
**ORANGE COUNTY SOCIAL SERVICES AGENCY
CFS OPERATIONS MANUAL**

Effective Date: December 3, 2002
Revised: September 26, 2007
Revised: February 11, 2009
Revised: September 1, 2015

Number: D-0502

CalWORKs–CFS Collaboration

Purpose	To provide guidelines for the identification and service delivery to parents who are considered Mutual Clients.
----------------	---

Approved	This revision was approved by Gary Taylor, CFS Director, on September 1, 2015. <i>Signature on file.</i>
-----------------	--

Most Recent Revision(s)	<p>This revision of the Policy and Procedure (P&P) incorporates:</p> <ul style="list-style-type: none">• Revised guideline for the Dependency Intake SSW to inform Family Self-Sufficiency (FSS) staff within 10 days from removal, as to whether or not FR services will be recommended• Guidelines for the continuation of CalWORKs supportive services to families receiving family reunification previously contained in CFS P&P CalWORKs Services to FR Parents (D-0501), which is now rendered obsolete• Clarification on Coordinated Case Planning for Mutual Clients
--------------------------------	--

Background	California's 2009 federal Program Improvement Plan (PIP) incorporated methods to improve the family's engagement in the case planning process. The Linkages Project provides a framework for coordinated case planning between:
-------------------	---

- Families
- Family Self-Sufficiency (FSS)
- Children and Family Services (CFS)

Key approaches to coordinated case planning include Team Decision Making (TDM), family participation and the collaborative monitoring of case plan services.

The primary goals of coordinated case planning are to develop case plans among CFS and FSS that:

- Ensure child safety
- Promote family economic stability

In addition, Assembly Bill (AB) 429, enacted in 2001, provides for the continuing of California Work Opportunity and Responsibility to Kids Act (CalWORKs) Welfare-to-work (WTW) supportive services to families concurrently receiving or anticipated to receive court-ordered Family Reunification (FR) services.

This policy does not apply to Non-Minor Dependents (NMDs). For guidelines regarding CalWORKs services for NMDs, refer to CFS P&P Foster Care, AAP, and Kin-GAP Rates for Young Adults (J-0103) and CFS P&P [Extended Foster Care \(EFC\) \(J-0101\)](#).

Definitions

For the purpose of this P&P, the following definitions apply.

Mutual client: At least one eligible CalWORKs parent who has an:

- Open or pending CalWORKs case, **–AND–**
- Open CFS case or referral

Note: Relative caregivers participating in CalWORKs are not considered Mutual Clients.

Assigned Senior Social Worker (SSW): A CFS worker assigned to provide case management or conduct an investigation/assessment of alleged child abuse/neglect on an open referral or case, including the role of the Family Services Workers (FSW).

Cal-Learn: A CalWORKs program for pregnant and parenting teens who receive cash assistance and may include supportive services. Compliance with an educational plan is required. Non-compliance incurs potential penalties, loss of supportive services or bonuses.

CalWORKs: A component of the Family Self-Sufficiency (FSS) division which provides cash aid and/or supportive services to parents with children. Programs providing services include but are not limited to: Domestic Abuse Services Unit (DASU), Welfare-to-Work (WTW), Cal-Learn and Family Stabilization.

FSS Staff: A Family Self Sufficiency (FSS) worker assigned to provide case management and supportive services for CalWORKs, including-eligibility, exemptions, and sanctions.

Emergency Response (ER) and Differential Response (DR): CFS staff who complete investigations or assessments of allegations of abuse and neglect.

Domestic Abuse Services Unit (DASU): A CalWORKs program which provides services to clients who have self-identified domestic abuse as a barrier to employment.

Welfare-to-Work (WTW): A CalWORKs program that provides training and employment-related services to enable clients to obtain and retain employment resulting in economic self-sufficiency.

POLICY

Confidentiality Pursuant to Welfare and Institutions Code (WIC) Section (§) 10850, confidential information may be shared between CFS and FSS staff as needed to serve the best interest of a client. A signed release from the client **is not** needed, as involved staff are part of the Social Services Agency (SSA) and may share case information. For further guidelines on the release of information and/or records regarding CFS clients, refer to CFS P&P [Confidentiality—CFS Client Records \(F-0105\)](#).

On-going Referral to CalWORKs

Per best practice, at the time of first contact with a new client, the assigned SSW will ask about the client's current or prior involvement in a CalWORKs or DASU case. The assigned SSW will advise parents to consider applying for CalWORKs, if not already receiving services, when children are returned home (Trial Visit/FM).

