



SAN FRANCISCO LINKAGES

**Tomy Joseph, Linkages Coordinator
San Francisco Human Services Agency**

**Linkages II
October 28, 2004**

Our Vision

Working together to coordinate and integrate services across programs to *prevent child abuse and neglect and to promote family self-sufficiency.*

Organizational Structure

**Deputies' Crossover
Committee**

**F&CS Crossover Liaison
CalWORKs Crossover Liaison
Linkages Coordinator**

Mission Pilot

**Crossover Implementation
Team**

Bayview Pilot

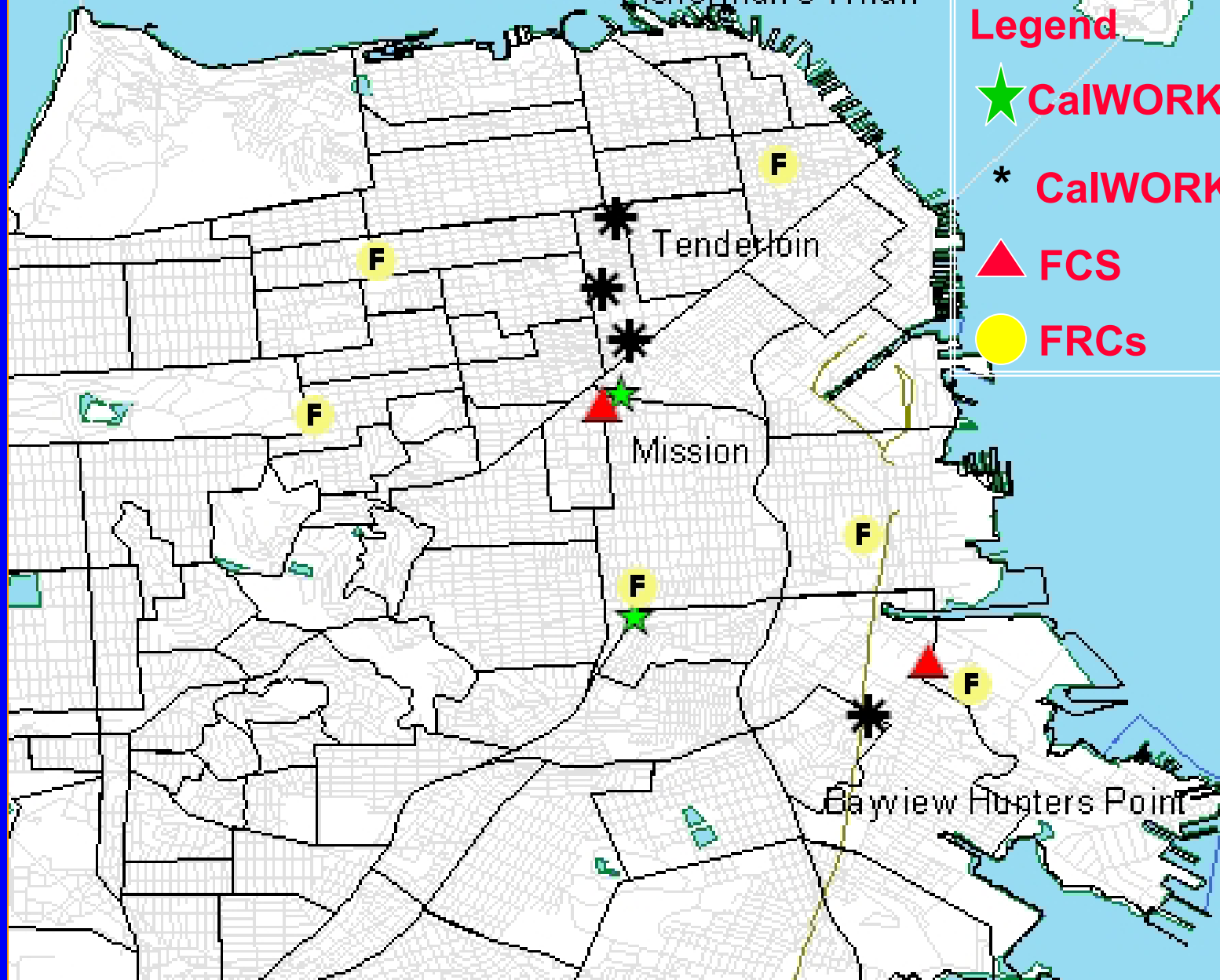
**Crossover Implementation
Team**

San Francisco Family Service Sites

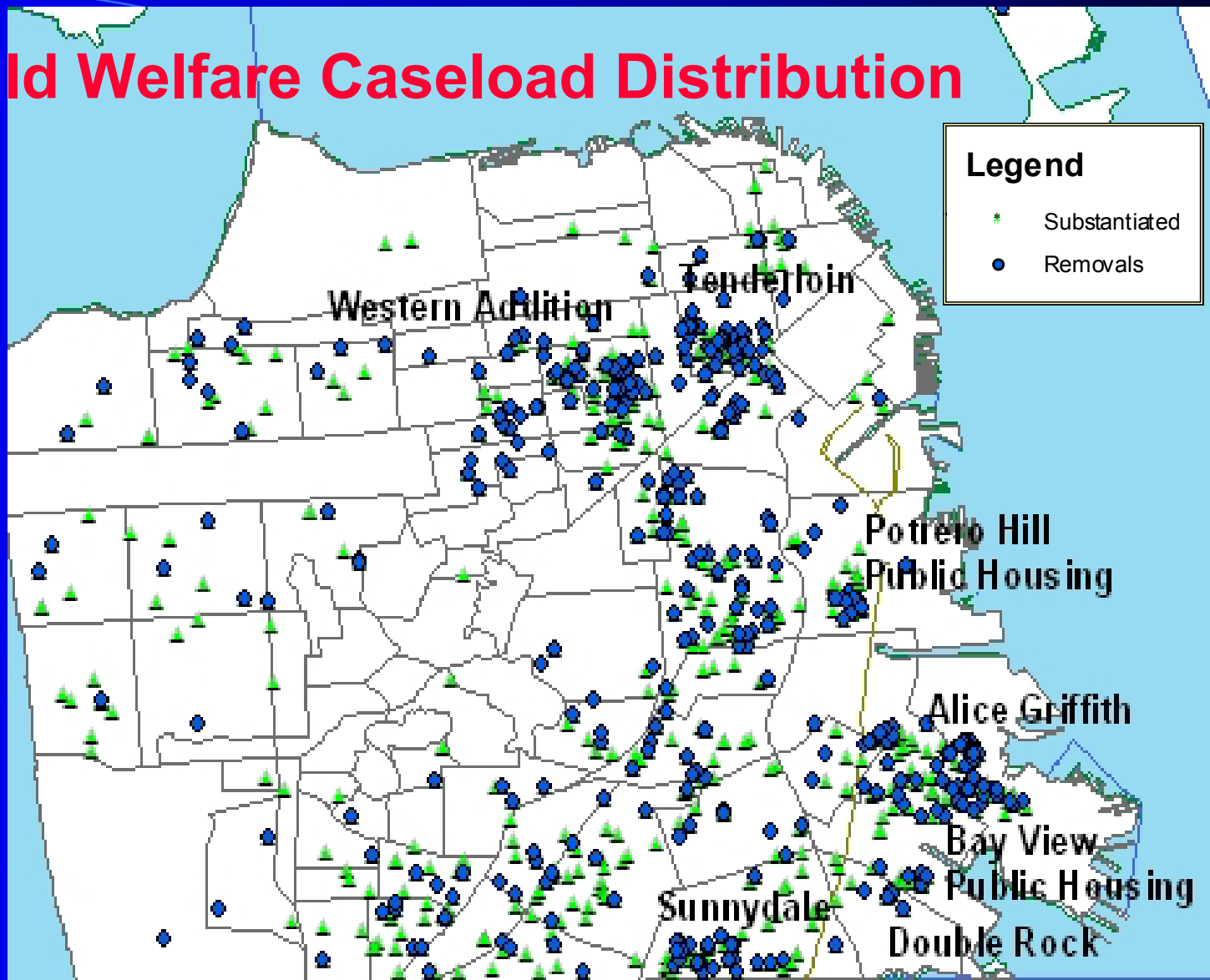
Fisherman's Wharf

Legend

- ★ CalWORKs/FCS
- * CalWORKs
- ▲ FCS
- FRCs



Child Welfare Caseload Distribution



Mission District Pilot

- ❖ Heart of Latino community
- ❖ Staff already co-located
- ❖ CalWORKs caseloads organized by zip code; Child Welfare, by language
- ❖ Neighborhood FRC a consortium of different community-based organizations
- ❖ Immigration status of many clients a barrier to economic benefits
- ❖ Emphasis on making Child Welfare become more of a poverty reduction program

Bayview Hunters Point Pilot

- ❖ Large African American community
- ❖ Staff in different offices
- ❖ Caseloads both zip code-based
- ❖ Drop-in Family Resource Center
- ❖ Majority of clients referred to Hotline already on CalWORKs
- ❖ Emphasis will be on making CalWORKs more of a primary prevention program and coordinating services for shared cases through crossover MDTs

