



# DOMESTIC VIOLENCE SUPPORTIVE SERVICES QUARTERLY MEETING

Office of Women's Health  
Domestic Violence Contract Administration Unit





# WELCOME!





## Agenda

- I. Welcome
- II. DVSS – Updates
- III. DVFSA – Updates
- IV. Overview of **NEW Electronic** Client Satisfaction Surveys
- V. 2025 Upcoming Quarterly Meetings dates – 10-11:30 am
  - May 14th, 2025
  - August 13th, 2025
  - November 12th, 2025
- VI. Suggestions for meeting topics, presentations, discussion items, etc.
- VII. Billable Legal Services Presentation
- VIII. Closing remarks



# DVSS – Updates





# DVSFA – Updates





# CLIENT SATISFACTION SURVEYS





# BILLABLE LEGAL SERVICES PRESENTATION

Office of Women's Health  
Domestic Violence Contract Administration Unit





# STAFF INTRODUCTIONS





# Purpose of the Meeting

Provide support, clarification, and guidance to DV service providers with a DVSS Legal Contract with DPH-OWH about services that are allowed to be billed **and how to provide necessary documentation**



# Goals

- ❖ Provide a review of billable services under the Legal Services Contract for DVSS
- ❖ Share basic documentation requirements
- ❖ Review and respond to previously submitted questions



# Domestic Violence Legal Services – Program Overview

- ❖ DV Legal Services includes family law, immigration services for eligible DV survivors (battered non-citizens), translator/translation services, restraining order, benefits advocacy, other legal services and legal services workshops.

# Domestic Violence Legal Services – Eligibility

- ❖ DV Legal Services Eligibility
  - ❖ CalWORKs GAIN/REP, GR, and START (Skills and Training to Achieve Readiness for Tomorrow) participants
  
- ❖ For survivor non-citizens, Contractor shall ensure U-Visa/VAWA petitioners establish CalWORKs eligibility by directing them to DPSS CalWORKs



# Staff Requirements

- ❖ Mandatory 40-hour DV Training
  - ❖ All staff providing direct services
  
- ❖ Legal Services Contractor Attorney-Employee
  - ❖ Attorney licensed to practice law within the State of California
  - ❖ Attorney must visit the Legal Services Contractor's service site/s



# Other Requirements

- ❖ Contractor Organization Capacity/Waiting Lists
- ❖ Civil Rights Training
- ❖ Civil Rights Complaints and Procedures

# Domestic Violence Legal Services – Program Overview

## ❖ Required Services

- ❖ Intake
- ❖ Assessment
- ❖ Safety Plan
- ❖ Service Plan
- ❖ Follow Up
  - ❖ CalWORKs, START (GROW), GR

# Definitions

## Intake

Interview and complete a Client Intake form for all participants in order to obtain

- (1) information and
- (2) determine immediate needs

## Assessment

Identify participant's DV situation, legal problem/s, need/s, type of legal services needed to develop the Service Plan, goals, and objectives, other referrals

## Safety Plan

Action/s that can help keep participants safer from a person who caused them harm.  
Restraining Order may be part of a safety plan

## Definitions – cont.

### Service Plan

Aim to empower the participant to engage in services to accomplish the desired goals to assist in overcoming barriers to employment and obtaining self-sufficiency

### Follow- Up

Ongoing contact and services provided to participant to achieve their goals, evaluate whether services are consistent with the needs in the service plan, and determine if any changes to goals are necessary

CalWORKs – Progress Report must be submitted every 90 days within 15 calendar days of receipt

START – minimum 90 days from start date of services

GR – Form ABP 1469 is not required

# Domestic Violence Legal Services – Program Overview

- ❖ Services based on needs
  - ❖ Family Law
  - ❖ Restraining Orders
  - ❖ Immigration Law
    - ❖ Maintenance of previously filed U-VISA/VAWA petitions
  - ❖ Benefit Access Assistance(BAA)/Advocacy
- ❖ Billings: Rate per hour / 15 minutes increments.

# Definitions

## Family Law Services

Includes divorce, marital property division, spousal support, paternity establishment, child custody and visitation orders, child support, and the filing of a restraining order, etc.

## Restraining Order Services

Legal services provided to DVSS participants that are associated with obtaining a DV restraining order, emergency protective order (EPO), temporary restraining order (TRO)

## Immigration Law Services

Maintenance of previously filed U-VISA/VAWA petitions. These are services that assist participants in stabilizing their immigration status which includes filing appeals, including obtaining work authorization



# Documentation of Services: Family Law, Restraining Order, and Immigration Law

- ❖ Legal Services Contractor shall maintain documentation with the following information to verify that the respective services were provided:
  - ❖ Date service was provided
  - ❖ Signature and name of individual(s) who provided service
  - ❖ Description of service(s) provided (e.g., "represented in court," "prepared court documents," "researched legal/related issues," etc.)
  - ❖ "**FL**" noted for "Family Law"; "**RO**" noted for "Restraining Order"; and "**IL**" noted for "Immigration Law".
  - ❖ Time spent providing the service.
  - ❖ Name of Attorney and Paralegal providing services to participant
  - ❖ Name of Attorney on Record for the services or "Pro Per" noted
  - ❖ Participant's Information
    - ❖ CalWORKs or START Case Number

# Definitions

## Benefits Access Assistance (BAA) Services

Legal services provided by Legal Service Contractor staff to help DVSS participants access government benefits to which they are entitled

Contractor shall maintain documentation with the following information

- ❖ Date service was provided
- ❖ Signature and name of individual(s) who provided service
- ❖ Description of specific services provided (e.g., "represented on phone/in person to agency," "prepared appeal letter," "researched legal/related issues," etc.),"
- ❖ "**BAA**" noted for Benefits Access Assistance
- ❖ Time spent providing the service
- ❖ Name of Attorney and Paralegal providing services to participant or "Pro Per" noted
- ❖ Participant's Information
  - ❖ CalWORKs Case Number

# Domestic Violence Legal Services – Program Overview

- ❖ Services based on needs – cont.
  - ❖ Other Legal Services (e.g., employment law, landlord/tenant issues, or consumer law, etc.)
  - ❖ Translator/Translation Services
  - ❖ Legal Services Workshop Services
- ❖ Billings: Rate per hour / 15 minutes increments.



# Client Records

- ❖ Client Intake form (created by the Contractor)
- ❖ Assessment (created by the Contractor)
- ❖ Service Plan (created by the Contractor)
- ❖ Safety Plan (created by the Contractor)
- ❖ Tracking notes with service delivery dates
- ❖ Program evaluation measures (i.e. MMR)
- ❖ If appropriate, Client Satisfaction survey



**THANK YOU!**