Identification of Mutual Clients

Per CFS policy, designated staff will screen for mutual clients in CalWIN and provide identified FSS staff's contact information to the assigned SSW. The assigned SSW will follow up for coordinated case planning.

For information on the identification of mutual clients, refer to [Attachment 1—Initial and Ongoing Screening of Mutual Clients](#). For guidelines on screening clients in CalWIN, refer to [Attachment 2—Searching for Mutual Clients Using CalWIN](#).

The following are identified points of time when CalWORKs and CFS staff identify mutual clients:

- CFS:**
 - When a CAR referral is received and assigned to ER or DR for investigation
 - When a referral is promoted to a case
 - When receiving a transferred case

- FSS:**
 - When an application or reapplication for CalWORKs is received
 - During the Redetermination Recertification Review (RRR) process
 - When receiving a transferred case

ER/DR:

The assigned SSW may share information with FSS staff to assist the family in accessing services to promote family stability and child safety prior to closing a child abuse referral.

Note: Pursuant to California Department of Social Services (CDSS) Eligibility and Assistance Standards (EAS) Division 82 Chapter 82-812.683, if not all the children are removed from the home and the parent remains eligible for cash aid, the parent is not considered CalWORKs FR, but remains a Mutual Client.

TDM Meetings:

FSS staff will be invited to TDM meetings that involve mutual clients and clients that may be eligible for CalWORKs. See CFS P&P [Team Decision Making \(D-0308\)](#).

Coordinated Case Planning

As authorized by WIC §§ 18986.40 and 18986.46, the assigned SSW, will advise the parent(s) to consider participating in CalWORKs services to support the activities specified in the CFS case plan. The goal of coordinated case planning is to develop Case Plans among CFS and FSS that:

- Address child safety concerns
- Promote economic stability for the family
- Avoid duplication or conflicting services
- Provide families access to available resources and supports

The assigned SSW will collaborate with FSS staff on an ongoing basis to:

- Discuss parent's continued participation in CalWORKs services
- Discuss what aspects of CFS case plan will be incorporated into the CalWORKs or WTW plan
- Share copies of case plans

Refer to CFS P&P [Case Plans \(D-0101\)](#) for guidelines on the development and content of child welfare services case plans.

A. CalWORKs Supportive Services:

Services provided through CalWORKs to support the CFS case plan may include, but are not limited to, the following:

- Counseling (individual and/or group)
- Behavioral Health Services
- Transportation assistance (bus passes and/or mileage)
- Housing assistance
- Domestic abuse services
- Substance abuse counseling (not including drug testing)
- Vocational services (including training program, books, etc.)
- Parent education
- Child care
- Basic Needs (diapers, formula, utilities, deposits, etc.)

To authorize release of information with CalWORKs service providers, assigned SSW will use *Referral for Children and Family Services Contractors (F063-25-238)* and indicate provider as CalWORKs (including name and contact information of FSS staff).

- Obtain required signatures indicated on form and provide copy of referral to client
- Forward to FSS staff
- File copies on the Parent Services Acco

B. CalWORKs Eligibility:

Per best practice, the assigned SSW will advise FSS staff of situations which may impact CalWORKs eligibility as soon as possible, such as:

- At six month intervals, when the case plan is updated or when case terminates
- Dates and results of hearings, as applicable:
 - Detention hearing
 - Jurisdictional/Dispositional hearing
 - Status Review hearings
- Number of hours expected to participate in CFS case plan activities
- Any restrictions regarding potential child care providers
- Significant change in parent's circumstances (e.g., change in housing status or family/household composition, new baby)
- Non-compliance with case plan
- Hardships from participating in WTW activities may include:
 - Legal obligations or out of county visitation/travel
 - Referrals to services made, on wait list
 - Cultural and/or religious needs
 - Parent has a disability
 - Caregiver incapacitated
- If a child is removed from their home or returned home

Refer to [Attachment 3—Overview of CFS and CalWORKs Mutual Clients](#).

Timeline for Mutual Clients

The assigned SSW will maintain ongoing communication with FSS staff regarding the Coordinated Case Planning of services to mutual clients; however, CalWORKs services are time-limited. The timeline of services for mutual clients include:

A. **FR Services (AB429):**

The assigned Dependency Intake SSW will inform FSS staff within 10 days from removal as to whether or not FR services will be recommended.

Pursuant to AB 429 (2001), families who meet eligibility criteria and are receiving CalWORKs services (WTW) at the time their child is removed from the home are eligible to continue receiving **only supportive services** (no cash aid) during the FR period.

Pursuant to WIC§ 11203, Coordinated Case Planning for FR cases (AB429) is initiated and extended at the request of the assigned SSW.

