

# ***DOMESTIC & OTHER VIOLENCE (DV)***

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- 415.1 GENERAL POLICY & REGULATION**
- 415.2 DEFINITIONS & ACRONYMS**
- 415.3 GOALS & OBJECTIVES**
- 415.4 SUPPORTING DISCLOSURE**
- 415.5 RESPONDING TO DISCLOSURE**
- 415.6 LOCAL DV RESOURCES**
- 415.7 SAFETY PLAN**
- 415.8 SECURITY ISSUES & SAFEGUARDING INFORMATION**
- 415.9 CONFIDENTIALITY**
- 415.10 ALTERNATE ADDRESS OR TELEPHONE NUMBER**
- 415.11 WAIVER TIMEFRAMES**
- 415.12 DV VERIFICATION FORM**
- 415.13 NOTIFICATION REQUIREMENTS**
- 415.14 CCIS RESPONSIBILITIES**
- 415.15 UPDATED INFORMATION & ADDITIONAL RESOURCES**
  - 415.15.1 Announcements
  - 415.15.2 Updates
  - 415.15.3 Communiqués
  - 415.15.4 Additional Resources
- 415.16 TRAINING GUIDE**
  - 415.16.1 Goals
  - 415.16.2 Objectives
  - 415.16.3 Section Checkpoint Questions
    - 415.16.3.1 Questions – 415.1 – General Policy & Regulation
    - 415.16.3.2 Questions – 415.5 – Responding to Disclosure
    - 415.16.3.3 Questions – 415.8 – Security Issues & Safeguarding Information
    - 415.16.3.4 Questions – 415.10 – Alternate Address or Telephone Number
    - 415.16.3.5 Questions – 415.11 – Waiver Timeframes
    - 415.16.3.6 Questions – 415.12 – DV Verification Form
    - 415.16.3.7 Questions – 415.13 – Notification Requirements
  - 415.16.4 Section Checkpoint Answers
    - 415.16.4.1 Answers – 415.1 – General Policy & Regulation
    - 415.16.4.2 Answers – 415.5 – Responding to Disclosure
    - 415.16.4.3 Answers – 415.8 – Security Issues & Safeguarding Information
    - 415.16.4.4 Answers – 415.10 – Alternate Address or Telephone Number
    - 415.16.3.5 Answers – 415.11 – Waiver Timeframes
    - 415.16.4.6 Answers – 415.12 – DV Verification Form
    - 415.16.4.7 Answers – 415.13 – Notification Requirements

# ***DOMESTIC & OTHER VIOLENCE (DV)***

## **415.1 GENERAL POLICY & REGULATION**

**“Domestic violence and other violence (DV),” as specified in § 3041.3 (relating to definitions), “includes one of the following:**

- (i) A physical act that results in, or threatens to result in, physical injury to the individual.**
- (ii) Mental abuse, including stalking, threats to kidnap, kill or otherwise harm people or property, threats to commit suicide, repeated use of degrading or coercive language, controlling access to food or sleep and controlling or withholding access to economic and social resources.**
- (iii) Sexual abuse.**
- (iv) Sexual activity involving a dependent child.**
- (v) Being forced as the caretaker or relative of a dependent child to engage in nonconsensual sexual acts or activities.**
- (vi) A threat of, or attempt at, physical or sexual abuse.**
- (vii) Neglect or deprivation of medical care.”**

The definition does ***NOT*** specify the need for a relationship between the parent/caretaker (p/c) and the alleged or former abuser. The alleged or former abuser may have no familial or intimate relationship to the p/c.

**EXAMPLES:** A complete stranger/unknown person; co-worker; neighbor; friend/ex-friend; or casual acquaintance (i.e., church, clubs, gym memberships, fellow students/trainees).

DV is a pattern of coercive control that includes the use of physical, sexual, emotional/psychological and economic abuse. DV is a pattern of behaviors and not usually a single incident. When Congress passed the *Personal Responsibility and Work Opportunity Reconciliation Act of 1999*, it included the *Family Violence Amendment* (now called the *Family Violence Option*) specifically to protect and support victims of DV needing assistance through the Temporary Assistance for Needy Families (TANF) Program. The *Family Violence Option* provides for an optional certification of standards and procedures to ensure that the state will screen for and identify victims of DV. In January 1997, the Commonwealth committed to establish and enforce standards and procedures to:

1. Screen for and identify individuals receiving assistance who are experiencing DV or have a history of DV, while maintaining the confidentiality of these individuals.
2. Make referrals on behalf of these individuals for counseling and other supportive services.
3. Waive, pursuant to a determination of “Good Cause”, certain program requirements where compliance with these requirements would make it more difficult for the individual to escape DV or would place a family or household member at risk of DV.

In July 2000, the Department of Public Welfare (DPW) adopted the Family Violence Option and standardized procedures for exceptions to the eligibility determination process. When 55 Pa.Code, Chapter 3041 was codified in July 2005, these procedures were included. The p/c may claim the Family Violence Option without any documentation or verification other than the **[DV Verification Form \(PA 1747\)](#)**.

# ***DOMESTIC & OTHER VIOLENCE (DV)***

---

If a waiver is in effect at the time of the family's redetermination, the Child Care Information Services (CCIS) agency must verify the following:

1. Circumstances still exist to support continued waiver through the expiration of the established waiver period.
2. The p/c is meeting all eligibility requirements if circumstances no longer support continued waiver through the established waiver period.
3. Whether original circumstances no longer exist and there are no other circumstances that warrant a new waiver so the p/c must meet all eligibility requirements OR the original circumstances no longer exist but new circumstances warrant a new waiver.

**EXAMPLE:** Waiver granted for work-hour and co-pay requirements for 183 days to expire 8/1. Redetermination completed 5/18. P/C submits verification indicating work-hour requirement is met, but indicates continued hardship regarding payment of co-pay. Waiver of the work-hour requirement ends. Waiver of co-pay continues until p/c indicates there is no longer a hardship or 8/1, whichever occurs first.

For additional information regarding completion and processing of the [DV Verification Form \(PA 1747\)](#), see [Manual Section "415.12 - DV Verification Form"](#).

As specified in [§ 3041.91\(a\)](#) (relating to general DV waiver requirements), "the eligibility agent shall grant a DV waiver to a p/c who is the victim of past or present DV or the threat of DV." If the p/c is a victim of past DV, there must be a current hardship in meeting the eligibility requirements in order to qualify for a DV waiver.

**"A DV waiver shall be granted if compliance with a requirement of Chapter 3041 would either make it more difficult for a family or household member to escape DV or place a family or household member at risk of DV", as specified in [§ 3041.91\(b\)](#). As specified in [§ 3041.91\(c\)](#), "The following requirements of Chapter 3041 may not be waived:**

- (1) **Age of the child as specified in [§ 3041.12\(b\) and \(c\)](#) (relating to provision of subsidized child care).**
- (2) **Income limits as specified in [§ 3041.41](#) (relating to financial eligibility).**
- (3) **Pennsylvania residency as specified in [§ 3041.42](#) (relating to residence).**
- (4) **The minimum number of hours of work, education or training as specified in [§ 3041.43](#) (relating to work, education and training), except for a p/c who meets the hours of work, education or training at the time of application. The p/c shall continue to participate in some but not all hours of work, education or training."**

A p/c may be eligible for a DV waiver if the p/c continues to reside with the alleged or former abuser who is not included in the definition of family.

# ***DOMESTIC & OTHER VIOLENCE (DV)***

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When the abuser is in the household and is a person included within the definition of “family” (i.e., a spouse or parent of one of the children), a variety of issues may arise, such as:

- ✓ Will he/she be willing to care for the children while the mother/father works?
- ✓ Does he/she make his income available to the family?
- ✓ Is he/she willing to comply with CCIS work requirements?
- ✓ Is he/she willing to cooperate in providing verification?

