DWD Issuance 21-2008, Attachment 1, Section 1
CAP Temporary Assistance (TA) Domestic Violence Policy

Description

The Family Support Division (FSD) refers Temporary Assistance (TA) applicants and recipients to the Career Assistance Program (CAP) who are victims of domestic violence in the following scenarios:

- The domestic violence situation doesn't affect the individual's ability to engage in CAP work activities, so therefore he/she doesn't meet an exclusion for this reason; and
- The individual does not meet any other exemption or exclusion reason.

The Career Assistance Program (CAP) serves all TA applicants and TA recipients who are referred including those who meet an exemption, exclusion, or are volunteers. If a TA applicant or recipient meets an exemption, exclusion, or is a volunteer:

- If he/she did not tell FSD of the domestic violence situation, this referral was not an error.
- If the TA applicant told FSD of the domestic violence situation, all attempts to work this out locally should be pursued.
    - If the CAP service provider has questions on CAP policies, the CAP service provider should follow protocol in contacting Central Office CAP staff.
    - If local FSD has questions on their policies, they should follow the FSD protocol process in resolving the questions.
    - If there are applicant and/or recipient referral issues that can't be resolved locally, an email with the specific situation including the name(s), DCN(s), and process used to attempt to resolve the situation locally should be emailed to Central Office CAP staff.

Guidelines for Case Managing Victims of Domestic Violence

Victims of domestic violence often require unique case management to ensure their safety and confidentiality. The following guidelines must be adhered to:

- Interview *all* CAP participants alone, one-on-one in a closed door setting.
    - It is necessary to conduct all interviews in the same manner or a potential abuser may be suspicious.
    - If circumstances prohibit administering the "CAP Domestic Violence Screening" in this manner, case note that the screening did not take place for this reason and complete the form at the earliest possible opportunity.

- Do not judge the participant's actions or situation in any way.
    - CAP case managers are generally not trained domestic violence counselors and may make the situation worse by making statements such as "You should just leave him", or "I wouldn't put up with that kind of thing".

- Do not offer advice regarding what the participant should do about the domestic situation. Instead, refer him/her to domestic violence counselors in your area and/or provide information, if appropriate.

- Be cautious about what kind of paperwork is sent home with the participant and when making telephone contact since this could compromise his/her safety.
    - Always ask the recipient before providing information or making telephone contacts.

- Be aware that not all domestic violence is physical and there may be no outward signs.

- Do not press the participant for details concerning the domestic violence situation.

- Do not record specific details concerning the domestic violence in Toolbox 2.0. If the domestic violence situation affects the participant's ability to comply with work activities, case note to "See Hard File for Details".

- Do not make any judgments regarding the participant's ability to comply with work activities if he/she requests consideration for a domestic violence situation.
    - Complete the "CAP Domestic Violence Screening" and "CAP Domestic Violence Assessment" forms with the participant if appropriate.
    - See "Temporary Waiver" policy for further procedures.

Domestic Violence Determined at FSD

If FSD is aware a Temporary Assistance (TA) applicant or recipient is a victim of domestic violence, but he/she does not meet the exclusion criteria, the record appears in Toolbox 2.0 as 'Restricted'. 'Restricted' indicates that any information about this individual, particularly his/her contact information, should be very carefully safeguarded and shared only on an as-needed basis.

FSD completes a limited screening for domestic violence at each application for TA.

CAP Domestic Violence Screening and Assessment

- Use the "CAP Domestic Violence Screening" form in the 'Forms Manager' in Toolbox 2.0 for the initial screening and whenever domestic violence is suspected.
    - Completing the "CAP Domestic Violence Screening":
        - For current TA recipients, screen at least every 12 months.
        - For applicant referrals, screen at application if time allows, if not the screening can be completed at the recipient referral.

        - For recipient referrals, screen at referral if there was no applicant referral or if not completed at the applicant referral, and annually thereafter.
    - If this screening indicates the possibility of domestic violence, complete the "CAP Domestic Violence Assessment" form (also found in the 'Forms Manager').
    - If the participant refuses to sign the "CAP Domestic Violence Screening" form, document this in case notes and the paper file.

