

.02 Domestic Violence Emergency Shelter - Region Office Responsibilities

REVISION 45
(01/01/17 - 12/31/17)

Region office staff are responsible for deciding when the [domestic violence emergency shelters](#) in the region meet the [qualification requirements](#).

When a participant resides in a domestic violence emergency shelter that is not listed in HEAplus, the local office must elevate the following information to their region office via e-mail by the end of the workday:

- AZTECS case number
- HEAplus application ID
- NA timely approval date or NA timely denial date for renewals
- Shelter name
- Shelter telephone number

Indicate 'unknown' when the participant does not know the telephone number at the interview

- Type of shelter
Indicate that the participant states they reside in a domestic violence emergency shelter
- Amount of meals provided
Indicate whether the participant receives the majority of their meals from the shelter (over 50% of three meals daily)

The region office must complete the following within five calendar days:

- Determine whether the domestic violence emergency shelter meets the [qualification requirements](#).

NOTE The Institution Determination Checklist (FAA-1557) form may be used to assist with the determination.

- Notify the local office by e-mail whether or not the participant's residence is a qualified domestic violence emergency shelter.

NOTE When the participant residence is not a qualified domestic violence emergency shelter, the participant

resides in an institution and is not eligible for NA benefits.

- When the shelter meets the qualification requirements of a domestic violence emergency shelter, forward the original e-mail to [FAA Systems Help Desk](#).

Ensure the e-mail includes all of the following information:

- A request that the shelter be added to the list of domestic violence emergency shelters in HEAplus.
- Name of the shelter.
- City that the shelter is located.
- Phone number of the shelter.
- The start date that the shelter became eligible or current date, when unknown.

FAA Systems adds the domestic violence emergency shelter to HEAplus.