

# Troubleshooting Logs GN 6374B- DV

☐ Domestic Violence- Provider Staff



County of Los Angeles  
**dps**  
DEPARTMENT OF  
PUBLIC SOCIAL SERVICES

# Table of Contents

Troubleshooting Logs Domestic Violence- Provider Staff	Slide
Policy- Provider Staff	3
Procedures	4-8
Forms	9-11
Questions	12



## Policy- Domestic Violence Provider Staff

- The GN 6374B-DV, CalWORKs Troubleshooting Log for Domestic Violence – Provider Staff, assists the service provider agencies in identifying and resolving case management concerns for GAIN participants enrolled in DV.

Note: Domestic Violence Supportive Services (DVSS) Provider staff shall utilize the chain of command to resolve the problem prior to completing a CalWORKs Troubleshooting Log.



## Procedures- Chain of Command

Treatment Services Provider Staff shall :

- Attempt to contact the Specialized Supportive Services (SSS) Eligibility Worker (EW), GAIN Services Worker (GSW) or Contracted Case Manager (CCM) at least twice.
- Contact the SSS Eligibility Supervisor (ES), GAIN Services Supervisor (GSS), Contracted Supervisor (CS) if unable to reach the SSS EW, GSW, CCM or if a resolution cannot be reached.
- Contact the Deputy Administrator/Contracted Administrator if unable to reach the SSS ES, GSS, CS or if a resolution cannot be reached.
- Complete a CalWORKs Troubleshooting Log if unable to reach the Deputy Administrator/Contracted Administrator or if a resolution cannot be reached.
- Document all communication and attempts at communication on the CalWORKs Troubleshooting Log GN 6374B- DV.



# Procedures- Processing GN 6374B- DV Treatment Services Provider

## Treatment Services Provider Staff

- Complete sections A, B, C, and D of the CalWORKs Troubleshooting Log in full. The documentation should include a detailed explanation of the problem as well as utilization of the chain of command.
- Submit the completed CalWORKs Troubleshooting Log to agency's CalWORKs Coordinator.

## Treatment Services Provider CalWORKs Coordinator

- Ensure that all sections of the CalWORKs Troubleshooting Log are complete.
- Sign the Authorization box and provide a signed copy to the staff person who completed the log.
- Forward the CalWORKs Troubleshooting Log via email to DPH designated staff listed on the bottom of the log.



## Procedures- Processing Troubleshooting Log Department of Public Health (DPH)

- Ensure that all sections of the CalWORKs Troubleshooting Log are complete.
- Forward via email the CalWORKs Troubleshooting Log to the Program staff, as appropriate, within one business day of receipt.

**Note:** DV CalWORKs Troubleshooting Logs, must not include any identifying DV language on any forms.



## Procedures- Processing Troubleshooting Log Program Staff

- Ensure that the CalWORKs Troubleshooting Log is complete. If the log is not complete, reject the log and send back to the partnering department.
- Forward troubleshooting log and response log (GN 6377A) via email to the appropriate District/Region allowing 7 days from receipt for a response.
- Review the GN 6377A to ensure the corrective action was taken and forward via email to DPH within two business days.



## Procedures- Processing Troubleshooting Log Department of Public Health (DPH)

- DPH will provide the GN 6377A to the treatment services provider CalWORKs Coordinator, to inform them of the action taken and for sharing with the case manager/therapist, within two business days of receipt. Each agency will designate their own CalWORKs coordinator.
- Retain copy of GN 6377A in the case file for tracking purposes.

**Note:** Incomplete CalWORKs Troubleshooting Logs will be rejected and returned for proper completion. Sections A, B, C, and D must be completed by both DPSS and provider staff. If the resolution of an issue is expected to take longer than seven business days, the party addressing the issue shall notify the Program Section as appropriate.

CalWORKs TROUBLESHOOTING LOG  
DOMESTIC VIOLENCE – PROVIDER STAFF

Date: \_\_\_\_\_

The following Troubleshooting Log is being submitted due to problems/concerns/issues experienced with:

- District Staff - Complete Section A, B, C, and D
- GAIN Staff - Complete Section A, B, C, and D

Agency CalWORKS Coordinator  
Authorization: \_\_\_\_\_

**\*Incomplete Forms Will Be Rejected\***

**SECTION A: Domestic Violence Treatment Provider Agency**

Agency Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Address: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Contact Person: \_\_\_\_\_

**SECTION B: DPSS CalWORKs District Office or GAIN Regional Office**

District/Regional Office: \_\_\_\_\_ Worker File No.: \_\_\_\_\_  
 GAIN/Eligibility Worker: \_\_\_\_\_ Phone No.: \_\_\_\_\_

**SECTION C: Case Information**

Participant Name: \_\_\_\_\_  
 Case No.: (7 digits) \_\_\_\_\_ Date of Birth: \_\_\_/\_\_\_/\_\_\_

The following information will expedite the processing of this form; however, it will not be rejected if unknown:

Home Address: \_\_\_\_\_

**SECTION D: Explanation of Problem** (Attach additional page, if necessary)

---



---



---



---



---



---



---

EMAIL THE COMPLETED TROUBLESHOOTING LOG TO:

Department of Public Health  
 ATTN: Nicolle Perras  
 nperras@ph.lacounty.gov

## CalWORKs TROUBLESHOOTING LOG RESPONSE – DPSS STAFF

District/Region:		Date:	
		Due Date:	
Case Name:		Case Number:	
Action Taken:			
Form Completed By:		Title:	
		Phone #:	

Please email the completed MH/SUD/DV response form by the above due date to Program Staff as follows:

Mental Health - [LaKristopherDeVant@dpss.lacounty.gov](mailto:LaKristopherDeVant@dpss.lacounty.gov)

Substance Use Disorder - [MartinLopez@dpss.lacounty.gov](mailto:MartinLopez@dpss.lacounty.gov)

Domestic Violence - [LivierContreras@dpss.lacounty.gov](mailto:LivierContreras@dpss.lacounty.gov)

## CalWORKs TROUBLESHOOTING LOG RESPONSE – PROVIDER STAFF

<b>Provider Agency:</b>	<b>Date:</b>
	<b>Due Date:</b>
<b>Case Name:</b>	<b>Case Number:</b>
<b>Action Taken:</b>	
<b>Form Completed By:</b>	<b>Title:</b>
	<b>Phone #:</b>

Please email the completed MH/SUD/DV response form by the above due date as follows:

Mental Health – DMH CalWORKs Program Administration, Attention: Edward Armstrong  
EArmstrong@dmh.lacounty.gov

Substance Use Disorder – DPH CalWORKs Program Liaison, Attention: Tracy Atwater  
tatwater@ph.lacounty.gov

Domestic Violence – DPH CalWORKs Program, Attention: Nicolle Perras  
nperras@ph.lacounty.gov

# Questions?