- If the "CAP Domestic Violence Assessment" form indicates the presence of a domestic violence situation, verify the participant wants the record restricted after explaining the following:
    - His/her address and other information cannot be seen by employers on the MissouriCareerSource! website, and the employment search and unemployment insurance entry requirements will have to be staff-assisted
    - He/she cannot view their own MissouriCareerSource! information without Career Center/CAP Service Provider staff assistance
    - If he/she is eligible for check payments, the payment will not be automatically mailed to the mailing address, see the "Mailing Address for Letters and Payments" section.
    - If the CAP case is closed or goes inactive, personal information will again be available on MissouriCareerSource!.
    - Any individual with Toolbox 2.0 access can view the record.

<u>Restricting/Unrestricting Toolbox 2.0 Records:</u>

- All individuals with CAP access can click the 'Restrict' indicator at any time if the participant states he/she is a victim of domestic violence and requests that the record be restricted.

- If the participant indicates the domestic violence situation has been resolved:
    - He/she can request the 'Restrict' indicator be removed from the Toolbox 2.0 by providing a written request that is signed and dated.
    - Only designated staff in each sub-contractor location and certain Central Office staff can remove the indicator.

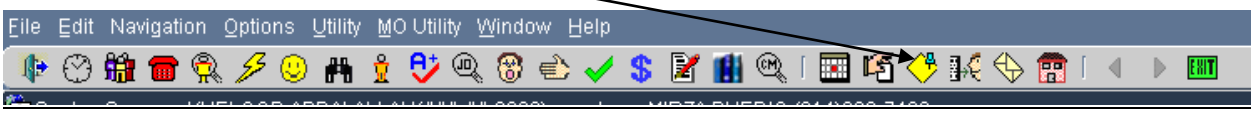
<u>Mailing Address for Letters and Payments:</u>

- Participants identified as victims of domestic violence may use their home address or another address (including the Safe at Home address of: PO Box 1409, Jefferson City, MO 65102-1409) of their choice to receive CAP-related mailings.
    - If he/she chooses another address for mailings, update the Toolbox 2.0 mailing address.
    - As a reminder, a 'Change of Address' alert will also be sent to FSD in the overnight batch.

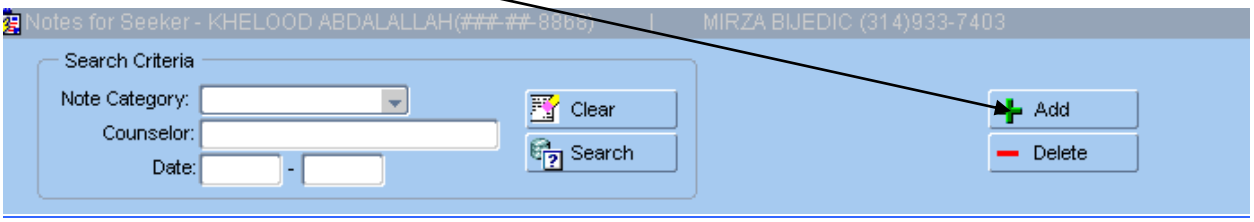
- Transportation Related Expense/Work Related Expense payments:
    - Paper checks issued for restricted records will contain the mailing address for the Division of Workforce Development (DWD) Central Office.
    - The participant must provide a mailing address for the check to the CAP service provider.
    - The CAP address is provided to DWD fiscal staff so the check can be mailed.

Entering Case Notes:

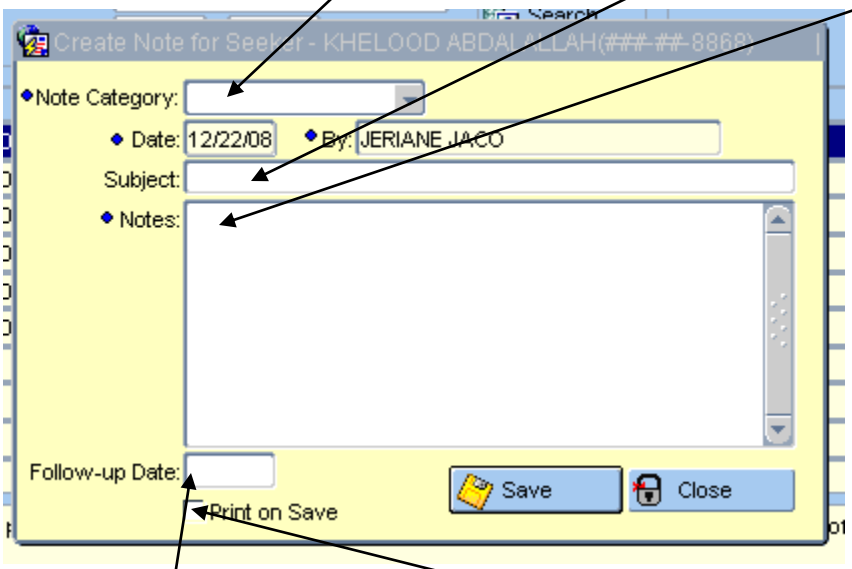
1. Click on the 'Notes' icon.



