

**County of Orange Social Services Agency  
Family Self-Sufficiency & Adult Services Division**

**Program/Area:** CalWORKS/Welfare-To-Work  
**Title:** Client Success Stories  
**Number:** 200.2  
**Effective Date:** 7/25/2003  
**Approved:** Signature on file

**Status:** Approved  
**Revision Date:** 7/25/2022

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**PURPOSE**

The purpose of this policy is to provide guidelines to staff when submitting client success stories to the Family Self Sufficiency & Adult Services Division (FSS-AS) Policy & Quality Assurance Team (PQA).

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**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-AS 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)
  - The client should be asked if they are willing to be interviewed by the media or speak to a group about their success in the CalWORKs and Welfare-to-Work (WTW) programs. There is no requirement for the client to agree.

SSA staff and partners may routinely submit client success stories using the [Client Success Story \(F063-41-193\)](#) form.

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**PROCESS**

**The Regional Staff and Partners will:**

- Complete the [Client Success Story \(F063-41-193\)](#) and submit via email to their supervisor. The narrative on the form should describe:
  - The success of the individual and/or family in overcoming barriers to self-sufficiency
  - Successful goal achievements the client has reached
  - How SSA staff and partners contributed to this success
  - A brief description of the client's situation, including:
    - The client's engagement in WTW activities
    - Services and resources offered to the family

- Steps taken by the client to become self-sufficient or successful goal achievements
- Specific barriers mitigated or removed
- Collaboration among staff, agencies, and organizations
- Usage of any CalWORKs 2.0 Tools
  - What types of tools were utilized

**The Supervisor will:**

- Review the story for accuracy and ensure confidentiality requirements are met
- Submit the story to the CalWORKs/Foster Care Assistant Regional Manager (ARM)

**The CalWORKs/Foster Care ARM will:**

- Forward the story to the FSS-AS PQA liaison

**The FSS-AS Policy and Quality Assurance (PQA) Liaison will:**

- Review the [Client Success Story \(F063-41-193\)](#) form and contact staff or partners for clarification and/or additional information
- Forward a copy of the story to the FSS-AS Divisional Operations Deputy Director and FSS-AS Divisional Operations Administrative Manager II
- Decide if the story should be shared through the monthly FSS-AS Program Summary
- Archive the story in a database for appropriate use in a future Program Summary or for other purposes outlined in this policy

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**ATTACHMENTS**    [Client Success Story \(F063-41-193\)](#)