In these types of circumstances, headquarters policy staff will decide which requirement(s) to waive and whether the p/c has provided appropriate verification. Potential waivers might include income, work, and/or verification requirements, but this list is not exclusive since it is not possible to predict all of the potential issues that might arise.

In these cases, the CCIS will promptly contact the subsidy coordinator and provide any information or verification related to the waiver request. The subsidy coordinator will forward this information to headquarters policy staff and those staff will determine the p/c’s eligibility for a waiver(s). This referral process must be completed and a determination rendered within the 15 day period established for waiver determinations, as specified in [§ 3041.93](#) (relating to time frame for waiver determination).

A p/c may request a DV waiver because he/she is unable to meet eligibility requirements other than those specified in [§ 3041.91\(c\)](#) due to his/her circumstances. **The following list includes, but is not limited to, additional factors in which the CCIS must allow additional flexibility:**

**1. 30 Days to Enroll following Funding Availability.**

The requirement that a p/c select an eligible provider and enroll the child(ren) within 30 calendar days following the date the CCIS notifies the p/c that funding is available or that the family’s current provider is ineligible to participate in the subsidized child care program as specified in [§ 3041.16\(e\)](#) (relating to subsidy limitations) may be waived for up to 183 days.

**2. 5-day Absence.**

If a p/c who is experiencing DV is unable to take the child to the child care provider for more than **5** consecutive days **in relation to a DV** incident, subsidy shall be suspended.

**3. 25-day Absence.**

**If a child’s absences exceed 25 total enrollment days in the State’s fiscal year, the p/c is responsible to pay the provider the provider’s verified published daily rate for each day of absence starting with the 26<sup>th</sup> day of absence, as specified in [§ 3041.19](#) (relating to absence). A child is considered absent only once during an enrollment day. Suspended days of service as specified in [§ 3041.21](#) are not considered days of absence.” Absences related to DV during the 183-day period do not count as part of the 25-day limit.**

**4. Suspension Periods.**

**If the CCIS receives a request from a p/c to suspend a child’s enrollment due to a DV incident, the 90-day suspension period does not apply. In these types of situations, the CCIS must suspend the child’s enrollment for up to 183 days.**

# ***DOMESTIC & OTHER VIOLENCE (DV)***

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5. **Work-hour.**

The p/c ***MUST*** meet the work-hour requirement at the time of application; however, the minimum number of hours of work, education or training as specified in [§ 3041.43](#) (relating to work, education and training) may be waived for up to 183 days, ***FOLLOWING INITIAL APPLICATION.***

6. **Immunization.**

The immunization requirement as specified in [§ 3041.46](#) (relating to immunization) may be waived for up to 183 days in cases where the p/c is not willing to obtain age-appropriate immunizations for the child(ren).

7. **Verification of Questionable Citizenship.**

The CCIS may waive the verification requirement related to questionable citizenship as specified in [§ 3041.91\(e\)](#) (relating to general DV waiver requirements) for up to 183 days.

8. **Co-payment.**

The requirement to pay a family co-payment may be waived for up to 183 days as specified in [§ 3041.108](#) (relating to co-payment for families headed by a parent).

9. **Face-to-Face Interview.**

The requirement to attend a face-to-face interview as specified in [§ 3041.126](#) (relating to face-to-face interview) may be waived for up to 183 days.

[Return to Table of Contents](#)

[See Manual Section “415.16.3.1 – Questions – 415.1 – General Policy & Regulation”](#)

## **415.2 DEFINITIONS AND ACRONYMS**

See manual section [“101 – Definitions and Acronyms”](#) for a complete, alphabetical listing of definitions and an alphabetical table of acronyms.

[Return to Table of Contents](#)

## **415.3 GOALS & OBJECTIVES**

See Manual Section [“415.16.1 – Goals”](#) and Manual Section [“415.16.2 – Objectives”](#)

[Return to Table of Contents](#)

# ***DOMESTIC & OTHER VIOLENCE (DV)***

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## **415.4 SUPPORTING DISCLOSURE**

“Disclosure” of DV means a p/c tells another individual about the DV. This individual could be the CCIS worker assigned to the p/c’s case. It is important that the CCIS handle the p/c’s disclosure confidentially and professionally.

Supporting disclosure may be critical in ensuring the safety of an individual who is experiencing DV or in the ability to access needed resources.

An individual faces one set of risks while in a relationship with the abuser and a different set of risks when the relationship is terminated. Leaving a relationship with an abuser does not guarantee the reduction or elimination of risk, and in the majority of situations, leaving will result in increased risk.

The CCIS may support disclosure by:

1. Presenting messages that indicate the CCIS office is a “safe” place to disclose information related to DV and that CCIS staff is informed about DV issues.

**EXAMPLES:**

- a. Hanging posters in the CCIS office and ensuring that brochures are available in the rest rooms or interview rooms.
  - b. Ensuring there are private areas designated for interviews with individuals that indicate they are experiencing DV.
  - c. Publishing information about confidentiality requirements, policy and procedures.
2. Explaining how information that is shared will be used and how it may affect eligibility for subsidized child care.
  3. Being respectful and validating disclosure through the following:
    - a. Providing a comfortable, nonthreatening environment.
    - b. Using active listening by observing body language, listening to the tone, cadence (rate and rhythm) and volume of the voice, and encouraging conversation by using head nodding.
    - c. Using reflective listening or restating what the individual just said, in your own words.
    - d. Maintaining a calm demeanor.
    - e. Tolerating silence by silently counting to ten before repeating or restating the question.
    - f. Responding in a nonjudgmental manner and maintaining objectivity with regard to the circumstances.

It will not be necessary for all individuals who are experiencing DV to disclose. It is only important for those individuals who need special assistance in meeting the eligibility requirements for receipt of subsidized child care services.

[Return to Table of Contents](#)

# ***DOMESTIC & OTHER VIOLENCE (DV)***

---

## **415.5 RESPONDING TO DISCLOSURE**

If a p/c discloses DV, the CCIS must:

1. Inform the p/c about the eligibility and verification processes, in addition to the p/c's rights and responsibilities.
2. Provide information regarding the available resources offered through the local DV program.
3. Inquire what the p/c needs and provide information on the options available to the p/c.

**EXAMPLE:** The p/c may only need to complete any paperwork in the office so there is less risk the abuser will find out what the p/c is doing or the p/c may need to reschedule an appointment if the abuser suddenly appears home unexpectedly.

4. Remind the p/c that you are not an expert on DV or DV-related issues. Be prepared to refer the p/c to resources that specialize in DV issues.
5. Explain that you are there to help if circumstances change regarding what is needed.

**EXAMPLE:** The p/c may not need a waiver initially, but at redetermination determines there is a need.

When working with a p/c that is experiencing DV, the CCIS must be a source of accurate, complete information, be a resource, be respectful of the p/c's privacy, be open-minded, be eligibility conscious and process waiver requests based upon each p/c's unique circumstances.

The CCIS must inform a p/c who discloses DV of the local DV resources available. Free and confidential DV resources are available 24 hours a day in all 67 counties in Pennsylvania.

[Return to Table of Contents](#)

[See Manual Section "415.16.3.2 – Questions – 415.5 – Responding to Disclosure"](#)

# ***DOMESTIC & OTHER VIOLENCE (DV)***

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## **415.6 LOCAL DV RESOURCES**

DV services are safety-focused, client-initiated (i.e., the client must request referrals, referrals are not automatically processed) and client-centered. DV services include possible referral to an emergency shelter, counseling, safety planning and advocacy.

The 24-hour National DV Hotline is 800-799-SAFE (7233). The National DV Hotline will automatically direct the individual to the local DV program.

