

Department of Public Social Services (DPSS)  
CalWORKs Domestic Violence Support Services (DVSS) Overview  
Web Conference July 14, 2020  
Questions and Answers

**OUTREACH, REFERRALS, ENROLLMENT**

*Outreach*

**1. Can we have some clarification on Outreach?**

Given the COVID-19-related restrictions put in place by the Los Angeles County Health Officer, we are unsure how outreach can be conducted during the pandemic.

**2. What form or online outreach are approved under the DPSS Grant?**

Given the COVID-19-related restrictions put in place by the Los Angeles County Health Officer, we are unsure how outreach can be conducted during the pandemic.

**3. We have found a large decrease in participation. Are participants no longer required to attend DV services?**

Participants will not lose benefits if they do not participate in activities.

*Referrals*

**1. How do we refer clients to DPSS?**

Clients who are seeking services from DPSS may be referred to our DPSS "Your Benefits Now" website ([www.yourbenefits.laclrs.org](http://www.yourbenefits.laclrs.org)) where they can obtain information and/or apply for benefits online. Clients may also apply for DPSS services via the Customer Service Center at (866) 613-3777.

**2. Why do participants who did not have DV in their lives sometimes refer to DV services?**

Direct referrals to DV providers should only be initiated by DPSS for clients who disclose/indicate to DPSS that they are a DV victim and request services. Please note that direct referrals are initiated in person under regular operations. Due to COVID 19 pandemic, DPSS offices are currently closed and direct referrals are not initiated.

**3. Do the DPSS and GAIN offices have brochures of all of the DV providers, shelter and non-shelter, and are the DV providers identified on a DV Referral Information Sheet & will there be a new DV Referrals Information Sheet?**

Yes, the Los Angeles County DPSS Domestic Violence Referral Information Brochure includes a listing of the DV Providers. DPSS will review and update the brochure to identify current DV providers. DV Providers are also available in the DPSS Website.

- 4. I hear that people have to call the DV hotline to get a reverse referral to a DV provider. But this can lead to a drop off for the client, or the DV provider may miss that this is a CalWORKs referral. What about doing three-way calls to initiate referral? Or encrypted email?**

Due to DPSS office closures related to COVID-19 and GAIN Services/Contracted Case Managers working from home, clients are provided with the DV Hotline number where they will be routed to a DV provider in their area-based zip code as a means to connect them to services. The DV providers are responsible for initiating and submitting a PA 1923, CalWORKs Treatment/Services Verification (Reverse Referral), not the DV Hotline. DPSS is currently working with DPH to devise a more streamlined process. Because of GAIN staff working remotely, three-way calls may not always be possible and using encrypted email must be approved by DPSS' Information Security Office.

- 5. Our agency currently has a few women who are enrolled in the DV Education and Support. Can we send a reverse referral and now?**

If there are clients who are receiving services from a DV provider, the DV provider must screen the client for CalWORKs eligibility. Under the DVSS contract, DV providers may only bill for CalWORKs clients. Once screened and client is identified as eligible or have applied to CalWORKs, a reverse referral may be submitted.

- 6. Is there a steady flow of direct referrals from DPSS to DV providers at this time?**

DPSS is currently not initiating direct referrals. Upon reopening of DPSS offices, DPSS will resume direct referrals.

- 7. As a current DVSS provider, who should we reach out to and notify that we have openings for new DVSS referrals?**

DVSS providers may contact their respective Contract Administrator.

### *Enrollment*

- 1. Can we take any participant that do not want to participate in CalWORKs and GAIN? Can we still accept them?**

Under the DVSS contract, DPSS cannot reimburse DPH to pay the DV contractor for clients who are not participating in CalWORKs and GAIN.

- 2. Are we (DV providers) supposed to contact the client to set up an appointment initially? Or does the worker need to contact the provider to set up an appointment for the client. Some GAIN workers are telling us (providers) that we need to contact the client to schedule an appointment, then contact workers for forms/referral to be faxed or emailed.**

For direct referrals, GAIN Services Workers contact the provider to set up an appointment for the client. Referral forms are given to the client to provide to the DV provider to complete the day of their appointment. As previously indicated, at this time, clients are being routed to DV providers through the DV Hotline and a reverse referral must be submitted to DPSS' Reverse Referral Centralized Unit.

