



A Tradition of Stewardship
A Commitment to Service

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY
Self Sufficiency Services Division

POLICY AND PROCEDURE:

Family Stabilization Program

REVIEW FREQUENCY:

Every two years

POLICY # 2000601-2021-18

DISTRIBUTION:

- Employment Services
- Eligibility Services
- Quality Mgmt

EFFECTIVE DATE:

April 1, 2014

ORIGINAL DATE OF ISSUE:

April 15, 2014

LAST REVISION DATE:

September 11, 2018

APPROVAL:

Teresa Brown 9/11/18

Employment Services Manager Date

APPROVAL:

Lynn Perry 9/18/18

SSSD Deputy Director Date

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HHSA Director Date

POLICY STATEMENT:

It is the policy of the Napa County Health and Human Services Agency (NCHHSA) to provide services to Welfare-to-Work (WTW) participants that address barriers to employment and the path to self-sufficiency.

ADMINISTRATION:

- Eligibility Worker (EW)
- Employment Services Worker (ESW)

DEFINITIONS:

Family Stabilization (FSP) – A component of the CalWORKs (CW) program that provides intensive case management and services to participants who have significant barriers to employment. FSP is designed to ensure a basic level of stability within a family prior to, or concurrently with, participation in WTW activities.

END OF POLICY

PROCEDURE

I. Program Criteria

- A. FSP is designed to provide support to families in crisis during the process of engagement in the WTW program.
- B. FSP services are not limited to the eligible adult and should also address FSP issues of the children in the Assistance Unit (AU).
- C. There is no minimum hourly requirement to remain in compliance when a participant is actively participating in FSP services.
- D. Participants can enter into FSP at any point during a participant's participation in WTW activities.
 1. ESW should specifically review a participant's need to go into FSP during:
 - a. Appraisal
 - b. Non-compliance process
 - c. Reviewing sanctioned participants
- E. The length of time the participant remains in FSP is dependent upon:
 1. The individual circumstances of each family
 2. The participant still having time remaining on their WTW 24-Month Time Clock
 3. The participant still having time remaining on their CW 48-Month Time Clock
- F. An FSP plan shall be used in place of a WTW plan. Once the participant signs his/her individual FSP plan, months will begin counting towards his/her WTW 24-Month time clock, unless a good cause determination has been made.
- G. Participation in FSP services will stop the WTW 24-Month Time Clock for a lifetime limit of up to six (6) cumulative months if a participant meets the criteria for good cause.
 1. A participant may be excused from participation in WTW for good cause when the county has determined there is a condition or other circumstance that temporarily prevents or significantly impairs the participant's ability to be regularly employed or to participate in WTW activities.
 - a. The FSP Worker shall review the good cause determination for its continuing appropriateness a minimum of once every thirty (30) days.
 2. A participant may be excused from participation in WTW for good cause if he/she meets any of the good cause criteria as outlined in the "Good Cause Determination" Procedure.
 3. FSP good cause should only be granted to those participants who have started their WTW 24-Month time clock and have no other 24-Month clock stoppers.
- H. FSP shall be explained to all participants throughout their time in WTW. These times include, but are not limited to:
 1. WTW Orientation
 2. WTW Appraisal
 3. Non-Compliance Appointment
 4. Curing Sanction Appointment
 5. Time of application for Homeless Assistance

II. Selection Criteria

- A. The following individuals are not eligible to participate in FSP:
 1. AUs that only include WTW participants who have exhausted the WTW 24-Month Time Clock.