2. Click the 'Add' button.



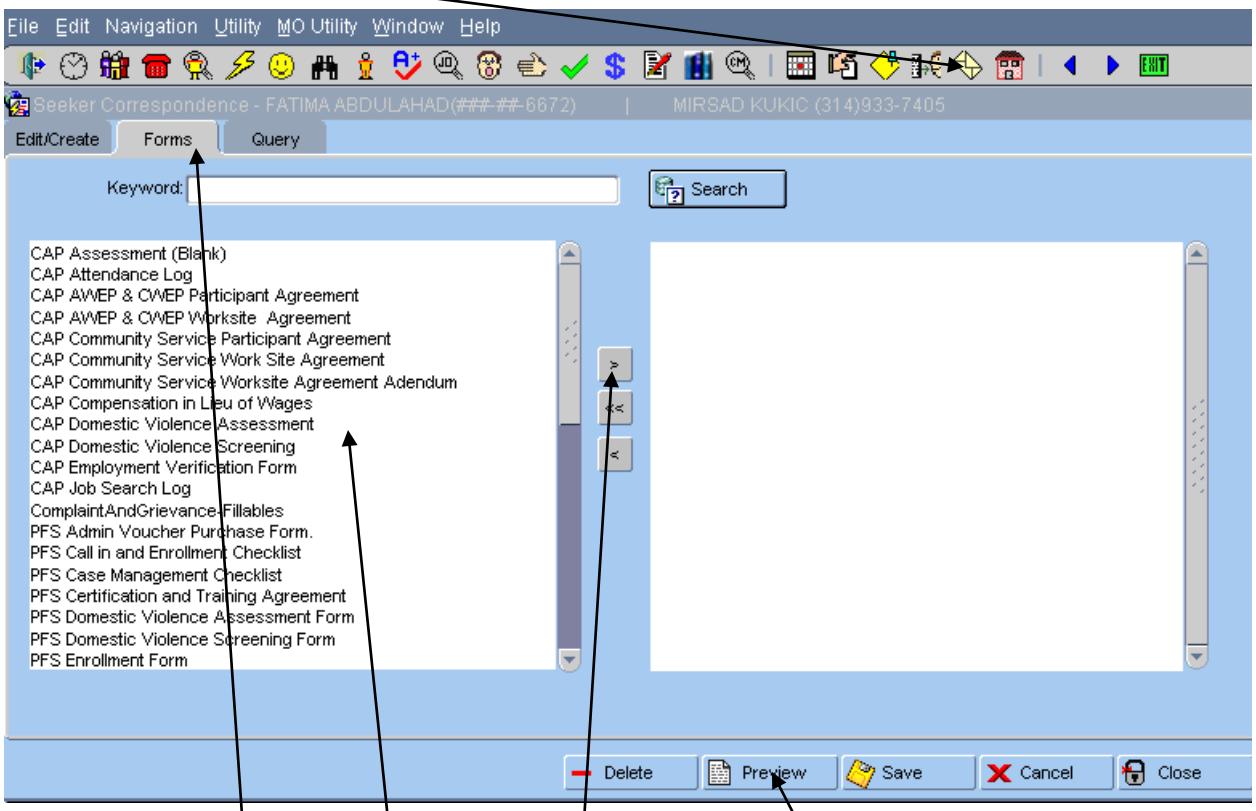
3. Select the appropriate 'Note Category' drop down menu item. Type the appropriate information in the 'Subject' field and enter 'Notes'.



