

**Domestic Violence Supportive Services (DVSS)
CM Billable Services Presentation – November 7, 2024
Frequently Asked Questions**

RESOURCES

1. Will we have access to the PowerPoint slides?

Yes. PPT slides to be sent out accompanying these FAQs.

2. Can an updated list of legal providers be shared? There's a high need of legal services from our participants.

Yes. This listing was sent out to all provider partners previously along with these FAQs. Additionally, as these FAQs are being updated, all partners will receive another listing of Legal Service Partners.

THE DV CONTRACT

3. Will we receive a new contract? If so, when?

The DVSS Contract is extended for another year, FY 2025-2026. More information will be provided in the future regarding FY 26-27 solicitations.

4. Will there be updated wording in the contract?

The FY 26-27 solicitation contract may contain clarifying language/updates. See related response in question #3 above. If you have specific suggestions/recommendations for contract language edits, please submit to OWHtraining@ph.lacounty.gov.

ENROLLMENT / ASSESSMENTS

5. Can we bill for intakes? What is billable? What is not billable?

Assessments, Service Plan, and Safety Plan may be billed for intake. All three of these services are billable every 6 months. Assessments, service plans, and safety plans are billable per assessment/per plan, not per hour. **Please note:** Case management or individual counseling is **not to be billed** as conducting assessments, service plan, and/or safety plan.

6. 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?

The pricing schedule only lists the reimbursable price for each service. As noted in the DVSS Contract, Statement of Work, the 6-months limit for billing Assessment, Service Plan, and Safety Plan still stand.

7. If a client disenrolls and re-enrolls (but was only disenrolled for 7-days) we can re-assess and claim for the reassessment (as well as safety plan and service plan), correct?

If a client's case was closed/terminated/disenrolled and then re-opened/re-enrolled again, it is considered a new case. Therefore, agencies may complete a re-assessment along with a service plan and a safety plan.

8. When a returning participant rejoins the program within a few days or weeks of being terminated, do we conduct a new intake, or does the case manager continue where they left off? Previously, that was the protocol, and now we are told to redo everything even though the participant was only out of the program for a few days or weeks. Furthermore, the contract does not mention it; it only covers a new client, not a returning participant.

If the participant's case has been closed/terminated and then re-opened/re-enrolled again, it is considered a new case. Therefore, agencies may complete a re-assessment along with a service plan and a safety plan. Please also see similar question above in question #7.

INVOICES / PRICE / RATE SCHEDULE

9. How do we track/code an invoice for follow-up services since it's not on the pricing schedule?

As noted in the DVSS Contract, Statement of Work, Section 4.1, Contractor shall provide case management services to eligible participants. Contractor shall conduct ongoing follow-up to determine whether service plan goals are being met, require revision, and/or required additional resources to ensure that each participant is making progress towards meeting their service plan goals. Therefore, follow-up services shall be billed under Case Management on the monthly invoice in 15-minute increments. For example, if follow-up services were provided for 30-minutes, 0.5 hour shall be billed under Case Management on the invoice.

10. Will the service rate increase this year at least for groups?

Unfortunately, we are unable to take out certain elements of DV services and provide rate increases/updates outside of the entire listing of services. DPH OWH is in the process of engaging an impartial external (i.e., outside Los Angeles County government) organization to conduct an objective, transparent, industry/market DV Services Rate Study. OWH will keep you, our DV partners, abreast of any updates and opportunities to provide input and recommendations.

11. Clarification: The invoice for group billing – 15-minute increments, but the pricing schedule states per hour. Clarity here is needed.

On the pricing schedule, the service rates are listed as per hour. However, it does not mean all the services shall be billed in one-hour increments. If the sessions were completed in less than one hour, it shall be billed according to the actual time spent in 15-minute increments. For example, if the agency only provided the session for 30-minutes, the agency should bill the service for 30-minutes by entering 0.5 hour on the invoice, not one hour. Group sessions are usually 1.5 to 2 hours long. If the group is 1.5 hours long, then the agency shall enter 1.5 hours on the invoice for group sessions.

