

Department of Public
Health and Human Services

SECTION:

WoRC CASE MANAGEMENT

WoRC GUIDELINES MANUAL

SUBJECT:

Domestic Violence

On a monthly average approximately 170 TANF households report domestic violence to their case managers. This manual section will help you as a case manager provide services for victims of domestic violence/family violence.

CASE MANAGEMENT:

It is recommended that one case manager per office be designated to assist and case manage individuals who report domestic violence. Just as many offices do with Social Security, designating one case manager for domestic violence cases would ensure that case management is consistent. This case manager might be included in domestic violence trainings, conferences and meetings and should be willing to report back to staff regarding updates and changes.

Case management appointments may need to take place in a safe environment for the domestic violence victim. Case management may not always be possible at the WoRC office so flexible meeting places and schedules may be required for safety purposes.

► **At a minimum, it is required that the participants attend separate case management appointments, even if they have the same case manager. If possible, participants in a 2-parent household should be seen by separate case managers. Separate TEAMS case notes must be entered as well.**

► It is required that parents in a 2-parent household have separate WoRC case files. Spouses and/or significant others are not allowed to access the other person's case file for any reason.

ACTIVITIES/COMPONENT CODE:

If a participant reports a current domestic violence situation to a case manager, activities on the current EP may need to be changed to meet needs.

Possible component codes and activities (not inclusive):

Assessment: Mental health counseling for participant or defining and resolving employability needs such as finding housing, child care, transportation and legal issues. The legal issues may include court dates for restraining orders, etc.

JBS: Mental health treatment, domestic violence/family violence treatment and/or resolution activities which may include ongoing legal, housing, transportation, child care and medical issues.

Department of Public
Health and Human Services

SECTION:

WoRC CASE MANAGEMENT

WoRC GUIDELINES MANUAL

SUBJECT:

Domestic Violence

CSP: If the participant is staying at a safe house or shelter, activities they are required to do at the shelter, which is for the benefit of all residents. This may include preparing meals, cleaning etc.

WEX: Placement at a local shelter, DV office or other safe placement.

JBS, JST or Assessment: Classes and support groups offered at a shelter or through a DV counselor.

Accommodations and NPI can only be granted with supporting medical documentation by a medical, mental health professional, or other documentation approved by monitor.

Using good cause: There may be times that good cause will be appropriate for participants dealing with a current domestic violence situation. Please contact your Monitor to discuss the possibility of good cause if non-compliance occurs prior to sanction recommendation.

REQUIRED FORMS:

- HCS 172-Domestic Violence Palm Card is required for any participant who answers a single *yes* on the HCS 326.
- HCS 174-Universal Notification is required for any participant who answers a single *yes* on the HCS 326. Participants will also receive this form in their intake packet from OPA.
- HCS 326-Domestic Violence Screening Guide is required for every participant upon intake. The form must be updated every three months.
- Safety Plan-is required for any participant who answers a single *yes* on the HCS 326. This plan has been sent electronically so please print off as needed.

CHILD SUPPORT GOOD CAUSE:

Please refer to the TANF Manual section 306-2 if questions arise regarding when good cause can be granted for not cooperating with Child Support Enforcement (CSED). Please have the participant speak directly to their OPA Social Services Specialist.

MAKING A REFERRAL:

Your office should be well-equipped with resources and referrals within your community. If a participant reports a domestic violence situation please be prepared with shelter, housing, child care, and mental health referrals. Please case note in TEAMS that a referral has been made.

Department of Public
Health and Human Services

SECTION:

WoRC CASE MANAGEMENT

WoRC GUIDELINES MANUAL

SUBJECT:

Domestic Violence

~~FAMILY VIOLENCE INDICATOR:~~

The Family Violence Indicator is on the TEAMS EMPL screen. The indicator needs to be changed to “Y” when:

1. The participant answers ‘yes’ on the Domestic Violence Screening Questionnaire (HCS 326) or reports domestic violence and is engaged in addressing the issue,
2. The participant reports they have recently fled a domestic violence situation.

The indicator should **not** be changed if:

1. If the participant reports or answers ‘yes’ on the (HCS 326) but they also report it is no longer an issue,
2. If they decline any domestic violence referrals.

**Please refer to section 4.4 regarding domestic violence and extended benefits.