



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Provider Invoicing Training

June 26, 2024 and July 1, 2024

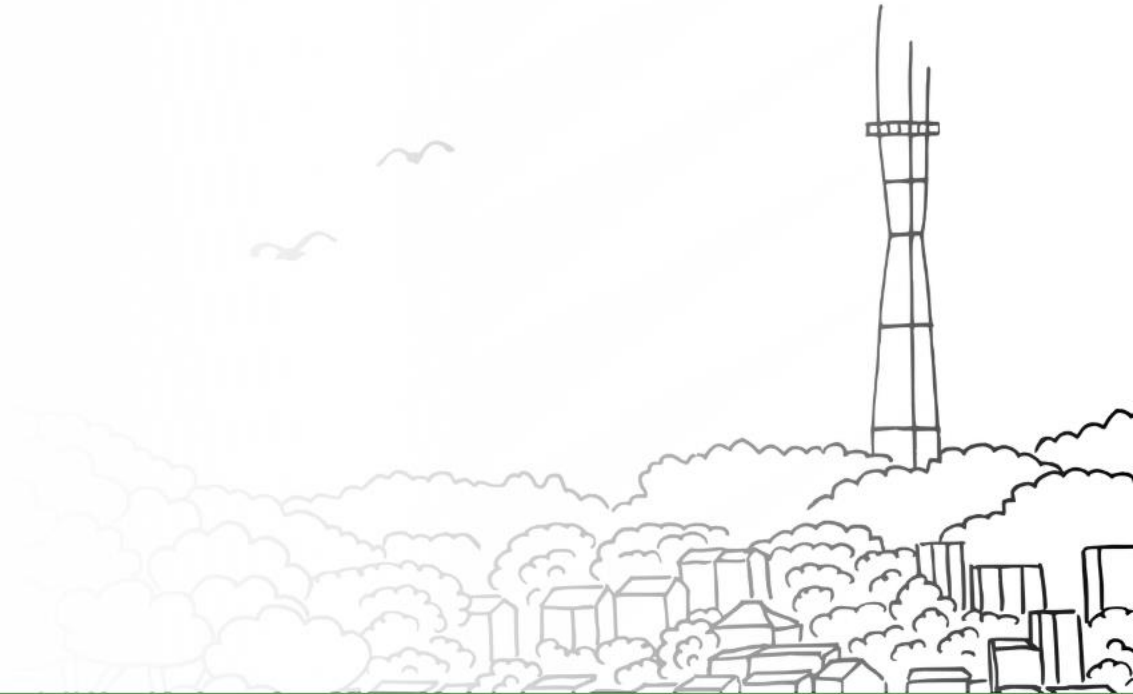




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Agenda

- Welcome
- Purpose and goals of training
- Overview of recent updates
- Overview of invoicing template
- Frequent invoicing issues
- Resources
- Q & A



Welcome

• Presenter:

- Rachael McNamara

• HSH Staff On Hand

- HSH Contract and Finance Staff

• Provider Staff:

- Staff responsible for the creation, review and submission of the monthly invoices for reimbursement in CARBON

• Two Training Sessions:

- June 26th 1-2pm and July 1st 2-3pm

Purpose and Goals

- Provide an opportunity for provider staff to review and receive training regarding:
 - Best practices for CARBON invoicing and eligible costs for HSH reimbursement
 - Changes implemented in FY 23-24 and coming online starting FY24-25
 - New mandatory invoicing template
 - Common issues that lead to invoice rejection
- Provide an opportunity for provider staff to ask questions regarding invoicing, costs eligibility, etc.
- The ultimate goal is for a one-time invoice submission that HSH staff can quickly approve for payment

Recent Updates in FY23-24

• Vendor Invoice Number:

Beginning in FY23-24 Providers must enter a predefined Vendor's Invoice Number with their monthly invoice submission in CARBON.

• Line-Item Variance:

Grantee may invoice more than 100% of an ongoing line item, provided that total expenditures do not exceed the **budget category amount**. *There shall not be variance which adversely affects the Grantee's ability to provide services specified in the Appx A.*

• CoC Rental Assistance Documentation

HSH CoC staff implemented a new required template for CoC Rental Assistance subrecipients. For questions, please contact your HSH Program Manager.

FY24-25 Updates and Kick Off

NEW ITEMS

- Updated Appendix C, Method of Payment effective March 2024
- Backup documentation required for any single Operating expense over \$10k, rather than when a line-item exceeds \$10k. This includes Subcontractor, Consultant and Direct Client Assistance related costs
- Non-General Fund funding sources may require additional documentation
- HSH can request additional backup if other concerns exist
- New required invoicing template to be included with every invoice submission

REMINDERS

- Submission of updated subcontractor agreements to HSH Contract Manager prior to invoicing
- All providers - CA Registry of Charitable Trusts
- CoC funded providers – SAM.gov
- Budget revisions must be reviewed and approved by the HSH Program Manager
- Budget modifications are reviewed and approved by multiple levels of HSH leadership. Modifications should not be considered finalized, or costs undertaken until CARBON is updated.

