

County of Los Angeles
Linkages: Service Coordination Partnership
Creating Mutual Client Match Lists

Families in Los Angeles County are currently served through five (5) Linkages protocols. Activities through three (3) of the protocols are episodic (point in time) and activities through the other two (2) protocols consist of intervention service coordination, Family Preservation (FP) and Family Reunification (FR). Since countywide implementation, the next steps for Linkages included focusing on serving families beyond FP service coordination, which is a subset of the much broader population of mutual families. Since Child Welfare and CalWORKs/Welfare-to-Work systems do not interface, point-in-time data match lists of mutual families needed be created.

Through the Chief Executive Office (CEO), Service Integration Branch (SIB), three match lists are in production:

1. **Homeless Match List:** Homeless CalWORKs families where the parent has a Child Welfare court/voluntary Family Maintenance (FM) case plan in place.
2. **Sanction Match List:** CalWORKs parents with an imposed Welfare-to-Work sanction where the parent has a Child Welfare court/voluntary FM case plan in place.
3. **Child Welfare/CalWORKs Mutual Cases Match List:** The target population for this match list consists of:
 - Open CalWORKs cases where the parent is a member of the CalWORKs household and is named on a CFM, VFM, CFR, VFR, or ER plan for a child involved in Child Welfare; and
 - Open CalWORKs cases with a needy or non-needy caretaker relative (relative caregiver) of a child(ren) who is on CalWORKs and involved in Child Welfare.

The goal of the match lists is to enhance and strengthen service coordination for mutual Child Welfare Services and CalWORKs families, to maximize available resources and facilitate inter-departmental communication and information sharing.

Activities/Tasks:

- CEO/SIB matches CalWORKs files against Child Welfare with the parameters for specified each match list.
- CEO/SIB produces a monthly homeless and sanction match list. The Child Welfare/CalWORKs Mutual Cases Match List has been produced twice and is undergoing refinement. Once refined, the plan is to look at the numbers and design a delivery approach as the plan is to utilize the

match list to assist in broadening service coordination for mutual families through the established Linkages protocols. Based on this, the frequency of a produced list will be determined.

- Homeless/Sanction match lists are provided to staff, as appropriate, for outreach to the identified families and for Child Welfare and CalWORKs/Welfare-to-Work case-carrying workers to engage in the coordination of services.
- The Linkages Leadership Team (LLT) monitors the work through the match lists; LLT is composed of a central support team from Child Welfare and CalWORKs/Welfare-to-Work. As part of overseeing the work through Linkages which includes the homeless/sanction match list, LLT is strategic about facilitating Meet & Greets between Child Welfare & CalWORKs/Welfare-to-Work staff directly involved in the coordination of services for mutual families, when communication issues are identified.

Helpful Tips:

- Acknowledge that the two departments' data systems don't interface;
- Acknowledge that coordination of services between Child Welfare Services and CalWORKs/Welfare-to-Work depends on identification of mutual clients and that an automated process affords many benefits and is the only feasible way to identify common clients in larger counties;
- LLT should have oversight of monitoring the lists and coordinating their distribution;
- Develop a plan to strategically train staff about expectations for data use. Management from both departments needs to approve formal processes and protocols that will be used by line managers and their staff to ensure mutual client information will be used in a respectful and productive manner.