A listing of DV services by county may be accessed at:

<http://www.pcadv.org/Find-Help/Domestic-Violence-Services-By-County.asp>

[Return to Table of Contents](#)

## **415.7 SAFETY PLAN**

An individual who is experiencing DV will develop, and change over time, a “Safety Plan”. A “Safety Plan” addresses a range of risks, and is not limited to risks of physical abuse only. A DV specialist/counselor will work closely with the individual to develop a client-focused and client-centered plan.

The “Safety Plan” may include strategies for staying in the relationship and/or leaving. Remember, leaving the relationship does not always result in decreased risk or guarantee the individual will be safer.

**While safety plans are advisable, and the CCIS is required to give a p/c information about where he/she can get help in developing one, having a safety plan developed with the assistance of a DV specialist is not a condition of eligibility for a waiver. Nor is a parent required, under the regulations, to disclose his/her safety plan. Many victims develop their own plans. However, some clients may feel that they are compromising their plan by sharing it with people who do not necessarily have a need to know the details.**

It is important that the individual know, however, the potential affect that staying and/or leaving may have on the family’s eligibility for subsidized child care.

The CCIS should emphasize that it is important that the p/c advise the CCIS of a new address if the p/c decides to leave or return. The CCIS must assure the p/c that this information will remain confidential.

If the p/c is relocating to a shelter in another county or geographical area, the CCIS must use its judgment regarding whether the case should be transferred since shelter placement is temporary. If the p/c relocates to a shelter, the CCIS may ***NOT*** require the p/c to provide the shelter address; however, the p/c must provide an alternate address for receipt of mail.

In addition, it is critical that the CCIS provide the most up-to-date information regarding the location of the local DV program and what resources are available.

[Return to Table of Contents](#)

# ***DOMESTIC & OTHER VIOLENCE (DV)***

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## **415.8 SECURITY ISSUES & SAFEGUARDING INFORMATION**

The CCIS must understand the various ways information may “leak” out of the office and take steps to ensure confidentiality and safeguard information. Information may leak out of the office in one or more of the following ways:

1. Gossip.

EXAMPLE: Providing or obtaining information about an individual for purposes beyond the scope of simply completing job duties.

2. Security Issues.

EXAMPLES:

- a. Improperly securing the family file by leaving it unattended on a desk or not locking it up in a secure area as prescribed by policy, etc.
- b. Leaving documentation/verification, and/or handwritten notes unattended and/or not filing them in the family file timely, etc.
- c. Improperly maintaining and/or securing the computer by sharing a password, walking away without locking the computer by clicking “Ctrl”, “Alt”, and “Delete” on the keyboard, then select “Lock Computer”, emailing sensitive data, etc.

3. Lack of a private area for interviews.

EXAMPLE: Meeting in a cubicle, etc.

4. Sharing information with an unauthorized individual by telephone, in person, via email or facsimile.

EXAMPLES:

- a. Providing information to co-workers not directly involved with the case.
- b. Providing information to caseworkers, including but not limited to County Assistance Office (CAO) or Domestic Relations Office (DRO), who do not require the information for purposes of determining eligibility for benefits.
- c. Discussing circumstances of the case with the child care provider.

Safeguarding information is a critical issue, along with confidentiality, for a p/c experiencing DV. DV issues are extremely private matters. In addition, revealing information about a p/c who is experiencing DV may endanger the p/c’s and/or child(ren)’s safety. Many individuals experiencing DV who move in order to escape DV maintain their safety by keeping their new address, telephone number, place of employment and child care provider information from their former abuser. Therefore, it is important that the p/c’s information ***NOT*** be disclosed to anyone who might compromise the welfare and privacy of the p/c and/or child(ren). The CCIS must use a private setting for discussion with a p/c regarding DV issues.

# ***DOMESTIC & OTHER VIOLENCE (DV)***

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The CCIS must consider all case information confidential **and may NOT share information with the alleged abuser, even if the alleged abuser is included in the family composition or otherwise resides in the home.**

Information contained in the family file is restricted to individuals connected with the administration of the subsidized child care program. Any member of the family, **with the exception of the alleged abuser**, or authorized person acting on behalf of the family, **including advocates or legal representatives**, may review the family file during the CCIS agency's regular operating hours. A person other than those identified above may be permitted to access a family file only with the p/c's written permission.

All information entered into Pennsylvania's Enterprise to Link Information for Children Across Networks (PELICAN) Child Care Works (CCW) must be documented clearly in the hard file.

There are some circumstances, including DV, which require the CCIS to take additional steps to further safeguard information. In a case where a p/c disclosed circumstances, which include domestic or other violence, the CCIS must keep case comments in the hard file only and the hard file must be kept separate from other case files in a location that is secured and accessible only by the Director or a designee of the Director's choice. Case comments must contain correct, concise information but need not include every detail the p/c disclosed. (i.e., include a case comment "P/C disclosed spouse was physically assaultive" rather than include details specific to the assault such as the spouse kicked, threw down, etc.).

[Return to Table of Contents](#)

[See Manual Section "415.16.3.3 – Questions – 415.8 – Security Issues & Safeguarding Information"](#)

## **415.9 CONFIDENTIALITY**

See manual "[103 – General Operational Information, 103.11 – Confidentiality](#)" for information regarding confidentiality.

[Return to Table of Contents](#)

## **415.10 ALTERNATE ADDRESS OR TELEPHONE NUMBER**

As specified in [§ 3041.92](#) (relating to alternate address or telephone number), "the p/c who is a victim of DV may use an alternate address for receipt of mail or telephone number for receipt of telephone calls."

The CCIS must note the alternate address or telephone number provided by the p/c in the family file, and must enter this information into PELICAN CCW. **However, the CCIS may NOT share this information with the alleged abuser, even if the alleged abuser is included in the family composition or otherwise resides in the home.**

[Return to Table of Contents](#)

[See Manual Section "415.16.3.4 – Questions – 415.10– Alternate Address or Telephone Number"](#)

# DOMESTIC & OTHER VIOLENCE (DV)

## 415.11 WAIVER TIMEFRAMES

As specified in § 3041.91(e) (relating to general DV requirements), “the eligibility agent may grant a DV waiver for a maximum of 183 days.”

The following eligibility requirements may ***NOT*** be waived:

1. Age of the child.
2. Income limits.
3. Pennsylvania residency.
4. Work-hour requirement ***at application***.

The following eligibility criteria ***MAY*** be waived for up to 60 days:

- **Verification of the amount of income.**

The following **list includes but is not limited to** eligibility criteria ***MAY*** be waived for up to 183 days:

1. 30 days to enroll following funding availability.
2. **5-day absence.**
3. **25 days of absence.**
4. **Suspension periods.**
5. Work-hour requirement ***following application***.
6. Immunization.
7. Verification of questionable citizenship.
8. Verification requirements, except verification of the amount of income.
9. Co-payment.
10. Face-to-face interview.

As specified in § 3041.91(d), “A waiver of the verification of the amount of income, as specified in § 3041.65 (relating to verification of income), may not exceed 60 days.”

**The CCIS may grant a DV waiver for “as long as needed, based upon the statement of the p/c, not to exceed six months. If the p/c thinks he/she will need the waiver for less than 6 months, the CCIS will contact the p/c at least 15 days prior to the expiration of the identified waiver period and ask the p/c if he/she still needs the waiver. If not, the CCIS will end the waiver. On the other hand, if the p/c indicates that his/her circumstances have not changed and the waiver is still needed, the CCIS must extend the waiver period, for the remainder of the 6-month limit. The CCIS must review the circumstances at least 15 days prior to the expiration of the initial waiver period so the waiver timeframes can be met and there is no lapse in waiver coverage should an extension be needed.**

“The eligibility agency shall act on a p/c’s waiver request no later than 15 calendar days following the date the p/c requests the waiver,” as specified in § 3041.93 (relating to time frame for waiver determinations).

