

30. Domestic Abuse

30.1 Program Overview

Assembly Bill (AB) 1542 required that the California Department of Social Services (CDSS) convene a Domestic Violence Task Force. In consultation with the Task Force, CDSS developed protocols to identify and assist CalWORKs applicants and recipients who are victims/survivors of past or present domestic abuse to obtain employment and become self-sufficient while not placing them at further risk or unfairly penalizing them by CalWORKs requirements.

A domestic abuse issue may limit or preclude successful participation of a CalWORKs Employment Services (CWES) client's Welfare-to-Work (WTW) activities. Domestic abuse occurs in many different circumstances and inflicts long-lasting trauma that may create significant barriers which need to be addressed in order for a client to be self-sufficient. Support services are available and included in the WTW plan to assist clients who are victims/survivors of past or present domestic abuse to obtain and retain employment.

If a client discloses a domestic abuse situation and a child is at risk, the Social Services Agency employee, who is first notified, is mandated to report this incident immediately. Reports should be made to the Child Abuse and Neglect Hotline in the following areas:

San Jose Area	(408) 299-2071
Gilroy/Morgan Hill Area	(408) 683-0601
Palo Alto Area	(650) 493-1186

[Refer to Common-Place Handbook, "[Complaints / Inquiries](#)," page 39-1 or log-on to the SSA Intranet for more information on Child Abuse Reporting.]

30.2 Definitions

30.2.1 Domestic Abuse

"Domestic Abuse" means assaultive or coercive behavior which includes physical abuse, sexual abuse, psychological abuse, economic control, stalking, isolation, and threats or other types of coercive behaviors occurring within a domestic relationship.

Forms of domestic abuse may include, but are not limited to:

Physical	Kicking, punching, shoving, slapping, pushing, and any other acts which may hurt the body.
Sexual	Calling vulgar names, criticizing body parts or sensuality, forced or pressured sexual acts, including rape.
Psychological	Causing a person to feel as if they are “going crazy.”
Emotional	Assaults against self-esteem.
Verbal	Name-calling, threats, put downs.
Financial	Controlling and manipulating by threatening economic status and basic needs.
Immigration	Using immigration status and fear of deportation.
Threats	Actual or threatened assault of children, pets or property.
Spiritual	Attacking spiritual or religious beliefs.
Homophobia	Bias against or dislike of gay, lesbian, bisexual and transgender people or stereotypical gay/lesbian behavior.
Destructive Acts	Actual or threatened assault of family, property or pets to scare the individual.

30.2.2 Domestic Relationships

“Domestic Relationships” are relationships between or among persons who:

- Are current or former spouses
- Live together or have lived together
- Are dating or have dated
- Are engaged in or who have engaged in a sexual relationship
- Are related by blood or adoption
- Are related or were formerly related by marriage
- Are engaged or were formerly engaged to be married
- Have children in common
- Have minor children of persons mentioned above, or
- Are acting in concert with, or on behalf of, a perpetrator in a relationship identified above.



Note:

Relationships include, but are not limited to the ones listed above.

30.3 Informing Requirements

All CalWORKs applicants and recipients must be informed verbally, and in writing, of the availability of services. These services are designed to assist victims/survivors of past or present domestic abuse, to identify, escape, or stop current or future domestic abuse.

The “Important Notice About Domestic Abuse” (SCD 830) must be explained and provided to each CalWORKs assistance unit:

- During the CalWORKs Intake process
- At annual reinvestigation (RV)
- When the client enters the CWES Program (during the CWES Orientation), and
- Anytime the client requests or discloses domestic abuse information.

Eligibility Workers (EW) and Employment Counselor (EC) are responsible for reviewing the SCD 830 with the client and must document in the **Maintain Case Comments** in CalWIN that domestic abuse information was explained and provided.

The SCD 830 includes the following information:

- Definition of domestic abuse
- Availability of services
- Waiver of certain program requirements
- 24-hour hotline numbers
- Confidentiality information
- U.S. Citizenship and Immigration Services (USCIS) information regarding “battered noncitizen” status.

30.4 Requesting DV Services

A client can request a DV waiver in writing or verbally through their EC or Eligibility Worker. When requesting in writing, the “CalWORKs Time Limit and Welfare to Work Participation Exemption Request Form” (CW 2186A) is one written method for requesting the waiver/exemption.

30.4.1 Determination Form (CW 2186B)

When the exemption/waiver is either denied, approved, or extended, the Social Worker must issue a copy of the “CalWORKs and Welfare to Work Time Limit Exemption Determination” (CW 2186B) form to the client. For denials due to no show, the CW 2186B must also be completed.

30.5 Confidentiality

All clients must be given the opportunity to confidentially disclose domestic abuse. A client's confidentiality must be protected at all times. With the exception of mandated reporting requirements, domestic abuse information is NOT to be shared with any outside party, other governmental agency, resource and referral program or to any employee of the agency who is not directly involved in the client's case, unless a written release of information has been signed or the information is required to be disclosed by law.

Once the client gives consent, the only information exchanged will be on a "need to know" basis. The only information shared is that which the other agency needs in order to work effectively for, and with, the client.



