

County of San Diego, Health and Human Services Agency (HHS) CalWORKs Program Guide

Family Stabilization Referral Services

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Background:

To assist families experiencing an emergency, San Diego County offers referral services to counseling and other available resources as part of the Family Stabilization (FS) program implemented by Assembly Bill (AB) 74.

Policy:

The FS program ([CPG 10-007.A](#)) provides in-depth case management and services to help WTW participants and eligible family members to overcome destabilizing factors that may include:

- Homeless status or imminent risk of homelessness
- Lack of physical/emotional safety due to domestic violence or other family emergency
- Untreated or undertreated behavioral needs, including mental health, substance abuse and domestic violence-related needs
- Lack of transportation to and from WTW activities and/or place of employment causing mental distress and impairing participation in WTW activities
- Child(ren)'s chronic school truancy impacting parents' WTW participation ([ACL 15-22](#))

Family Stabilization Referral Services:

FS participants and/or their eligible family members ([CPG 10-007.A](#)) may be referred to Behavior Health Services (BHS), Child Welfare Services (CWS) and/or other emergency relief services provided by various organizations.

Referral services are in addition to Homelessness Prevention Services ([HPS CPG 10-007.B](#)) and Transportation Emergency Assistance ([TEA CPG 10-007.C](#)) offered through the FS program and other available CalWORKs programs ([CPG 44-200.C](#), [S.N. 15-04](#)).

FS Referral Services may not be authorized if, at the time of FS evaluation/assessment:

- CalWORKs (CW) case is in "discontinued" or "closed" status, and discontinuance or closing action cannot be resolved prior to FS approval (e.g. CW annual redetermination not completed; no eligible child in the home)
- Individual is ineligible for cash aid ([CPG 41.500](#)) and no longer will be required to participate in WTW effective the following month (e.g. CW timed-out, WTW sanctioned)
- Individual is no longer meeting FS eligibility criteria ([CPG 10-007.A](#))
- Exempt status is extended for any reason ([CPG 10-020.A](#)), and mandatory participation is no longer expected to begin within 60 days from the date FS application was submitted

Eligibility Criteria:

Eligible individuals and their family members ([CPG 10-007.A](#)) may be referred to BHS to receive the help necessary to overcome the emergency.

The FS services provided to the additional eligible person(s) must be related to the crisis preventing the WTW mandatory adult from being able to participate in his/her WTW plan ([ACIN I-64-15 Q.#2](#)).

Participants may decline FS referrals and services at any time and choose to be transfer back to Welfare-To-Work ([ACIN I-64-15 Q.#15](#)).

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Participants may be eligible to additional FS services to ensure participation and satisfactory progress in assigned barrier removal activities.

FS Case Management:

- Providing trauma-informed case management, which is essential to the successful participation in the FS program of individuals with history of trauma
- Showing empathy and respect in any contact with the participant and family members
- Understanding the effects of traumatic events affecting family members' physical, psychological, and emotional safety
- Responding with a comprehensive plan to overcome the emergency and prevent future reoccurrences
- Providing necessary support and timely services
- Involving the family in the planning and decision process

A FS Multi-Disciplinary team (MDT) is assembled as needed to:

- Provide a comprehensive assessment of the family's emergency needs
- Develop individual FS plans to respond to the emergency
- Coordinate FS services and communication between service providers and families
- Make the most effective use of available resources
- Identify and address service gaps
- Evaluate progress and need for additional services
- Share expertise, strategies, resources and best practices to ensure positive outcomes

FS/MDT may include Employment Case Manager (ECM), FS Coordinator (FSC), FS Specialist (FSS), and any other parties who may assist the family to address the emergency and prevent reoccurrences.

The FS Coordinator (FSC) is responsible for initiating and scheduling MDT meetings as needed. Frequency of meetings is determined by the family's circumstances and needs, and by the participant's progress in assigned FS activities.

FSS Role:

- Complete a comprehensive assessment of the family's emergency and needs
- Identify available resources
- Make referrals and coordinate services
- Follow-up with participants and service providers as needed
- Provide short-term in-depth case management to:
 - Monitor participant's progress in assigned BHS/CWS/other related activities
 - Evaluate the need for additional referrals and supportive services
 - Provide support to ensure successful participation
- Recommend the participant for Extended Housing Assistance ([CPG 10-007.B](#)) if the emergency impact is severe, and the family needs additional stability to continue participation in BHS, or other approved services
- Request assistance from any members of the FS/MDT to ensure that the participant is receiving appropriate and timely FS services

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- Determines if the participant can be transferred to WTW or if additional FS services are needed to ensure family stability
- Recommend evaluation for WTW exemption ([CPG 10-020.A](#))
- Compile data and complete required County forms and reports within established timeframes

Important: The FSS does not provide therapeutic/clinical counseling services.

FS Referral Services Timeframes:

- Evaluation process must be initiated on the **same day** the FS Referral Service request/referral is received or, if not possible, no later than the first working day after the request/referral is received
- Approval, denial, or discontinuance notices must be issued at the time FS Referral Services are approved, denied, or discontinued. See [ACIN I-02-14](#) for adequate notice requirements.

Impact of FS Referral Services on the WTW 24-Month Time Clock:

See [CPG 10-007.A](#)

Procedure:

[Processing Guides 10-007.4](#)

Impact(s): None to other programs

Program Affected: CalWORKs/Welfare-To-Work

Reference:

- [Senate Bill \(SB\) 855](#)
- [Assembly Bill \(AB\) 74](#)
- [Welfare & Institutions Code \(WIC\) section 11325.24](#)
- [Welfare & Institutions Code 15204.2](#)
- [All County Letter \(ACL\) No.14-61](#)
- [All County Letter \(ACL\) No.14-12](#)

Release Date:

October 14, 2015

Sunset Date:

This policy will be reviewed for continuance by October 31, 2015