



DOMESTIC VIOLENCE SUPPORTIVE SERVICES QUARTERLY MEETING

Office of Women's Health
Domestic Violence Contract Administration Unit





WELCOME!





Agenda

- I. Welcome and Ice Breaker
- II. OWH and DPSS Team Introductions
- III. Report back/updates from 8/28/24 Provider Engagement Event
- IV. DPSS Troubleshooting Log (DPSS – Livier Contreras)
- V. Overview and walk through of OWH DVHSS website (DPH-OWH Carmen Zapata)
- VI. Questions received during registration process (DPH Finance and CPA Teams)
- VII. 2025 Quarterly Meetings



Purpose of the Meeting

This will be an interactive meeting

- Sharing information from DVSS in-person meeting
- Reviewing DPSS Troubleshooting Log Process
- Exploring DPH-OWH Website



ICE BREAKER MENTIMETER

Join at menti.com | use code 94 55 65 7

 Mentimeter

What is a **Self-Care Activity** you enjoy?

0 responses





DPH AND DPSS STAFF INTRODUCTIONS





REPORT FROM DVSS AUGUST ENGAGEMENT





<u>Barriers</u>	<u>Impacts</u>	<u>Strategies</u>
Low funding	Low services	Increase funding implement a service
Limited to CalWORKs clients	Other clients have to wait/prolong service for non-CalWORKs clients	Advocate for flex funding
Lack of understanding of GAIN workers available communication services	Clients went to place that could not provide them with services	Collaboration training focal point/contact
High cost of living-long waiting list	Client cannot move out, need more funds to save clients	Policy adopted to provide more housing
Participants are asked to do more than 1 hr/week	Some of them work or their schedule does not permit	Allow participants to join other activities



Funding

- Low reimbursement rates
 - Rate study to adjust fee schedule for DVSS next solicitation
- Fee for Service vs. Cost Reimbursement
 - Rate study will also examine/analyze the pros and cons of each
 - Focus groups, key informant interviews and research base
- Need for more funding overall
 - OWH/DPH continues to advocate for more funding for DVSBP, DVSS and non- CalWORKs DV survivors/clients
 - LAHSA applying for DV Vouchers via a HUD grant



GAIN Worker Understanding and Communication of Available DV Services

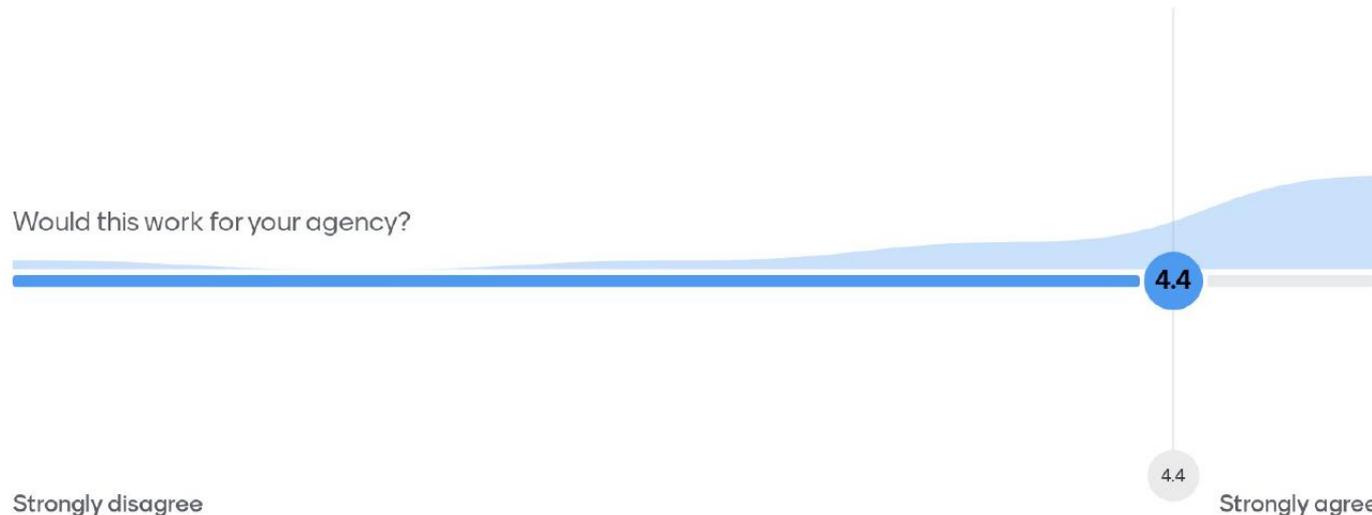
DPSS and OWH are working on the following –

- Training of GAIN workers on DV 101
- DPSS continue training for DVSS providers on CalWORKs and GAIN programs, services and supports and resources
- “Redbook” sent out to DVSS Providers
- OWH compiling agency specific information for updated and more comprehensive directory of services –
 - accommodations for specific populations
 - virtual, telephonic and in-person service delivery
 - transportation needs

Automating Data Collection

OWH has been considering automating the
Client Customer Satisfaction Surveys

Would this work for your agency?