The extension of CalWORKs services is for 180 days, with additional extensions possible until the termination of FR services by the Court.

- FR services **anticipated**—CalWORKs services may continue through the initial investigation phase
- FR services **ordered**—CalWORKs services may be continued throughout the entire period of time the family is engaged in FR services through the Court

B. **FR Services Not Ordered:**

Child **not returned** home, no child remaining in the home, CalWORKs case will be terminated.

Child **returned** home under court-ordered Family Maintenance services or with a case open in Voluntary Family Services, the family will receive coordinated case planning.

C. **FM Services Ordered:**

Child **returned** home under court-ordered Family Maintenance (**FM**) services the family will receive coordinated case planning. **Note:** The family may need to re-apply for CalWORKs.

D. **Parent Incarcerated/Whereabouts Unknown:**

If a parent is unavailable for CalWORKs services at the time of detention (e.g., through incarceration or because their whereabouts are unknown), the CalWORKs case will be closed. However, if a parent later becomes available (e.g., is

released) and met all *initial* eligibility criteria when the child was first detained, the assigned SSW may request that the CalWORKs services case be reopened.

E. **Voluntary Family Services (VFS):**

Children remaining with their family, without Juvenile Court intervention will receive Coordinated Case Planning. Refer to CFS P&P [Voluntary Family Services and Informal Supervision \(M-0106\)](#).

Note: Parents who have voluntarily placed children in out-of-home care under voluntary placement with the goal of family reunification, may be considered for CalWORKs FR, if all other criteria are met in accordance with MPP Section 80-301(r)(5).

Documentation

The assigned SSW will document CFS–FSS collaborations within the child’s Permanent Record. Documentation will include, yet not be limited to:

A. **Contacts and Case Planning:**

For instructions on documenting Mutual Clients in Contacts/Associated Services Page and Case Plans, refer to [CWS/CMS Data Entry Standards—Family Engagement Efforts](#).

For instructions on adding FSS staff as a collateral contact, refer to [CWS/CMS Data Entry Standards—Entering Collateral Contacts](#).

For instructions on adding CalWORKs service providers, refer to [CWS/CMS Data Entry Standards—Service Providers](#) and [CWS/CMS Data Entry Standards—Service Provider Information Request Form](#).

B. **Investigation Narratives and Court Reports:**

Document relevant consultation with FSS staff in Investigation Narratives or court reports.

C. **Case Transfers:**

When a new or transferred case is received, document FSS staff on the CWS/CMS form, *Case Transfer Summary F063-28-319R*. Refer to CFS P&P [Case Transfers \(D-0302\)](#).

D. **Hard Copy (Paper Documents):**

File hard copies (e.g., *Referral for Children and Family Services Contractors [F063-25-238]* and service provider reports) on the Parent Services Acco of the child's Permanent Record, per CFS P&P [Referral and Case Filing \(E-0102\)](#).

**FSS
Resources**

The following are FSS P&Ps which provide information regarding the administration of CalWORKs:

- CalWORKs P&P [Domestic Abuse Services \(402\)](#)
- CalWORKs P&P [Welfare-to-Work Exemptions \(CW100-F1\)](#)
- CalWORKs P&P [FSS and CFS Mutual Clients Collaboration \(403\)](#)
- CalWORKs P&P [CalWORKs Services to Family Reunification Parents \(403 A\)](#)
- CalWORKs P&P [Good Cause/Compliance/Sanction \(240\)](#)
- [CalWIN On-line Help](#)
- [Cal-Learn Program](#)
- CalWORKs P&P [Minor Parent Requirements, Assistance Unit and Treatment of Income \(100-B10\)](#)

REFERENCES

**Attachments
and CWS/CMS
Data Entry
Standards**

Hyperlinks are provided below to access attachments to this P&P and any CWS/CMS Data Entry Standards that are referenced.

- [Attachment 1—Initial and Ongoing Screening of Mutual Clients](#)
- [Attachment 2—Searching for Mutual Clients Using CalWIN](#)
- [Attachment 3—Overview of CFS and CalWORKs Mutual Clients](#)
- [CWS/CMS Data Entry Standards—Family Engagement Efforts](#)
- [CWS/CMS Data Entry Standards—Entering Collateral Contacts](#)
- [CWS/CMS Data Entry Standards—Service Providers](#)
- [CWS/CMS Data Entry Standards—Service Provider Information Request Form](#)
- [CWS/CMS Data Entry Standards—Special Project Codes](#)
- [CWS/CMS Data Entry Standards—Entering Client Index Number \(CIN\) into CWS/CMS](#)

Hyperlinks

Users accessing this document by computer may create a direct connection to the following references by clicking on them.