Note:

A referral to the CalWORKs Social Worker is processed through the **Client Referral** subsystem of CalWIN. The EC must document that the "client gave verbal consent for this referral" on the [Referral Notes] tab in the **Manage Referral Detail** window.

"Authorization For Release of Information" (SCD 1029)

The "Authorization For Release of Information" (SCD 1029) may be used as a release to obtain information to assist the client in identifying and removing barriers to employment and self-sufficiency.

"Permission to Release Domestic Abuse Information When Moving to Another County" (WTW 37)

The WTW 37 must be provided to recipients who have been identified as victims of domestic abuse at the time they are identified and at their annual redeterminations. The recipient must be informed that if they move to a new county and have not signed the WTW 37 form, any information regarding their domestic abuse situation cannot be transferred to the receiving county unless they sign a new WTW 37 form in the receiving county.

30.5.1 Sensitive Information Indicator

With CalWIN Release 45, the Domestic Abuse indicator has been associated to the Sensitive Information indicator type. When the indicator is entered, a red color indicator will display in window headers to readily identify the case.

30.6 Safe At Home

The Safe at Home Program was implemented by the State in July 1999. The program is to help survivors of domestic abuse remain safe after they have left an abusive situation. Each certified participant of this program is assigned a substitute Post Office (P.O.) Box address to use in place of a home, work or school address. This P.O. Box address becomes confidential when the client enrolls in the Safe at Home Program.

If a client/applicant is interested in enrolling in the Safe at Home Program, they will need to contact one of the following local agencies.

Safe At Home Enrolling Agency	City	Phone Number
Asian Americans for Community Involvement	San Jose	(408) 975-2739
YWCA	San Jose	1-800-572-2782
Victim/Witness Center, Santa Clara County National Conference for Community and Justice	San Jose	(408) 295-2656
Community Solutions	Gilroy	(408) 638-4118
Support Network for Battered Women	Sunnyvale	1-800-572-2782

30.6.1 Alternate Mailing Address

The safety of the client is considered at all times by our agency. The client may choose to use an alternate mailing address and/or telephone number.



Note:

The alternate mailing address and/or telephone number chosen by the client may be indicated on the “CalWORKs Domestic Abuse Participation Status” (SCD 1554). The Eligibility Worker must scan the SCD 1554 into IDM, as verification for an alternate mailing address and/or telephone number request.

30.7 Mandated Reporting

CalWORKs staff must reassure clients that the disclosure of domestic abuse is not an automatic condition for reporting child abuse or neglect, or removal of the child(ren) by the Department of Family and Children Services (DFCS). The criteria for removal of the child is viewed in terms of the risk of

abuse or neglect to the child. Whenever possible, the general policy is not to remove the child from the home, BUT TO REMOVE THE ABUSER.

If a client discloses a domestic abuse situation and a child is at risk, the Social Services Agency employee, who is first notified, is mandated to report this incident immediately. Reports should be made to the Child Abuse and Neglect Hotline in the following areas:

San Jose Area	(408) 299-2071
Gilroy/Morgan Hill Area	(408) 683-0601
Palo Alto Area	(650) 493-1186

[Refer to Common-Place Handbook, [\[Refer to "Notices of Action," page 22-1\]](#) for log on to the SSA Intranet for more information on Child Abuse Reporting.]

30.8 Supporting Documentation

It is not required for the client to provide supporting documentation, such as hospital reports or restraining orders, in order for the CalWORKs Social Worker (SW)/Domestic Violence (DV) Advocate to approve an exemption/waiver due to domestic abuse.

When a client is able to provide supporting documentation, the documentation will be photocopied and scanned into IDM.

Supporting documentation of domestic abuse may include, but is not limited to:

- A sworn statement by the client
- Police, government agency or court records or files
- Documentation from a domestic abuse program
- Documentation from legal, clerical, medical or other professional from whom the applicant or recipient has sought assistance in dealing with domestic abuse
- Physical evidence of abuse
- Statement from another individual with knowledge of the circumstances that provide the basis for the claim of abuse
- Any other evidence that supports the statement.

30.9 Referral Process

When a CalWORKs client discloses domestic abuse, use the following charts to determine the appropriate action:

30.9.1 Emergency Referral

The Eligibility Worker (EW)/EC must do the following when an emergency situation arises:

Step	Action
1.	<p>Contact the CalWORKs Social Worker/Domestic Violence Advocate located in the District Office nearest to the client.</p> <p>1879 Senter Road San Jose, CA 95112 (408) 758-3763</p> <p>South County 379 Tomkins Court Gilroy, CA 95020 (408) 758-3763</p> <p>North County 1300 West Middlefield Road Mtn. View, CA 94043 (408) 758-3763</p> <p>If the CalWORKs Social Worker/Domestic Violence Advocate is unavailable, call the Social Work Unit at (408) 758-3763 to find out who is the CalWORKs Social Worker/Domestic Violence Advocate Officer of the Day (OD). (For Emergency/Unsafe situations, call 9-1-1.)</p>
2.	Follow the referral process described in CalWIN Announcement (CA) 85.



Note:

Emergency referrals are assigned to a CalWORKs SW/DV Advocate immediately.