[Return to Table of Contents](#)

[See Manual Section “415.16.3.5 – Questions – 415.11– Waiver Timeframes”](#)

# ***DOMESTIC & OTHER VIOLENCE (DV)***

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## **415.12 DV VERIFICATION FORM**

As specified in [§ 3041.75](#) (relating to verification of DV), “acceptable verification of DV is the Department’s form, which provides for verification by documentary evidence, third party statement or self-certification.”

The [DV Verification Form \(PA 1747\)](#) allows a p/c to request a waiver of certain eligibility requirements.

The p/c may request a waiver in any of the following ways:

1. Completing Section 2 – P/C must submit hard documentation.
2. Completing Section 3 – P/C must consent to collateral contact.
3. Completing Section 4 – P/C Self-Affirmation based on p/c’s word.

Providing verification may be difficult for a p/c experiencing DV. The p/c may have fled an abuser without the ability to retain any necessary verification items. Further, the p/c’s abuser may hide or destroy documents, which refer to DV. **In many instances, documentary evidence of abuse (i.e., a PFA, medical records or a police report) will not exist because victims are often both afraid of retaliation by the alleged abuser in response to steps they might take to protect themselves and skeptical about the ability of the police to protect them or the effectiveness of a PFA order in stopping further violence. Moreover, if such documents do exist, a victim could be placing himself/herself at great risk in trying to return to a residence he/she just fled in order to retrieve documents.**

**In addition, research indicates that in virtually all cases, victims will have disclosed the abuse they have suffered to someone close to them (i.e., a friend, neighbor, relative, counselor, minister, etc.). DV experts strongly recommended that statements from such third parties be accepted as verification of abuse.**

**In the rare instance where the victim has confided in no one or the person in whom she confided is not available, the DV experts recommended that self-affirmation by the victim be considered acceptable verification.**

The CCIS must recognize that in many cases in which a p/c is experiencing DV, attempting to secure verification may endanger the p/c and/or the child(ren) in the family. If the p/c is unable to safely obtain verification, the p/c may complete Section 4.

NOTE: A Protection from Abuse Order (PFA) is ***NOT*** required for verification of DV. Counselors and/or advocates, ***not the CCIS***, will explore the decision to obtain a PFA with each p/c individually, as well as other legal remedies including criminal charges.

The CCIS may ***NEVER*** require a p/c to obtain a PFA as a condition of eligibility for subsidized child care.

**If the p/c has questions about, or requires help in completing, the DV Verification form, the CCIS must explain the form and help the p/c to complete the form.**

See example of the [DV Verification Form \(PA 1747\)](#) below.

# DOMESTIC & OTHER VIOLENCE (DV)

DOMESTIC VIOLENCE VERIFICATION FORM									
NAME: _____	CASE NUMBER: _____								
<p><b>PLEASE READ THESE INSTRUCTIONS CAREFULLY. - ONLY ONE OF THE COLORED BLOCKS MUST BE COMPLETED. BLOCK 2 OR 3 IS USED WHEN VERIFICATION IS AVAILABLE. BLOCK 4 IS USED WHEN VERIFICATION IS NOT READILY AVAILABLE AND THE CLIENT AFFIRMS THE DOMESTIC VIOLENCE. BLOCKS 1 AND 5 ARE COMPLETED FOR ALL GOOD CAUSE BASED ON DOMESTIC VIOLENCE CLAIMANTS.</b></p>									
<p><b>1. GOOD CAUSE CLAIM</b></p> <p>I, _____, request to be excused from the following TANF program or CCIS Child Care program requirement(s) because of domestic violence: <input type="checkbox"/> support cooperation; <input type="checkbox"/> RESET <input type="checkbox"/> time limit (Time-Out); <input type="checkbox"/> time limit (Extended TANF); or <input type="checkbox"/> other TANF or CCIS program requirement (please specify) _____.</p> <p>I have been asked to provide verification to support my claim. I have cooperated/will cooperate in providing verification below.</p>									
<p><b>2. RECORDS</b></p> <p>I SUBMIT ONE OF THE FOLLOWING, IF AVAILABLE:</p> <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> LAW ENFORCEMENT RECORDS</td> <td><input type="checkbox"/> SOCIAL SERVICE RECORDS</td> </tr> <tr> <td><input type="checkbox"/> COURT RECORDS</td> <td><input type="checkbox"/> CHILD PROTECTIVE SERVICES RECORDS</td> </tr> <tr> <td><input type="checkbox"/> MEDICAL/TREATMENT RECORDS</td> <td><input type="checkbox"/> OTHER (SPECIFY): _____</td> </tr> </table>		<input type="checkbox"/> LAW ENFORCEMENT RECORDS	<input type="checkbox"/> SOCIAL SERVICE RECORDS	<input type="checkbox"/> COURT RECORDS	<input type="checkbox"/> CHILD PROTECTIVE SERVICES RECORDS	<input type="checkbox"/> MEDICAL/TREATMENT RECORDS	<input type="checkbox"/> OTHER (SPECIFY): _____		
<input type="checkbox"/> LAW ENFORCEMENT RECORDS	<input type="checkbox"/> SOCIAL SERVICE RECORDS								
<input type="checkbox"/> COURT RECORDS	<input type="checkbox"/> CHILD PROTECTIVE SERVICES RECORDS								
<input type="checkbox"/> MEDICAL/TREATMENT RECORDS	<input type="checkbox"/> OTHER (SPECIFY): _____								
<p><b>3. AUTHORIZATION/VERIFICATION BY A THIRD PARTY</b></p> <p>I authorize _____ to complete the verification below and to provide it to the Department of Public Welfare for the purpose of verifying my good cause.</p> <p style="text-align: center;">_____ DATE _____ CLIENT SIGNATURE _____</p> <p>THIS STATEMENT IS SUBMITTED BY:</p> <p style="text-align: right;">_____ (NAME) _____ (TITLE) _____ (ORGANIZATIONAL AFFILIATION) _____ (ADDRESS)</p> <p>I AM: (CHECK ONE)</p> <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> A DOMESTIC VIOLENCE SERVICE PROVIDER</td> <td><input type="checkbox"/> A LEGAL REPRESENTATIVE</td> </tr> <tr> <td><input type="checkbox"/> A MEDICAL, PSYCHOLOGICAL OR SOCIAL SERVICE PROVIDER</td> <td><input type="checkbox"/> AN ACQUAINTANCE/FRIEND/RELATIVE/NEIGHBOR OF THE CLAIMANT</td> </tr> <tr> <td><input type="checkbox"/> A LAW ENFORCEMENT PROFESSIONAL</td> <td><input type="checkbox"/> OTHER (SPECIFY): _____</td> </tr> <tr> <td><input type="checkbox"/> A COUNTY CHILDREN AND YOUTH REPRESENTATIVE</td> <td></td> </tr> </table> <p>I have knowledge of the claimant's experience with and/or steps to escape domestic violence and submit this statement to verify that compliance with the TANF/CCIS program requirement(s) checked above may place the claimant and/or household or family members at risk of further domestic violence; make it more difficult for the claimant and/or household or family members to escape domestic violence; or unfairly penalize the claimant and/or household or family members who is or has been victimized by domestic violence.</p> <p style="text-align: center;">_____ DATE _____ THIRD PARTY SIGNATURE _____</p>		<input type="checkbox"/> A DOMESTIC VIOLENCE SERVICE PROVIDER	<input type="checkbox"/> A LEGAL REPRESENTATIVE	<input type="checkbox"/> A MEDICAL, PSYCHOLOGICAL OR SOCIAL SERVICE PROVIDER	<input type="checkbox"/> AN ACQUAINTANCE/FRIEND/RELATIVE/NEIGHBOR OF THE CLAIMANT	<input type="checkbox"/> A LAW ENFORCEMENT PROFESSIONAL	<input type="checkbox"/> OTHER (SPECIFY): _____	<input type="checkbox"/> A COUNTY CHILDREN AND YOUTH REPRESENTATIVE	
<input type="checkbox"/> A DOMESTIC VIOLENCE SERVICE PROVIDER	<input type="checkbox"/> A LEGAL REPRESENTATIVE								
<input type="checkbox"/> A MEDICAL, PSYCHOLOGICAL OR SOCIAL SERVICE PROVIDER	<input type="checkbox"/> AN ACQUAINTANCE/FRIEND/RELATIVE/NEIGHBOR OF THE CLAIMANT								
<input type="checkbox"/> A LAW ENFORCEMENT PROFESSIONAL	<input type="checkbox"/> OTHER (SPECIFY): _____								
<input type="checkbox"/> A COUNTY CHILDREN AND YOUTH REPRESENTATIVE									
<p><b>4. SELF-AFFIRMATION</b></p> <p>I affirm that compliance with the TANF/CCIS program requirement(s) checked above would place me and/or my household or family members at risk of further domestic violence; make it more difficult for me or a member of my family or household to escape domestic violence; or unfairly penalize me or a member of my family or household who is or has been victimized by domestic violence. I do not have and am unable to safely obtain evidence to verify the domestic violence.</p> <p style="text-align: center;">_____ DATE _____ CLIENT SIGNATURE _____</p>									
<p><b>5. GOOD CAUSE DECISION (CAO USE ONLY)</b></p> <p><input type="checkbox"/> EXCUSED <input type="checkbox"/> NOT EXCUSED</p> <p style="text-align: center;">_____ WORKER _____ DATE _____</p>									