2. AUs that do not include an eligible adult who is required to participate in WTW. These include:
 - a. Cases where all adults have exceeded the 48-Month CW time limit
 - b. Fleeing Felons
 - c. Ineligible non-citizens
 - d. Non-needy caretaker relatives; **and**
 - e. Adults receiving SSI
 3. Participants who are exempt, unless the participant is within one (1) month of the exemption ending.
- B. Participants are eligible to participate in FSP if the ESW determines that a family is experiencing an identified situation and/or crisis that is destabilizing the family and would interfere with the participant's ability to participate in WTW activities. Some of these situations or crises include, but are not limited to:
1. Homelessness or imminent risk of homelessness;
 - a. The CalWORKs EW will notify any CW applicant/recipient, who meets the above program and selection criteria, about FSP and refer him/her to his/her ESW, or to the Supervising ESW if WTW is not yet assigned, whenever the applicant/recipient applies for Homeless Assistance and requests to participate in FSP.
 - 1) An FSP 1 will be collected and sent to the Supervising ESW.
 2. A lack of safety due to domestic violence; and/or
 3. Untreated or undertreated behavioral needs, including mental health or substance abuse-related needs.
 4. Participants whose children are deemed chronically truant and Family Stabilization will assist the family is stabilizing the family and school attendance for the minor.
 - a. The CalWORKs EW will notify any CW applicant/recipient, who meets the above program and selection criteria, about FSP and refer him/her to his/her ESW, or to the Supervising ESW if WTW not yet assigned, whenever the applicant/recipient is identified as having a chronically truant child and requests to participate in FSP.
 - 1) An FSP 1 will be collected and sent to the Supervising ESW.
 5. The family has recently experienced the death of a child who was a member of the AU.
- C. Participants may request an assessment to determine eligibility for FSP services at any time during their WTW 24-Month Time Clock.
1. ESW will provide the participant with the FSP 1 – Family Stabilization Program Evaluation Request to request services.

III. Referral to Family Stabilization

- A. When an ESW identifies a potential participant for FSP, the ESW shall:
1. Review FSP criteria to determine if participant is an acceptable referral to FSP.
 2. Determine how many months the participant has remaining on his/her six (6) months of good cause allowable in FSP.
 - a. To determine out of county usage, there is currently no identifiable means that FSP has been used. ESW should review WDTIP for any exemptions/good cause similar to FSP and make contact with the other county to obtain information on FSP usage.
 - b. A participant may use FSP for more than six (6) months, however will only receive good cause from their WTW 24-month time clock for a maximum of six (6) months.
 3. Present the case scenario at the next Case Conferencing meeting to discuss the referral.

- a. If it is determined case does not meet FSP criteria, no further action is needed.
- b. If it is determined case meets FSP criteria, continue with the next steps.
 - 1) Case conferencing will determine who will be the FSP case manager for the program.
4. Contact the participant to introduce FSP. During this contact the ESW shall:
 - a. Explain FSP to the potential participant
 - b. Identify the willingness of the potential participant to participate in FSP.
 - c. Assist the participant in completing the FSP 1 – Family Stabilization Program Evaluation Request.
 - 1) ESW will image and index the FSP 1 into C-IV.
 - 2) ESW will send a copy of the FSP 1 to the WTW Analyst once completed.
 - d. Obtain releases of information for any agency(s) or individual(s) the participant is currently involved with.
 - 1) Image and index release(s)
 - 2) Create a C-IV case flag for release(s)
5. Notify the WTW Analyst who the FSP case manager will be.
6. For referrals to Family Preservation the ESW shall complete the SSSD 3076 – Family Stabilization Referral to CWS and forward to the Family Preservation Supervisor.
- B. If the participant **is** selected to participate in FSP:
 1. The ESW will:
 - a. Document in the C-IV Journal the acceptance into FSP and all actions taken.
 - 1) Short Description = “FSP Approved”
 - b. Send the FSP 1 to the FSP Worker and ensure information discussed in Section III.B.b.(5) is included on the referral.
 - c. Complete the SSSD 3062 – FSP Grant/Denial and forward to the WTW Analyst.
 - 1) SSSD 3062 does not get sent to the participant.
 - d.
 2. The FSP Worker will:
 - a. Contact the participant to inform him/her that he/she have been selected for the program and set up an in-person meeting at the office, participant’s home, or a place of the participant’s choice if homeless.
 - b. Ensure the participant understands FSP and what the next steps will be.
 - c. Schedule the next meeting time with the participant
 - d. Schedule a case conference with the referring ESW
 - 1) This meeting is to ensure that the referring ESW is able to provide the FSP worker with any and all knowledge about the participant to assist the FSP worker in working with the participant in the future.
- C. If the participant **is not** selected to participate in FSP, the referring ESW will:
 1. Contact the participant to inform him/her that he/she has not been selected for the program, information on how they can request again in the future, and what the next steps are.
 2. Send the FSP 2 – Family Stabilization Program Denial Notice informing the participant of their ineligibility and an explanation of his/her hearing rights.
 - a. Image and index the FSP 2 into C-IV.
 3. Complete the SSSD 3062 – FSP Grant/Denial Form and send to the WTW Analyst.
 - a. SSSD 3062 does not get sent to the participant.
 4. Schedule an appointment with the participant to assign WTW activities.
 5. Document in the C-IV Journal the non-acceptance into FSP and all actions taken.