**3. Are participants required to attend DV Supportive Services in order to stay on Cal WORKs?**

CalWORKs clients are eligible for DVSS and attending DVSS is not a condition to CalWORKs eligibility. Based on DV provider assessment and recommendations, participants may be granted a waiver from Welfare-to-Work (WtW) participation. If DV is not a barrier and the participant is able to participate in WtW activities, their CalWORKs grant may be reduced as a result of a sanction for failing to participate.

**PROCESSES & FORMS****4. With respect to the Clock extender (once the 48 months has passed) What triggers it? How do participants qualify? How do they apply?**

A participant who has exhausted their 48 months and disclose they are a DV victim are referred to a DV provider for assessment. DPSS GAIN Services Workers will evaluate the DV provider assessment and recommendation and determine whether a participant is eligible to a time clock extender.

**5. Does a person's welfare to work (WtW) hours determine whether they will get that DV extension or not?**

If the DV provider's assessment indicates that the participant's DV circumstance impairs or significantly prevents their ability to be regularly employed or maintain employment or to participate in the required WtW hours of participation, then the participant is eligible to an extender.

**6. Once the stop notice is received by the service provider, is there a grace time period for which services can be provided past the date listed on the stop notice?**

The participant's activity is closed when they are no longer participating or receiving services or if they are no longer eligible to CalWORKs and therefore not eligible to DVSS. There is no grace period to speak of. Questions related to the closure of the participant's activity should be referred to the GAIN Services Worker/Contracted Case Manager.

**7. Does good cause have to be determined by a licensed therapist/clinician?**

The DV provider conducts an assessment at the client's initial appointment to evaluate whether DV circumstances are a barrier to employment and/or participation in WtW. Based on this assessment, DPSS determines if Good Cause exists for granting a DV waiver.

*Forms***1. What happens if an agency sends the PA1923 after 10 business days?**

DPSS will evaluate all PA 1923 (Reverse Referrals) received and provide the DV provider with a notice indicating whether the PA 1923 is accepted or rejected.

**2. Regarding "Acceptance" of the PA 1923, due to COVID-19, will the Centralized Unit still be mailing back acceptances within the time frame specified on slide #11?**

Yes, DPSS has not modified these timelines.

**3. I am not receiving Progress Reports on time, can DPSS workers email them?**

DPSS is currently evaluating potential email transmission of DV referrals and progress reports.

**4. The Progress Report forms have always stated they must be completed and submitted within 15 business days, has that changed and now it is expected within 10 business days?**

The Progress Reports must be completed and returned within 15 calendar days.

**5. Due to COVID-19 getting the GN6008 back from the GAIN worker in a timely manner has been a challenge. Are the letters that were sent out extending the length of the services to CalWORKs clients still acceptable?**

The GN 6008, Progress Report is automatically generated and mailed out by the system every 90 days. If it is not received, DV provider is to contact the GAIN Services Worker to request it.

**6. We have contacted some workers to get updated GN forms but have been told the client has been DC'd even though client has still been attending services. The original GN form shows client valid until current month but worker has advised client was DC'd a month or 2 ago. We did not get a termination notice. How do we avoid this?**

The GN 6011, Service Provider Cancellation Stop Notice is automatically generated by the system once the GAIN Services Worker closes the DV activity. A participant may become ineligible to CalWORKs while receiving services and due to CalWORKs ineligibility, they are not eligible to DVSS. Upon receiving a stop notice, if participant continues to receive services, immediately contact the GAIN Services Worker to verify status. If agencies are encountering instances where GN 6011 is not received, please contact DPSS GAIN Program at (562) 908-8329.

**7. Why aren't progress reports being generated?**

DPSS is not aware of GN 6008s not being generated. If this is an ongoing issue, please contact DPSS GAIN Program at (562) 908-8329.

