

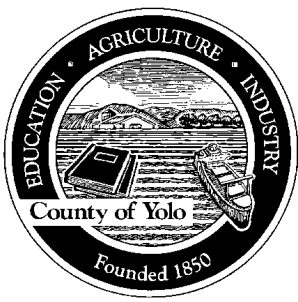
Coordinated Case Planning

Yolo County
Department of Employment
and Social Services

CWS/CalWORKs Crossover Team

Debbie Powell, Social Worker Supervisor

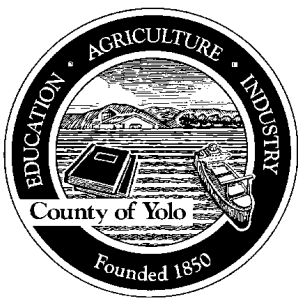
Linkages II
October 28, 2004



Coordinated Case Planning

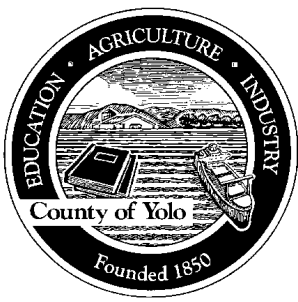
Presentation Overview

- ❖ The Family's Experience
- ❖ CCP Model and Overview of Features
- ❖ Organizational Structure
- ❖ CCP Team
- ❖ Clients Served
- ❖ Client Identification and Referral
- ❖ Team Communication for Service Delivery
- ❖ CCP Components: Assessment to Case Resolution
- ❖ Essential Steps to Make CCP Happen
- ❖ Top Challenges
- ❖ The Staff's Experience



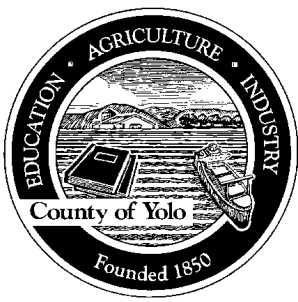
What the Family Experiences

- ❖ Increased choice by being informed of available service options
- ❖ Services that enhance self-reliance and personal growth
- ❖ Reduction of confusion of expectations
- ❖ Timely services
- ❖ Complimentary case plans
- ❖ Home visits
- ❖ Support from a team