30.9.2 Non-Emergency Referral

The following must be done when a non-emergency Domestic Abuse situation arises:

WHO	STEP	ACTION
EW/EC	1.	<ul style="list-style-type: none"> • Completes the Client Referral subsystem in CalWIN. • Completes the “Authorization for Release of Information” (SCD 1029).
CalWORKs Social Work Supervisor	2.	Assigns the case to a CalWORKs Social Worker (SW)/ Domestic Violence (DV) Advocate.

30.9.3 Retroactive Requests

Domestic abuse waivers may be granted retroactively for up to three months prior to the date the victim of past or present abuse requests a domestic abuse waiver.

A domestic abuse waiver may be granted retroactively for more than three months only if the failure to grant the temporary domestic waiver, at the time it was requested, was due to an error by the county. In this circumstance, the recipient would need to demonstrate that he or she notified the county that he or she was a domestic abuse victim and had requested a temporary waiver of a CalWORKs rule or requirement but the county failed to act and the condition or circumstances during the time period at issue temporarily prevented or significantly impaired the recipient from being regularly employed or participating in Welfare-to-Work activities.

The approved retroactive dates will be entered on the “CalWORKs Domestic Abuse Participation Status” form (SCD 1554).

30.9.4 CalWORKs SW/DV Advocate Actions

The following actions are followed by the CalWORKs SW/DV Advocate whether the domestic abuse referral is an emergency or a non-emergency situation:

STEP	ACTION
1.	<p style="text-align: center;">Initial Domestic Abuse Assessment (Steps 1-9):</p> <ul style="list-style-type: none"> • Meets with the client to determine if the client is a victim/survivor of domestic abuse, and the client is or has been in a domestic abuse relationship that precludes successful participation in Welfare-to-Work (WTW) activities. • Completes the “Domestic Abuse Risk Assessment” form, including safety plans. • Determines if a domestic abuse exemption is needed and completes the “CalWORKs Domestic Abuse Participation Status” (SCD 1554). • Verbally informs the requesting client if the exemption is approved or denied. • Enters the outcome in CalWIN case comments. • On a monthly basis completes the “CalWORKs Referral Results” (SCD 29) form and emails to the assigned EC. • Completes the “CalWORKs Domestic Abuse Service Plan” (SCD 1555). • Completes the dates on the SCD 1554 and SCD 1555 as follows:

<p>1. (cont.)</p>	<p style="text-align: center;">Timed-Out Individual (Extenders)</p> <ul style="list-style-type: none"> • Safety Net Case: The first of the month following the month verifications are received is the begin date, and the end date is up to three full months later. • Family re-applying for cash aid: The date of re-application, or date verification is provided, whichever is later, is considered the begin date and the end date is up to three full months later. • Based on client circumstances, the begin date may be retroactive up to three months. <p style="text-align: center;">Active CalWORKs Individual (Exemptions)</p> <ul style="list-style-type: none"> • The begin dates of the SCD 1554 and SCD 1555 is the date verifications are received, and the end date is up to three full months later. Unless the client is requesting retroactivity, then the begin date may be sooner. <p>Note: Dates on both forms (SCD 1554 and SCD 1555) must coincide.</p> <ul style="list-style-type: none"> • Makes the appropriate referrals to service providers. • Provides the client with “Important Notice About Domestic Abuse” (SCD 830), along with a copy of the “CalWORKs Domestic Abuse Service Plan” (SCD 1555). • Sends the SCD 1554 to assigned Employment Counselor. <p>Note: The assigned EC will complete and send to client the “CalWORKs and Welfare to Work Time Limit Exemption Determination” form (CW 2186B) with the approval dates matching the dates on the SCD 1554 and SCD 1555.</p> <ul style="list-style-type: none"> • Completes the “Permission to Release Domestic Abuse Information When Moving to Another County” (WTW 37), if appropriate.
<p>2.</p>	<ul style="list-style-type: none"> • Completes the “CalWORKs Domestic Abuse Participation Status” (SCD 1554) within three working days, when a TOA exemption/WTW waiver due to domestic abuse is approved, denied, declined by the client or is a “no show.” • In the case of a “no show”, the SW/DV Advocate will enter: “Client did not keep scheduled (enter date) appointment. Unable to determine need for Exemption.”
<p>3.</p>	<ul style="list-style-type: none"> • Emails the SCD 1554 and SCD 1555 to the assigned Employment Counselor and Social Work Client Service Technician (CST), within three (3) working days, following assessment or exemption determination. <p>Note: Social Work CST generate TMT request and attaches the SCD 1554 for EW follow up.</p> <ul style="list-style-type: none"> • CalWORKs SW/DV Advocate e-mails scanned forms directly to the Employment Counselor.
<p>4.</p>	<ul style="list-style-type: none"> • If the client is not known to Employment Services (ES caseload ID is blank), or the WTW program is unassigned, scans and e-mails the SCD 1554 to the designated Engagement Unit EC who will be required to make the CalWIN entries. <p>Note: Unassigned cases will be assigned an EC via the Engagement Unit. See/call the Scheduling Unit’s Officer of the Day (OD) for assistance.</p>
<p>5.</p>	<ul style="list-style-type: none"> • Documents the appropriate DV activity and outcome in the Maintain Case Comments window of CalWIN by selecting “Assign SW/DV Advocate” from the type field of the Maintain Case Comments.