- a. Short Description = “FSP Denied”

IV. Family Stabilization Services

- A. FSP services will be determined on a case-by-case basis depending on the family’s situation.
- B. Although FSP services are determined on a case-by-case basis, there are certain case management services that every FSP family shall receive. These required services include:
 - 1. Working with the family to ensure all children are enrolled and are attending school daily.
 - 2. Working with family to ensure all eligibility program forms are completed and turned in timely.
- C. Throughout FSP services, the FSP Worker will discuss the work message and transitioning into WTW participation with the ultimate goal of finding unsubsidized employment.

V. ESW Responsibilities

- A. Discuss with the FSP Worker all activities, supportive services, and program statuses to ensure participant meets the necessary criteria for recommended activities, supportive services, and program statuses.
- B. Notify the FSP Worker of CalWORKs discontinuance prior to the last day of the last month of aid.
 - 1. Family Preservation supervisor shall be also notified for any cases that are with family preservation and discontinuing.
- C. Image and index all original documents into C-IV.
- D. Enter weekly updates from Family Preservation Worker into C-IV Journal.
 - 1. Short Description should begin with “FSP”
- E. Update C-IV Time on Aid Page, if participants WTW status is FSP good cause, for each month participant is in FSP.
 - 1. C-IV WTW Status Detail Page shall be updated as follows:
 - a. Status = Good Cause
 - b. Status Reason = Other Substantial & Compelling Reasons
- F. Inform the FSP worker at the beginning of month 6 that good cause will be ending.
- G. ESW will provide the CW 61 – Authorization to Release Medical Information with the CW 2200 – Request for Verification, whenever the FSP Worker identifies the potential need for exemption.
- H. Issue any necessary supportive services as determined by the FSP Worker.
 - 1. ESW to determine if supportive service can be funded by WTW as a priority before using FSP funds.
 - 2. ESW must put “Funded by Family Stabilization” in the comments field of the Service Arrangement and Payment Request when utilizing FSP funds.
- I. When informed by FSP Worker to discontinue FSP, send the participant the FSP 3 – Family Stabilization Change in Status Notice and discontinue the participant from FSP.

VI. FSP Worker Responsibilities

- A. Create a plan, within initial 30 days of referral, using the SSSD 3055 – Family Stabilization Plan to develop a realistic Family Stabilization plan with each WTW mandatory participant, that assists the family in resolving the identified situation/crisis that:
 - 1. Assesses the suitability of the family’s living situation, physical and emotional health, and safety;