5. Enter 'Follow-up Date' if appropriate.
6. If you want a hard copy for the record click to select the 'Print on Save'.

Locating Forms through the 'Correspondence' icon:

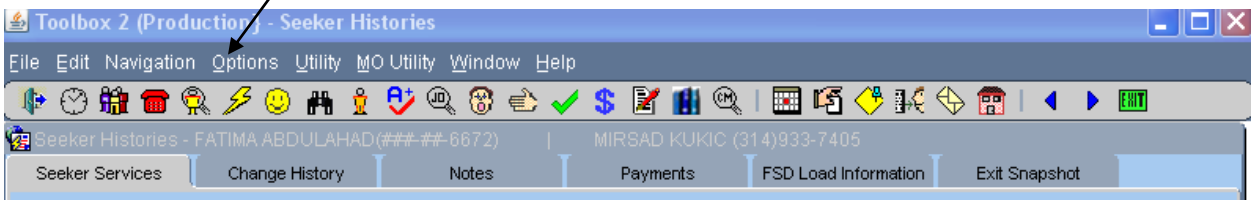
1. You must be in a record.
2. Click on the 'Correspondence' icon.



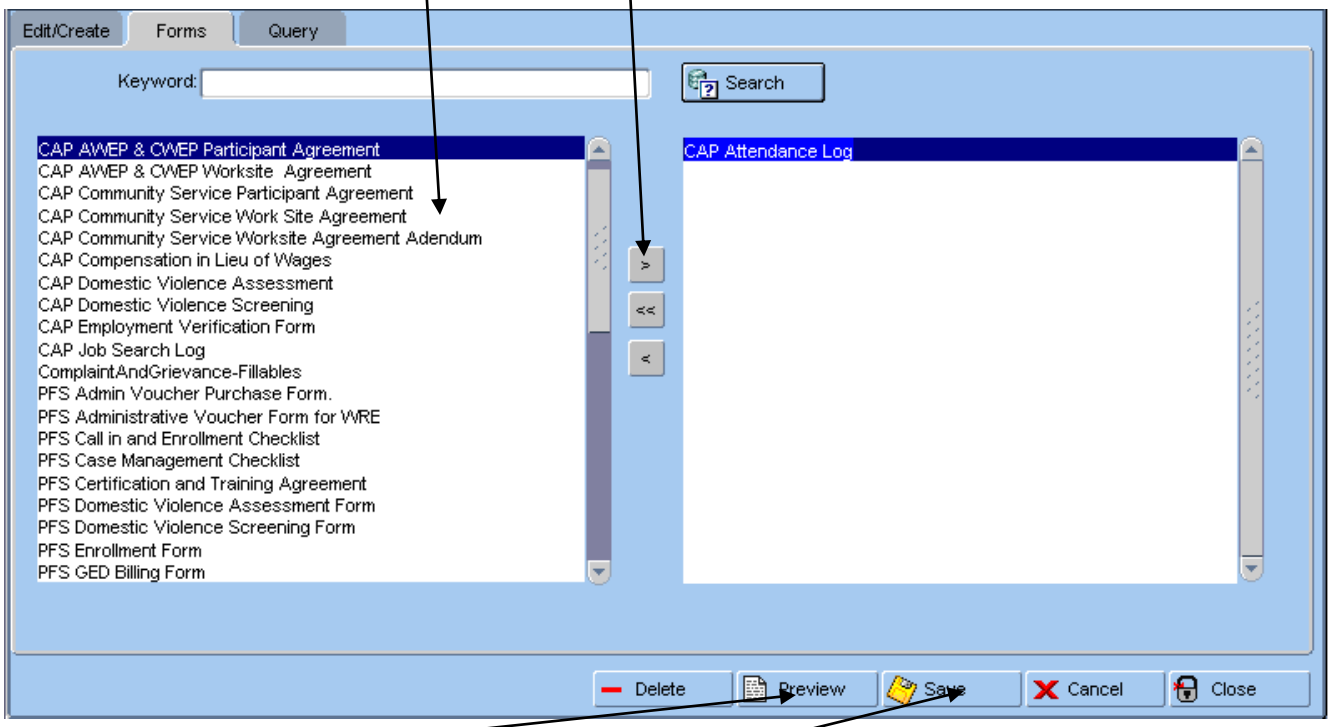
3. Select the 'Forms' tab.
4. Click on the appropriate form and the "arrow".
5. Click 'Preview' to print.