<p>6.</p>	<ul style="list-style-type: none"> Provides ongoing services to the client as needed. <p>Note:</p> <p>The SW/DV Advocate should contact clients as needed between office visits and document activities in the Maintain Case Comments window of CalWIN on a monthly basis, including for DV approvals, denials, and extenders.</p> <p>Social Workers may be requested to provide feedback and/or attend Fair Hearings as needed.</p>
<p>7.</p>	<p style="text-align: center;">Domestic Abuse Reassessment/Redetermination</p> <p>In the month that the domestic abuse exemption expires:</p> <ul style="list-style-type: none"> Meets with the client to determine if domestic abuse continues to be a barrier to employment, before the exemption end date. IF Domestic Abuse (DA) exemption is extended, completes a new SCD 1554 and sends to assigned EC. New exemption dates should be entered sequentially on the SCD 1554 electronic form. Case comments should be added for clarification, when needed. <p>Note:</p> <p>The assigned EC will complete and send revised CW 2186B to client.</p> <ul style="list-style-type: none"> IF circumstances have changed, updates the Domestic Abuse Service Plan (SCD 1555), and other related documents: <ul style="list-style-type: none"> “CalWORKs Referral Results” (SCD 29) “Domestic Abuse Risk Assessment” form (including safety plans) E-mails the SCD 1554 and SCD 1555 to EC and SW CTS within three(3) working days following assessment/determination. SW CST generates TMT request and attaches the SCD 1554 for the EW to follow up. CalWORKs SW/DV Advocate e-mails forms directly to the Employment Counselor.
<p>8.</p>	<p style="text-align: center;">Exemptions Granted After Exemption Expiration Date</p> <p>If the client shows to meet with the SW/DV Advocate after the exemption expires, and the SW/DV Advocate grants the exemption, the SCD 1554 is completed with the following comment: “Client assessment conducted on (enter date) and exemption granted effective (enter date).” The SW/DV Advocate sends the SCD 1554 to the assigned EC. The assigned EC then completes and sends the new CW 2186B to client with dates matching SCD 1554.</p> <p>Reminder: If a Domestic Abuse exemption is denied, declined by the client, no shows or the exemption ends without continued DV service needs, the DV case closes anytime within 30 days.</p>

9.	<p style="text-align: center;">Timed-Out Clients</p> <p>When a client has timed-out (reached their 48-month CalWORKs lifetime limit):</p> <ul style="list-style-type: none">• Follow Steps 1-6 and Step 8 above.• Ensure the EC has entered the activity, “Extender-Domestic Abuse Services” in the Maintain Participant Activity window and “Exempt” status on the [Registration] tab with the Exemption Reason, “Manual Exemption: Domestic Abuse (CalWORKs Time Limit Waiver).” <p>Note:</p> <p>Unassigned cases will be assigned an EC via the Scheduling and Compliance Unit. See/call the Scheduling Unit’s Officer of the Day (OD) for assistance.</p>
----	---

30.9.5 Designated Employment Services Staff

The Domestic Abuse Exemption is applied differently in CalWIN than all other exemptions. In order to apply the Domestic Abuse Exemption and Extender the following action must be taken in CalWIN to “Untick” the CalWORKs 48-month time clock:

STEP	WHO	ACTION	
1.	EC	Determines if a referral to Assessment for an individualized vocational case assessment is needed, upon receipt of the SCD 1554.	
		If the client....	Then...
		Has an existing WTW plan and due to the participation in domestic abuse services/issues the client's employment goals change and the plan needs to be modified, Note: Do not complete a referral to assessment if the domestic abuse services have no impact on the client's employment goal or when adding hours to the activity(ies). [Refer to "Modification of a Welfare-to-Work (WTW) Plan," page 9-26]].	Completes a referral for an individualized assessment.
		Does not have an existing WTW plan and wants to participate in CWES activities beyond the domestic abuse services, Reminder: An individual with an integrated DV/WTW Plan is not eligible for a TOA Exemption.	Informs the SW/DV Advocate to re-assess client.
NOTE: (1) There is no need for an individualized assessment, if the client does not have an existing WTW plan, and all they need is supportive services. The domestic abuse service plan is developed by the CalWORKs SW/DV Advocate. (2) The client may be referred to orientation and the SCD 1554 may not be in the case file. A copy of the SCD 1554 is given to the client to bring to orientation and a copy is forwarded to the Orientation Unit Supervisor.			

