

## Frequently Asked Questions (FAQs)

*Please note that some questions asked were similar in nature. We attempted to address every question posed during the webinar. You are welcome to reach out to our office if you have further questions.*

### SUBMITTING THE NEW DVSS MONTHLY MANAGEMENT REPORT (MMR)

**1. When should we start using the new DVSS MMR form?**

**Is this report also due by the 15th, similar to the DVSS invoice?**

Please submit the new MMR form by September 15, 2019. The first reporting month is August 2019.

**2. Will this form include carry overs for July reporting or will we begin new for July?**

**Can you clarify, are we using the old form for the month of July?**

You can use the 2018-2019 form for July 2019. Begin using the new form for August 2019 reporting.

**3. This does not give us much time to update our case management systems to update this data. Is there a chance we can start this report in September?**

Yes.

### PARTICIPANT DEMOGRAPHICS

**4. Should the demographics be completed only for new participants?**

We define **new participants** as individuals that have never been reported on this version of the MMR (FY 2019-2020).

Demographics should be provided for participants not reported in previous months. For example, provide demographics for the individuals you reported in #1: 'Number of Participants (never been reported) and #2: Number of Continuing Participants NOT reported in previous months.

**5. Should the demographics be reported for "new" participants only?**

**Do you want us to count all clients each month so that the YTD number will be a duplicated number (e.g. if we serve the same client for multiple months their demographics would be reported multiple times)?**

Since the web-conference/call on July 31, 2019, the DVSS MMR form has been revised based on your recommendations. There are three categories for reporting.

1. Number of new participants (never been reported)
2. Number of continuing participants NOT reported in previous months
3. Number of continuing participants (reported in previous months)

Demographics are only reported for #1: Number of new participants (never been reported) and #2: Number of continuing participants NOT reported in previous months.

## Domestic Violence Housing & Support Services

**4. The version of the MMR that I have does not include #6. 'Declined to state.'**

**Can we add an "other" category for sexual orientation?**

**Can we add 'separated' as an option under relationship status?**

**Is it possible please to add: "bi-racial" for race?**

**Can we add an option for "multiple race"? Several clients are bi/multiple racial and not just one category.**

**Can we also expand on Black/African-American -- to be inclusive of those of Haitian descent and other backgrounds?**

All of the following questions/requests were added to a revised version of the DVSS MMR form (prior to the webinar). This revised form will be emailed to contracted agencies, soon.

**5. Is it possible please to add: "gender non-binary" for gender?**

Not at this time. The categories listed on the 2019-2020 MMR are consistent with other data OWH is currently collecting. In the future, we may consider including other categories. In the meantime, please use the 'Other' category to list specific categories that are not listed on the form.

**6. INCOME - If the participant is receiving government benefits, do I also have to put the amount of benefits they are receiving?**

Yes, please include the DVSS Program participant's income. Please note that the information that is being captured is self-reported data.

**7. Is trauma considered emotional disability?**

The client may determine and self-identify their disability status.

**8. Some clients have more than one disability, do we count all the disabilities identify by client on this report?**

Yes, the client may self-identify their disability/disabilities status.

### CLIENTS

**9. What clients should be counted and included in the new MMR? Is it both CalWORKs clients and Non-CalWORKs clients?**

Yes, please provide information on your DVSS GAIN, GR, and GROW clients – clients that are receiving services billed under DVSS.

**10. YTD New Clients will be total clients served in the year. I don't understand how to calculate YTD continuing clients. Would you please explain?**

Once you begin to enter the data on a monthly basis, it will self-calculate YTD.

**11. For those clients who are returning after being exited, will they be considered New?**

**Are returning clients considered new if we have to complete a new intake with them for that particular month?**

If the client has not been reported on previous MMRs within the fiscal year, they are considered a new client.

## *Children*

**12. AGE SECTION: does this refer to children of participants or just if we service youth ages 0-17?**

**Are you requesting demographics on all children of clients served or only on the children who received services?**

Please report data on participants (including children) that received services and were billed under the DVSS contract.

Include demographics for #1: Number of New Participants (never been reported) and #2: Number of Continuing Participants NOT reported in previous months.

**13. Are we reporting children that are being served even if we cannot bill for services under CalWORKs?**

Please only provide information for participants (including children) that received services and were billed under the DVSS contract. The reporting numbers should match with your agency's invoice billings for the month.

**14. Are we counting participant's children that are not served?**

No. Please include only information for participants, including children, that received services and were billed under the DVSS contract.

**15. If a family has 4 children in childcare, we can only bill per family, do we report all children that receive childcare?**

Please include only information for participants, including children, that received services and were billed under the DVSS contract.