Target Population - #1

Target Population	Identification and coordinated Process	Outcomes 10/15/04
Crossover Families	-Unit Clerks I.D and flags Crossover cases -Workers in both programs begin coordinated service planning utilizing MDT model	-200 crossover cases I.D.ed -Coordinated services in progress for cases that remain open

Target Population - #2

Target Population	Identification and Coordinated Process	Outcomes 10/15/04
Families in need of income-related services	<ul style="list-style-type: none">-Child Welfare and FRC staff screen families for economic needs-Needy families are referred to CalWORKs, Food Stamps and Medi-Cal, if they are found to be potentially eligible for these programs-Assisted CalWORKs Intake set up for next day	<ul style="list-style-type: none">-198 families screened-13 referrals to Assisted CalWORKs Intake-Others referred to Food Stamps and Medi-Cal

Target Population - #3

Target Population	Identification and Coordinated Process	Outcomes 10/15/04
Families in need of Family Support Services	-CalWORKs and Child Welfare Workers screen families in need of Family Support services -Referral made to neighborhood based FRCs for services: parent education, intense visitation and case management, counseling, support groups, emergency food boxes, child care/respice	-50 Referrals have been made to 2 FRCs involved with the pilots

Target Population - #4

Target Population	Identification and Coordinated Process	Outcomes 10/15/04
AB 429 CalWORKs Families in Reunification	-In planning stage -Protocols for I.D and coordinated case planning are being finalized	

