

PPER EMAIL: 2015-18: Domestic Violence (DV) Calls to the DTA Assistance Line (Issued 6/12/2015)

To ensure that all calls received by the DTA Assistance Line from individuals seeking domestic violence services are handled promptly, new protocols will become effective Monday, June 15, 2015.

DVS/DVC Duty Schedule:

A Duty Schedule has been created designating a DV Specialist (DVS) and a DV Coordinator (DVC) to be available every day to address these calls. **The first DVS/DVC Duty Schedule is attached to this email and coverage will begin Monday, June 15, 2015.**

Subsequent updated Duty Schedules will be sent electronically to the TAO directors and posted monthly on DTA Online.

To access the posted schedule, on the Homepage:

- click on the Field Operations portal; click the [DV Specialists Contact Information/DV Coordinators Duty Schedule](#) link and scroll down to page 3; or
- click on the Policy, Programs and External Relations portal; in Domestic Violence, click on [DV Specialists Contact Information/DV Coordinators Duty Schedule](#) and scroll down to page 3.

The [DV Brochure](#) has been updated with the information as it relates to the current DV Specialists and is also attached to this email. TAOs must discard all previous versions of the DV brochure.

DV Unit staff will:

- provide duty coverage on a daily basis
- return all phone calls by the close of business, if at the time of the call they are unavailable to speak with the caller; and
- offer appropriate services

Calls to the DTA Assistance Line FAW Queue:

- Callers to the DTA Assistance Line requesting DV services will be routed to the Recipient Services queue.

Important: If FAWs receive calls involving DV, they must refer the caller to the DVS/DVC staff on duty, following the procedures outlined below.

Referring Calls to the DVS/DVC on Duty:

- Recipient Services staff and FAWs will:
 - access the DVS/DVC Duty Schedule for the appropriate DVS duty staff;
 - ask the caller for their contact information: **First Name, Last Initial and Phone Number;**
 - give the caller the names and direct phone numbers of the DVS and the DVC;
 - transfer the caller to the DVS of the day, wait for the DVS to pick up, announce the call, and hang up once the call is connected; **Or** wait for the voice mail system to begin and help the caller leave a message before disconnecting the call ; and

- send a follow-up email to the DVS and DVC, informing them that the caller is asking for DV services. Provide the caller's First Name, Last Initial and Phone Number in the email.

Email example:

TO: DVS, DVS Coordinator

From: Your Name

CC: Your Supervisor or Manager

Dear DVS/DVC,

Please be advised that I provided Ms. Sara X, (enter caller's phone number), with your direct phone numbers prior to transferring her call to you. She is seeking DV related services.

Sincerely,

Your name and title