<p>1.</p>	<p>EC</p>	<p style="text-align: center;">To apply the “Exemption”.....</p> <ul style="list-style-type: none"> • Ensures the client is in <i>Registered</i> status on the [Registration] tab of the Maintain Employment Services Participation window, and • Assigns and schedules the “Domestic Abuse SV” activity on the Maintain Participant Activity window in CalWIN. The <i>Planned Start Date</i> and <i>Planned End Date</i> will be based on the dates on the SCD 1554, • Updates the activity status to <i>First Day Attendance</i>, • Creates a TMT request to inform EW to run EDBC online or overnight batch and to authorize the case. <p style="text-align: center;">To apply the TOA “Extender” for Timed-Out Individuals....</p> <ul style="list-style-type: none"> • End dates the <i>Registered</i> status and adds <i>Exempt</i> status and selects Reason, <i>Manual Exemption: Domestic Abuse (CalWORKs 48-month time limit waiver)</i> from the drop-down menu. • Assigns and schedules “Extender-Domestic Abuse Service” activity on the Maintain Participant Activity window in CalWIN. The <i>Planned Start Date</i> and <i>Planned End Date</i> will be based on the dates on the SCD 1554, • Creates a TMT request to inform the EW that the entries have been entered in the ES Subsystem and that EDBC must be run (on-line or overnight in Batch) for the months in which the extender is applicable and to set the Discrepancy switch to “Y” for each applicable month, in order to extend the CalWORKs 48 month time clock for timed-out individual. <p>Reminder: Do not add the activity “Domestic Abuse SV” or “Integrated DV-WTW Service” for timed-out individuals.</p>
<p>2.</p>	<p>Orientation Supervisor</p>	<p>Follows up on the SCD 1554 for clients who do not have an assigned EC and who have not attended an orientation and determines if they attended the orientation. Returns the SCD 1554 to the SW/DV Advocate if the client does not make it to the orientation within 30 days from the date of the SCD 1554.</p>
<p>3.</p>	<p>Assessment Counselor</p>	<p>Conducts the individualized vocational case assessment, if needed.</p> <p>If needed, develops or revises the WTW plan with input from the CalWORKs SW/DV Advocate and the client. The SCD 1555 is provided by the SW/DV Advocate to assist in the WTW plan development.</p>

<p>4.</p>	<p>EC</p>	<ul style="list-style-type: none"> • Sets up necessary supportive services. • The SCD 1554 will have the information needed to set up supportive services to support attendance in the domestic abuse services/activities. • The SW/DV Advocate who completed the SCD 1554 may be contacted if additional information is needed to set up supportive services. <hr/> <ul style="list-style-type: none"> • Reviews the client's situation for other possible exemptions or Good Cause if the Domestic Abuse exemption/waiver is denied by the CalWORKs SW/DV Advocate. • If no other exemption (besides domestic abuse) applies, the client is a mandatory registrant. Contact the SW/DV Advocate when any additional information is needed to clarify the client's situation. <hr/> <ul style="list-style-type: none"> • Keeps the CWES case for as long as the client remains exempt from work requirements due to domestic abuse related issues. <hr/> <ul style="list-style-type: none"> • Contacts the CalWORKs SW/DV Advocate to discuss the client's situation when a client exempt from work requirements due to domestic abuse does not attend the assessment appointment, or meets any other CWES requirements. <p>Note:</p> <p>The domestic abuse TOA exemption is not shortened or removed when the client fails to attend the orientation/assessment appointment. The referring SW/DV Advocate will continue to work with the client to help remove the barriers to employment and self-sufficiency.</p> <hr/> <ul style="list-style-type: none"> • Verifies attendance in the domestic abuse related activities, in order to pay child care or other supportive services needed to attend the domestic abuse related services/activities. <p>Note:</p> <p>The "Attendance and Child Care Billing" (SCD 1755) in conjunction with the "CalWORKs Referral Results" (SCD 29) or other acceptable documentation may be used to verify attendance in any domestic abuse related services/activities.</p> <p>Note:</p> <p>When the client chooses to incorporate other DV services into the Family Services (FS) Plan, the SCD 29 is forwarded to the FS EC Specialist. [Refer to "Family Services Program," page 11-1] for additional information.]</p>
-----------	-----------	--

When a client is only participating in the domestic abuse services/activities and CalWIN indicates the client is under a domestic abuse exemption, the CWES case MUST remain with the EC. Do not send domestic abuse exempt cases to closed files.

30.10 Individual Service Plan and Case Assessment

30.10.1 “CalWORKs Domestic Abuse Service Plan” (SCD 1555)

When an applicant or recipient has been identified as a victim/survivor of domestic abuse, the designated CalWORKs Social Worker conducts an individual domestic abuse service plan to which the client has agreed. The plan is designed with confidentiality, as well as the health and safety of the family, as the primary considerations.

The purpose of the domestic abuse service plan is to identify:

- The services/activities the client will participate in to address the domestic abuse issues
- The exemption/waiver period
- When the exemption/waiver needs to be reviewed
- What the client must do in order to maintain their domestic abuse exemption

Services and counseling for the family may include, but are not limited to the following:

- Mental health
- Substance abuse
- Medical and public health
- Community domestic abuse services
- Immigration
- Parenting skills
- Independent living skills
- Financial planning
- Relocation activities
- Legal Assistance
- Education and training
- Services that addresses barriers to employment.

Services provided in the plan or those for which the client is otherwise referred must be available. If necessary services are not available, good cause to waive certain requirements may be established.