12. Clarification: Agency internal coding tracked for overall program recording of services provided and such codes are then filtered into the categories defined by the contract. For example: Life Skills Education has a variety of services to be converted into one DVSS code. This limits our agency re: tracking

OWH understands that the transition from DPSS' oversight of these contracts to DPH in 2018 has been, on some levels a complex undertaking for most of our DV partners; however, we are under strict mandates from our governing compliance partners (i.e., Compliance Management and the LA County Department of the Auditor-Controller) to ensure appropriate validation of client services and responsible financial appropriation of taxpayer dollars via these contracts. Therefore, we ask that agencies use the service abbreviations stated in the contract. Agency may add sub-categories under the main code.

13. Are Case Managers (Case Management) able to bill for consultation with client's therapists?

Yes, as consultation can be a part of either development (or revision) of the Safety, Service, and/or follow-up for the client. Therefore, it can be billed under Case Management. Be sure it is clearly documented with service date and time and a brief description of the service provided.

14. How to bill for trainings required for staff working on the CalWORKs contracts?

The DVSS Contract is a direct services contract. At this time, training related to case work or training required for staff working on the CalWORKs grant is not a billable service.

15. Can we submit Supplemental Billing?

Supplemental invoices can be submitted no later than 60 days following the month of service with the exception of May and June. Supplemental invoices submitted beyond the 60-days will not be reimbursable. Due to year-end closing requirements, supplemental invoices will not be allowed for May and June.

16. Do we have quarterly invoicing limits?

No, there are no quarterly invoicing limits. Services billed must be actual. You may continue to submit monthly billings to OWH, and OWH will process payments up to the maximum contract amount.

17. Can you elaborate more on 4.4.2 (Licensed Therapy Services for Mental Health including Child Art Therapy)? Who are the only ones able to bill under that category? Can MSW's counselor bill under that category considering they are under an LCSW?

Licensed Therapy Services for Mental Health including Child Art Therapy shall be provided by a licensed therapist approved to practice in the State of California's Board of Behavioral Services. Contractor may provide Licensed Therapy Service by individuals who are licensed by the California Board of Behavioral Sciences (BBS). A MSW counselor, for instance, cannot bill under this category because they are not licensed to practice, unless that MSW also has an LCSW.

GROUPS

18. We were previously informed that we could bill for two or more participants re: DV or Life Skills classes, either CalWORKs or Non-CalWORKs clients.

Effective with the FY 23-24 DVSS Contract Amendment, Statement of Work, Section 4.3, Support Group Services, Life Skills Services, and DV Education Sessions, a group for the purposes of payment is defined as three or more domestic violence survivors (participants). The group, of three or more participants, can be a mixture of CalWORKs and non-CalWORKs clients and the CalWORKs clients can be billed for group therapy. If there are only two clients, the agency will need to provide the session individually, and bill for the CalWORKs client as an individual session.

19. Life skills Education Groups – What constitutes a group? Is it 3 or more DV Survivors or must there be CalWORKs eligible participants only?

Please refer to question #18 above in this section regarding group billing.

20. We often have only 1-CalWORKs client in a group in our shelter. If we are only able to invoice for group, how would we be able to invoice for services, since our groups often contain clients that have various funding sources?

Please refer to question #18 above in this section regarding group billing.

21. Group Therapy: For Life Skills and Therapy groups by a licensed therapist, is 3 or more considered a group?

Life Skills and Therapy Group are also a minimum of 3 or more to be considered a group. The group, of three or more participants, can be a mixture of CalWORKs and non-CalWORKs clients and the CalWORKs clients can be billed for Life Skills Group or Therapy Group. Please also refer to question #18 above in this section regarding group billing.

22. Group Therapy: Is this only offered to the participant and their family unit, or can we bill for group therapy offered by a Licensed therapist that offers a group for participants?

