

.04 Domestic Violence Processing Standards

REVISION 22
(10/01/12 - 12/31/12)

Ensure that participants eligible for expedited services have their NA available timely as defined by expedited service requirements. (See [Eligibility for Expedited](#))

Apply [verification](#) standards. Assist the participant by using [collateral contacts](#) when possible. Much of the verification may be unavailable.

Consider room payments to the shelter as a [shelter expense](#).

Establish [NA approval periods](#) for participants.

When a participant notifies the local office of their change of residence to a shelter, complete the following:

- Change the participant's address on **ADDR** by close of business the day of the reported change.
- Change the participant's address to the shelter's PO Box. When the shelter does not have a PO Box, use the local office as the participant's mailing or residential address.
- Key Y in the CONFIDENTIAL field on ADDR.
- Change the Participation Code on **SEPA**. (See [Abused NA Budgetary Unit](#))

WARNING

Key the address displayed on the ACP ID card for an [Address Confidentiality Program \(ACP\)](#) participant.