Below are sample services and time frames for child care payment:

Activity	Agency/Provider	Time Frames
Participate in individual counseling to address DV barriers	Catholic Charities: 2625 Zanker Road San Jose, CA (408) 325-5230	1 hour each week minimum, or as therapist advises.

Activity	Agency/Provider	Time Frames
Identify other self sustaining & safety services and resources for victims.	YWCA 1-800-572-2782	Within a week.
Follow up with Court Hearing regarding Child Custody.	Probate Court: 170 Park Avenue, San Jose, CA (408) 534-5600	Court Hearings are 4-5 hours.
Participate in employment related activities beyond my DV services.	CWES Assessment Unit: 1879 Senter Road San Jose, CA	Based on WTW Plan.

30.10.2 Family Services

When the client agrees to participate in a Family Services (FS) Plan, the SCD 1555 and/or SCD 1554 are forwarded to the FS EC Specialist to incorporate into the plan.

[Refer to “Family Services Program,” page 11-1] for additional information.

30.10.3 Individual CWES Case Assessment

When a domestic abuse service plan/integrated plan is developed and the client wishes to participate in CWES activities besides the domestic abuse related activities/services, the existing WTW plan may need to be modified, or if there is no WTW plan one must be developed.

The client must be referred to the Assessment Counselor for reassessment when the WTW Plan requires modification due to change in career goal.



Reminder:

An individual who is participating in an integrated DV/WTW Plan is not eligible for the CalWORKs TOA Exemption.

30.11 “CalWORKs Domestic Abuse Participation Status” (SCD 1554)

The CalWORKs Social Worker uses the “CalWORKs Domestic Abuse Participation Status” (SCD 1554) to offer the client the opportunity to utilize the following options:

30.11.1 Domestic Abuse Exemption/Extender Determination

The top portion of the SCD1554 is completed by the CalWORKs Social Worker/DV Advocate to:

- List the date the client was seen/contacted,
- Identify the CalWORKs client's case as pending or active,
- Approve a Domestic Abuse Exemption/Extender and document the approved time period and if applicable, retroactive requests,
- Deny a Domestic Abuse Exemption/Extender because it does not impair or preclude the client's ability to participate in WTW/Self-Sufficiency activities,
- Inform the EC that an integrated DV/WTW Plan is to be developed,
- Notify the EC and the Eligibility Worker when the client has declined the Exemption/Extender or failed to keep their appointment,
- Extend a Domestic Abuse Exemption/Extender when appropriate and list the new expiration date,
- Initiate a Local Child Support Agency (LCSA) Child Support Domestic Abuse Good Cause request,
- Send a copy of the SCD 1554 to the EC and the EW
- Document the date the EC and EW were sent a copy of the form.
- List supportive services the client may need during the Domestic Abuse Exemption/Extender period in order to support the domestic abuse/WTW activities.

30.11.2 Alternate Mailing Address/Safe At Home Program

If the client chooses to use an alternate mailing address, P.O. Box number or telephone number, the client needs to complete the middle section of the SCD 1554 "Client Completes" Section.

If the client is enrolled in the Safe at Home Program this information is accepted and recorded by the Eligibility Worker. The middle section of the SCD 1554 must still be completed by the client.



Exception:

When factors affecting eligibility or apparent eligibility, such as in cases of immediate need, diversion or suspected fraud, cannot be satisfactorily determined, the applicant/recipient is required to provide the actual residence address. This information is to be maintained in the Social Worker case file only, and is not to be entered on any computer/automated system. Continue to use the Safe at Home P.O. Box and fictitious street address on all computer generated documents.

30.11.3 SCD 1554 Distribution

The SCD 1554 is distributed as follows:

- Original is retained by the CalWORKs SW/DV Advocate,
- Scans and attaches SCD 1554 to the TMT request for EW follow up,

- Scans and sends to the designated EC, and
- Provides a copy to the client upon their request.

30.11.4 EW and EC Coordinated Review and Action

When the SCD 1554 is received from the CalWORKs SW/DV Advocate, the EW and EC must review the form and take the following action:

Stage	Who	Action
1.	EW	<ul style="list-style-type: none"> • Enters the information on the Collect Domestic Abuse Detail window to match the dates on the SCD 1554. • Enters the alternate mailing address, if one is chosen. • Signs and date the bottom of the SCD 1554. • E-mails a copy of the SCD 1554 to the EC. • E-mails a copy of the SCD 1554 to the CalWORKs SW/DV Advocate. • IDMs the SCD 1554. • Receives TMT Request notification from the EC that the Maintain Participant Activity window in CalWIN has been updated with the activity: <ul style="list-style-type: none"> • Domestic Abuse SV activity for exemptions, or • Extender-Domestic Abuse Service for Extenders, and Registration status of "Exempt" with Exemption Reason of "Manual Exemption: Domestic Abuse (CalWORKs 48-month time limit waiver). • Runs EDBC (on-line or overnight in Batch). • Enters the Domestic Abuse Special Indicator in the Collect Special Characteristics Detail - Accommodation window. • Sets Discrepancy switch to "Y" for each of the applicable months, and authorizes the results.
2.	EC	<p style="text-align: center;">For Domestic Abuse Exemptions</p> <ul style="list-style-type: none"> • Ensures that Registered status on the [Registration] tab of the Maintain Employment Services Participation window is entered. • Enters <i>Domestic Abuse SV</i> activity in the Maintain Participant Activity window with the <i>Planned Start Date</i> and <i>Planned End Date</i> indicated on the SCD 1554 matches, and updates the activity status to First Day Attendance. • Contacts the EW to notify them that the entries have been made on the Maintain Participant Activity and Maintain Employment Services Participation windows to run EDBC online or overnight batch and to authorize case.