**8. If a participant is less active for DV services do you fill out the GN 6007A to decrease their hours along with GN 6008 form?**

The GN 6007A is used to report a decrease in hours at any point during services. The GN 6008 is only completed on a quarterly basis, however if the decrease in hours occurs at the time the GN 6008 is due, they are to be reported via the GN 6008.

**9. What type of outreaches do you suggest we do?**

Given the COVID-19-related restrictions put in place by the Los Angeles County Health Officer, we are unsure how outreach can be conducted during the pandemic.

**ADMINISTRATIVE QUESTIONS****1. How do we complete initial assessment and six months Service Assessment Service Plan? We are in contact via phone not able to have participants sign any documents because they might have internet problems. We have not completed any Service Assessment.**

You can still complete the assessment and service plans by phone for this time period. Staff completing assessments and service plans should notate that services were provided by telephone.

- 2. We have not received blank Progress Report form the GAIN worker every 3 months due to COVID. Will this be affected during our monitoring? What will monitoring look like in future?**

This will not negatively affect monitoring as long as notation is made in the client charts documenting the situation.

- 3. Q: Will there be a document outlining the flow of all of the forms mentioned, along with specification on what the grantees role is as it relates to this?**

No. Forms are used dependent of each other and for specific purposes.

- 4. Will these forms being mentioned be sent to the providers?**

Forms are located in the contracts.

- 5. Are any of these GAIN forms to be used for GR or GROW clients as indicated in the DV Provider Contract?**

Forms cited are to be used for CalWORKs/GAIN clients only.

- 6. I am new to this contract (I just started in my position 4 weeks ago). Can you let me know the due date for this contract renewal bid?**

The due date has already passed.

- 7. Is there a monthly checklist that we can reference to ensure that we're in full compliance with your monthly accounting reporting requirements?**

We do not have a checklist for this.

- 8. Due to COVID-19 restrictions, can any services be done virtually?**

Yes, some services can be done virtually.

### *Billing*

- 1. How do you suggest the service provider to limit the annual estimated cost per participant? Will you be providing a method to the service providers in how to track the costs accumulated monthly?**

Costs are paid based on a fee-for-service based on the service provided.

- 2. We got approved to provide shelter for two clients and when we billed for it, we did not get payed since they said we went above the approved budget.**

Billings cannot go above the approved contract award amount (budget).

- 3. So, the approved budget we have we can only provide services to 12 clients, so what do we do about the extra clients we have now?**

Services are not limited to 12 clients. Contact your Contract Administrator for specific instructions related to your particular situation.

- 4. In the past, we have been able to bill for PA 1923 for 30 days. Will we be able to bill for those again?**

Yes

- 5. On the RFA, page 7 it provides annual estimated cost per participants, if we exhaust that amount before the year ends, are we able to still bill for them?**

Billings cannot go above the approved contract award amount (budget).

- 6. How many days after a CW case is closed can we bill?**

None. Client must be active in order to bill for services.

- 7. How many days before the PA 1923 is completed can we bill, and how many days after can we bill?**

If the Participant is determined to be potentially eligible for CalWORKs (CW), a PA1923 needs to be completed and submitted to the Centralized PA1923 Unit within 10 days of services rendered. Upon receipt of the notification letter from DPSS indicating that the Participant is eligible, Contractor may continue to provide services and submit request for payment according to the Contract invoice and payments provisions. However, if the Notification letter from DPSS indicates that the Participant is ineligible, Contractor may continue to provide services for up to a maximum of 30 calendar days from the date on the letter, provided that the PA1923 is received by DPSS within 10 days of initial contact with Participant. Please note that PA1923 should not be submitted for persons who have not applied for or been approved for CWs.

- 8. Can we bill to a case without completing all paperwork if it is opened and closed within 30 days?**

Was this participant deemed eligible for CalWORKs? This depends on the scenario.

- 9. In the past, we have been able to bill for rejected 1923s when the case was pending approval as long as we had the completed PA 1206 that stated the client was potentially eligible. Will we be able to bill for those again in this next fiscal year?**

Yes.

- 10. Will you be having another web conference on invoicing and budgets?**

None are scheduled at this time.

