

DATE: June 4, 2015 **-Revised June 25, 2015-**

OPERATIONS MEMORANDUM #15-06-01

SUBJECT: Revised Office of Inspector General (OIG) Policy Domestic Violence Observations or Disclosures During Investigations, Form OIG 12 Field Investigation Referral and Form OIG 12R Program Integrity Unit Referral

TO: Executive Directors

FROM Inez Titus
Acting Director
Bureau of Operations

PURPOSE

To provide County Assistance Offices (CAOs) with updated OIG domestic violence policy and to introduce revised OIG forms. Operations Memorandum 15-03-02 was previously posted on MyDHS, but subsequently removed due to concerns regarding clarity. Please discard any copy printed prior to the posting of this updated guidance.

BACKGROUND

The Office of Income Maintenance (OIM) has worked to preserve the safety and security of individuals and families who have been subject to domestic violence by allowing exemptions and good cause from meeting certain program requirements. OIG has also recognized the need for care in dealing with domestic violence situations involving their field investigation procedures.

DISCUSSION

OIG has issued an updated policy document titled "*Domestic Violence Observations or Disclosures During Investigations*" ([Att 1](#)), which provides investigation referral procedures for OIG, CAOs and Child Care Information Services staff to follow when domestic violence is known or discovered.

CAO Impact

When making field investigation referrals to OIG and a case is known or suspected of involving domestic violence, an Income Maintenance Case Worker (IMCW) must follow specific instructions for OIG Welfare Fraud Investigators (WFIs) to

perform their investigative duties. These instructions, based on OIG policy, provide guidance to the CAOs for requesting a field investigation on known cases of domestic violence which have been properly reviewed and coordinated by the CAO Area Manager and the OIM Bureau of Policy (BOP).

Review Cash Assistance Handbook Chapter 108, Section 108.91, for detailed instructions regarding BOP consultation.

For implementing the attached OIG's policy "*Domestic Violence Observations or Disclosures During Investigations*" and the Form **complete the [OIG 12 Field Investigation Referral \(Att 2\)](#) or Form [OIG 12R, Program Integrity Unit Referral \(Att 3\)](#), follow the current procedures for using the **using the [OIG 12 Instructions \(Att 4\)](#) and or [OIG 12R Instructions \(Att 5\)](#)**: complete items 1-5 (OIG 12) and or items 1-8 (OIG 12R). Box 6, Section 1 (OIG 12) and Box 9 (OIG 12R) have been added.**

- In Box 6, Section I, of the OIG 12 (Box 9 on the OIG 12R), the IMCW will indicate that the client has claimed domestic violence.
- The referral will then be forwarded to BOP for review. BOP will review the referral and the domestic violence circumstances.
- If it is determined by BOP that the domestic violence circumstances fall into one of the approved mitigating circumstances pursuant to DHS policy, BOP staff will return the referral to the IMCW informing them it is approved for referral to the OIG.
- Once the IMCW receives the approval from BOP, the IMCW will check "Yes" next to "If Yes, was referral reviewed and approved by BOP" in Box 6 of the OIG 12 (Box 9 on the OIG 12R) and send the referral to the OIG for investigation.
- If domestic violence is known to exist in connection with a referral, WFIs will conduct all necessary client interviews in a private location within the CAO or a safe place requested by the client and directs all written correspondence to an alternate address if provided by the domestic violence victim or the CAO.
- If it is determined by BOP that the domestic violence circumstances do not fall into one of the approved mitigating circumstances, BOP staff will disapprove the referral and return it to the IMCW and no further action will be taken.

NEXT STEPS

1. Share this information with appropriate staff.
2. Implement the revised OIG policy, and forms OIG 12 and OIG 12R.
3. Direct all questions to your Area Manager.
4. This becomes effective with the Operations Memorandum posting.
5. This Operations Memorandum will become obsolete upon issuance of revised Cash Assistance Handbook sections.

Attachments

1. [*Domestic Violence Observations or Disclosures During Investigations*](#)
2. [OIG 12 Field Investigation Referral](#)
3. [OIG 12R Program Integrity Unit Referral](#)
4. [OIG 12 Instructions](#)
5. [OIG 12R Instructions](#)