# CLIENT SUCCESS STORIES

Number: 200.2

Approved: *Signature on File* 07/25/03 (R01/14)

**PURPOSE** The purpose of this policy is to provide guidelines to staff when submitting client success stories to the Family Self Sufficiency (FSS) Administration.

**POLICY** Client success stories are collected to highlight the work performed by Social Services Agency (SSA) employees and partners to help clients reach self-sufficiency, and to illustrate the benefits of successful partnership and collaboration.

The collected client success stories may be:

- Shared with staff through FSS Program Summaries
- Presented to the Board of Supervisors
- Included in the Grand Jury Notebook
- Used for media releases by the SSA Public Information Officer (PIO)

SSA staff and partners may routinely submit client success stories using the Client Success Story form F063-41-193. The narrative on the form should describe the success of the individual and/or family in overcoming barriers to self-sufficiency and how SSA staff and partners contributed to this success. The narrative should also provide a brief description of the client's situation, including:

- His/her engagement in Welfare-to-Work activities
- Services and resources offered to the family
- Steps taken by the client to become self-sufficient
- Specific barriers mitigated or removed
- Collaboration among staff, agencies and organizations

The client should be asked if he/she is willing to be interviewed by the media or speak to a group about his/her success in the CalWORKs and WTW programs. There is no requirement for the client to agree.

**PROCESS** Regional Staff and Partners

Staff and partners will complete the Client Success Story form and submit via email to their Supervisor. The Supervisor will review the story for accuracy and to ensure confidentiality requirements are met. The Supervisor will submit the story to his/her CalWORKs Assistant Regional Manager (ARM) or Foster Care Regional Manager (RM) who will forward the story to the FSS Program liaison with a copy to the FSS Operations Deputy Director.

FSS Program

The FSS Program liaison will review the Client Success Story form and contact staff or partners for clarification and/or additional information. The FSS Program liaison will decide if the story should be shared through the monthly FSS Program Summary.

Client success stories will be maintained by the FSS Program liaison in a database for appropriate use in a future Program Summary or for other purposes outlined in this policy.

**ATTACHMENT** F063-41-193 Client Success Story