- CFS P&P [Case Transfers \(D-0302\)](#)
- CFS P&P [Case Plans \(D-0101\)](#)
- CFS P&P [Confidentiality—CFS Client Records \(F-0105\)](#)
- CFS P&P [Team Decision Making \(D-0308\)](#)
- CalWORKs P&P [Domestic Abuse Services \(402\)](#)
- CalWORKs P&P [Welfare-to-Work Exemptions \(CW100-F1\)](#)
- CalWORKs P&P [FSS and CFS Mutual Clients Collaboration \(403\)](#)
- CalWORKs P&P [CalWORKs Services to Family Reunification Parents \(403 A\)](#)
- CalWORKs P&P [Good Cause/Compliance/Sanction \(240\)](#)
- [CalWIN On-line Help](#)
- [Cal-Learn Program](#)

Other Sources Other printed references include the following:

None.

FORMS

Online Forms Forms listed below may be printed out and completed, or completed online, and may be accessed by clicking on the link provided.

Form Name	Form Number
Orange County Social Services Agency Child Abuse Report	F063-04-49A

Hard Copy Forms

Forms that may be completed in hard copy (including multi-copy NCR forms) are listed below. **For reference purposes only**, links are provided to view these hard copy forms, where available.

Form Name	Form Number
Referral for Children and Family Services Contractors	F063-25-238
Referral for Children and Family Services Contractors (Spanish)	F063-25-238Sp
Parent Services Acco	F063-25-1153

**CWS/CMS
Forms**

Forms that may **only** be obtained in CWS/CMS are listed below. ***For reference purposes only***, links are provided to view these CWS/CMS forms, where available.

Form Name	Form Number
Case Transfer Summary	F063-28-319R

Brochures

Brochures to distribute in conjunction with this policy may include:

Brochure Name	Brochure Number
None.	

LEGAL MANDATES

[Welfare and Institutions Code \(WIC\) Section \(§\) 10850](#) and [WIC § 11323.4\(f\)](#) authorizes sharing of information between FSS staff and CFS staff for case planning and the administration of public social services.

[WIC § 18986.40](#) and [WIC § 18986.46](#) authorizes the collaboration between CFS and CalWORKs.

[WIC § 11203](#) authorizes the extension of CalWORKs services during the FR period.

[WIC § 11320.3](#) outlines the criteria for WTW activities under CalWORKs.

[WIC § 16501.1](#) defines the case plan as the foundation and central unifying tool for services to children.

California Department of Social Services (CDSS) [All County Letter \(ACL\) 02-36](#) dated May 9, 2002 outlines changes required by AB429, (Chapter 111, Statutes of 2001) regarding the continuation of CalWORKs supportive services to Family Reunification cases.

CDSS [ACL 03-52](#) dated October 6, 2003 provides the background which allows continuation of CalWORKs supportive services for parents in FR.

CDSS [ACL11-04](#) dated January 27, 2011 provides clarification of existing policy for CalWORKs funded reunification services established by CFS.

CDSS [ACL 14-12](#) dated February 4, 2014 outlines the implementation of CalWORKs Family Stabilization (FS) Program, which provides intensive case management and services to remove barriers and achieve self-sufficiency for families.

CDSS [All County Information Notice \(ACIN\) I-70-09](#) dated November 23, 2009 provides guidelines for enhancing family engagement through coordinated case planning between CalWORKs and CFS.

CDSS [ACIN I-67-09](#) dated September 29, 2009 outlines the Linkages collaboration between the family, CalWORKs and CFS as one of eight Family Engagement Efforts (FEE) or strategies to improve outcomes for families.

CDSS [ACIN I-64-15](#) dated July 29, 2015 provides clarification of existing policy for multiple CalWORKs funded programs.

[Eligibility and Assistance Standards \(EAS\) Division 80-301\(r\)\(5\)](#) authorizes the parents, under certain conditions to qualify for a voluntary CalWORKs FR plan.

[EAS Division 82-812.681](#) requires the parent(s) to have been receiving a cash aid payment at the time of the child(ren)'s removal to receive CalWORKs FR services.

[EAS Division 82-812.683](#) requires that if all the children are not removed from the home, and the parent remains eligible for a cash grant, the parent is not considered FR, but remains a Mutual Client.

[EAS Division 82-812.684](#) defines an FR parent who is eligible for WTW services.

[EAS Division 82-812.688](#) authorizes CFS to extend CalWORKs supportive services for FR in order for the parent to complete the FR plan.