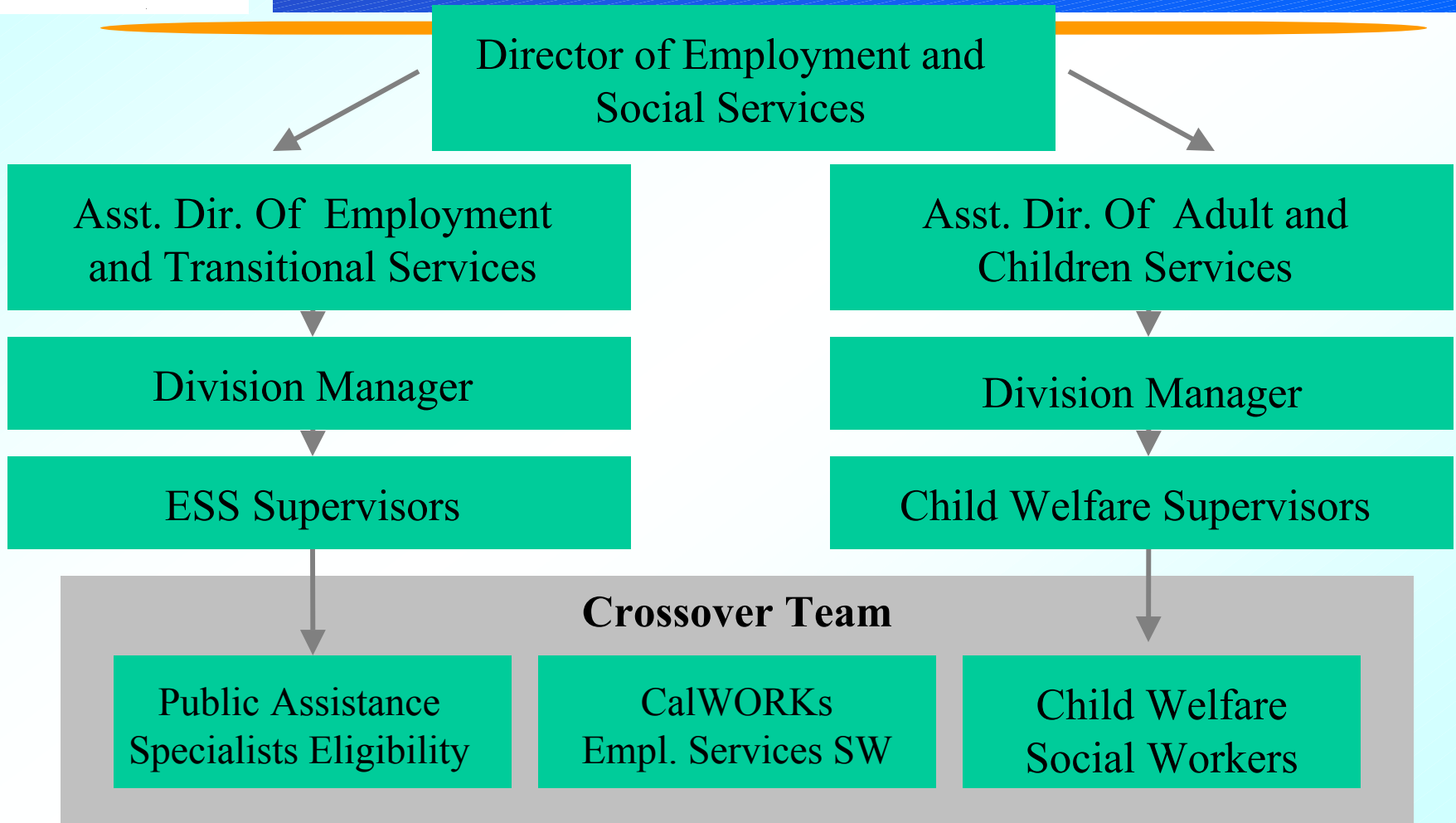


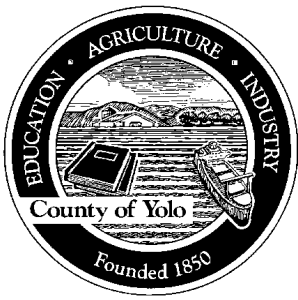
Coordinated Case Planning

- ❖ Model: Linked Case Plans
 - ◆ Separate plans linked through service objectives
- ❖ Overview of Primary Features:
 - ◆ Co-location
 - ◆ Staff communication
 - ◆ Joint case management
 - ◆ Home visits
 - ◆ Access to bank of services
 - ◆ Supports AB 636 outcomes



Coordinated Case Planning Organizational Structure





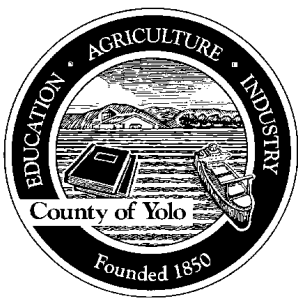
CCP Team

❖ Crossover Team

- ◆ Child Welfare Social Workers (CWS SW)
- ◆ CalWORKs Employment Services Social Worker (CWES)
- ◆ Public Assistance Specialists (PAS)
- ◆ Community Partners

❖ Other Issues

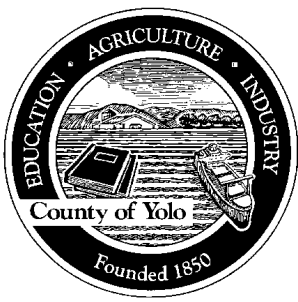
- ◆ Individual programs provide supervision
- ◆ CWS SW is the primary case manager



Clients Served

❖ Target Populations

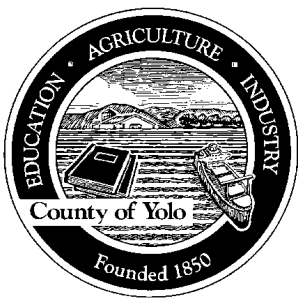
- ◆ Families receiving CalWORKs & CWS Family Maintenance Services
- ◆ Families in CWS Family Reunification eligible for 180-day employment services (AB 429)
- ◆ Families receiving CalWORKs & CWS Family Reunification (FR) or Permanent Placement (PP) Services
- ◆ Families transitioning out of CWS



Client Identification & Referral: Family Maintenance

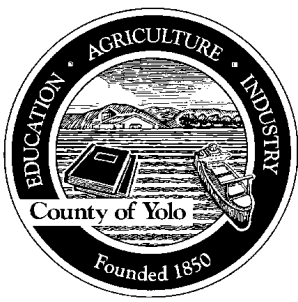
- ❖ Identifying and referring CalWORKs/CWS FM clients
 - Matching CWS case and eligibility case utilizing EA-1 application
 - Cases are reassigned to Crossover Team
 - Special Projects code utilized to track outcomes

- ❖ Identifying CalWORKs/CWS FR and PP clients
 - Matching CWS and CalWORKs case utilizing EA-1
 - Cases reassigned to Crossover workers



Client Identification & Referral: AB 429

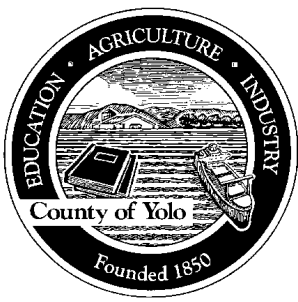
- Identifying and referring AB 429 clients
 - Emergency Response Social Worker completes placement paperwork after protective custody
 - Foster Care Public Assistance Specialist (PAS) completes lookups and notifies Crossover (PAS) and Crossover CalWORKs Employment Services Social Worker (CWES) if family is on CalWORKs
 - Crossover PAS & CWES contacts assigned workers to place hold on the cases
 - CWES & Court Investigation SW conduct home visit to determine eligibility for AB 429