Locating Forms through 'Options':

1. Click on 'Options' and 'Forms Manager'.



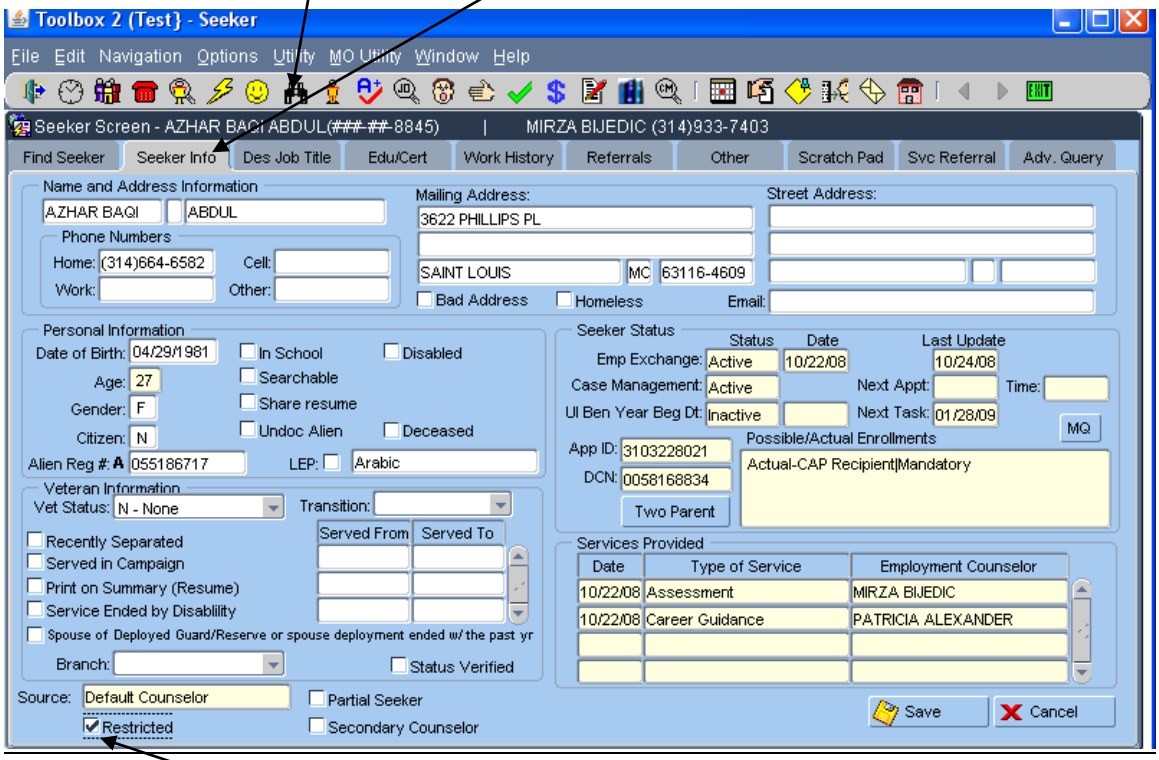
2. Click on the appropriate form and the "arrow".



