



# DOMESTIC VIOLENCE SUPPORTIVE SERVICES QUARTERLY MEETING

Office of Women's Health  
Domestic Violence Contract Administration Unit  
May 14, 2025





# WELCOME!





# Agenda

- I. Welcome
- II. DVSS – Updates
- III. Client Satisfaction Surveys - Updates
- IV. 2025 Upcoming Quarterly Meetings dates – 10-11:30 am  
August 13th, 2025  
November 12th, 2025
- V. Presentation from LAHSA
- VI. DVSFA Updates
- VII. Closing remarks



# DVSS – Updates





# DVSS Updates

- DVSS Contracts 2025-2026
- Rate Study
- Centralized Access/CareConnect Pilot
- Feedback
  - [OWHTraining@ph.lacounty.gov](mailto:OWHTraining@ph.lacounty.gov)
  - OWH Staff Emails
  - Survey



# Client Satisfaction Surveys Update





● Strongly Agree ● Agree ● Neutral ● Disagree ● Strongly Disagree ● N/A

I am satisfied with the services I received, overall.

I am satisfied with the time it took to get the service I needed.

I am satisfied with the office hours and appointment I was given.

I am satisfied with the location of the office where I received services.

The staff spoke to me in my preferred language.

When I called the agency, someone responded in a timely manner.

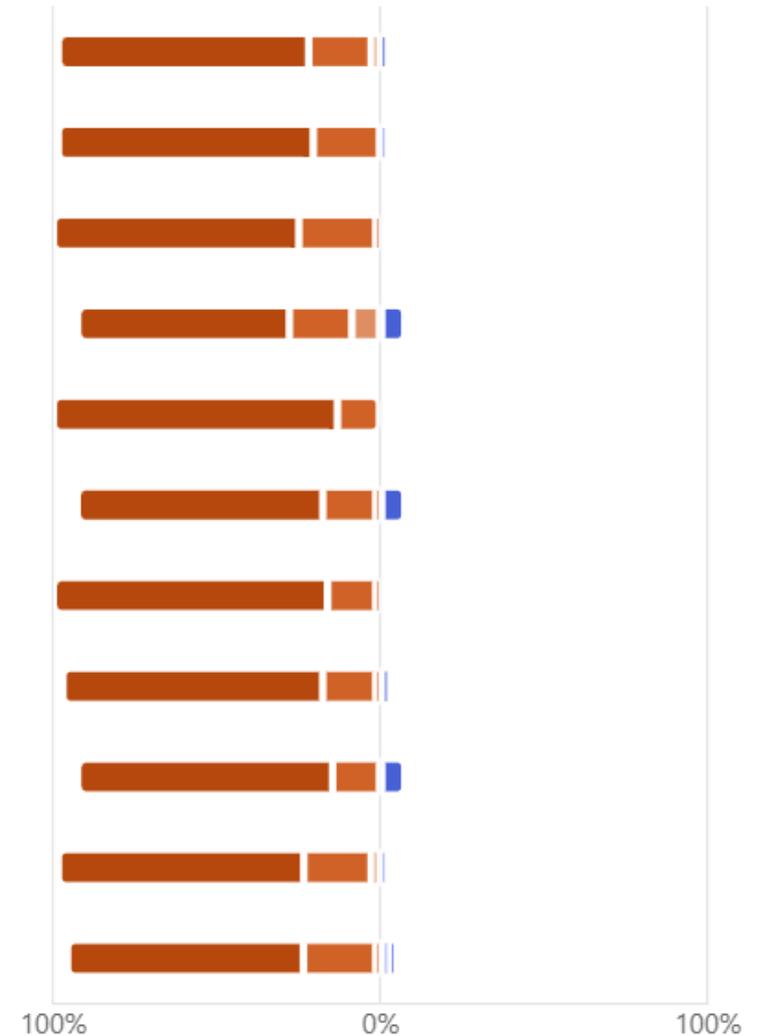
The staff listened respectfully and took me seriously.

The staff supported me in my own decision-making.

The referrals for other services I received were appropriate.

I now know the steps I will take to protect my safety.

I now know how to receive legal services for domestic violence.



68 responses submitted

Did you receive the help you needed?

100%  
Yes

## How could our program improve? Please explain (comments)

- I'm satisfied with my experience
- Nothing, you guys are very helpful and understanding.
- Do more activities to get DV Women & Men involved in the program
- A safer environment would be better. Other than that, I love the services and staff and time frame.



# Client Satisfaction Surveys

- DVSS Surveys are live on the OWH Website
- Available in 13 languages
- Reports are available – contact OWH
  - OWH email: [OWHTraining@ph.lacounty.gov](mailto:OWHTraining@ph.lacounty.gov)
  - Carmen Zapata: [cazapata@ph.lacounty.gov](mailto:cazapata@ph.lacounty.gov)



# Questions Submitted During Registration

1. When it comes to the DVSS Questionnaire that our clients answer upon intake, how often are the results generated so that we can add that to our scorecard and improve our customer service?
2. When providing survey to clients, is there specific information we should be tracking on clients file?
3. Does the participant need to complete the survey when they complete an initial intake? and where do you send it? Do we need to have a picture of their ID in the file?



# 2025 Quarterly Meetings

- ❖ Time: 10:00 am - 11:30 am
  - ❖ August 13th, 2025
  - ❖ November 12th, 2025



# LAHSA HOUSING RESOURCES CENTRALIZED ACCESS PILOT

Sarah Whitman & Stephanie Whack





# DVSFA – Updates





# DVSS – Questions





# Questions Submitted During Registration

1. When a PA1923 has been approved but with notice that the client is sanctioned, and then we discover that no component was ever opened so there will not be a termination letter sent, at what point do we have to stop billing. 30 days from the date we learn no component was opened?
2. Will the contracts be transitioning to Cost Reimbursement?
3. There are times while doing end of the month Case Management invoices that DV providers are not notified through DPSS at a reasonable time of CALWORKs or GR clients are not eligible for services. How can we make a change where we are notified sooner instead of doing revision of invoices



# Questions Submitted During Registration

4. What is the prospect of funding decreasing or being eliminated at federal level? If this happens, how will the county respond?
5. Are we going to have question and answer meetings that (1) don't have guest speakers and (2) have to have your questions submitted ahead of time giving providers more time to talk and process the information that's being provided?
6. I was told in the most recent monitor visit that DVSS contract does not cover case management for clients and Shelter who received CW? DVSS contract has always covered case management services for CalWORKs clients and both outreach and Shelter the contract even covers bed nights; however, I was informed that it covers bed nights, but not case management. In addition, we are being told that we can't bill for case management when we are linking clients to donations to meet their basic needs.



# Upcoming Trainings

- May 22<sup>nd</sup>
  - **SAPC Understanding the Connection Between SUD and Mental Health**
- June 12<sup>th</sup>:
  - **Digital Safety Training for DV Service Providers**
- July 24<sup>th</sup>:
  - **SAPC Treatment and Healthcare for Individuals with SUD**
- August 7<sup>th</sup>:
  - **LAHSA Time Management Training**

# Meeting Evaluation Form

Domestic Violence Supportive  
Services Providers Meeting



**Closing Monday, May 19 by 5:00pm**



**THANK YOU!**

