

# FAQs for Domestic Violence Services For All (DVSFA)

## Fiscal Year 2025-2026

### PROGRAMMATIC:

**1. What qualifies someone as a resident of Los Angeles County for eligibility under the DVSFA program?**

For the purpose of this program, “resident” - a Los Angeles County *resident* is someone who lives in LA County. The individual **must** live in Los Angeles County. We ask that our DV partners do due diligence in good faith in trying to determine this through the Intake/Assessment. And, if a participant presents as a person experiencing homelessness, it is to be presumed that the individual is residing (or living) in L.A. County (*DVSFA Contract, Section 2.2.3*). We do not want residency (or resident) confused with legal residency, which would affect our undocumented immigrant population experiencing DV.

**2. Can we get clarification on DVSFA eligibility for folks who have no dependent children and are not on CalWORKs?**

If it is noted during the client’s intake or assessment that they have no dependent children, are not receiving CalWORKs, and are not eligible for CalWORKs, they may be eligible for the DVSFA program, provided they confirm that they are a DV survivor, live in Los Angeles County, and again confirmed as ineligible for CalWORKs. Additionally, the client’s legal status is not required, and there is no financial eligibility requirement. DV survivor confirmation is sufficient with an affirmation from the client. **Clients presenting without dependents are eligible for DVSFA as long as they meet the basic 3 requirements – LA County “resident”; experiencing DV; and are not CalWORKs eligible.**

**3. At the time of the 90-day follow-up, will we be billing for a new assessment (evaluation) as well as for a new service plan?**

A new assessment and a new service plan **is not necessary** and shall not be billed at the 90-day follow-up. A 90-day follow-up is only a follow-up with the client to see if they are on track in making progress towards their goals. The 90-day follow-up should be billed under Case Management. Assessment, service plan, and safety plan shall only be billed every six (6) months. Only on rare occasions where the client had a drastic change in their situation or circumstance that would warrant a new assessment, service plan or safety plan, which will be reviewed on a case-by-case scenario. Otherwise, a new assessment, service plan and safety plan **should not be a part of the** 90-day follow-up.

**4. Does proof of eligibility for service is needed to be sent over with the DVFSFA invoice?**

Proof of eligibility needs to be appropriately documented in the client's file (i.e., Client is deemed to be not currently receiving and not currently eligible for CalWORKs DVSS legal services).

**5. Would documentation in the client’s file suffice as a proof of eligibility?**

Yes, the invoice should appropriately document the services provided, the time and by whom.

**6. How do we determine participant eligibility for and document disbursement of direct client assistance?**

**Documentation:** Just as you do and have done for DVSS/CalWORKs, documentation is key. You will need to note (briefly) why participant is DVSA vs CalWORKs and you will need to note the services via the Service Plan and Safety Plan that you have collaborated with the client to provide. If you haven't as yet, please go to view and access the applicable [Invoices and the Monthly Management Report \(MMR\) for DVSA](#). These tools should be of further guidance in this area.

**7. We provide a lot of tele-visit services and find it is difficult for clients to return to provide signatures. Being able to utilize their existing intake would be helpful for us to be able to invoice for our continuing clients, already eligible, in order to maximize as much of the 3 months of grant funds as possible. Are we able to utilize the client's existing intake signatures to maximize as much of the 3 months of grant funds when we provide tele-visits (virtual visits) due to difficulties for our clients to attend in-person sessions?**

We understand this concern. This inquiry was addressed prior the May 14, 2025, Quarterly Meeting. At DPH, we would need to know, for monitoring purposes and billing/reimbursement, how tele-visits are validated/documented without signatures.

**8. Can you confirm that there is no document the client must sign or documents we need to receive from the client before we can start charging for work on this contract?**

Confirmed. There are no documents that the client needs to sign or turn over to you. You will need to perform common, non-invasive due diligence to ensure that the client is **not** CalWORKs eligible **and** that they reside in LA County. Please refer to the [FAQs Community Engagement DVSA January 16, 2025](#) for specifics re: this under **Eligibility and Participation - Pages 1, 2 and 3**.

