
DVSS SERVICE PROVISION DURING COVID-19 PANDEMIC

TO: Domestic Violence Support Service (DVSS) Providers

FROM: Angela Boger, Program Director, Domestic Violence Housing & Support Services (DVHSS)

SUBJECT: Service Provision During COVID-19 Pandemic

DATE: 3/25/2020 8:22 AM

CC: Ellen Eidem, Zoe Phillips, Laurle'ta Williams, Linda Hamil, Clarynda Ogwuka, Myshal'e Oliver, Martha Chono-Helsley, Yeira Rodriguez, Kang Nong Liang, Dara Kaing, Carol Chow

Greetings Contractors,

I wanted to send reminders regarding service provision during the Coronavirus response.

Domestic Violence Support Services (DVSS)

Budget modification deadline extended until April 14th

Children Service can be billed even when parents are not receiving simultaneous services.

Shelter bed night under the DVSS contract will be extended from a maximum of 45 days for an additional 30 days.

Phone Services and PA1923 Submissions

During provision of over-the-phone services to clients this may include submitting reverse referrals (PA 1923) for clients, which requires a participant signature authorizing DPSS to release CalWORKs eligibility information. Due to office closures and unavailability of the participant, in these instances, DPSS will accept the PA 1923s, however the provider must sign on the participant's behalf prior to submitting to DPSS.

Participant Eligibility Determination

Governor Newsome **waived [eligibility re-determinations for 90 days](#)** for Californians who participate in: Medi-Cal health coverage, CalFresh food assistance, **CalWORKs**, Cash Assistance for Immigrants, and In-Home Supportive Services. This means that clients who are eligible now have extended eligibility. The Governor's full executive order can be found [here](#).

Please note that participants will **NOT** lose benefits or be penalized for not being able to attend your services during this time.

- **Case Management Services and Legal Services including Individual Counseling**

These services can be provided via telephone in the interim.

- **Group Services**

Can be provided by **secure** web conferencing software.

- **Job Club/GAIN Presentations, Civil Rights Training & Domestic Violence Council Meetings**

These sessions are **canceled** until further notice, no penalties will be imposed.

Contract Monitoring

The Office of Women's Health (OWH) will immediately halt all scheduled and future contract monitoring site visits until further notice.

Regarding the Coronavirus, there are many Coronavirus resources on the [DPH website](#). I encourage you and your staff to explore it.

Also, DPH has set up a call line specifically for community-based organizations. Operators are standing by to assist you Monday-Friday, 9 AM-5 PM, please call: **877-777-5799**.

Thanks for hanging in there during this time.

Best,

Angela Boger, Program Director

Domestic Violence Housing and Support Services Unit