



Merced County Linkages

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Linkages II
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VISION “We Fight Poverty & Abuse”

- Established early
- Source of all decisions and actions
 - Simple
 - Powerful
 - Aggressive
 - Clear

Mission

**Build Strong Healthy Families and
Improve the Quality of Life in Our
Community**

LINKAGES IS NOT:

- **A New Project**
- **A New Pilot**
- **The Program of the Week**
- **Temporary**

LINKAGES is:

- A Philosophical Shift in:
 - How we see ourselves
 - How we relate to our clients
 - How we deliver services
 - PERMANENT

BENEFITS OF “LINKING”

- Trust
- Confidence
- Participation
- Success
- Communication

Building Blocks

Outcomes

**Flexible
Financing**

**Information
Sharing**

Training

Family Identification

**Target
Populations**

**Coordinated
Case Planning**

Leadership

Leadership

- Director's Role
- Importance of Coordinated Services
- Vision & Mission
- Co-Location and Communication
- Cooperation
- Internal Differential Response
- Prevention

Know Where You Want to Go

- Focus on outcomes
- Plan for results (work plans!)
- Stay flexible

Target Populations

- Current TANF Recipients
- Discontinued TANF Recipients
- Non-TANF Recipients
- Why were these families identified?

Information Sharing

- Confidentiality Policy
- Universal Release of Information
- Consider HIPAA
- Training on Information Sharing

Client Identification

- How to identify
 - **CWS/CMS & Eligibility Systems**
 - **Document TANF information in CWS/CMS**
- Tracking through the system
 - **Weekly queries to identify progress and caseloads**
- Follow-up
 - **Subsequent referrals, employment**

Coordinated Case Planning

- **Why is CCP important?**
 - Creates a clear path to success, safety, and well-being
- **When should CCP begin?**
 - In E.R. when Linkage potential is determined
- **Is CCP a one-step process?**
 - No, periodic review is necessary as family progresses
- **Who should participate in CCP?**
 - Everyone, including the family
- **Where should CCP occur?**
 - In the family's home

Expanded Services

- Medi-Cal Card
- Birth Certificates
- Social Security Cards
- Imaged Documents
- Work Placement
- Family Composition
- Address Changes
- Work Experience Referral
- Mental Health Referral
- Child Care Assistance
- G.A. for F.R. Parents
- SSI Advocacy
- Locate Clients
- Client Communication
- Income Sources
- Homeless Assistance
- Brainstorming

Key Services: Aftercare

■ Post Case

- TANF Case remains with LTM for 90 days
- E&T Case remains with LTM for 90 days
 - Follow-up visits to home

■ Post Referral: “Situation Stabilized”

- TANF Case remains with LTM for 90 days
- E&T Case remains with LTM for 90 days
 - Follow-up visit to home

Training

- Basic Understanding of Philosophy
- Intra-Agency Knowledge: Basic Orientation
- Cross-Divisional Attitudes
- Training Opportunities

Flexible Financing

- Paying for your Plan
- Existing Funds
- Coordination of Funding Streams
- Matching Funds

Outcomes

- **04/01/03 – 07/22/04**
 - Referrals: 213 Families/454 Children
 - Subsequent Referral: 7 Families – 3%
 - Substantiated Referrals: 90 Families/192 Children
 - Subsequent Substantiated: 2 Families – 2.2%
5 Children – 2.6%

The Families

1. Merced, 3 Children, Non-Prior TANF, college students, work experience
2. Outlying city, 7 Children, AB 429
3. Rural, 6 Children, Non-Prior TANF, but had applied previously, self-employed

Two For The Road

- **“You are not here to merely make a living. You are here in order to enable the world to live more amply, with greater vision, with a finer spirit of hope and achievement. You are here to enrich the world, and you impoverish yourself if you forget the errand.”**

Woodrow Wilson

- **“It is literally true that you can succeed best and quickest by helping others to succeed.”**

Napoleon Hill

Questions?

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