

P-2320 Time Limits- Stopping the Clock **(continued)**

P-2320D Domestic Violence (24-06)

The Department is committed to helping families experiencing the effects of domestic violence to address those effects and begin to overcome economic barriers to independence.

Guidelines for interacting with victims of domestic violence

Many people who have experienced domestic violence find it very difficult to talk about it.

For some, it is not safe to talk about domestic violence unless the discussion is very private.

These are guidelines to follow whenever talking about domestic violence with anyone who might have experienced it.

DO –

- Allow them to ask questions without making assumptions about their experience with domestic violence.
- Make information available about services that may help them deal with domestic violence.
- Take steps to protect their privacy and safety by offering to meet in a private office and keeping the information confidential.
- Ask them if this is an appropriate time to speak if you are not meeting with them in person. Typical cues that may be easier to identify when meeting in person may be harder to identify when meeting over the phone or virtually.

The following are things to avoid –

- Don't ask them how they can put up with it, don't ask why they don't just leave, and don't imply that they have brought the abuse on themselves or their family in any way.
- Don't press them to talk about domestic violence more than they are willing to, even if you are sure they have been abused.
- Don't pressure them to take steps that may lead to more violence. For example, don't pressure them to talk to a domestic violence program specialist, file a police report, or petition for a restraining order.
- Don't question their judgment or their value as a participant,
- Don't slip a referral card or other information about domestic violence into their bag or tell them to take the handout Domestic Violence – You Don't

Have to Face It Alone ([201DV](#)) with them. If their abuser sees that they have information about abuse, it might trigger more violence.

- Don't send them mail or leave messages for them that relate to domestic violence.
- Don't try to talk to their abuser about domestic violence.

REMEMBER—

- Their abuser may become more violent when they try to improve their situation by going to work or training. The abuser may make it difficult for them to work or attend training.
- For a variety of legitimate reasons, they may not know that they are experiencing domestic violence.
- Even if they are not experiencing domestic violence now, they may still be experiencing the effects of it. Children who have witnessed domestic violence, for example, may have trouble learning or relating to other people.

Confidentiality

If the participant is accompanied by friends, relatives or companions, do not initiate or persist in discussion about domestic violence unless the participant clearly begins and continues the discussion, since the companion may be the abuser or may report back to the abuser.

Inform the participant that any discussion of domestic violence may take place in a private space in the district office where the conversation cannot be overheard. If the participant wishes to continue in a private space, stop the discussion immediately and follow the district office procedures to move the interview to a private space.

Request to stop the clock on Reach Up time limits because of the effects of domestic violence

Participants who feel they cannot take part in activities to support improving finances because of the effects of domestic violence may request to have the clock stopped from Reach Up time limits.

DV related forms and documentation

Give the participant the form Request for a Deferment from Work Requirements Because of the Effects of Domestic Violence ([310WA](#)) to complete. Ask the participant if they need help completing the form. If so, help the participant complete the form, but make sure the request is in the participant's own words.

Tell the participant that if they want the statement to include information that is already in other documentation, such as a police report, they may attach that

documentation and refer to it instead of rewriting the same information in the statement. Help the participant provide any necessary documentation. Use the ESD Authorization to Release Information ([201WC](#)) for the participant's permission to obtain the documentation.

Child Support Waiver

If a participant has a current approved child support waiver from the requirement to cooperate in the pursuit of child support, ask the participant if they would like to attach the information provided for the waiver to the [301WA](#), in place of, or in addition to, the 301WA itself. The point is to not make the participant provide duplicate information if they have already provided it to the department for other reasons.

Not all situations that require a child support waiver will also require the clock to be stopped on Reach Up time limits.

If the participant has a pending child support waiver, help the participant provide any necessary documentation. Use the [201WC](#) for the participating's permission to waive confidentiality so you can obtain the documentation.

