

# State of Vermont Office of Child Support & Domestic Violence

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# Forming an Internal DV Taskforce Team

New Director, Robin Arnell

Recruited reps from all regions

Invited Regional DV programs to weigh in

Allowed team to develop its own agenda

Lots of transparency

Free  
Resources  
are Key  
Resources!

Sharepoint

Local DV  
Programs

Developed  
guides  
internally

Customer  
service

Regional  
Offices "Front  
of House"

NPA Services  
Application

PA Services  
Application....

Customer  
Cards

Eager  
Students!

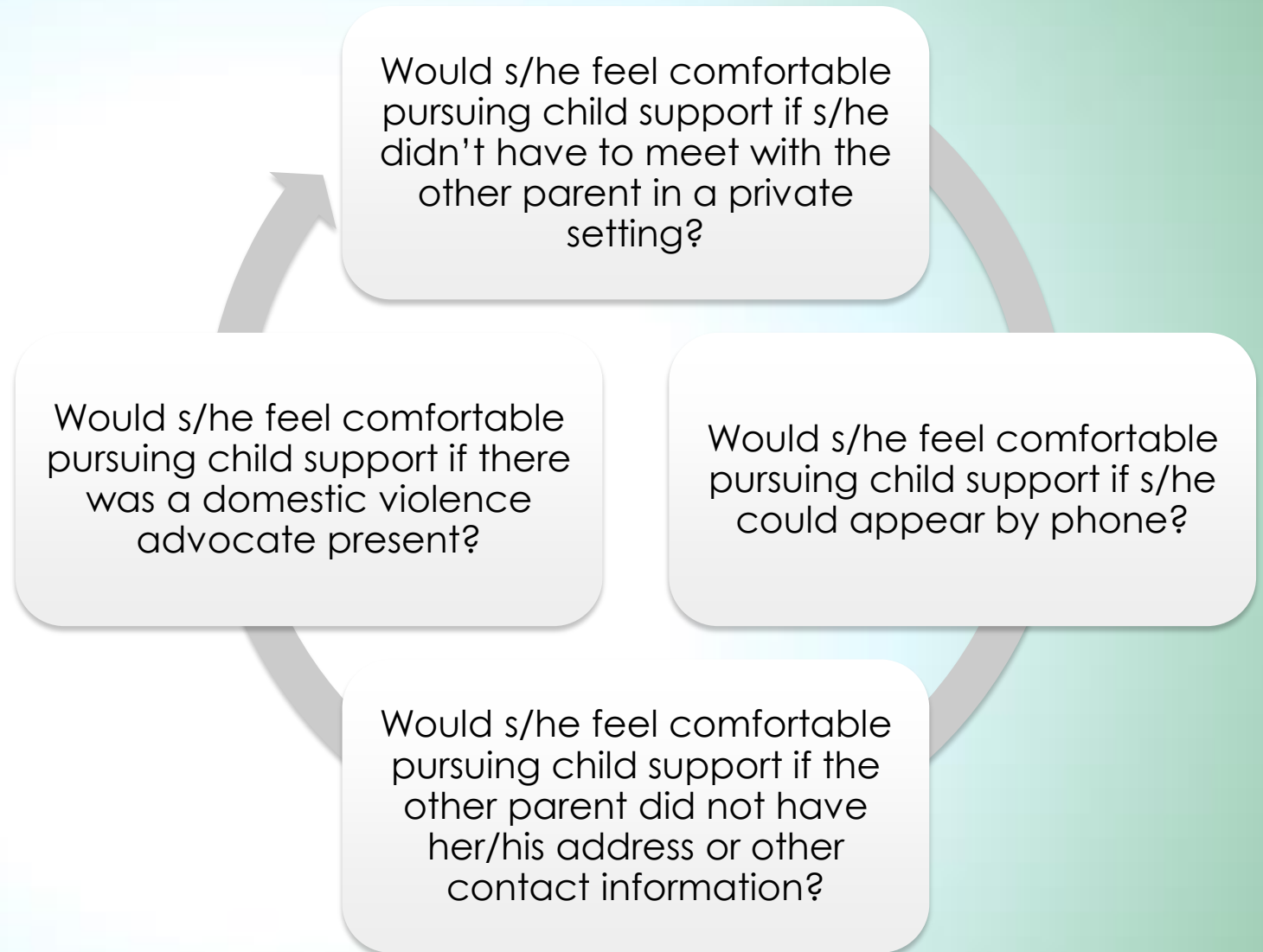
Overarching  
Principle:  
Informed  
Decision-  
Making



Do: Give frequent  
opportunities for  
customers to  
disclose

Do not: Make  
assumptions

# Determining the Root Causes



## IV-A & IV-D COLLABORATION

- ▶ Presents opportunity for future NPA applications and unnecessary case closure at IV-A level.
- ▶ Understanding their waiver process
- ▶ Assisting with resubmission/submission of waiver requests when appropriate from IV-D to IV-A directly
- ▶ Cross-program communication

