



BILLABLE SERVICES PRESENTATION

Office of Women's Health
Domestic Violence Contract Administration Unit





WELCOME!





STAFF INTRODUCTIONS





Purpose of the Meeting

Provide support, clarification, and guidance to DV service providers with a DVSS Contract with DPH-OWH about services that are allowed to be billed **and how to provide necessary documentation**

Goals

- ❖ Provide a review of billable services under the Case Management Contract for DVSS
- ❖ Review and respond to previously submitted questions
- ❖ Share basic documentation requirements



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Domestic Violence Case Management Services

– Program Overview

❖ Required Services

- ❖ Intake
- ❖ Assessment
- ❖ Safety plan
- ❖ Service plan
- ❖ Follow-Up

Definitions

Assessment:

Comprehensive tool that is developed by agency/contractor and shall be used with every new participant to identify their DV status and case management needs

Safety plan:

Actions that can help keep participants safer from a perpetrator

Service Plan:

Includes the type of services, number of sessions, duration of services provided, goals

Case Management

- ❖ Services that assist eligible individuals in gaining access to housing, and supportive services.
- ❖ Case managers help DV survivors, and their children navigate social services systems
- ❖ Case managers provide referrals, linkages, and follow-up activities
 - ❖ Community resources such as shelter
 - ❖ Victim Services Compensation
 - ❖ Legal services programs
 - ❖ Others

Case Management - Follow-Up

- ❖ Contacting the participant and/or outside agency
 - ❖ Ensure that services provided
 - ❖ Assist participant in safety and WtW goals
- ❖ Staff shall evaluate whether participants are
 - ❖ Meeting their safety and WtW service plan goals
 - ❖ Whether services are consistent with the needs in those plans
 - ❖ Determine what, if any, changes to goals are necessary
- ❖ Follow-up activities ensure that referrals are linked, and services are obtained in a timely, coordinated manner.
- ❖ Follow up can be provided either in person or via telephone.

Case Management - Referrals and Linkages

- ❖ Provide referrals to participants
- ❖ Follow up with agencies to ensure they received the referral and participants obtained those services
- ❖ Rate per hour / 15 minutes increments

Domestic Violence Case Management Services

– Program Overview

❖ Services Provided Based on Needs

- ❖ Counseling
- ❖ Support Group Services
- ❖ Life Skills Education Services
- ❖ Child Educational Activities
- ❖ DV Education Sessions
- ❖ Childcare/Youth Activity Services
- ❖ Shelter Bed Night Services
- ❖ Hotel Shelter Bed Night Services
- ❖ Translator/Translation Services

Counseling Services

- ❖ Methods for enhancing, empowering, and motivating DVSS participant to build positive behaviors
- ❖ Examples: increase safety, address his/her emotional, social, vocational, educational, and health needs, promote the recovery of the adult survivor/children from the immediate and long-term effects of DV
- ❖ Individual Counseling (exclude: assessment, service plan and safety plans)
 - ❖ Rate per hour
 - ❖ 15 minutes increment
- ❖ Family Counseling
 - ❖ Rate per hour
 - ❖ 15 minutes increment

Group Counseling/Support Group Services/ Group Therapy

- ❖ Group discussions with topics, activities, and special events that address myths associated with abuse and to affirm each participant's positive image
- ❖ Example: Participants share their DV experiences, listen and learn from other participants, and offer confidential support and encouragement to people in similar situations
- ❖ Group Counseling/Support Group Services/Group Therapy
 - ❖ Licensed or paraprofessional
 - ❖ Per participant/per hour
 - ❖ Three or more participants

Life Skills Education Services

- ❖ Increase self reliance, self-confidence, independence, and accountability by acquiring skills necessary to live free from violence
- ❖ Life Skills Education Services include
 - ❖ Parenting education
 - ❖ Independent living skills
 - ❖ Household establishment skills
- ❖ Life Skills Education Individual
 - ❖ Per hour /15 minutes increment
- ❖ Life Skills Education Group
 - ❖ Per participant/per hour
 - ❖ Three or more participants

Child Focused Educational Sessions

- ❖ Educating children about DV related to their specific situation
- ❖ Topics for education include
 - ❖ Definition of DV, cycle of violence, DV myths, dynamics of DV, etc.
- ❖ Topic should aim to help children understand the family dynamics in developmentally appropriate sessions
- ❖ Eligible CalWORKs participants
- ❖ Child Focused Education Sessions
 - ❖ Per child/per hour/15 minutes increment

DV Education Sessions

- ❖ Educating participants about DV
- ❖ DV Education Individual Session
 - ❖ Per hour/15 minutes increments
- ❖ DV Education Group Class
 - ❖ Per participant/per hour
 - ❖ Three or more participants
- ❖ Topics for education include:
 - ❖ Definition of DV, cycle of violence, DV myths, dynamics of DV, etc.