PA 1747 - 05/03

**Section 1:**

The p/c may complete Section 1 by entering his/her name on the blank space by the "Name" field, in addition to indicating a "Good Cause Claim," which is the basis for the waiver request. To indicate a "Good Cause Claim", the p/c must write the program requirement for which the waiver is requested in the space provided.

NAME: _____	CASE NUMBER: _____
<p><b>PLEASE READ THESE INSTRUCTIONS CAREFULLY. - ONLY ONE OF THE COLORED BLOCKS MUST BE COMPLETED. BLOCK 2 OR 3 IS USED WHEN VERIFICATION IS AVAILABLE. BLOCK 4 IS USED WHEN VERIFICATION IS NOT READILY AVAILABLE AND THE CLIENT AFFIRMS THE DOMESTIC VIOLENCE. BLOCKS 1 AND 5 ARE COMPLETED FOR ALL GOOD CAUSE BASED ON DOMESTIC VIOLENCE CLAIMANTS.</b></p>	
<p><b>1. GOOD CAUSE CLAIM</b></p> <p>I, _____, request to be excused from the following TANF program or CCIS Child Care program requirement(s) because of domestic violence: <input type="checkbox"/> support cooperation; <input type="checkbox"/> RESET <input type="checkbox"/> time limit (Time-Out); <input type="checkbox"/> time limit (Extended TANF); or <input type="checkbox"/> other TANF or CCIS program requirement (please specify) _____.</p> <p>I have been asked to provide verification to support my claim. I have cooperated/will cooperate in providing verification below.</p>	

# DOMESTIC & OTHER VIOLENCE (DV)

## Section 2:

The p/c may provide one of the following forms of acceptable verification:

1. Law Enforcement Records.
2. Court Records.
3. Medical/Treatment Records.
4. Social Service Records.
5. Child Protective Services Records.
6. Other Records that verify DV.

2. RECORDS	
I SUBMIT ONE OF THE FOLLOWING, IF AVAILABLE:	
<input type="checkbox"/> LAW ENFORCEMENT RECORDS	<input type="checkbox"/> SOCIAL SERVICE RECORDS
<input type="checkbox"/> COURT RECORDS	<input type="checkbox"/> CHILD PROTECTIVE SERVICES RECORDS
<input type="checkbox"/> MEDICAL/TREATMENT RECORDS	<input type="checkbox"/> OTHER (SPECIFY) _____

## Section 3:

The p/c may complete Section 3 by obtaining third-party verification of the DV from any of the following entities or persons with knowledge of the circumstances that provide the basis for the good cause claim:

1. DV Service Provider.
2. Medical, Psychological or Social Service Provider.
3. Law Enforcement Professional.
4. County Children and Youth Representative.
5. Legal Representative.
6. Acquaintance, Friend, Relative or Neighbor of the Claimant.
7. Other Person.

3. AUTHORIZATION/VERIFICATION BY A THIRD PARTY	
I authorize _____ to complete the verification below and to provide it to the Department of Public Welfare for the purpose of verifying my good cause.	
_____ DATE	_____ CLIENT SIGNATURE
THIS STATEMENT IS SUBMITTED BY:	
_____	(NAME)
_____	(TITLE)
_____	(ORGANIZATIONAL AFFILIATION)
_____	(ADDRESS)
I AM: (CHECK ONE)	
<input type="checkbox"/> A DOMESTIC VIOLENCE SERVICE PROVIDER	<input type="checkbox"/> A LEGAL REPRESENTATIVE
<input type="checkbox"/> A MEDICAL, PSYCHOLOGICAL OR SOCIAL SERVICE PROVIDER	<input type="checkbox"/> AN ACQUAINTANCE/FRIEND/RELATIVE/NEIGHBOR OF THE CLAIMANT
<input type="checkbox"/> A LAW ENFORCEMENT PROFESSIONAL	<input type="checkbox"/> OTHER (SPECIFY): _____
<input type="checkbox"/> A COUNTY CHILDREN AND YOUTH REPRESENTATIVE	_____
I have knowledge of the claimant's experience with and/or steps to escape domestic violence and submit this statement to verify that compliance with the TANF/CCIS program requirement(s) checked above may place the claimant and/or household or family members at risk of further domestic violence; make it more difficult for the claimant and/or household or family members to escape domestic violence; or unfairly penalize the claimant and/or household or family members who is or has been victimized by domestic violence.	
_____ DATE	_____ THIRD PARTY SIGNATURE

# ***DOMESTIC & OTHER VIOLENCE (DV)***

## **Section 4:**

If a p/c is unable to safely obtain verification as specified in Sections 2 or 3, the p/c may complete Section 4 by signing a self-affirmation statement.

**NOTE:** A sworn statement by a third party is **NOT** required.

<b>4. SELF-AFFIRMATION</b>	
I affirm that compliance with the TANF/CCIS program requirement(s) checked above would place me and/or my household or family members at risk of further domestic violence; make it more difficult for me or a member of my family or household to escape domestic violence; or unfairly penalize me or a member of my family or household who is or has been victimized by domestic violence. I do not have and am unable to safely obtain evidence to verify the domestic violence.	
_____	_____
DATE	CLIENT SIGNATURE

## **Section 5:**

Section 5 is completed by the CCIS or CAO representative responsible for the waiver determination.

The CCIS must establish and maintain an internal review process with supervisory/management staff at the CCIS regarding the recommendation to grant or deny a waiver request. If the waiver request is granted, the CCIS representative selects “Excused” below; whereas, if the waiver request is denied, the CCIS representative selects “Not Excused”.

