



CSSD Policy			
Subject:	Processing Cases with a Family Violence Indicator	Number:	2010-2
Approval Date:		Pages:	
Approved by:	Benidia A. Rice, Director	Revision	FINAL

- I. PURPOSE:** To provide instructions on how to update the District of Columbia Child Support Enforcement System (**DCCSES**) Family Violence Indicator Screen. To ensure that cases are safeguarded and handled with a heightened level of discretion when the Family Violence Indicator has been placed on **DCCSES** and/or on the case and legal files.
- II. AGENCY IMPACT:** This policy will impact all units and sections of CSSD with particular impact on the following units -- First Response, Intake 1 and 2, Enforcement, and the Interstate Units. The aforementioned units will be the only units that will have authorized access to add and update the **FAMILY VIOLENCE DATA SCREEN**. However, all CSSD managers will have access to update and remove the Family Violence Data Screen.
- III. REFERENCES:** 42 U.S.C. §§ 654(4)(A)(I), 608(a)(2) and (a)(3)(A), 654(4)(A)(i) and (29); 45 C.F.R. § 303.2, Establishment of cases and maintenance of case records; 45 C.F.R. § 303.11(9), Case closure criteria; D.C. Official Code § 4-217.08, Condition of eligibility-Cooperation in identity and locating parents, establishing paternity, obtaining support payments, other payments; D.C. Official Code § 4-217.09, Condition of eligibility-Exception Cooperation; D.C. Official Code § 16-925, Privacy protection for victims of domestic violence; D.C. Official Code § 16-1001 *et seq.*, Proceedings Regarding Intrafamily Offenses.
- IV. DEFINITION:**
- A. Family Violence Indicator (FVI)** – The Family Violence Indicator is an indication updated on the Family Violence Data Screen on **DCCSES** which alerts CSSD staff that the parties and their personal information should be handled with great scrutiny because there is or appears to be a history of domestic or family violence.
- B. Good Cause Exception** – Good Cause is an exception applied to TANF cases where CSSD finds that cooperation with pursuing a child support case would not be in the child’s best interest and evidence supports this claim. The Good Cause exception may be applied to cases where the TANF customer or children have a history of domestic violence or intrafamily offense with the non-custodial parent.
- C. Civil Protection Order** - An order entered by a court after a hearing where a respondent has been found to have committed or is threatening to

commit one or more criminal offenses against the petitioner. The order may prohibit or allow the respondent to perform some of the following directives: (1) refrain from coming in direct contact with the petitioner; (2) refrain from assaulting, threatening the family member; (3) refrain from entering or to vacate the dwelling unit; (4) relinquish possession or use of certain personal property; and (5) awarding child support and/or custody of the minor child of the party.

- V. **INQUIRIES:** Please forward all inquiries to the Policy, Outreach and Training Section, (202) 724-2131; First Response Unit, (202) 724-8562; Records Management Unit (202) 724-1386; Intake Unit 1, (202) 724-8650; Intake Unit 2, (202) 724-8511; Enforcement Unit (202) 724-2316; Interstate Unit, (202) 442-4651.

VI. **POLICY:**

The Family Violence Indicator (FVI) will serve as an alert for CSSD staff to handle such cases with the highest level of confidentiality and scrutiny when discussing and processing the support case. The FVI will also alert the Federal Case Registry (FCR) to restrict the address of the party who is identified as the “victim” on its registry. Once the FVI has been updated on a case, an alert will appear on the **CROSS REFERENCE SCREEN** indicating that **THIS IS A DOMESTIC/FAMILY VIOLENCE CASE.**

New Cases Without Orders

When CSSD staff in the Intake 1, Intake 2, and Interstate Units discovers that a customer’s case qualifies for the FVI, the CSSD staff shall follow the procedure below to appropriately identify the domestic violence status of the parties based on the information obtained during the interview. After the FVI screen has been updated, CSSD staff shall ensure that a copy of the documentation that serves as proof of the domestic violence history is forwarded to the 5th Floor and 6th Floor filing room.

Existing Cases

All CSSD Managers, Enforcement Unit staff, Interstate Unit staff, and the First Response Unit staff may update the FVI screen in accordance with the procedures below.

Confidentiality of Address

When a request to obtain documents is made on a case with an activated FVI, CSSD staff shall not release either party’s information to the other party. CSSD staff shall seek the assistance of his or her supervisor to ensure that personal, financial and demographical information are not disclosed in error.