2. Provides intensive case management and referrals to appropriate services needed to assist the family;
 3. Reduces the chance of reoccurring crises;
 4. Enhances the family's ability to resolve issues; and
 5. Monitors each family's progress toward making the necessary changes to improve the situation or crisis.
- B. FSP Worker will provide the ESW a copy of the SSSD 3055.
- C. FSP Worker will obtain a release of information for all new agencies the family is working with that includes communication in regards to all family members.
- a. Provide the original release of information to the ESW to image and index into C-IV.
- D. FSP Worker will assess the use of current programs that could be used in conjunction with FSP services (such as Homeless Assistance and HSP) when developing a participant's FSP plan.
- E. FSP Worker will provide additional support with intensive case management. This may include the following:
1. Ensure that each family understands the program and services available.
 2. Provide prompt referrals to appropriate community services needed to assist the family in order to be involved concurrently, or transition into, WTW 24-Month Time Clock activities.
 3. Develop a Family Stabilization plan in order to assist the family to regain stability and ultimately enroll in a WTW plan
 - a. Provide the original SSSD 3055 to the ESW to image and index into C-IV.
 4. Engage in frequent and on-going contact with each family, ranging from daily to weekly, depending on the level of need and progress in FSP, via phone and/or in-person, along with service providers to determine the effectiveness of service provision.
 - a. For each instance of utilizing the FSP program, the FSP Worker shall make contact with the participant a minimum of one time per week until the program ends.
 - 1) Additional frequency of contact is based on a determination of the participant's stability and participation requirements.
 5. Assess weekly progress toward case plan goals and make the necessary changes to improve the family's program.
 6. Provide program exemption, good cause, and/or any other recommendations as needed.
 7. Make every effort to reach families who are not making adequate progress.
- F. FSP Worker will inform the ESW of need to create new activity and WTW 2 – WTW Plan Activity Assignment.
- G. FSP Worker will monitor that the participant is complying with their FSP plan
1. If a participant is not complying with their FSP plan, the FSP Worker should explore if the participant may need a WTW exemption.
 - a. FSP Worker will document in the C-IV journal entry whether or not participant would qualify for an exemption and the reason.
 - b. ESW will provide the CW 61 – Authorization to Release Medical Information with the CW 2200 – Request for Verification.
 2. If a participant is not complying with his/her FSP plan or making progress toward FSP plan goals, and is not found to be exempt from WTW, the FSP Worker will:
 - a. Attempt to get the participant to cooperate with his/her FSP plan for a minimum of thirty (30) calendar days.
 - 1) FSP Worker will document in the C-IV journal entry each contact or attempted contact.

- b. Inform the ESW to send the participant the FSP 3 – Family Stabilization Change in Status Notice and discontinue the participant from FSP.
 - c. Schedule a case conference meeting with the ESW
 - 1) This meeting is to ensure the FSP Worker provides the ESW with any and all knowledge about the participant to assist in working with the participant in the future.
 - d. Create a C-IV Journal Entry that Family Stabilization has ended and reason.
- 3. If a participant completes FSP satisfactorily, the FSP Worker will:
 - a. Contact the participant and inform them of their transfer from Family Stabilization case management to regular WTW case management.
 - b. Schedule a case conference meeting with the ESW
 - 1) This meeting is to ensure the FSP Worker provides the ESW with any and all knowledge about the participant to assist in working with the participant in the future.
- 4. Once FSP is discontinued, the ESW will:
 - a. Refer the participant to assessment if the participant has never received an assessment prior to FSP.
 - b. If a participant had been assessed prior to FSP, the ESW should evaluate whether the assessment and previous WTW plan is still appropriate, and refer to assessment if needed to update his/her WTW plan.
- 5. If a participant discontinues from CW prior to completion of FSP:
 - a. If the participant's case is rescinded within fifteen (15) days of discontinuance, the participant will be re-enrolled into FSP.
 - b. If the participant reappplies, the participant will need to reapply for FSP.
- H. FSP Worker shall set up Multi-Disciplinary Team meetings with necessary agencies as needed.
 - 1. ESW will be invited to attend.
- I. FSP Worker shall inform the ESW to issue any necessary supportive services on the same day the need is identified.
 - 1. FSP Worker is responsible for obtaining any necessary quotes to issue supportive services.
- J. FSP Worker will complete the SSSD 3063 – Monthly Status Report on all FSP participants by the fifth day of the month following the month information is needed for and send to the WTW Analyst.
- K. FSP Worker will set a C-IV task to follow up with the ESW on participant's progress post FSP, if the participant completed FSP successfully.
 - 1. Follow up will happen the first of the month following month three (3) and month six (6)
 - 2. FSP Worker, with assistance from the ESW, shall determine what category participant meets:
 - a. Participant is no longer aided & reason for discontinuance from CalWORKs
 - b. Participant is currently meeting the Work Participation Rate (WPR)
 - c. Participant is currently not meeting the WPR