- 11. On the RFA, page 7 it provides annual estimated cost per participants, if we exhaust that amount before the year ends, are we able to still bill for them?**

Billings are only paid for costs up to the maximum budget amount.

## COMMUNICATION

### *Faxing and Encryption*

- 1. Do all DPSS documents have to be faxed or we could send them via email?**

DPSS documents are to be faxed. Email transmission is being evaluated.

2. **Not able to fax since we are working from home is it okay if we are emailing to the GAIN worker progress report.**  
DPSS documents are to be faxed. Email transmission is being evaluated.
3. **Are we allowed to email documents to workers? I know previously we weren't allowed due to confidentiality of DV participants.**  
DPSS documents are to be faxed. Email transmission is being evaluated.
4. **Can you talk more about encryption software that we need to use?**  
Any encryption software using a Federal Information Processing Standard (FIPS) 140-2 certified algorithm that is 128 bit or higher; however, it is encouraged that a 256-bit encryption be used.
5. **While we are working virtually, we are thinking of shifting to E-Fax. Are there any guidelines for using E-Fax when we fax to Centralized PA 1923 Reverse Referral Unit?**  
E-Fax is allowed.

### *Contacting GAIN Workers*

1. **If a person is a victim of DV and has a DV waiver in place, does this person have a GAIN Worker still? If not, what is the type of worker that is assigned to them?**  
Yes, a client will have a Specialized Supportive Services GAIN Services Worker.
2. **How do we as DV providers get a hold of the EW? I have not been able to and it is hard to even get a number or name.**  
The PA 1132, GAIN Services Worker/CalWORKs Eligibility Notification to Services Provider provides contact information for both case workers. DV providers should contact the EW at the telephone number provided and should provider be unable to reach staff, submit a CalWORKs DV Trouble Shooting log.
3. **Q: Who can we contact when we do not receive a Progress Report from a GW, and they are not responsive? This can cause disallowances. Also, can we get the list of emails for all workers and their supervisors? It is difficult to fax now.**  
Please follow the chain of command, if GAIN Services Worker is not responding contact the GAIN Services Supervisor. GAIN Program will develop and provide DPH a GAIN Region contact list.
4. **We call repeatedly, and do not always get an answer. Can we please get updated contact information with emails?**  
DPSS will provide an updated GAIN contact list. For instances where GAIN Services Worker or GAIN Services Supervisor cannot be reached a CalWORKs DV Troubleshooting Log should be submitted.
5. **Can we get an updated list of the DV liaisons and their contact information?**  
DPSS will provide an updated GAIN contact list.
6. **Can you send an updated directory of DPSS workers/supervisors?**  
DPSS will provide an updated GAIN contact list.

- 7. Can we please receive the most current CW Regional Liaison list? This is helpful when we need to reach out.**

DPSS will provide an updated GAIN contact list.

- 8. Can we provide individual services and groups via zoom?**

Yes, this is allowable.

- 9. We spend a lot of time calling and following up and we never get a response.**

For any ongoing issues for which a response is not attained, please submit a CalWORKs DV Troubleshooting Log.

## General Questions

- 1. Can you confirm, a DV survivor has a GAIN worker? I thought they may not at times because they are a DV survivor.**

Yes. If a DV client requests DV services under DVSS, they must be CalWORKs eligible and have a GAIN DV activity to receive supportive services and an assigned GAIN Services Worker.

- 2. Why are some clients not assigned a GAIN worker? I've seen some clients go months and/or their services are completed and were not assigned a GSW.**

All CalWORKs clients receiving DV services must have a GAIN Services Worker in order to be eligible to DVSS. Direct referrals for DV services are initiated by GAIN Services Workers. Note that due to COVID 19 pandemic, DPSS offices are currently closed and direct referrals are not initiated.

- 3. When will you release the audio recording and the slides?**

DPH OWH is exploring if the audio recording can be made available to DVSS contractors.

- 4. Where can I get the Power Point slides?**

The Power Point slides were attached to the reminder email sent to DVSS contractors on Monday, July 13, 2020. It may be resent to contractors upon request.