**9. Regarding the participant's eligibility to be allocated to DVSA—page 2-3 of the contract states the participant "without minor or dependent children," and I wanted to ask if this was excluding from participation potential U Visa clients who have children, especially undocumented survivors whose US Citizen children may already be receiving CalWORKs?**

The DVSA program's goals are to bridge the DV gap of services for those that CalWORKs does not address, which is the client example you provided. While the client is not eligible for CalWORKs because of their documentation/citizenship status, their children are CalWORKs eligible, and to confirm, the client you'll be serving, the DV survivor, is DVSA eligible. To be clear, DVSA clients may have children that are U.S. citizens, or they may have children who, like themselves, may be undocumented. Both the (undocumented) DV survivor and their undocumented children **are both eligible** for DVSA.

Unlike CalWORKs DVSS, DVSA reimburses the agency for U-Visa application work for the undocumented. CalWORKs requires that the potential U-Visa client provide proof of application status prior to any work performed on that client's behalf before services can be reimbursed. DVSA does not require this.

**10. We have already identified non-CalWORKs clients during our intake process. Do we have to complete all new intake packages for them to be eligible for this contract or do we make a note in their files that they are now being associated to this contract.**

If an intake was recently completed and the clients have already been confirmed as non-CalWORKs, a new reassessment or intake is not required. The clients' files can simply be updated to indicate that they are now funded by DVSFA.

**11. What are the intake requirements for DVSFA, are they the same as CalWORKs?**

DVSFA Intake Requirements and Eligibility are outlined in [FAQs Community Engagement DVSFA January 16, 2025](#). You will need to note briefly why participant is DVSFA vs CalWORKs and you will need to note the services via the Service Plan and Safety Plan that you have collaborated with the client to provide. Just as you do and have done for DVSS/CalWORKs, documentation is key. **Required documentation:** Intake, Assessment, Safety Plan, Service Plan, and Follow-Up.

**12. Can we confirm whether we need to fill out any form when a client moves out of state or completes their therapy or case management sessions. If there is a specific form required for termination, please email it to us so we can keep it on file for our records when clients leave.**

For DVSFA, agencies are expected to develop their own internal forms for closing the case and keep it on file with the client records.

**13. Can regular DVSFA participants and DVSS participants be in the same groups?**

Yes. Groups can be a mixture of DVSFA and DVSS participants. Documentation should be tracked of all group participants. Please refer to the contract for details.

## **CONTRACTUAL:**

**14. Can we send the Customer Service Questionnaire as a link to the online survey? With the DVSS/CalWORKs contract, this year we were asked to begin using the online form. However, on page 45 of the DVSFA contract we are asked to administer the surveys via paper. May we follow the same procedure of delivering these surveys online for both contracts?**

Yes. Paper delivery should only be for those who are unable to use the electronic medium. Both contracts will be reviewed again for the next contract solicitation (FY 2026-2027), and we will ensure that, where applicable, contracts and language mirror each other. You can access the survey following [Customer Service Questionnaire](#) in English and Spanish.

**15. Do we need to deliver services by Supervisorial District?**

Yes. You are aggregating or totaling your costs or allocation across the Supervisorial Districts (SDs) and those SD sites by address must be the ones that you have identified in your DVSS approved contract that identifies the same approved sites/address that Walk-in or Drop-in services are available.

**16. Can you verify whether the DVSFA funds granted through that amendment are also Federal and that they have the same CFDA: 93.558.**

DVSFA is funded by "Net County Cost", which is County funding, not Federal.

**17. If we have existing clients who are eligible under the DVSFSA contract criteria, can we bill for work on those clients, or must we start with new clients only?**

For purposes of DVSFSA, you already know that the existing clients who are **not** CalWORKs -eligible **are** DVSFSA eligible if they are LA County residents. Placing these "existing" clients under DVSFSA makes them "new" clients for reporting purposes – note new clients can only be counted once, just as in DVSS CalWORKs. *Residency should not be confused with immigration status or legal citizenship.*

**18. We have not yet seen the list of referrals referenced in 3.0 of our DVSFSA contract. When will we receive that list?**

Please note that Section 3.0 of the newly executed contracts for DVSFSA addresses **Services to Be Provided**. There are no referrals process as outlined under 3.0 for DVSS.

**19. While we are working currently on setting up staff to work under DVSFSA, are we able to bill for the staff, even though we may not have clients signed up yet for the new program. Or we are not allowed to bill for anything under DVSFSA, unless client services are provided?**

This is a fee-for-services program just like CalWORKs DVSS program. No billing can be done or reimbursed for services until after they have been rendered.