If the participant does not currently have a child support waiver, ask them if they would like to pursue it and fill out the Waiver of Cooperation for Child Support form ([137W](#)). Refer to the [Child Support Waiver procedure 2215B](#). Check OnBase to see if the Child Support Authorization form ([137](#)) they handed in with their application has the waiver box checked. If the waiver box was not checked, add a sticky note to the original 137 in OnBase indicating that the participant has now requested a waiver. Email the District Management Team letting them know the status of the paperwork and asking that the code on the ABSP panel be updated.

All child support waiver related paperwork is kept in a separate classification file in the district office. If the request for a child support waiver has been approved, review the information provided and make a note in case notes. Do not make a copy of the paperwork for the case management file. If the waiver is denied, continue to determine whether it is appropriate to stop the clock on Reach Up time limits.

Participant goals when clock is stopped from Reach Up time limits

Use the goal achievement process to see what the participant would like to focus on. Create a plan with the participant to achieve their goals. Place the participant in the corresponding code in ACCESS while the request is being reviewed.

- Code 54 - Unable to work due to domestic violence (will not count towards the participant's time limit)

Preparing the participant for the decision

Tell the participant the decision on the request for a stop the clock on Reach Up time limits as soon as possible but that it can take up to two weeks from the time the [310WA](#) is completed.

Discuss with the participant whether it would be safe to mail the Notice of Decision Deferment or Modification of Work Requirement (DV) ([620DV](#)) to them if it is approved. Make a note in the file if the decision can be mailed or not.

Tell the participant that if the request is denied, an appointment will be scheduled for them to come in to discuss it and to see if there might be other ways to address their current situation or revise the request so it would be approved.

Submitting request for clock to be stopped on Reach Up time limits

Complete the Domestic Violence Exemption Supplement ([310DV](#)).

Fill out the top of the [620DV](#).

As soon as possible, but within two days, give the entire package to the Reach Up Supervisor. The package must include:

- the [310WA](#)
- any additional documentation or a reference to any documentation available in the district's classified file
- the [310DV](#)
- the [620DV](#) with the top portion completed

Reach Up Supervisor determines need to stop the clock on Reach Up time limits

Review the [310WA](#), the case manager's comments on the [310DV](#), and any additional documentation provided. Approve or deny the request on the [310DV](#) and return it and the [620DV](#) to the case manager.

The clock can be stopped for up to six months, and then can be extended for six-month periods.

Informing the participant of decision

When a decision is made to stop the clock on Reach Up time limits, either mail the participant the [620DV](#), if the participant had agreed to that earlier, or contact the participant and schedule an appointment to come in, if the participant did not want you to mail the 620DV.

Do not mail the 620DV to the participant unless they gave you specific instructions to do so.

At the appointment, give the participant the 620DV and discuss the decision. If the request was denied, explore possible revisions of the request or alternative ways of addressing the situation and explain the participant's appeal rights.

Reach Up file

Place original documents ([310WA](#), [310DV](#), and [620DV](#)) and all supporting documentation in the participant's case file in the 4th brad. Copies of the child support waiver paperwork and related documentation do not need to be added to the file. Instead just refer to them in case notes.

Voluntary participation for participants experiencing effects of Domestic Violence

If a participant informs you they are experiencing the effects of domestic violence and have an immediate safety concern in relation to this, the participant can elect for voluntary participation in the Reach Up Program. Discuss with the participant the benefits and supports of working with a Reach Up Case Manager. If the participant is interested in participating in case management services, then schedule a meeting a minimum of monthly by participant preference (phone, virtual, in person, home visit). Work with the participant around identifying a goal using Goal Plan Do Review Revise (GPDR/R) and create a Family Development Plan. All Reach Up Case Management services and supports should be offered, however the participant is not subject to a conciliation or sanction for non-engagement during this time frame. If the participant is not interested in case management services then continue to check in a minimum of monthly to ensure the participant is aware of services and supports in the event they would like to begin engaging in goal setting. Follow the stop the clock procedure as noted above to collect needed in the home documentation Place the participant in a code 54 and set a review date of three months. If after three months the participant is requesting more time consult with a Reach Up Supervisor to determine next steps and what level of supports are needed.