

**.02 Domestic Violence Emergency Shelter - Region Office
Responsibilities**

REVISION 46
(01/01/18 - 12/31/18)

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 FAA 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 FAA 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
- The end date that the shelter will no longer be eligible or one year from the current date, when unknown

FAA Systems elevates the request so that HEAplus is updated appropriately.

The region office must keep track of each of the domestic violence emergency shelters in their area. It is the region office's responsibility to make sure that domestic violence emergency shelters listed in HEAplus meet the qualification requirements. Qualification requirements must be reviewed at least once every 12 months.

Prior to the end date of each domestic violence emergency shelter listed in HEAplus, the region office must complete the following:

- Redetermine that the domestic violence emergency shelter still meets the qualification requirements.
- When the shelter meets the qualification requirements of a domestic violence emergency shelter, the end date must be changed in HEAplus.

Send an e mail to [FAA Systems Help Desk](#) which includes all of the following information:

- A request that the end date for the shelter be changed in HEAplus
- Name of the shelter

FAA2.M Race/Residency/Ethnicity (RARE) : 06 NA Arizona Residency Requirements : H
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- City that the shelter is located
- Phone number of the shelter
- The start date that the shelter became eligible or the current date, when unknown
- The end date that the shelter will no longer be eligible or one year from the current date, when unknown
- When a shelter listed in HEAplus no longer meets the qualification requirements of a domestic violence emergency shelter, the shelter must be removed from the HEAplus list.

To request removal, send an e mail to FAA Systems Help Desk which includes all of the following information:

- A request that the domestic violence emergency shelter be removed from the HEAplus list
- Name of the shelter
- City that the shelter is located
- Phone number of the shelter
- The end date

FAA Systems elevates the request so that HEAplus is updated appropriately.