



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Date August 5, 2020

To Department of Homelessness and Supportive Housing (HSH) Grantees and Contractors (“Providers”)

From Gilda Kemper, HSH Contracts Manager

Re Updated COVID-19 - Department of Homelessness and Supportive Housing Invoice Process

Dear Department of Homelessness and Supportive Housing (HSH) Providers,

As we begin the new fiscal year, HSH would like to provide important updates related to the invoice documentation communication sent on [April 10, 2020](#). Please read this document carefully to avoid unnecessary work for July invoices.

Requirements Beginning July 2020

Beginning July 2020, HSH is only requiring use of the [COVID-19 Cost Categorization Spreadsheet](#) in the following circumstances:

1. The program invoice is in response to COVID-19 (e.g. Safe Sleep Operations/Meals, Shelter In Place Hotels, Unsheltered Meals); and/or
2. The program has COVID-19 related costs that exceed the baseline budget, which were approved through an HSH Budget Modification (e.g. one-time or ongoing HSH-approved total increase in baseline budget).

All other programs should resume submitting invoices and supporting documentation as required in each agreement’s Appendix C, Method of Payment, or as directed by the assigned Contract Manager. As a reminder, documentation uploaded to CARBON must not contain any client identifying information (e.g. names, birthdates). Please redact such information prior to submitting. Failure to do so may result in corrective action.

Questions about whether to submit a COVID-19 Cost Categorization Spreadsheet, should be directed to the assigned Contract Analyst, as listed in CARBON.

Process to Submit COVID-19 Cost Categorization Spreadsheet

For programs that fall into the above two categories, HSH is requiring providers to follow the below COVID-19 related invoice instructions:

- A. Before submitting the invoice in CARBON, providers must prepopulate the COVID-19 Cost Categorization Spreadsheet with the most recent and current approved budget and save.
- B. For COVID-19 response programs, providers must create a new version of the spreadsheet for each invoice and complete the yellow highlighted cells. For programs that have an approved COVID-19 related Budget Modification, the spreadsheet should be submitted with any affected invoice.
 - In both instances, if there are costs that are not an approved line item, providers must first seek a revision *before* submitting an invoice. To request new line items, providers must request a Budget Revision from the assigned Program and Contract Managers, as listed in CARBON.
- C. The COVID-19 Cost Categorization Spreadsheet divides the invoice into three categories:
 1. *Base*: The regular agreement services that would be delivered regardless of COVID-19
 2. *COVID-19 Response Costs*: The costs incurred as a result of the COVID-19 response effort or any additional HSH-approved cost above base incurred as a result of COVID-19
 - Note that HSH expects that programs created in response to COVID-19 would have 100 percent of costs in the COVID-19 column.
 3. *COVID-19 Non-Services*: Service not rendered due to COVID-19 (e.g. an employee who could not work due to COVID-19)
 - Please note that beginning July 2020, any provider that has incurred costs for services that it cannot render due to COVID-19 must promptly notify the assigned HSH Program and Contract Managers, as listed in CARBON, to discuss and obtain instructions on how to proceed *prior* to invoicing.
- D. Providers must upload a completed HSH COVID-19 Cost Categorization Spreadsheet with each invoice, saved as "COVID-19 Cost Categorization <Month>". The spreadsheet must be equal to the amount invoiced in CARBON.
 - Providers must check to ensure that rounding errors have not occurred in CARBON or the COVID-19 Cost Categorization Spreadsheet that would make the amounts different.
- E. Providers may then submit the invoice and supporting documentation as usual in CARBON.

Providers must be aware that all COVID-19 Cost Categorizations are final once the corresponding invoice has been paid. When submitting invoices, each provider certifies that the expenses and documentation are accurate. Providers may not include negative amounts in COVID-19 Cost Categorization Spreadsheets to cancel out previously paid costs. HSH will reject any COVID-19

Cost Categorizations Spreadsheets containing negative amounts and the corresponding invoice will be held until it is corrected.

Questions regarding this communication or provider agreements should be directed to the listed Contract Manager in CARBON. Thank you for your continued commitment to serving our most vulnerable neighbors.

Be well,
Gilda Kemper, HSH Contracts Manager