



**HSH Provider Invoicing Training FY24-25
Questions & Answers
Issued July 17, 2024**

Questions have been edited for clarity.

1. Is the HSH Invoicing Template applicable to THPP programs? The THPP billing is invoiced by census not by expenses.

HSH is working on an invoicing template for rate-based budgets (ex: THP+, consultant contracts based on milestones, meals, etc.) to be released prior to calendar year end. Providers/vendors with rate-based budgets may continue to invoice using their own template until the new rate-based invoicing template is released.

2. Please comment about email sent regarding Prop 209 challenges.

Please reach out to your Contract Analyst and Program Manager for specific questions regarding the BIPOC Equity Fund.

3. What are allowable OPHRESH expenses?

Please reach out to your Contract Analyst and Program Manager for specific questions about eligible expenses under your grant.

4. Moving forward will we invoice in carbon or with excel template?

Invoices are still submitted via CARBON. The HSH Invoicing Template is a required attachment for each invoice submission.

5. Is the template only applicable to HSH programs and not the HSA programs in CARBON?

This HSH Invoicing Template is only required for HSH programs.

6. What is the effective date of the new invoicing cover sheet requirement?

The HSH Invoicing Template will be a required attachment beginning with the July 2024 invoice submitted in August 2024.

7. We currently submit very similar information in our ledgers and Profit & Loss statements. Can we continue to just include those in place of the new invoicing cover sheet? Doing both would require a lot of copying and pasting, which is subject to human error.

HSH can accept the provider accounting system generated report if it exactly mirrors the required HSH Invoicing Template. The standardized format will allow HSH Fiscal and Contracts staff to review and process invoices quickly and efficiently.

8. Can we reconfirm details of what information is required for Rent Rolls?

Per the [Appendix C, Method of Payment](#), Grantees shall maintain and provide documentation for all revenues that offset the costs in the Appendix B, Budget(s) covered by the Agreement each time an invoice is submitted. Please reach out to your Contract Analyst and Program Manager for specific questions about required documentation for rent roll.

9. If there is a line item missing from the template that is in CARBON what do we do?

You may add additional rows to the template to match those in the approved Appendix B, Budget/CARBON so long as the Total formulas remain intact.

10. Were the new requirements discussed with providers? Will they get a chance to provide input? A listening session in the future would be appreciated as well as a process for how the feedback from providers will be applied.

The HSH Invoicing Template was modeled after existing invoice templates created by Grantees. Please send recommendations for how to improve the template to your assigned Contract Analyst.

11. Is the threshold requirement to provide backup for expenses for 5k or 10k? When is this requirement effective?

The requirement to provide supporting documentation for any *single* expense within the Operating budget category that exceeds **\$10,000** is effective immediately. Please note that Federally funded grants require supporting documentation for any amount.

12. What is the threshold for consultant/subcontractor expenses?

Per the [Appendix C, Method of Payment](#), supporting documentation is required for any *single* expense within the Operating budget category that exceeds \$10,000, including expenses from Subcontractors and Consultants. For one-time capital expenditures, supporting documentation is required for any amount.

13. Is the invoicing flexibility cap of 110% overspending at the line item, category or total budget level?

Per the [Appendix C, Method of Payment](#), Grantees may invoice more than 100 percent of an ongoing General Fund or Our City, Our Home Fund (Prop C) line item, provided that total expenditures do not exceed the category budget amount (i.e., Salary, Operating, and/or Capital).

14. Will there be 2 gift card policies? One from the city and an upcoming policy from HSH? Who do we contact if we have questions about the gift card policy?

The City's Controller's Office has an [existing gift card policy](#) with general guidance for gift cards purchased with City funding. HSH intends to release a gift card policy with requirements specific to HSH programs. Grantees should refer to the Controller's Office policy until the HSH



policy is released prior to calendar year end. Please reach out to your assigned Contract Analyst for questions about gift cards.

15. Can you say more about invoicing for accrued paid time off (PTO)? Payroll would be more than 1 FTE if vacation accrual is added.

Per the Controller's Office [Guidelines for Cost Categorization in Nonprofit Contracts and Grants](#) (page 5), when a nonprofit uses accrual based accounting, the City has already covered the cost of fringe, which then becomes a line in the nonprofit's liability account. If a nonprofit uses a cash basis, payments of unused leave may be allowable as an indirect cost in the year of payment. Please reach out to your assigned Contract Analyst for additional questions regarding invoicing for PTO.

16. For the line-items other than Salary and Operating, do we need to follow any templates or can we submit the G/L reports from our finance system?

All non-salary costs must be listed as an expense in the Operating tab of the HSH Invoicing Template.

17. For the June 2024 invoicing, is there a deadline of when to submit them for early payment or will they be processed normally? How can we qualify for estimated June invoicing next year?

HSH [retired June invoice estimates](#) in FY 21-22. June invoices are due no later than July 15, 2024, unless otherwise stated in the Appendix C, Method of Payment.

18. Can the template can be revised to meet active accounts? Each one of our contracts have various accounts used and would need to tailored to meet the template.

Grantees can add/delete rows, as needed, to mirror the approved line items in the Appendix B, Budget/CARBON.

19. There is a hidden column called "DOC" in the invoicing template. How is this used?

The DOC column can be used by a Grantee to track an internal document or tracking number (for example: Grantee invoice number). It is not a required column, unlike the other columns, and can be hidden, as needed.