Pilot Project

A handful of agencies were contacted regarding their interest in participating in the initial pilot of this automated process.

If your agency is interested in participating,
please reach out via the
OWHTraininig@ph.lacounty.gov



Training Areas

- Billable services
 - 11/7/24
- Audit overview
 - Planning for 2025
- Documentation
 - 2025
- Legal Services Contract
 - Early 2025
- Trauma informed care
 - October 2024 and 2025
- DPSS Forms
 - April and planning 2025
- Contract clarification
 - CM, Legal, Finance (24/25)
- Vicarious trauma
 - Looking for training
- Treatment for children
 - Looking for training
- Co-occurring disorders
 - SAPC/DHSP and others



DPSS TROUBLESHOOTING LOG PRESENTATION





DPH-OWH WEBSITE FORMS AND OTHER RESOURCES





SUBMITTED QUESTIONS





Questions from Registration

- 1) If a client disenrolls and re-enrolls (but was only disenrolled for 7 days) we can re-assess and claim for the reassessment (as well as safety plan and service plan), correct?*
- 2) Billable services and documentation requirements are becoming extremely hard to manage as this contract has more nuances in recent years than ever before and it is becoming very hard to manage and resulting in needing additional resources to train and implement versus other contracts*



Questions from Registration

- 1) We frequently encounter challenges related to delays in receiving progress reports and the limited number of reverse referrals. Some GAIN Workers are not sending the GN6008 progress reports, which necessitates our Senior Legal Assistant to reach out to them for completion. Additionally, we face difficulties with clients who have open legal matters with other agencies. In these situations, we often struggle to communicate effectively with the other agency regarding the termination of services. There are instances where the other organization asserts that they have submitted all necessary paperwork to terminate services, while our team has not received the updates. These issues not only delay our services but also create additional burdens regarding billing. We would greatly appreciate it if these matters could be discussed, along with potential solutions to streamline the process and reduce administrative hurdles for both service providers and our clients.*



Questions from Registration

- 1) *What can we bill for? Thanks.*
- 2) *When a returning participant rejoins the program within a few days or weeks of being terminated, do we conduct a new intake, or does the case manager continue where they left off? Previously, that was the protocol, and now we are told to redo everything even though the participant was only out of the program for a few days or weeks. Furthermore, the contract does not mention it; it only covers a new client, not a returning participant, creating confusion.*
- 3) *Some participants referred by GAIN are not adequately screened and do not need DV services. This appears midway through the intake procedure. How can we ensure Gain is taking the necessary steps to screen these individuals*
- 4) *I am aware that LA County has a deficit. How will this affect the DVSS Program funding?*



Questions from Registration

- 1) *Furthermore, the contract states that if the referring agency is unable to schedule new participants within 3 days, it must advise the GSW of the timeframe within which the appointments could be made. Even though this has been followed, the GSW still does not comprehend and complains to the referring agency. Does GAIN not have access to the DVSS contract?*
- 2) *When clients are terminated for lack of participation, what can we do to prevent them from returning to the program? These individuals are not interested and only want to stop their time clock. Once in the program, they stop communicating with the case manager and reappear when terminated.*



Questions from Registration

- 1) *Is it possible to offer life skills via telehealth? Many participants who are actively engaged in schooling, employment, or training cannot attend in-person sessions. Acquiring life skills is a crucial competency.*
- 2) *Is there a way to help participants track their recertification documents dropped off in person by implementing a receipt system or a document tracking service? Numerous incidents of lost documentation have resulted in unfair termination and affected benefits and DV services, so establishing a robust tracking mechanism is crucial to prevent such occurrences. Is this something you could assist with?*
- 3) *When will contract be a cost reimbursement?*



MENTIMETER





MENTIMETER

- What do you see the purpose(s) of these quarterly meetings?
- Preference for virtual or in person?
- Meeting length (60 minutes, 90 minutes)
- What are three meeting goals OWH should prioritize for our *next* quarterly meeting?



MENTIMETER

- Suggestions for meeting topics, presentations, discussion items, etc.



MEETINGS IN 2025





2025 QUARTERLY MEETINGS

- ❖ February 12th, 2025
- ❖ May 14th, 2025
- ❖ August 13th, 2025
- ❖ November 12th, 2025



CIVIL RIGHTS TRAINING

November 6 (today)

2:00-3:30pm





CPA BILLABLE SERVICES

November 7

10:00-11:00am





HARM REDUCTIONS

November 14

10:00-12:00 noon





THANK YOU!