As noted in DVSS Contract, Statement of Work, Section 4.4.2, Therapy can be provided as Individual Therapy (billed under Licensed Therapy Services); as Family Therapy (billed under Family Counseling); and/or as Group Therapy (billed under Group Counseling/Support Groups/Licensed Group Therapy).

23. If we have two clients that only attend group, do we bill the individual codes? For example: Instead of DV education class, should it be DV Education – Individual?

If there are only two clients, agency will need to provide the DV Education session individually, and bill under DV Education - Individual.

SIGNATURES

24. Wet Signatures – Are we able to use digital signatures for clients?

- The following conditions must be met to be considered an acceptable form of electronic signature:
 - The client must take an affirmative action to indicate concurrence, such as entering a Personal Identification Number (PIN) or providing verbal affirmation via Telephonic Signature. That is, the individual being recorded must provide a verbal affirmation as to their understanding that the recording will carry the same legal weight and effect as a handwritten signature.
 - The record of the signature must be maintained electronically and link the record to the document to which the signature attests.
 - The electronic signature record must be maintained for a minimum of three years [7 CFR 272.1(f)].
 - Establish effective safeguards to protect against identity theft, impersonation, and invasion of privacy.
 - The process put in place must constitute a legal signature in the State of California, as defined by the Secretary of State and the Uniform Electronic Transactions Act.
- PA 1923 Electronic Signature Options
 - The client signature may be a handwritten signature inserted onto an electronic signature pad.
 - The client signature may be a handwritten signature, mark, or command inserted on a display screen.
 - The client signature may be a digitized image of a handwritten signature that is attached to an electronic record.
 - The client signature may be the typed name (e.g., on an online platform).
 - The client signature may be in the form of a unique identifier (e.g., code, password, or PIN).
 - The client signature may be in the form of an electronically recorded sound (e.g., voice recording, telephonic signatures).
 - The client signature may be in the form of a procedure using a mouse to click a button (such as an “I Agree” button).
 - The client signature may be in the form of a digital signature.

25. Are staff signatures required after each service note or can they be signed monthly?

Staff signatures should be applied as soon as possible, ideally at the end of each service note/or session with the client. This will ensure that the client's file is complete. This will also avoid instances of incomplete documentation when staffing unavailability and pending signatures are an issue.

OUTREACH / EDUCATION

26. Los Angeles County Office of Education (LACOE) Focus 360 (formerly known as Job Club):

Regarding assigned language presentation. Can only 1 language be presented per date?

Yes, each agency is only assigned one language per date.

27. Difficulty in obtaining signatures at large events. Will flyers suffice as confirmation of outreach?

Yes, as long as flyers contain date/time/location and itinerary items (e.g., information re: Booths, and who [staff on DVSS budget] that will be on-hand). Event must be within LA County boundaries.

28. Is there a limit of (billable) outreach events per month? If so, is it 6?

Currently, there are no limits for billing monthly outreach services. However, it must be reasonable (i.e., relevant topics, no overlapping times, and within Los Angeles County boundaries), and the event must be conducted by budgeted staff on the DVSS project. Documentation such as sign-in sheets, event flyer, or event confirmation must be submitted along with the outreach form.

29. What needs to be submitted when attending outreach events?

Please refer to question #27 and #28 above regarding documentation for outreach events.

DOCUMENTATION

30. Have the guidelines changed regarding the notes providing the provision of services vs details of the client story?

No, the guidelines have not changed. The documentation will tell the client's story in the services provided, and the client's participation. Our contract monitors are only looking for sufficient documentation that notes the following elements are present: Assessment (sometimes referred to as Intake); a Safety Plan; Service Plan; Follow-up; and notes that reflect reasonable services and the reasonable time that services were provided.

31. Are full names of staff providing the service required in the notes?

As noted in the DVSS Contract, full name and signature of staff providing the service are required in the notes. If you ever need to reference back in the chart, you will know which staff provided the service.

32. PHI/PII – Protected Health Information / Protected Identifying Information. Client names, DOB, and ID#s within the notes.

