> <li>- Any -</li> <li>CalWORKS</li> <li>Expedited Food Stamps</li> <li>Food Stamps</li> <li>Foster Care</li> <li>Foster Care - Emergency A</li> <li>Foster Care - State</li> <li>FSET</li> <li>MediCal</li> <li>Month-1 Retro</li> <li>Month-2 Retro</li> <li>Month-3 Retro</li> <li>Temporary Homeless</li> <li>WTW</li> </ul>
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Total Clients [View](#)

Total Cases [View](#)

AB429 - Active FR and CalWORKs [View](#)

**Special Reports**  
These reports don't use the Report Parameters

Sort Report by:  Client Name  PS Worker  CWS Worker

WTW Sanctioned Clients [View](#)

Of particular interest are the:

- AB 429 – Active FR and CalWORKs Report shows cases that have both active CWS Family Reunification and CalWORKs cases.
- WTW Sanctioned Clients Report shows cases that have an active CWS case, and are sanctioned for CalWORKs. (no examples provided).