Team Communication for Service Delivery

❖ Team Communication

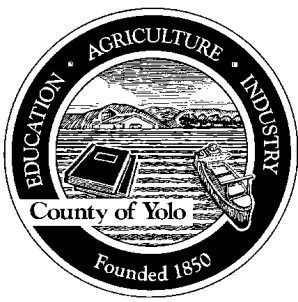
- ◆ Team members are co-located
- ◆ Information is shared as needed; authorization is obtained to communicate outside of the Department
- ◆ CWES given secondary assignment on CWS/CMS (Child Welfare Services database)
- ◆ Monthly crossover team meetings
- ◆ Monthly team meetings with service partners
- ◆ Quarterly supervisors meeting as part of implementation team



Client & Family Assessment

❖ Initial Assessment

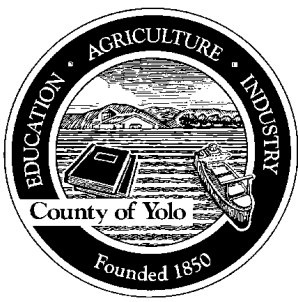
- ◆ Intake information is shared between programs
- ◆ CWES Social Worker reevaluates appraisal
- ◆ Public Assistance Specialist completes Reevaluation/Recertification
- ◆ CWS Social Worker completes assessment
- ◆ Team meets prior to completion of assessment



Development of a Coordinated Service Plan

❖ Considerations

- ◆ Family participates in creating plans
- ◆ Initial CWS plan addresses AB 429
- ◆ CWS plan incorporates Welfare-to-Work requirements and is reevaluated every six months
- ◆ Welfare-to-Work Plan incorporates requirements of CWS plan

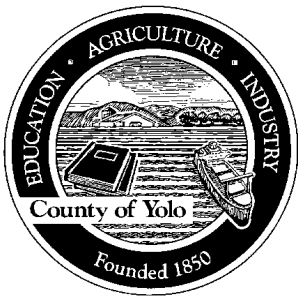


Case Management

❖ Case Management

- ◆ Case workers travel, conduct joint home visits and complete family monthly planned activities sheet
- ◆ Information is shared on an ongoing basis
- ◆ Team works with sanctioned parent to reestablish eligibility
- ◆ Changes in family handled collaboratively
- ◆ Team coordinates with community providers

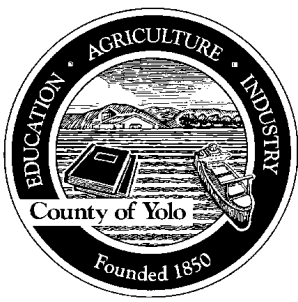
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Case Resolution

❖ Case Resolution

- ◆ If children are reunified, family becomes FM crossover case
- ◆ CWS Social Worker initiates FM case closure
- ◆ Team develops transition plan with family and service providers
- ◆ CWES Social Worker and Public Assistance Specialist provide 6 months of after-care services to support family's transition



Essential Steps to Make CCP Happen

❖ Staff Buy-in

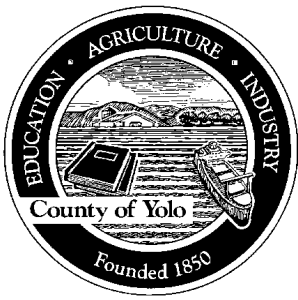
- ✓ Staff training
- ✓ Policies and procedures

❖ Supervisor Support

- ✓ Team communication

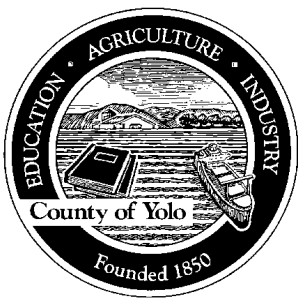
❖ Management Commitment

- ✓ Confidentiality policy
- ✓ Resources



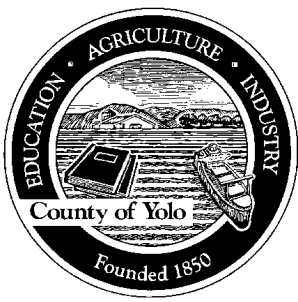
Top Challenges

- ❖ Staff Changes
- ❖ Space to Support Co-location
- ❖ Resources
- ❖ Keeping Staff Energized



What the Staff Experience

- ❖ Better understanding of the needs of a family
- ❖ Ability to develop creative ways to provide services
- ❖ More comprehensive case plans
- ❖ Increased access to services and a more efficient use of resources
- ❖ Ability to more effectively coordinate with external and internal partners
- ❖ Increased job satisfaction and the support of a team



Coordinated Case Planning

Questions and Discussion

Need more information or a copy of policies and procedures?

Contact: Debbie Powell, Social Worker Supervisor

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