**20. Our agency is based out of the South Bay, but we do have clients who seek our services who live throughout LA County in various cities. Can you specify a bit more regarding client requirements?**

We understand the confusion around DVSFSA eligibility because it differs so much from DVSS CalWORKs. If your agency is based out of the South Bay but you have clients who seek your services, and they indicate they live in LA County (or if they provide that their status is experiencing homelessness) these clients are eligible for DVSFSA. **Please note** services can be provided and allocated throughout the Supervisorial Districts (SDs) and sites that you have previously identified in your DVSS/DVSFA **approved contract** that identifies the same approved sites/addresses that provide Walk-in or Drop-in services.

**21. Our approved budget for Case Management indicates \$500 per family, when needed. We could not find further guidance in the agreement or application materials, and we want to proceed appropriately to ensure the cost is allowed.**

Costs are allowable under the DVSFSA services listed for Case Management. Invoices and MMR should help track of the Case Management service expenditures in accordance with the approved budget. Please also refer to the DVSS Program Guidelines for more details.

**22. For clients whose cases are closed before we receive the Client Satisfaction Form (if any), may we assume the 5-day timetable is waived until the forms are provided?**

All partners will receive the [DVSFSA Satisfaction Survey QR Code](#) for the online survey and the paper survey will be available online, so yes, we will work with you regarding a waiving of time limits until this tool is fully available to you.

**23. We have not seen a Client Satisfaction Form specific to DVSFA, and I don't see any on your website. Should we just use the form we have for DVSS/CalWORKs?**

**No.** Please do not use any DVSS CalWORKs related forms or processes for DVSFA. We have revamped the website to make things more user-friendly. In fact, we have introduced a QR code for a more private, mobile and electronic experience for both programs. The [DVSFA Customer Service Questionnaire](#) is available in English and Spanish.

**24. Do the individuals providing the translation services need to be a certified/licenses translator company/organization? Or can it be anyone outside of the agency providing the translation services?**

Per the DVSFA Contract, agencies can utilize either budgeted bilingual staff or an interpreter/interpretation service. And must maintain and submit proper documentation and receipts as detailed below with the invoice. If they are using an interpretation service, the interpreters are usually certified.

**25. Can our agency use our own staff, friend, or associate to provide translation services and invoice for translation provided?**

The agency cannot bill for translation services when a "friend" or "associate" provided the interpretation. The friend or associate is not on the agency budget and does not work for the agency. The friend can provide the interpretation for the client as a courtesy, but the agency cannot bill for this service. The only time agency may bill is when agency utilized a certified translation service with a valid receipt.

**26. Can an agency without a Shelter Based Program contract invoice for shelter related costs?**

Yes, if the agency is able to submit a valid Environmental Health inspection report; submit a valid interim housing permit; and undergo a site review/inspection conducted by OWH's Contract Management Team.

**27. Are we allowed to bill multiple times for the same services within each 90-day period?**

This question may need a little more detail on your end; however, please remember that an Assessment, Service Plan, and Safety Plan shall only be billed every six (6) months.

NOTE: Reassessments could be done every six (6) months to reassess the participants' needs. Please refer to Section 9.2 of your DVSFA contract for details.

## **FINANCE:**

**28. Can an agency go over the allocated amount or percentage from one Supervisorial District to another Supervisorial District as long as the total expenditure is within maximum contract amount for the Fiscal Year?**

Yes. It's allowed under DVSFA only.

**29. What are the deadlines to submit a budget modification for FY2025-26 to add Transportation Service or Hotel Shelter Bed Nights under operating costs?**

Our Finance team has confirmed that our DV partners are allowed to submit budget modification requests once per quarter, and no later than **March 31<sup>st</sup> of each fiscal year**. So, your agency may submit a request for a DVSA budget modifications at that time.

**30. Would it be reimbursable to invoice for two units of “Safety Plan” or there is a limit to one Safety Plan per client?**

Assessment, Service Plan, and Safety Plan are billed as **per assessment** or **per plan** rather than per hour. Therefore, the billing unit for these three services should be “1”, not 2 or 0.5.

Unless special circumstances deemed necessary for the agency to complete two (2) assessments, service plans or safety plans, which needs to be reviewed on a case-by-case scenario. Generally, it’s not necessary to complete 2 safety plans.

**31. If no service unit are provided, should the agency need to leave the cells blank on the invoice?**

Yes. The agency needs to remove all “0.00” unit entries from the invoice because it impacts the number of clients counted on the summary at the bottom of the invoice.