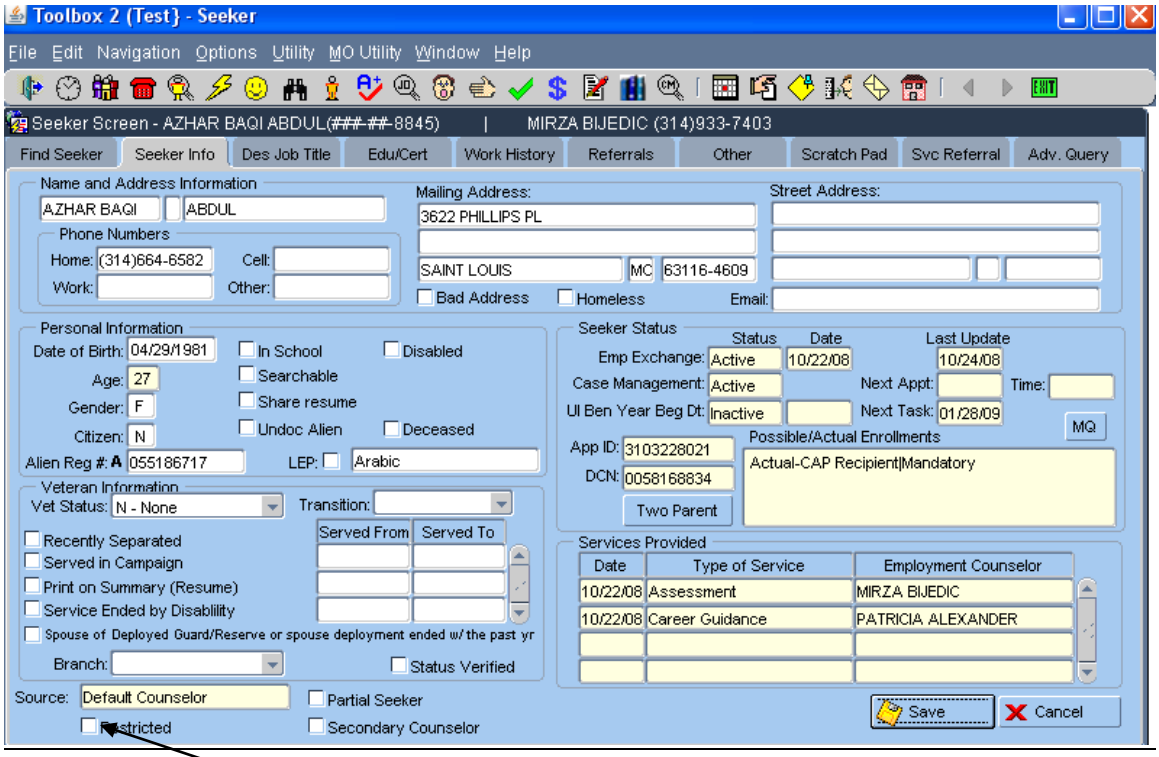
3. Click 'Preview' to print.
4. Click the 'Save' button.

Automatic Domestic Violence Alerts:

1. Click on 'Find Seeker' and 'Seeker Info' tab.



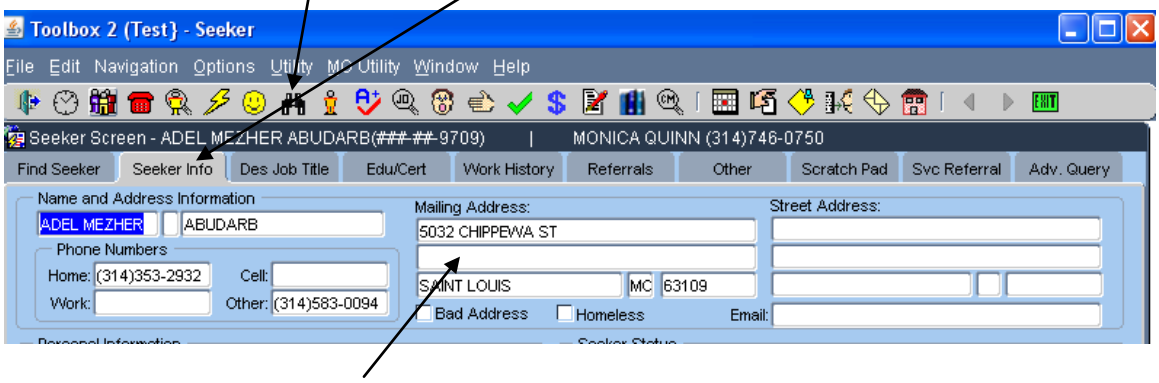
2. Click on 'Restricted' to send the 'Enters Domestic Violence' alert code to FSD.



3. "Uncheck" 'Restricted' to "unrestrict" record to send the 'Removes Domestic Violence' alert code to FSD.