Childcare/Youth Activity Services

- ❖ On-site activities of the CalWORKs participant's minor child(ren).
- ❖ This may include educational or recreational activities
- ❖ Childcare/Youth Activity
 - ❖ Per Hour
 - ❖ 15 minutes increment
 - ❖ CalWORKs only

Shelter Bed Night Services

- ❖ Available to CalWORKs participants and their minor children
- ❖ DV emergency shelter operated by approved Contractors
- ❖ Submit the shelter log for billing purposes
- ❖ Maximum 30 total nights in a 12-month period (fiscal year)
 - ❖ Up to additional 15 shelter nights
- ❖ Shelter Bed Night
 - ❖ DV Shelter – CalWORKs only
- ❖ Shelter Bed Night Additional Family
 - ❖ DV Shelter – CalWORKs only

Hotel Shelter Bed Night Services

- ❖ Available to CalWORKs participants and their minor children
- ❖ Licensed commercial lodging establishment
 - ❖ Hotel or Motel
- ❖ Maximum 45 total nights in 12-month period (fiscal year)
- ❖ Receipt needed for reimbursement
- ❖ Hotel Shelter Bed Night
 - ❖ CalWORKs only
- ❖ Hotel Shelter Bed Night Additional Family
 - ❖ CalWORKs only

Translator/Translation Services

- ❖ Use of an interpreter or interpretation services
- ❖ Example: Tele-Interpreter or Open Communications International, TDD device or tele braille equipment
- ❖ Directly to a participant inclusive of threshold languages in addition to English. Translation can be written and/or interpreted orally.
- ❖ Use of bilingual staff, or an interpreter/interpretation service.
- ❖ Submit receipt for billing purposes

Domestic Violence Case Management Services

– Program Overview

❖ Optional Services

- ❖ Court Accompaniment and Restraining Order Supportive Services
- ❖ Licensed Therapy Services for Mental Health Including Child Art Therapy
 - ❖ Under Counseling Services

Court Accompaniment and Restraining Order Supportive Services

- ❖ Staff accompanies the participant to court appointments to help the survivor navigate the legal process
- ❖ Help participants become less intimidated and overwhelmed
- ❖ This is not to drop off participants at court
- ❖ Per hour/15 minutes increments

Licensed Therapy Services for Mental Health including Child Art Therapy - Individual

- ❖ Help people find relief from emotional distress and trauma
- ❖ Provided by a licensed therapist approved to practice in the State of California's Board of Behavioral Services
- ❖ Individual Therapy, with the intent of improving or maintaining the mental health status of the client
 - ❖ Individual
 - ❖ Per hour/15 minutes increments
- ❖ Child Art Therapy are for children of eligible CalWORKs participants

Licensed Therapy Services for Mental Health including Child Art Therapy – Family/Group

- ❖ Family Therapy, delivered to a family unit with the intent of improving or maintaining the mental health status of the client
 - ❖ Per hour/15 minutes increments
 - ❖ Bill under Family Counseling
- ❖ Group Therapy, delivered at the same time to more than one non-family client
 - ❖ Per hour/15 minutes increments
 - ❖ Bill under Group Counseling/Support Group services

GENERAL INFORMATION TO INCLUDE

- ☐ Date service was provided
- ☐ Signature and name of individual(s) who provided the service
- ☐ Description of counseling format, (i.e., “group”, “individual”, “family”)
- ☐ “CS” noted for Counseling Service
- ☐ Actual time spent providing the service
- ☐ Participant’s Information
- ☐ First initial of first name
- ☐ CalWORKs or GROW Case Number
- ☐ Year of Birth
- ☐ Participant’s Case Number
- ☐ Other progress and/or barriers to safety and/or changes.

Outreach Services

- ❖ Provided to groups or individuals to educate and increase awareness of DV
- ❖ Provide community outreach services to the community at large (i.e., faith-based organizations 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 current DVSS participants.
- ❖ Complete and maintain the Event Services Report Form following documentation (sign-in sheet, event flyer, event confirmation – events located within LAC boundaries) to verify that Outreach Services was provided and submit with the monthly invoice.

GAIN Orientation/Job Club Presentation (LACOE GAIN Focus 360)

- ❖ Participate in CalWORKs GAIN/REP Orientation/Job Club
- ❖ DPH provides a schedule of presentations
- ❖ Maintain documentation to verify CalWORKs GAIN/REP Orientation Presentation:
 - ❖ The Event Services Report Form along with sign-in sheets (if available) shall be completed in its entirety and submitted with the monthly invoice.
 - ❖ A copy of the Event Services Report Form(s) shall be retained on file and provided to DPH upon request.



Q&A



Questions Submitted During Registration

- 1. Can we bill for intakes? What is billable? What is not billable?**
- 2. Are full names of staff providing the service required in the notes?**
- 3. Can we submit supplemental billing?**
- 4. Will the rates for services increase this year, at least for groups?**
- 5. The pricing schedule no longer notes limitations of being paid only 1x every 6 months for the following services: Assessment/Reassessment, Service Plan, and Safety Plan. While the Statement of Work does speak to the minimum these services must be provided, the pricing schedule no longer notes paid maximum limits per 6 months. Are there no longer imposed limits billing these services?**

Questions Submitted During Registration

- 6. Do we have maximum monthly/FY limits we are able to invoice for Outreach services?**
- 7. Do we have quarterly invoicing limits?**
- 8. Why is it not possible to bill for a group unless all the participants are CalWORKs? Our population is diverse, and the number of participants should be what determines a group.**
- 9. How to bill for trainings related to case work? How to bill for the trainings required for staff working on the CW grant?**
- 10. Examples of billable notes that are contract approved**

DVSS Case Management - Knowledge Application





THANK YOU!