<b>5. GOOD CAUSE DECISION (CAO USE ONLY)</b>	
<input type="checkbox"/> EXCUSED	<input type="checkbox"/> NOT EXCUSED
_____	_____
WORKER	DATE

[Return to Table of Contents](#)

[See Manual Section “415.16.3.6 – Questions – 415.12 – DV Verification Form”](#)

# ***DOMESTIC & OTHER VIOLENCE (DV)***

## **415.13 NOTIFICATION REQUIREMENTS**

As specified in **§ 3041.94(a)** (relating to notice of waiver determination), “The eligibility agency shall provide written notice to the p/c regarding the eligibility agency’s determination to grant or deny a waiver request. At the request of the p/c, the notice shall be mailed to an alternate address or hand-delivered to the p/c.” The CCIS must manually generate a Confirmation Notice in PELICAN CCW, upon granting or denying a waiver request, indicating the status of the request as follows:

<b>Citation</b>	<b>Short Description</b>	<b>Long Description</b>
§ 3041.3	Request for domestic violence waiver denied.	The information you provided to the CCIS regarding domestic and other violence does not meet the definition as specified in the regulation; therefore, you are not eligible for a domestic and other violence waiver. You must meet all eligibility requirements and submit to the CCIS verification that you meet all eligibility requirements no later than [ ] in order to maintain your family's eligibility for subsidized child care.
§ 3041.75	DV not verified	You failed to submit acceptable verification of domestic violence to the CCIS; therefore, you are ineligible for a domestic violence waiver and you must meet all eligibility requirements no later than [ ] in order to maintain your family's eligibility for subsidized child care.
§ 3041.91(e)	Granture of DV Waiver	You requested and were granted a domestic and other violence waiver from the [ ] requirement. Your waiver period will expire on [ ]. You must meet the [ Repeated ] requirement no later than [ Repeated ] in order to maintain your family's eligibility for subsidized child care.
§ 3041.91(c)	Domestic violence waiver of an eligibility requirement that may not be waived	You requested a domestic and other violence waiver based on an eligibility requirement that may not be waived; therefore, your request has been denied. You must meet all eligibility requirements no later than [ ] in order to maintain your family's eligibility for subsidized child care.
§ 3041.91(d)	Domestic violence waiver of income verification	You requested and were granted a domestic and other violence waiver related to the verification of income as specified in § 3041.65 (relating to verification of income). This waiver period may not exceed 60 days. Your waiver period will expire on [ ]. You must submit verification of the amount of income you receive no later than [ Repeated ] in order to maintain your family's eligibility for subsidized child care.

## ***DOMESTIC & OTHER VIOLENCE (DV)***

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As specified in § 3041.94(b), “If the waiver is granted, the notice must include the following:

- (1) The basis for granting the waiver.
- (2) A statement that the eligibility agency will review the waiver circumstances every 183 days.”

As specified in § 3041.94(c), “If the waiver is denied, the notice must include the following:

- (1) The basis of the denial.
- (2) The right to appeal the decision and how to appeal as specified in §§ 3041.162 and 3041.171 (relating to notice of right to appeal; and appealable actions).
- (3) The verification the p/c shall submit for the eligibility agency to grant the waiver and the time frames in which the p/c shall submit the verification.
- (4) The evidence or information needed to substantiate the waiver request and the time frames in which the p/c shall provide the information.”

The CCIS must be cautious regarding denial of a DV waiver.

The CCIS must establish and maintain an internal review process with supervisory/management staff regarding the recommendation to grant or deny a waiver request. If the DV waiver is denied and the family is not eligible for subsidized child care, the CCIS must generate an Ineligible Notice or an Adverse Action Notice (AA) depending upon the case mode and status.

If a waiver is granted, the CCIS must review the circumstances at each consecutive redetermination to determine whether a **NEW** DV waiver is warranted. **The original DV waiver may not simply continue indefinitely.** The p/c must meet the requirement initially waived. If **NEW** circumstances exist, a **NEW** DV waiver may be granted for up to 183 days from the date of the granture.

When generating the Ineligible or AA Notice, the CCIS must remember to update the “Failure Reason Code”, as appropriate, to ensure the specific regulation is cited.

The “Failure Reason Codes”, “Short Descriptions” and “Long Descriptions” of each “Failure Reason” are listed in the table below according to the type of notice generated.

## ***DOMESTIC & OTHER VIOLENCE (DV)***

<b>Notice Type</b>	<b>Failure Reason Code</b>	<b>Regulatory Citation</b>	<b>Short Description</b>	<b>Long Description</b>	<b>Trigger for Generation</b>
Inelig	802	§ 3041.3	DV Waiver Denied - Inelig	The information you provided to the CCIS regarding domestic and other violence does not meet the definition of domestic violence as specified in the regulation; therefore, you are not eligible for a domestic violence waiver. You must meet all eligibility requirements; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Update/Add Failure Reason Code.
AA	902	§ 3041.3	DV Waiver Denied - AA	The information you provided to the CCIS regarding domestic and other violence does not meet the definition of domestic violence as specified in the regulation; therefore, you are not eligible for a domestic violence waiver. You must meet all eligibility requirements; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Update/Add Failure Reason Code.
AA	923	§ 3041.91(b) § 3041.91(e)	DV Waiver Expired - AA	You requested and were granted a domestic violence waiver for a period of 183 days. Your 183-day waiver period expired and you do not meet all eligibility requirements; therefore, your family or a member of your family is ineligible for subsidized child care.	Manual; Update/Add Failure Reason Code.
AA	924	§ 3041.91(d)	DV Waiver of Income Expired - AA	You requested and were granted a domestic violence waiver related to the verification of income as specified in § 3041.65 (relating to verification of income). This waiver may not exceed 60 days. Your 60-day waiver period expired and you failed to submit verification of the amount of income you receive; therefore, your family is ineligible for subsidized child care.	Manual; Update/Add Failure Reason Code.

[Return to Table of Contents](#)

[See Manual Section “415.16.3.7 – Questions – 415.14 – Notification Requirements”](#)

# ***DOMESTIC & OTHER VIOLENCE (DV)***

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## **415.14 CCIS RESPONSIBILITIES**

The following are the CCIS responsibilities regarding DV:

1. Grant a DV waiver to a p/c who is the victim of past or present DV if compliance with the eligibility requirements would either make it more difficult for a family or household member to escape DV or place a family or household member at risk of DV, as specified in [§ 3041.91](#) (relating to time frame for waiver determination).
2. Be a source of accurate, complete information.
3. Present messages that indicate the CCIS office is a “safe” place to disclose information related to DV and that CCIS staff is informed about DV issues.
4. Be respectful, validate disclosure and provide opportunities to disclose.
5. Process waiver requests based upon each p/c’s unique circumstances.
6. Ensure there are private areas designated for interviews with individuals that indicate they are experiencing DV.
7. Explain how information that is shared will be used and how it may affect eligibility for subsidized child care.
8. Safeguard information as specified in Manual Section [“415.8 – Security Issues & Safeguarding Information”](#) and maintain confidentiality as specified in Manual Chapter [“103 – General Operational Information, 103.11 – Confidentiality”](#).
9. Use an alternate address for the receipt of mail as a means of securing the p/c’s actual residence as specified in Manual Section [“415.10 – Alternate Address or Telephone Number”](#).
10. Use an alternate telephone number for receipt of telephone calls as a means of securing the p/c’s actual telephone number as specified in Manual Section [“415.10 – Alternate Address or Telephone Number”](#).
11. Establish and maintain an internal review process with supervisory/management staff at the CCIS regarding the recommendation to grant or deny a waiver request.
12. Meet applicable timeframes for waiver determinations as specified in Manual Section [“415.11 – Waiver Timeframes”](#).
13. Provide the [DV Verification Form \(PA 1747\)](#) and explain to the p/c the process for completion, including what types of documentation are acceptable forms of verification as specified in [“415.12 – DV Verification Form”](#).
14. Provide notification of the waiver determination as specified in Manual Section [“415.13 – Notification Requirements”](#).
15. Review the case circumstances during the scheduled redetermination to determine whether a DV waiver continues to be warranted.

