

ABSTRACT

STAFF PERCEPTIONS OF THE LINKAGES PROGRAM IMPLEMENTED IN MADERA COUNTY, CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

In 2003, Madera County Department of Social Services joined the second phase of California's Linkages Program. Since 2003, Madera County has worked to create a Linkages Program design that would meet the specific needs of the county and its clients. Gradually, the department is bringing Linkages into full implementation. The purpose of the following study was to identify the perceptions of Madera County Department of Social Services/Child Welfare and Welfare to Work staff regarding the program, its implementation, and its utility. To accomplish this, semi-structured interviews were conducted with nine staff members from both divisions and from different promotion levels. The findings of this study suggest that, despite expressed needs for further training on procedure and possible benefits, informants have a positive perception of Linkages and have ideas to contribute regarding the future direction of the program.

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