Tracking of Linkages Clients

- ❖ **Unit Clerks submits weekly crossover data to Linkages Coordinator (LC)**
- ❖ **LC compiles data into a data base and forwards the data to MDT Coordinator**
- ❖ **LC gets copies of CalWORKs Screening guidelines with disposition status**
- ❖ **LC gets copies of Referrals to FRC**
- ❖ **Linkages data on referrals to CalWORKs and FRC are collected and compiled for tracking outcomes**

Interface with AB 636/Redesign

- ❖ **Linkages Coordinator is a member CWS Redesign Core Team**
- ❖ **Core team assisted to conduct Self-Assessment and develop System Improvement Plan (SIP)**
- ❖ **Linkages was promoted to be an important prevention strategy in SIP**
- ❖ **Reducing rate of recurrence of abuse/neglect in homes where children were not removed: Linkages a key strategy in SIP**
- ❖ **Reducing re-entries within 12 months of reunification: Linkages a key prevention strategy**

Challenges

- ❖ **Team Building**
- ❖ **Client Tracking**
- ❖ **Partnership with Family Resource Centers**
- ❖ **Staffing Shortages**
- ❖ **Keeping Linkages at the forefront**



Some Tips



- ❖ **Develop an organizational structure**
- ❖ **Promote a culture of coordination and partnerships**
- ❖ **Define your target population**
- ❖ **Develop a work plan with help from CCRWF, that will be your essential coordination tool**
- ❖ **It is worth hiring a full-time Linkages Coordinator**

Questions/Comments

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