[Return to Table of Contents](#)

# ***DOMESTIC & OTHER VIOLENCE (DV)***

---

## **415.15 UPDATED INFORMATION & ADDITIONAL RESOURCES**

This section contains a listing of updated information distributed following issuance of this manual section via Announcements, Updates and Communiqués, as well as additional resources available to the CCIS.

### 415.16.1 Announcements

<b>DATE ISSUED</b>	<b>ANNOUNCEMENT NUMBER</b>	<b>TITLE</b>

[Return to Table of Contents](#)

### 415.16.2 Updates

<b>DATE ISSUED</b>	<b>UPDATE NUMBER</b>	<b>TITLE</b>

[Return to Table of Contents](#)

## ***DOMESTIC & OTHER VIOLENCE (DV)***

---

### 415.16.3 Communiqués

<b>DATE ISSUED</b>	<b>COMMUNIQUE NUMBER</b>	<b>TITLE</b>

[Return to Table of Contents](#)

### 415.16.4 Additional Resources

<b>DATE ISSUED</b>	<b>COMMUNIQUE NUMBER</b>	<b>TITLE</b>

[Return to Table of Contents](#)

# ***DOMESTIC & OTHER FAMILY VIOLENCE***

---

## **415.16 TRAINING GUIDE**

This section contains information pertinent to training the Domestic & Other Family Violence Manual Section. The following subsections contain the goals and objectives of the manual section, as well as helpful question and answer checkpoints.

### **415.16.1 Goals**

The information in this section contains the goals with regard to handling cases involving DV and granting or denying DV waiver requests. The following are the goals of this manual section:

1. To safeguard information and maintain the confidentiality of a p/c who discloses DV.
2. To grant a DV waiver to a p/c who is the victim of past or present DV if compliance with eligibility requirements would either make it more difficult for a family or household member to escape DV or place a family or household member at risk of DV within the regulatory waiver determination timeframes.
3. To provide notification of waiver determination.
4. Review the case circumstances during the scheduled redetermination to determine whether a DV waiver continues to be warranted.

**[Return to Manual Section “415. 3 – Goals”](#)**

### **415.16.2 Objectives**

The information in this section contains the objectives with regard to handling cases involving DV and granting or denying DV waiver requests. The following are the objectives of this manual section:

1. To restrict access to information contained in the family file to individuals connected with the administration of the subsidized child care program, unless the p/c authorizes access.
2. To explain how information that is shared will be used and how it may affect eligibility for subsidized child care.
3. To ensure there are private areas designated for interviews with individuals that indicate they are experiencing DV.

# ***DOMESTIC & OTHER FAMILY VIOLENCE***

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4. To use an alternate address for the receipt of mail as a means of securing the p/c's actual residence and an alternate telephone number for receipt of telephone calls as a means of securing the p/c's actual telephone number.
5. To identify which eligibility requirements may be waived during initial application versus during the scheduled redetermination.
6. To present messages that indicate the CCIS office is a "safe" place to disclose information related to DV and that CCIS staff is informed about DV issues.
7. To process waiver requests based upon each p/c's unique circumstances.
8. To establish and maintain an internal review process with supervisory/management staff at the CCIS regarding the recommendation to grant or deny a waiver request.
9. To explain the verification process related to processing a DV waiver request.
10. To generate an Ineligible Notice, Confirmation Notice or AA appropriately based upon the case mode and status, in addition to the circumstances of the case.

**[Return to Manual Section "415.4 - Supporting Disclosure"](#)**

## **415.16.3 Section Checkpoint Questions**

The Policy and Operations Divisions of the Bureau of Subsidized Child Care Services developed the following questions as a checkpoint to ensure comprehension of the information presented within this manual section. Upon review of the information within this section, CCIS staff should be able to answer all of the questions listed below.

### **415.16.3.1 Questions - 415.1 - General Policy & Regulation**

1. TRUE or FALSE. The definition of DV specifies the need for an intimate relationship between the p/c and the alleged or former abuser.

# ***DOMESTIC & OTHER FAMILY VIOLENCE***

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2. TRUE or FALSE. The p/c may claim the Family Violence Option without any documentation or verification other than the DV Verification Form (PA 1747).
3. TRUE or FALSE. The CCIS must verify that the circumstances still exist at each successive redetermination of eligibility and determine whether a new DV waiver must be granted.
4. TRUE or FALSE. A p/c is not eligible for a DV waiver if the p/c continues to reside with the alleged or former abuser.
5. Which of the following eligibility requirements may be waived?
  - a. 30 days to enroll following funding availability.
  - b. **5-day absence.**
  - c. **25 days of absence.**
  - d. **Suspension periods.**
  - e. Work-hour.
  - f. Immunization.
  - g. Citizenship.
  - h. Co-payment.
  - i. Face-to-Face Interview.
  - j. All of the above.

[Return to Table of Contents](#)

[Return to Manual Section “415.1 – General Policy & Regulation”](#)

[See Answers](#)

## **415.16.3.2 Questions- 415.5 - Responding to Disclosure**

6. Which of the following must the CCIS do if a p/c discloses DV?
  - a. Inform the p/c about the eligibility and verification processes, in addition to the p/c's rights and responsibilities.
  - b. Provide information regarding the available resources offered through the local DV program.
  - c. Inquire what the p/c needs and provide information on the options available to the p/c.
  - d. Remind the p/c that you are not an expert on DV or DV-related issues.
  - e. Explain that you are there to help if circumstances change regarding what is needed.
  - f. All of the above.

[\*\*Return to Table of Contents\*\*](#)

[\*\*Return to Manual Section "415.5 - Responding to Disclosure"\*\*](#)

[\*\*See Answers\*\*](#)

# DOMESTIC & OTHER FAMILY VIOLENCE

---

## 415.16.3.3 Questions- 415.8 - Security Issues & Safeguarding Information

7. Which of the following are possible ways information may leak out of the office?
  - a. Gossip.
  - b. Security Issues.
  - c. Lack of a private area for interviews.
  - d. Sharing information with an unauthorized individual by telephone, in person, via email or facsimile that may not be shared.
  - e. All of the above.
8. TRUE or FALSE. In cases where a p/c disclosed DV, there is no need to keep case comments in the hard file.
9. **TRUE or FALSE. The CCIS must share information with the alleged abuser if the alleged abuser is included in the family composition or otherwise resides in the home.**
10. TRUE or FALSE. Information contained in the family file is restricted to individuals connected with the administration of the subsidized child care program.
11. TRUE or FALSE. The CCIS must keep case comments in the hard file only and the hard file must be kept separate from other case files in a location that is secured and is accessible only by the Director or a designee of the Director's choice.

[Return to Table of Contents](#)

[Return to Manual Section "415.8 - Security Issues & Safeguarding Information"](#)

[See Answers](#)

## 415.16.3.4 Questions- 415.10 - Alternate Address or Telephone Number

12. TRUE or FALSE. The p/c who is a victim of DV may use an alternate address for receipt of mail or telephone number for receipt of telephone calls.
13. TRUE or FALSE. The CCIS must note the alternate address or telephone number provided by the p/c in the family file, and must enter this information into PELICAN CCW.
14. **TRUE or FALSE. The CCIS must share information about the alternate address or telephone number with the alleged abuser if the alleged abuser is included in the family composition or otherwise resides in the home.**

[Return to Table of Contents](#)

[Return to Manual Section "415.10 - Alternate Address or Telephone Number"](#)

[See Answers](#)

## 415.16.3.5 Questions- 415.11 - Waiver Timeframes

15. Which of the following may NOT be waived?
  - a. Age of the child.
  - b. Income limits.
  - c. Pennsylvania residency.
  - d. Work-hour requirement at application.
  - e. All of the above.