Stage	Who	Action
3.	EC	<p style="text-align: center;">For Domestic Abuse Extenders</p> <ul style="list-style-type: none"> • Ensures that <i>Exempt</i> status on the [Registration] tab of the Maintain Employment Services Participation window is entered with Reason of <i>Manual Exemption: Domestic Abuse (CalWORKs 48-month time limit waiver)</i>. • Enters the <i>Extender-Domestic Abuse Service</i> activity in the Maintain Participant Activity window with the <i>Planned Start Date</i> and <i>Planned End Date</i> matches the SCD 1554. and updates the activity status to First Day Attendance. • Contacts the EW to notify them that the entries have been made on the Maintain Participant Activity and Maintain Employment Services Participation windows to run EDBC online or overnight batch and to authorize case.

30.12 Domestic Abuse Exemption/Extender

An individual who is a past or present victim/survivor of domestic abuse may be exempt from Employment Services activities and/or have certain program regulations waived on a case-by-case basis, but only for as long as domestic abuse prevents the individual from obtaining employment or participating in Employment Services activities. Program requirements/regulations that may be temporarily waived, include:

- WTW participation,
- 48-month time limit on receipt of CalWORKs benefits,
- Education requirement (for Cal Learn participants),
- Paternity establishment,
- Child support cooperation,
- Once-in-a-lifetime Homeless Assistance rules, and
- Sponsored noncitizen deeming rules.

[Refer to CalWORKs Handbook, “[Domestic Abuse](#)” on page 42-1 for additional information].

30.12.1 Welfare-to-Work Participation

When a CalWORKs client is approved for a Domestic Abuse Exemption/Extender, the CalWORKs SW/DV Advocate will consult with the EC and any other agency working with the client, to develop a plan which removes the client’s barrier(s) to self-sufficiency. A client approved for a domestic abuse TOA Exemption/Extender shall have his/her participation waived.

30.12.2 Integrated Plan

When an individual is assessed by the Social Worker and domestic abuse issues do not preclude participation in WTW activities, the Social Worker shall not approve the exemption/extender. The Social worker may recommend the recipient have his/her DV activities incorporated into the WTW Plan. Supportive services are available while participating in an integrated DV/WTW Plan.



Example:

A CalWORKs recipient is attending parenting classes 2 hours per week but her present situation, as assessed by the Social Worker, does not preclude participation in WTW. The Social Worker does not approve the TOA Exemption but recommends an integrated WTW Plan that includes 2 hours of parenting classes. The EC develops a WTW Plan that includes the parenting classes coupled with other WTW activities to meet weekly participation requirements.

30.12.3 48-Month Time Limit

Exemption

Active CalWORKs clients approved for a domestic abuse exemption will not have their time on aid counted against their CalWORKs 48-month time limit.

Extender

Previous CalWORKs clients who had been aided as an adult for 48-cumulative months, may receive CalWORKs beyond the 48-month time limit, when the client is a victim/survivor of past or present domestic abuse, and it is determined that the abuse has significantly impaired the client's ability to participate in self-sufficiency activities. Individuals may qualify for an extender at any time after being discontinued. The TOA extender begins:

- For Safety Net case, the first of the month, following the month verifications are received, or the first of the following semi-annually period if results in a grant decrease,

[Refer to CalWORKs Handbook, [“Adding a Person to the AU,”](#) page 4-1 for additional information.]

- The date of re-application for a family applying for cash aid, or date verification is provided, whichever is later.

[Refer to CalWORKs Handbook, [\[Refer to “Time Limits \(EAS 42-302\)”](#) on page 39-1” for more detailed information regarding TOA Extenders/Exemptions.]

30.13 Welfare-to-Work (WTW) Waiver Time Frames

30.13.1 Initial Exemption/Extender

The initial Exemption/Extender of the CalWORKs TOA requirements due to domestic abuse is up to 3 calendar months. The SW/DV Advocate may recommend a shorter period based on the client's situation.

30.13.2 Subsequent Extensions

The initial Exemption/Extension of the CalWORKs TOA requirement due to domestic abuse is up to 3 months and additional extensions of up to 3 months at a time may be granted on a case by case basis, so long as the domestic abuse continues to preclude the client from participating in WTW activities. A client who is able to participate in WTW will no longer qualify for the Domestic Abuse exemption and the CalWORKs clock will begin to tick.



Reminder:

A client may participate in an integrated DV/WTW Plan but the clock will tick.

30.13.3 Domestic Abuse Exemption/Extender Review

When a client has been approved a domestic abuse exemption/extender, the CalWORKs SW/DV Advocate must review the case prior to the expiration date, to determine appropriate action.