Automatic Address Change Alert:

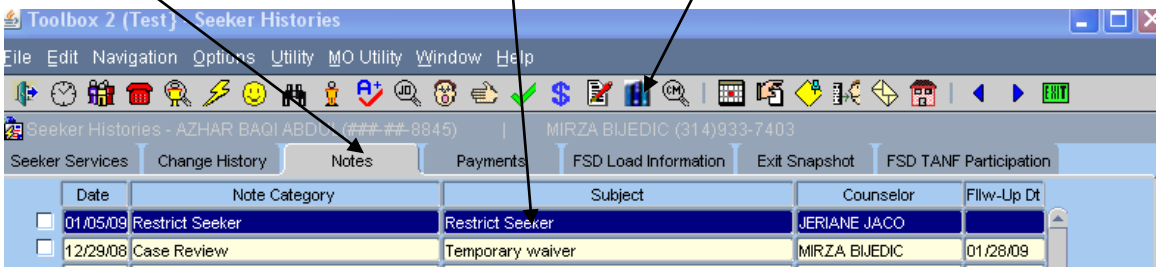
1. Click on 'Find Seeker' and 'Seeker Info' tab.



2. Update the 'Mailing Address" as necessary.

Verifying Alerts were Generated:

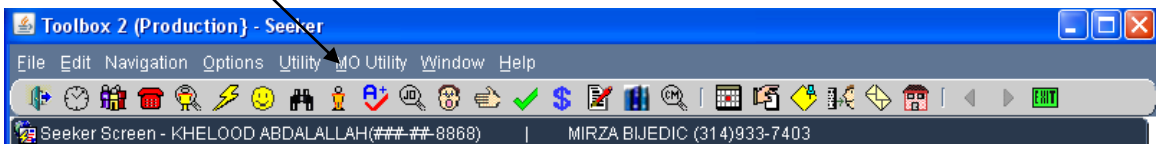
Anytime a manual or automatic alert is sent, the 'Seeker Histories' and 'Notes' must be checked to verify the alert generated.



Deleting Alerts from 'Daily Referrals Query':

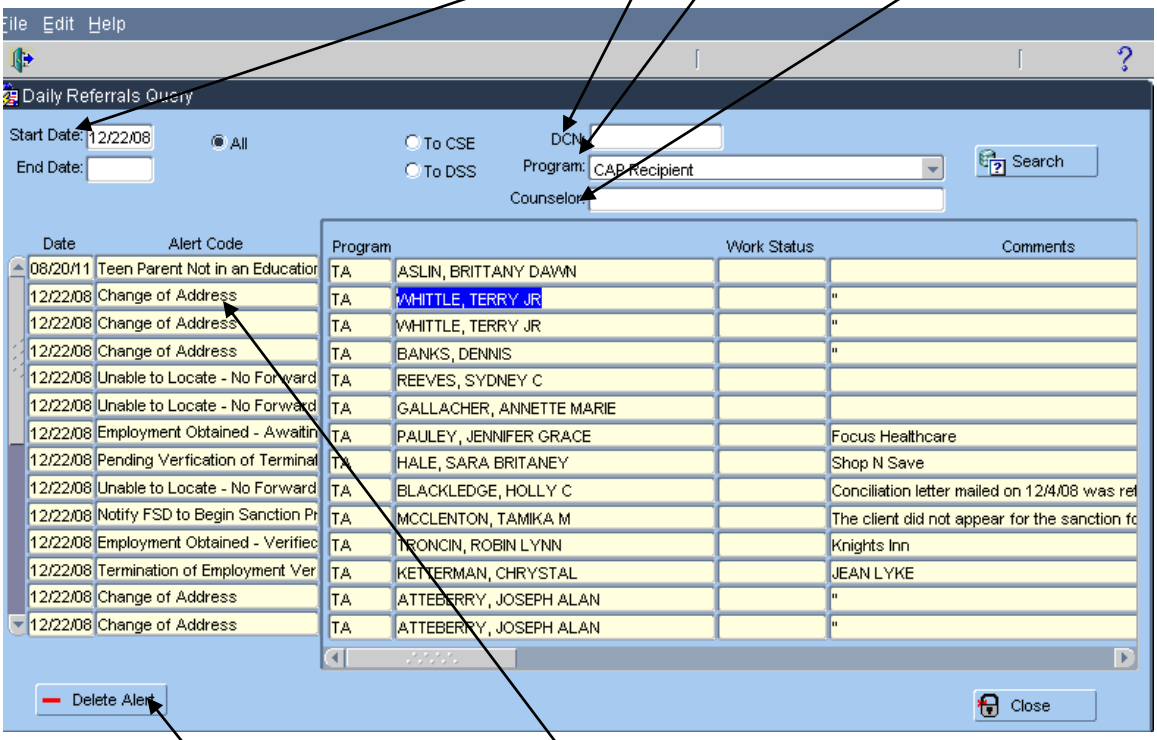
An alert can be deleted up to 4:00 pm the same day it is sent by the designated staff person (which is typically the CAP coordinator for the region).