# DOMESTIC & OTHER FAMILY VIOLENCE

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16. Which of the following may not be waived for up to 183 days?
- a. 30 Days to Enroll following Funding Availability.
  - b. 5-day absence.
  - c. **25 days of absence.**
  - d. **Suspension periods.**
  - e. Work-hour requirement *following application.*
  - f. **Verification of the amount of income.**
  - g. Immunization.
  - h. Citizenship.
  - i. Verification requirements, except verification of the amount of income.
  - j. Co-payment.
  - k. Face-to-Face Interview.
  - l. All of the above.

[Return to Table of Contents](#)

[Return to Manual Section “415.11 – Waiver Timeframes”](#)

[See Answers](#)

## 415.16.3.6 Questions- 415.12 – DV Verification Form

17. TRUE or FALSE. The p/c may request a waiver by completing a DV Waiver Form in any of the following ways:
- a. Completing Section 2.
  - b. Completing Section 3.
  - c. Completing Section 4.
18. **TRUE or FALSE. The preferred method of verification is Section 2, followed by Section 3. Completion of Section 4 is viewed as a last resort for a p/c that is unable to safely obtain verification specified in Sections 2 and 3.**

# ***DOMESTIC & OTHER FAMILY VIOLENCE***

---

19. TRUE or FALSE. A Protection from Abuse Order (PFA) is required for verification of DV.

[Return to Table of Contents](#)

[Return to Manual Section “415.12 – DV Verification Form”](#)

[See Answers](#)

## **415.16.3.7 Questions- 415.13 – Notification Requirements**

20. TRUE or FALSE. The CCIS must manually generate a Confirmation Notice in PELICAN CCW, upon granting or denying a waiver request, indicating the status of the request.
21. TRUE or FALSE. If the family is ineligible, the CCIS must generate an Ineligible Notice or an AA depending upon the case mode and status.
22. TRUE or FALSE. The CCIS must remember to update the “Failure Reason Code”, as appropriate, to ensure the specific regulation is cited.

[Return to Table of Contents](#)

[Return to Manual Section “415.13 – Notification Requirements”](#)

[See Answers](#)

## **415.16.4 Section Checkpoint Answers**

The Policy and Operations Divisions of the Bureau of Subsidized Child Care Services provided the answers to all of the questions asked in Manual Section “415.16.3 – Section Checkpoint Questions”.

### **415.16.4.1 Answers – 415.1 – General Policy & Regulation**

1. ***FALSE***. The alleged or former abuser may have no familial or intimate relationship to the p/c.

# ***DOMESTIC & OTHER FAMILY VIOLENCE***

---

2. ***TRUE.*** The p/c may claim the Family Violence Option without any documentation or verification other than the DV Verification Form (PA 1747).
3. ***TRUE.*** The CCIS must verify that the circumstances still exist at each successive redetermination of eligibility and determine whether a new DV waiver must be granted.
4. ***FALSE.*** A p/c may be eligible for a DV waiver if the p/c continues to reside with the alleged or former abuser who is not included in the definition of family. The CCIS should contact the subsidy coordinator about eligibility for a DV waiver if the p/c continues to reside with an alleged or former abuser that is included in the definition of family and is not cooperating with eligibility requirements.
5. ***J. - All of the above.*** All of the following eligibility requirements may be waived:
  - a. 30 days to enroll.
  - b. **5-day absence.**
  - c. **25 days of absence.**
  - d. **Suspension periods.**
  - e. Work-hour.
  - f. Immunization.
  - g. Citizenship.
  - h. Co-payment.
  - i. Face-to-Face Interview.

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “415.1 - General Policy & Regulation”](#)

[Return to Manual Section “415.2 - Definitions & Acronyms”](#)

## 415.16.4.2 Answers – 415.5 – Responding to Disclosure

6. **f. – All of the above.** The CCIS must do the following if a p/c discloses DV:
  - a. Inform the p/c about the eligibility and verification processes, in addition to the p/c’s rights and responsibilities.
  - b. Provide information regarding the available resources offered through the local DV program.
  - c. Inquire what the p/c needs and provide information on the options available to the p/c.
  - d. Remind the p/c that you are not an expert on DV or DV-related issues.
  - e. Explain that you are there to help if circumstances change regarding what is needed.

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “415.5 – Responding to Disclosure”](#)

[Return to Manual Section “415.6 – Safety Plan”](#)

## 415.16.4.3 Answers – 415.8 – Security Issues & Safeguarding Information

7. **e. – All of the above.** All of the following are possible ways information may leak out of the office:
  - a. Gossip.
  - b. Security Issues.
  - c. Lack of a private area for interviews.
  - d. Sharing information with an unauthorized individual by telephone, in person, via email or facsimile that may not be shared.

# DOMESTIC & OTHER FAMILY VIOLENCE

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8. **FALSE.** Comments regarding the specific details of the DV must be kept in the hard file only.
9. **FALSE. The CCIS may not share information with the alleged abuser if the alleged abuser is included in the family composition or otherwise resides in the home.**
10. **FALSE.** The p/c and the p/c's representative may have access to the family file.
11. **TRUE.** The CCIS must keep case comments in the hard file only and the hard file must be kept separate from other case files in a location that is secured and is accessible only by the Director or a designee of the Director's choice.

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section "415.8 - Security Issues & Safeguarding Information"](#)

[Return to Manual Section "415.9 - Confidentiality"](#)

## 415.16.4.4 Answers - 415.10 - Alternate Address or Telephone Number

12. **TRUE.** The p/c who is a victim of DV may use an alternate address for receipt of mail or telephone number for receipt of telephone calls.
13. **TRUE.** The CCIS must note the alternate address or telephone number provided by the p/c in the family file, and must enter this information into PELICAN CCW.

14. ***FALSE.*** The CCIS may not share information about the alternate address or telephone number with the alleged abuser if the alleged abuser is included in the family composition or otherwise resides in the home.

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “415.10 – Alternate Address or Telephone Number”](#)

[Return to Manual Section “415.11 – Waiver Timeframes”](#)

## 415.16.4.5 Answers – 415.11 – Waiver Timeframes

15. ***e. – All of the above.*** The following may NOT be waived:
- Age of the child.
  - Income limits.
  - Pennsylvania residency.
  - Work-hour requirement *at application*.
16. ***f. – Verification of the amount of income.*** Verification of the amount of income may not be waived for up to 183 days. Verification of the amount of income may only be waived for up to 60 days.

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “415.11 – Waiver Timeframes”](#)

[Return to Manual Section “415.12 – CCIS DV Verification”](#)

# DOMESTIC & OTHER FAMILY VIOLENCE

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## 415.16.4.6 Answers – 415.12 – DV Verification Form

17. **TRUE**. The p/c may request a waiver by completing a DV Waiver Form in any of the following ways:
  - a. Completing Section 2.
  - b. Completing Section 3.
  - c. Completing Section 4.
18. **FALSE**. **There is no preferred method of verification. Simple completion of any section of the form is acceptable verification.**
19. **FALSE**. A PFA is **NOT** required.

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “415.12 – DV Verification Form”](#)

[Return to Manual Section “415.13 – Notification Requirements”](#)

## 415.16.4.7 Answers – 415.13 – Notification Requirements

20. **TRUE**. The CCIS must manually generate a Confirmation Notice in PELICAN CCW, upon granting or denying a waiver request, indicating the status of the request.
21. **TRUE**. If the family is ineligible, the CCIS must generate an Ineligible Notice or an AA depending upon the case mode and status.
22. **TRUE**. The CCIS must remember to update the “Failure Reason Code”, as appropriate, to ensure the specific regulation is cited.

[Return to Table of Contents](#)

[Review Questions Again](#)

[Return to Manual Section “415.13 – Notification Requirements”](#)

[Return to Manual Section “415.14 – CCIS Responsibilities”](#)