The documentation provided to the Contract Monitoring Unit (CMU) team prior to their arrival should be redacted as to *only* contain the Agency's developed client ID numbers or the DPSS ID numbers. Additional clarifying information regarding Client/Documentation Confidentiality is pending. OWH is collaborating with DPSS and County Counsel to provide written guidelines to help DV partners navigate these important parameters while providing these vital services and meeting compliance goals. This policy is anticipated to be completed and presented to DVSS contractors in the near future.

33. Are we required to complete the Assessment; Service Plan; and Safety Plan the same day?

Yes and No. Timing depends on the agency's ability (e.g., staffing and schedules) to complete these important elements; however, to be successful (thorough and relevant), these items need to be completed within a reasonable period of time. As noted in the DVSS Contract, Statement of Work, Section 3.1.1.2, Contractor shall complete Page 2, Section B of GN 6006B, and fax or transmit the completed form via County-approved encrypted email to the DPSS GAIN Services Worker/CCM

within five business days as verification that the Contractor conducted an intake with the participant after receiving a Direct Referral.

34. Confidentiality: All notes have client names and DPSS case numbers and birth year, etc.

Please refer to question #32 within this section regarding CMU goals and directives regarding PHI/PII within monitoring.

35. What is an example format for Case Management Notes, and how many units can you bill?

The format for case management notes will be same format as billings for all other available DVSS services. Contractor shall maintain documentation with the following information to verify the case management services were provided.

- Participant's Information (use CalWORKs ID number).
- Date service was provided.
- Signature and name of individual who provided the service.
- Description of type of case management services provided by the case managers.
- Time (start and end time) spent providing the service, which must match the time billed on contractor invoice.

Case management Services (rate per hour / billing at 15 minutes increments).

On the pricing schedule, the service rates are listed as per hour. However, it does not mean all the services shall be billed in one-hour increments. If the sessions were completed in less than one hour, it shall be billed according to the actual time spent in 15-minute increments. For example, if the agency only provided the session for 30-minutes, the agency should bill the service for 30-minutes by entering 0.5 hour on the invoice, not one hour.

Below are example services that can be billed under Case management:

- 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
- Contacting the participant and/or outside agency:
 - Ensure that services were 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.
- Provide referrals to participants.
- Follow-up with agencies to ensure they received the referral and participants obtained those services.

RESPONSES FROM DPSS

- 36. Some participants referred by GAIN are not adequately screened and do not need DV services. This appears midway through the intake procedure. How can we ensure GAIN is taking the necessary steps to screen these individuals.**

All GSW's use a specialized supportive services screening tool (CSF 100 form) to screen and determine participants needs for specialized supportive services at the time of their GAIN appraisal/orientation, and vocational assessment. Although a participant may initially decline a DV assessment/services referral, they may subsequently request and be referred for an assessment and/or services at a later time. As such, a participant may also decline services after being referred and does not necessarily mean they were not adequately screened. Additionally, refer to response in question #38.

- 37. Furthermore, the contract states that if the referring agency is unable to schedule new participants within 3 days, it must advise the GSW of the timeframe within which the appointments could be made. Even though this has been followed, the GSW still does not comprehend and complains to the referring agency. Does GAIN not have access to the DVSS contract?**

GSW's utilize GAIN policy which aligns with the DPH MOU. Due to the sensitive nature and circumstances faced daily by DV victims (in some instances life threatening), the expectation is that they are provided DV services with undue delay. GAIN Policy is that participant appointments with a DV provider are made in an expedited manner and that an appointment with a provider is secured before the end of the meeting with the participant.

- 38. When clients are terminated for lack of participation, what can we do to prevent them from returning to the program? These individuals are not interested and only want to stop their time clock. Once in the program, they stop communicating with the case manager and reappear when terminated.**

Services funded under this agreement are available to eligible participants in the CalWORKs (CW) programs who are survivors of domestic violence. Therefore, participants can return to the program if they continue to be eligible participants in the CW programs. However, we are in the process of releasing new policy and this may no longer be an issue.