1. Can the information obtained from HMIS database be used as supporting documents for the Expenditure Report?

Yes, if the HMIS information specifically supports the allowable expense listed on the Expenditure Report. Additional documentation from other sources may be needed to fully support the expense (e.g., payment documents).

1. What is the process for requesting a change in the budget allocation and/or hours previously budgeted for case management or others?

Please contact our office regarding any changes. We will work with you to see if there is an alternative to submitting a Change Request. Generally, a Change Request will likely take more than month because it has to be reviewed and approved by the Interagency Council on Homeless Council (ICH), County Counsel and possibly the Board of Supervisors.

To submit a Change Request, send the following to the Office of Homeless Services, Attn: Chief of Homeless Service, on your agency’s letterhead signed by your agency head:

1. What change(s) is requested (e.g., budget line adjustment, Scope of Work, etc.)
2. The reason(s) for the requested change(s)
3. Benefit(s) and potential harm(s) should the change(s) be approved
4. When the change(s) was approved by your agency’s governing board/council and include documented approval (e.g., board/council minutes)
5. If we do not have enough space to list the names of the staff/vendor for Street Outreach or other services/programs, can we provide that information using the same format as provided in the Expenditure Report and indicate “see attachment?”

Yes. Please follow the same format as provided in the specific Expenditure Report form.

For **Staff/Vendor** related-activities, please use the format below to record staff/vendor information and cost:



For **Voucher** related activities please use the format below to record client information and cost. Ensure that the Homeless Certification is attached for each client.



For **Rapid Rehousing, Eviction Prevention, and Homeless Youth** related activities, please use the format below to record client information and cost. Ensure that the Homeless Certification is attached for each client.



1. If we submitted a homeless certification for a particular client last month, do we still need to resubmit a homeless certification for that particular client again the following month for the services provided?

No. You will need to include the name of the client on the “HEAP Certified Client Report” for the reporting month. Be sure to provide the month/year in which you previously submitted the HEAP Certification for that particular client. **You may download this from our website.**

1. For Hygiene Care Pack Report, please use the “Monthly HEAP Certified Client Hygiene Pack Report” to record the client information and the cost and submit it with your Monthly Expenditure Report. You may download this form from our website.
2. For inquiries regarding reverse referrals, contact 211/CES.
3. Are undocumented individuals eligible to HEAP?

Yes, as long as the individuals meet all other HEAP eligibility requirements regardless of their citizenship or alien status.
4. What is an Instance of Service?

An Instance of Service is any “encounter” with an individual to whom you are providing HEAP contracted services. An “encounter” is not only a physical meeting, but can also be a phone call, as long as HEAP contracted services are provided.
5. Does HEAP require to adherence Fair Market Rent (FMR) rates?

No. There are no FMR requirements for HEAP.
6. What is WDD? What do we report for WDD?

WDD stands for the County of San Bernardino Workforce Development Department.

Section B.3.11 of the HEAP contract requires all HEAP contractors to refer “HEAP clients that are eligible for job training and employment services to the County of San Bernardino Workforce Development Department (WDD).” For this section, report only the number of referrals your agency made to WDD each month.