Invoicing Template - Salary Example

Position Title/ Pay Period	Staff Name	Total Payroll Amount Invoiced to HSH	
Desk Clerk			
5/4/24 -6/4/24	Rhihannon McCarthy	5,929.12	2,371.65
5/4/24 -6/4/24	Katherine Declan	7,022.71	2,839.08
5/4/24 -6/4/24	Amanda Holmes	9,744.52	3,897.81
5/4/24 -6/4/24	Gerald Carrera	7,198.99	2,879.60
			11,988.14
Hotel Director			
5/4/24 -6/4/24	Ethan Veracruz	7,794.80	2,304.58
			2,304.58
Assistant Manager			
5/4/24 -6/4/24	Matthew Chambers	4,241.03	1,696.41
			1,696.41
Total Salary			15,989.13
Employee Fringe Benefits			3,787.24
Total Salaries & Benefits			19,776.37

Salary Detail											
Position Title	Annual Full Time Salary for FTE	Tot FTE	% Funded by HSA	Adj FTE	Budgeted Salary	Vendor Inv.	FB Inv.	CM Inv.	Invoice YTD	% of Bdgt	Balance
Desk Clerk	\$45,760.00	1.50	100.00%	1.50	\$68,640.00	\$11,988.14	\$11,988.14	11988.14	\$74,424.88	108%	-\$5,784.88
						Person Name for above title					
Hotel Director	\$78,000.00	0.50	100.00%	0.50	\$39,000.00	\$2,304.58	\$2,304.58	2304.58	\$13,809.62	35%	\$25,190.38
						Person Name for above title					
Assistant Manager	\$52,000.00	0.50	100.00%	0.50	\$26,000.00	\$1,696.41	\$1,696.41	1696.41	\$20,463.19	79%	\$5,536.81
						Person Name for above title					
Totals	\$175,760.00				\$133,640.00	\$15,989.13	\$15,989.13	\$15,989.13	\$108,697.69	81%	\$24,942.31
Fringe Benefit Rate					30%	24%	24%	24%	31%		
Employee Fringe Benefits					40091.00	\$3,787.24	\$3,787.24	3787.24	\$33,234.66	83%	\$6,856.34
Total Salaries & Benefits					\$173,731.00	\$19,776.37	\$19,776.37	\$19,776.37	\$141,932.35	82%	\$31,798.65

Invoicing Template - Operations Example

Posted Date	Memo/Description	Vendor name	Vendor Invoice Amount	voiced to HSH
Rental of Property				
2/29/2024	Feb '24 Extra Space Storage-\$619	Storage Solutions	619.00	619.00
2/29/2024	Feb '24 Extra Storage B-\$173.72	Storage Solutions	173.72	173.72
2/29/2024	Feb '24 Extra Storage C-\$211	Storage Solutions	211.00	211.00
2/29/2024	Feb '24 Extra Storage-\$222.9	Storage Solutions	222.90	222.90
			1,226.62	
Utilities (Elec, Water, Gas, Phone, Scavenger)				
2/1/2024	Bill - Recology Sunset Scavenger: Service 12/01/23 - 12/31/23	Recology Sunset Scavenger	899.87	899.87
2/29/2024	Bill - Recology Sunset Scavenger: Service 12/01/23 - 12/31/23	Recology Sunset Scavenger	913.18	913.18
			1,813.05	
Office Supplies, Postage				
2/1/2024	Bill - Amazon Capital Services	Amazon Capital Services	199.75	199.75
2/1/2024	Bill - Amazon Capital Services: Item subtotal before tax	Amazon Capital Services	179.00	179.00
2/1/2024	Bill - Amazon Capital Services: Item subtotal before tax	Amazon Capital Services	194.44	194.44
2/1/2024	Bill - Amazon Capital Services: Item subtotal before tax	Amazon Capital Services	27.37	27.37
2/1/2024	Bill - Amazon Capital Services: Item subtotal before tax Shipping & handling	Amazon Capital Services	51.60	51.60
2/1/2024	Bill - Amazon Capital Services: item subtotal before tax Shipping & handling	Amazon Capital Services	71.48	71.48
2/1/2024	Bill - Amazon Capital Services: Item subtotal before tax	Amazon Capital Services	26.39	26.39
2/1/2024	Bill - Amazon Capital Services: Item subtotal before tax Shipping & handling	Amazon Capital Services	15.19	15.19
2/2/2024	Bill - Amazon Capital Services: Item subtotal before tax	Amazon Capital Services	81.46	81.46
2/6/2024	Bill - Amazon Capital Services	Amazon Capital Services	52.07	52.07
2/13/2024	Bill - Amazon Capital Services: Item subtotal before tax	Amazon Capital Services	20.52	20.52
			919.27	