VII. Family Preservation Responsibilities

- A. Email ESW weekly with information on what occurred during the week in FSP. This information shall include but is not limited to:
 - 1. Activities participant participated in
 - 2. Hours spent in activities and with FSP worker
 - 3. Progress made within the week

4. Next Steps
- B. Communicate with the ESW immediately at any of the following times:
 1. Participant requests an exemption
 2. Participant has a change in activity
- C. Provide all original documents to the ESW to image and index into C-IV.
- D. Complete the SSSD 3063 – Monthly Status Report on all FSP participants by the fifth (5th) day of the month following the month information is needed for and send to the WTW Analyst.
 1. Family Preservation Worker shall make contact with the ESW, to complete the monthly status report.

VIII. Data Reporting

- A. The FSP Worker with assistance from the ESW shall track the below listed data for every FSP participant and report the data to the WTW Analyst by the fifth (5th) day of the month following the report month.
 1. SSSD 3063 – Monthly Status Report
 2. A narrative description of any lack of availability of FSP services.
 3. Follow up information at three (3) months post FSP and six (6) months post FSP. The following three criteria should be reported at the three (3) month and six (6) month time:
 - a. Participant no longer aided & reason for discontinuance
 - b. Participant meeting WPR
 - c. Participant not meeting WPR

REFERENCES:

ACL [14-12](#) – CW Family Stabilization Program
 ACL [14-61](#) – Family Stabilization Program Guidance, Notices, and Request Form
 ACL [14-64](#) – Family Stabilization Quarterly Status Report FSP 14
 ACL [17-78](#) – CW Program WTW Program Changes Q&A
 ACIN [I-64-15](#) – Family Stabilization Questions and Answers
 ACIN [I-13-16](#) – Implementation of AB 433
 EAS Manual [42-749](#)
 Good Cause Determination Procedure
 MOU between SSSD and CWS
 WTW 40 – CWD Family Stabilization Plan (county specific)

FORMS

FSP 1 – Family Stabilization Program Evaluation Request
 FSP 2 – Family Stabilization Program Denial Notice
 FSP 3 – Family Stabilization Change in Status Notice
 SSSD 3055 – Family Stabilization Plan
 SSSD 3062 – FSP Grant/Denial
 SSSD 3063 – FSP Monthly Status Report
 SSSD 3076 – Family Stabilization Referral to CWS

CONTACT PERSON(S):

Shanna Gardner, Staff Services Analyst

END OF PROCEDURE

REVISION HISTORY:

Revision	Date	Description of Change	Requested By
0.0	04-15-14	Procedure Created. Released in Working Draft	S. Gardner, SSA II
0.1	08-11-14	Final version released. Added requirements for presenting case for acceptance into FS	S. Gardner, SSA II
1.0	12-03-15	Biennial Review. Updated w/ACL 14-61 required NOAs and Request Form. Also updated w/ACIN I-64-15 and new FS Plan form.	S. Gardner, SSA II
1.1	12-28-16	Updates include changing FS to FSP. Removal of SSSD 3037. Implement SSSD 3062 and SSSD 3063.	S. Gardner, SSA
2.0	09-11-18	Biennial Review. Update to include new referral flow. Include new form SSSD 3076.	S. Gardner, SSA