1. Select 'MO Utility' and 'Alerts Review'.



2. This will bring up the "Daily Referrals Query" screen.

3. Bring up the appropriate referral by the date, DCN, Program and/or Counselor criteria.



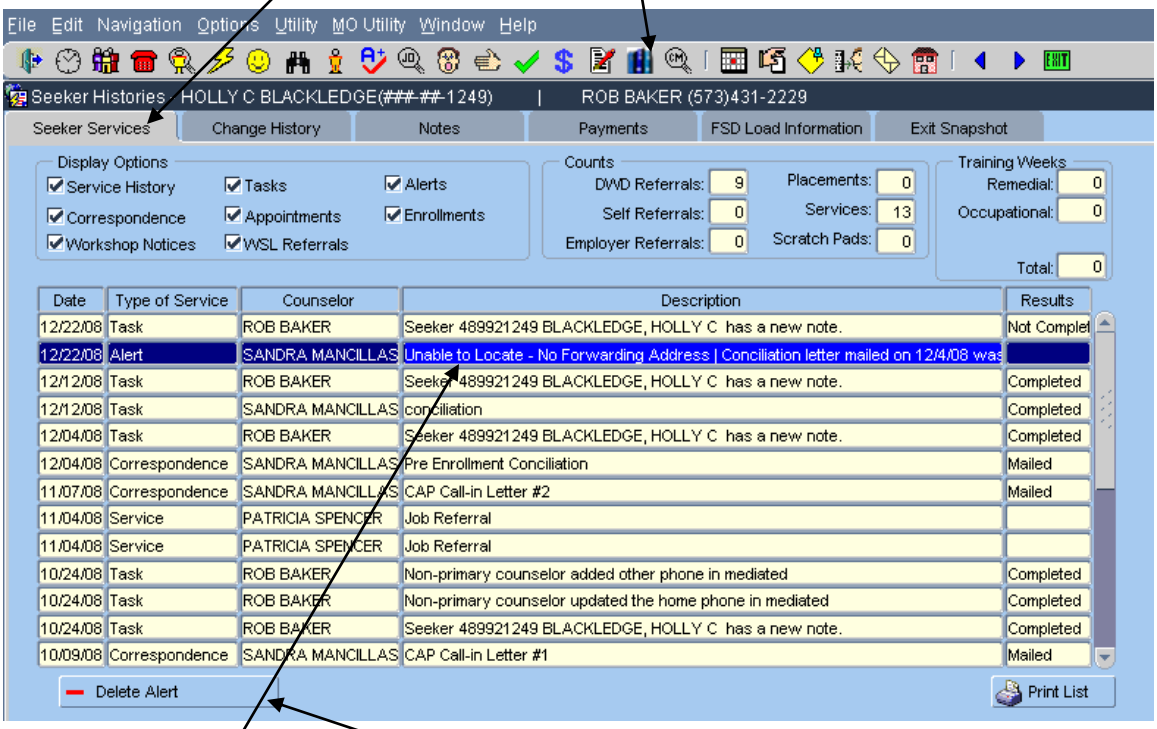
4. Select the appropriate alert.

5. Click on the 'Delete Alert' button.

Deleting Alerts from 'Seeker Histories':

An alert can be deleted up to 4:00 pm the same day it is sent by the designated CAP supervisor (which is typically the CAP coordinator for the region).

1. Select 'Seeker Histories'
2. Select the 'Seeker Services' tab.



3. Click on the alert and click 'Delete Alert'.