Operating Detail							
	Budget	Vendor Inv.	FB Inv.	CM Inv.	Invoice YTD	% of Bdgt	Balance
Rental of Property	\$258,655.00	\$1,226.62	\$1,226.62	1226.62	\$126,919.80	49%	\$131,735.20
Utilities (Elec, Water, Gas, Phone, Scavenger)	\$12,789.00	\$1,813.05	\$1,813.05	1813.05	\$12,259.44	96%	\$529.56
Office Supplies, Postage	\$4,272.00	\$919.27	\$919.27	919.27	\$6,655.69	156%	-\$2,383.69
Building Maintenance Supplies and Repair	\$25,000.00	\$228.17	\$228.17	228.17	\$10,405.00	42%	\$14,595.00
Printing and Reproduction	\$0.00	\$0.00	\$0.00		\$0.00	n/a	\$0.00
Insurance	\$39,220.00	\$0.00	\$0.00		\$28,264.63	72%	\$10,955.37
Staff Training	\$2,500.00	\$0.00	\$0.00		\$66.32	3%	\$2,433.68
Staff Travel-(Local and Out of Town)	\$6,401.00	\$0.00	\$0.00		\$4,280.77	67%	\$2,120.23
Rental of Equipment		\$0.00	\$0.00		\$0.00	n/a	\$0.00
Consultants/Subcontractors							
	Budget	Vendor Inv.	FB Inv.	CM Inv.	Invoice YTD	% of Bdgt	Balance
IT Consulting	\$1,300.00	\$0.00	\$0.00		\$737.99	57%	\$562.01
Other							
	Budget	Vendor Inv.	FB Inv.	CM Inv.	Invoice YTD	% of Bdgt	Balance
Household and facility supplies	\$90,488.00	\$7,140.24	\$7,140.24	7140.24	\$45,771.27	51%	\$44,716.73
Food	\$170,636.00	\$1,685.39	\$1,685.39	1685.39	\$49,802.38	29%	\$120,833.62
Kitchen Supplies	\$10,000.00	\$0.00	\$0.00		\$924.67	9%	\$9,075.33
Participant Activities	\$1,000.00	\$0.00	\$0.00		\$34.18	3%	\$965.82
Laundry	\$87,500.00	\$6,941.64	\$6,941.64	6941.64	\$25,333.20	29%	\$62,166.80
Equipment	\$10,000.00	\$0.00	\$0.00		\$2,200.62	22%	\$7,799.38
		\$0.00	\$0.00		\$0.00	n/a	\$0.00
Total Operating Expense	\$719,761.00	\$19,954.38	\$19,954.38	\$19,954.38	\$313,655.96	44%	\$406,105.04

Invoicing Template - Snapshot

Position Title/ Pay Period	Staff Name	Total Payroll Amount	Invoiced to HSH
Position Title			0.00
Position Title			0.00
Position Title			0.00
Total Salary			0.00
Employee Fringe Benefits			0.00
Total Salaries & Benefits			0.00

Posted Date	Memo/Description	Vendor name	Vendor Invoice Amount	Invoiced to HSH
	Rental of Property			0.00
	Utilities (Elec, Water, Gas, Phone, Scavenger)			0.00
	Office Supplies, Postage			0.00
	Building Maintenance Supplies and Repair			0.00

Frequent Invoicing Issues

- Inability to tie the amount invoiced to the backup documentation
- Missing or incorrect Vendor Invoice Number
- Missing backup documentation
- Ineligible costs
- Costs billed to inappropriate line-item
- Provider uses accrual basis for employee PTO but does not provide backup documentation regarding accrual amounts
- Backup documentation has client names
- For Property Management/Master Lease at City owned sites – issues with the rent roll and reporting

Resources

- [Gift Card Policy \(City\)](#)
 - [CA Office of the Attorney General Charity Registry](#)
 - [City Vendor Information](#)
 - [Guidelines for Cost Categorization in Nonprofit Contracts and Grants](#)
- Links to the budget revision policy, invoicing template and other information can be found at the following locations:
- [HSH Provider Updates](#)
 - [HSH Provider Contract Manual](#)

Questions and Next Steps

Questions from Providers

- 1st Chat questions
- 2nd Questions from the group

Next Steps – by end of week

- PPT will be shared with attendees
- Training video will be shared with attendees
- Q&A document will be shared with attendees