**32. For the Supplemental invoice are you seeking we report the client number or the case number?**

The client number or case number for DVSA should be the same - it is whatever number that the provider assigns (and associates and maintains) to this client, as long as it is not a DVSS CalWORKs number, even if the client is a *former* DVSS CalWORKs (eligible) client.

**33. Is our agency able to invoice hotel nights for a DVSA eligible client without a budgeted line item for hotel stay?**

No. Your agency will need have budgeted Hotel Shelter Bed Night in your budget in order to invoice hotel SBNs.

**34. Additionally, if so, how it will work if there is a set \$160 per night fee for service and if the hotel happens to cost less than \$160 per night?**

If the hotel rate *is less than \$160/per night as indicated on the invoice*, the agency needs to submit a copy of the hotel receipt and they will get reimbursed, first based on the rate on the invoice; and secondly, at the end of the fiscal year, OWH Finance will reconcile the reimbursement for hotel/shelter bed night with the **actual costs** on your closeout report to determine any monies owed back to DPH.

**35. Are agencies allowed to submit a supplemental invoice for April 2025 under the DVSA program?**

For DVSA, it’s Net County Cost funded, which we can give them a bit more flexibility. The agency can submit supplemental invoices within 60 days from the last day of the month of services provided from July to April, 30 days from the last day of the month of services provided for May, and *no supplemental invoice allowed for June*. This rule is reflected in the DVSA fiscal guidelines.

**36. It looks like we can use the current forms in use for DVSS and DVSFA, this is specific to monthly program reporting, as well as invoicing/billing.**

This is not correct, there are separate forms for DVSS and DVSFA reporting/billing. For further questions in this area, please consult the attached FAQs under Monitoring.

**37. Do we submit a separate bill/invoice for DVSFA expenditures?**

Yes, you will submit a separate bill or invoice for DVSFA expenditures. However, there is not a separate category for DVSFA with the DVSS invoice itself. DVSFA costs must be billed on their own dedicated invoice rather than through a category on the standard DVSS invoice.

**38. Can we submit two separate sets of program reports (identifying the program source) as well two separate invoices with specific identification of each?**

There will be **two (2)** separate invoices (DVSS and DVSFA) and there will be two separate Monthly Monitoring Report (MMRs), 1 for each (separate) program. These reports and invoices have been uploaded to the OWH website and will be differentiated by color and titles. **Remember:** Invoices must be different and separate, as DVSFA **is not** governed by CalWORKs guidelines and DVSFA will not reimburse for eligible DVSS clients. DVSFA clients that share a commonality with CalWORKs DVSS will **only** include the GR and START (formerly GROW) clients that need hotel/motel shelter bed night services that they are **not eligible** to receive these services (hotel/shelter bed night) under CalWORKs DVSS.

**39. For the Supplemental invoice are you seeking we report the client number or the case number?**

The client number or case number for DVSFA should be the same - it is whatever number that the provider assigns (and associates and maintains) to this client, as long as it is not a DVSS CalWORKs number, even if the client is a *former* DVSS CalWORKs (eligible) client.

**40. Is there a chance to rollover any unused funds or reallocate for the following year?**

**No.** Please note that although agencies are being provided all the Fiscal Year's funding for '24-'25 (April 1, 2025 – June 30, 2025), **funding will not carryover** and the same dollar amount was allocated for the upcoming '25-'26 Fiscal Year. See the [FAQs Community Engagement DVSFA January 16, 2025](#) for details on a response.

**41. Could you please give a refresher on documentation that should be provided with invoices?**

- a. Invoice (Signed PDF version)
- b. Invoice (Excel version)
- c. Monthly Management Report -MMR (Excel version)
- d. Supporting Documentation (e.g., receipts for expenses described above and receipts and logs for Hotel/Motel).

## Link to Forms

You can find the following forms on the OWH Webpage:

<http://publichealth.lacounty.gov/owh/OWHContracts/DVSFA/DVSFA.htm>

1. Budget Form
2. Budget Modification Form
3. Case Management Invoice
4. Case Management Supplemental Invoice
5. Customer Service Questionnaire (English & Spanish)
6. Financial Closeout Report
7. Legal Services Invoice
8. Legal Services Supplemental Invoice
9. Monthly Management Report (MMR)
10. [Budget Guidelines](#)
11. Community Engagement DVSFA [Frequently Asked Questions \(FAQs\)](#)
12. [DVSFA Invoice and Payment Process](#) (updated 12/15/2025)