The CalWORKs SW/DV Advocate will review the pending expiration date and provide a recommendation on a new SCD 1554. The CalWORKs SW/DV Advocate scans and attaches the SCD 1554 to the TMT request for the EW to follow up.

30.13.4 Verification

The SCD 1554 recommending a Domestic Abuse exemption/extender must be sent by the CalWORKs Social Worker/DV Advocate to the EW and the EC.

30.13.5 Coding TOA Exemptions in CalWIN

An individual who has been approved a TOA Exemption/Extender due to domestic abuse is also exempt from WTW participation. In order for Domestic Abuse Exemption/Extender to record correctly in CalWIN, the following actions must be taken by the EW and EC prior to running EDBC/Authorizing results:

Stage	Who	Action
1.	EW	<p style="text-align: center;">Domestic Abuse Exemption</p> <ul style="list-style-type: none"> Updates the Collect Domestic Abuse Detail window in Data Collection by updating <i>Begin and End Date</i>.
2.	EC	<ul style="list-style-type: none"> Updates the “Domestic Abuse SV” activity in Employment Services by updating <i>Planned Begin and End Date</i>. Ensures that registration status in [Registration] tab is “Registered.” <p style="text-align: center;">When client no longer qualifies for another Exemption:</p> <ul style="list-style-type: none"> Updates the <i>Domestic Abuse SV</i> activity status to “Complete.” <p>Note: There is no need to update the Registration window since the status should have been <i>Registered for Exemptions</i>.</p> <p>Reminder: Initiates TMT request/contacts EW to inform that ES entries are done in order to run EDBC and authorize results.</p>
3.	EW	<p style="text-align: center;">Domestic Abuse Extender</p> <ul style="list-style-type: none"> Updates the Collect Domestic Abuse Detail window in Data Collection by updating <i>Begin and End Date</i>.
4.	EC	<ul style="list-style-type: none"> Updates the “Extender- Domestic Abuse Service” activity in Employment Services by updating <i>Planned Begin and End Date</i>. Ensures that the registration status in the [Registration] tab is “<i>Exempt</i>” with the reason “<i>Manual Exemption: Domestic Abuse (CalWORKs 48-month time limit waiver)</i>.” <p style="text-align: center;">When client no longer qualifies for another Extender:</p> <ul style="list-style-type: none"> Updates the “Extender-Domestic Abuse Service” activity status to “Complete” End the “Exempt status” in the [Registration] tab. <p>Reminder: Informs the EW to run EDBC/Authorize case.</p>

When a domestic abuse waiver/exemption expires and will not be extended, the EW must review the case for any other exemption for which the client may qualify. If the client does not meet any other exemption criteria, the CalWORKs Employment Services (CWES) Exemption for the WTW program must be run in the **Wrap Up** subsystem, since the client is a mandatory registrant.



Reminder:

The Domestic Abuse exemption stops the 48-month CalWORKs clock and the clock status on the **Display Individual Time Line Clock Summary** window should display as “Non Ticking.”

30.14 CWES “Good Cause”

If the client declines or is not approved for the Domestic Abuse exemption, the EC may explore Good Cause criteria.

When the EC determines there are other circumstances that temporarily prevents, or significantly impairs, the client’s ability to be regularly employed or to participate in WTW activities, a client is excused from participation in WTW activities for “good cause.”

30.15 Coordination with the Eligibility Worker

Once the EC completes the Domestic Abuse Services entries in the **Employment Services subsystem**, a TMT request is completed to notify the Eligibility Worker to run EDBC and authorize the results in order for the TOA clock to “tick” or “untick.”

30.15.1 Review

CWES “good cause” is approved and reviewed monthly by the EC. The CalWORKs Social Worker may be contacted to obtain any current information that may be helpful to substantiate a “good cause” claim or any other possible CWES work registration exemption.

[Refer to “Deferred/Good Cause,” page 35-1] for additional information.]

Non-Compliance/Sanction

When the client is in a current sanction or non-compliance, the Social Worker will collaborate with the EC to determine if domestic abuse issues prevented the client from participating.

30.16 Orientation

Orientation is not required if the client is not requesting supportive services and is not assigned to another activity. However, designated EC must still record the Domestic Abuse activity in CalWIN and ensure appropriate Registration status is recorded. If the client requests supportive services, then an orientation is required to explain policy and procedures regarding attendance and child care billing procedures, as well as other useful orientation information.

30.17 Support Services

Child care, transportation and ancillary expenses are authorized, if needed, to support any Domestic Abuse issues/activities. The client must participate in a CWES orientation. One-on-one orientation may be arranged to accommodate the needs of the client.

30.17.1 Batterers Program

After all alternative avenues have been explored, if deemed appropriate, a CWES client who is ordered by the courts to participate in a Certified Batterers Program may receive assistance with the class fee up to a maximum of 20% of the original amount. The Social Worker must assess the need and use the SCD 1584 to pre-authorized this expense. The SCD 1584 is forwarded to the EC to process authorization and payment.

The client must be participating and cooperating with CWES prior to requesting assistance with the Certified Batterers Program. Financial assistance with the Certified Batterers Program is only available to participants and is not available to other members of the assistance unit.