**16. Some of our CalWORKs clients receive therapy for their children through our agency but we cannot bill for those services under CalWORKs contract unless the parent is present, would we report the demographics for the children that receive therapy the child receives that we cannot bill for under our CalWORKs contract?**

**If I provide a one-time child care service to a child on a particular month, do I have to capture that child's complete demographic information? Gender, Sexual orientation, ethnicity etc.? Some will not be applicable such as annual income, the numbers will be off, is this correct?**

Please report data on participants that received services and were billed under the DVSS contract. Include demographics for #1: Number of New Participants (never been reported) and #2: Number of Continuing Participants NOT reported in previous months.

Demographic information should be reported for 1. 'New Participants (never been reported).'

**17. Child activities are billed under the CalWORKs client who is enrolled for services, do we still need to provide demographics for the child?**

Please report data on participants (including children) that received services and were billed under the DVSS contract.

**18. For new participants/intakes, do we include their children that person might have as a new participant as well?**

Yes, please include information for clients that received DVSS services, including children.

## SERVICES

- 19. For Section III, Selected Services, can the total number be higher than the total participants (i.e. multiple services for one client)?**

Yes. They may have multiple services for the month.

- 20. For clients that are identified as needing services or being referred to certain services, do we capture this just at intake or do we have to capture this throughout treatment?**

Your agency will determine when you should capture the information to include in the report.

- 21. For Section III, Selected Services, under the 'referred' categories, do we count only one referral per participant? Or do we count the multiple referrals?**

Please include each service that you refer a client to.

Example: if you referred a client to mental health and legal services - include a referral per section.

- 22. For Section III, can you please clarify what you mean by the referral to DVSS legal services?**

Some agencies refer participants to legal services at other agencies.

- 23. What does it mean that individuals are reached through outreach activities? Could you give an example?**

The DVSS contract describes outreach activities as:

*"Outreach Services are provided to groups or individuals in order to educate and increase awareness of domestic violence."*

*"Contractor shall provide community outreach services to the community at large (i.e., faith-based organization and community gatherings), community colleges, social and health services agencies, human services agencies, that include target population groups, and individuals and families who are not clients."*

- 24. Do we include clients who have become clients because of outreach? Or do we report the number of individuals outreached through an outreach event for a particular month?**

Please report new participants and the outreach conducted for the CalWORKs Program of which your agency is funded by DPH.

- 25. For the number of clients reached through outreach activities. Is that number only for clients reached through the "funded" outreach service vs. our own agency outreach efforts that are not funded through this contract.**

Please report the outreach conducted for the CalWORKs Program of which your agency is funded by DPH.

- 26. Do you have a definition of "Benefit Access Assistance"?**

*Benefit access assistance for legal services* is defined in the contract.

DVHSS is trying to capture the work (quantitatively) that you are doing to help participants get access to public benefits from a legal perspective. If there's an issue impacting a participant's CalWORKs benefits, it should be counted.

## OTHER GENERAL QUESTIONS

### *Substance Use Disorder (SUD)*

**27. Do we have to submit a separate MMR for SUD services?**

A specific SUD MMR will be sent to contracted agencies to capture information regarding your SUD program.

**28. Since we are reporting how many clients are referred to SUD services, will we start being able to bill for our SUD screenings for our CalWORKs clients through DV/SUD or add the service on CalWORKs invoice?**

Agencies who have SUD augmentation, may **not** bill SUD services (e.g., referrals, screenings, etc.) for CalWORKs participants.

Only Non-CalWORKs participants can be billed for SUD services.

### *DVSS MMR vs. DVSBP Annual Report*

**29. This report is much more extensive than the previous version of the MMR and we were submitting a more comprehensive Annual Report with this kind of information. Is this meant to replace the annual report?**

The DVSS MMR is specific to the Domestic Violence Support Services (DVSS) contract. This is not the annual report. The annual report must be completed for the Domestic Violence Shelter-Based Programs (DVSBP).

### *Descriptions for each Section of the MMR*

**30. Are you providing descriptions for each MMR category?**

Yes, the description for each section is included in one of the tabs of the Excel workbook.

**31. I see colons after some "Other" categories, does that mean we have to specify "other" if that option applies?**

The 'Other' category is available for your use and it's optional.

**32. Do we need to submit supporting documents along with the MMR, such as, copies of the GN's?**

No

**33. On the old form it states, 'Number of Participants obtained through Reverse Referral,' but this is omitted on this new report? How do we note the reverse referral?**

You will not need to note the instances of reverse referrals on the MMR. However, if asked during invoice validation, you are required to provide the PA 1923 for reverse referral clients, if needed.

### *DVHSS Contact*

Please forward specific MMR questions to Martha Chono-Helsley at [mchonohelsley@ph.lacounty.gov](mailto:mchonohelsley@ph.lacounty.gov). For all other questions (contract, administrative, etc.), please contact your Contract Administrator.