Note: 90% of the agreements are grants and 10% are contracts. G – 100 is a boilerplate for a new grant and G - 150 is a boilerplate for a grant amendment.
Process Flowchart – PO Request & Invoicing (1D)

Symbol Legends:
- Process
- Decision
- Pre-defined process
- Skip

Color Legends:
- Processes occurring outside CLMS (F$P system or using other applications/tools)

**System**
- Send PO request with "Request Description" to Budget Analyst
- System sends notification to Budget Analyst & Finance Systems Supervisor regarding PO request
- Follow the process in Process Flowchart – PO Request (1P)

**Contracts Team**
- Contract Analyst sends final notification of certified new agreement/amended agreement pdf to Providers and request to submit invoices
- System sends notification to Provider to submit invoices

**Programs Team**
- Program Manager collaborates with Contract Analyst to resolve any issues (if needed)
- Finance Analyst processes payment and pays in F$P
- Finance Analyst enters Voucher # in the invoice screen that will act as a reference to the payment record
- Finance Analyst uploads the exported approved invoice in F$P to maintain the record
- Finance Analyst generates the voucher # (record of actual payment). It is generated when the voucher record is created after payment is issued to the Provider after the invoice is approved

**Finance/Budget Team**
- Finance Analyst reviews (checks for accuracy)
- Yes, Finance Analyst receives a notification that invoice is approved
- No and CLMS sends a notification to the Provider to resubmit the invoice
- Contract Analyst checks with Supervising Contract Analyst if anything is off (this is an optional step)
- System sends notification to Program Manager regarding created budget

**SCenarios (1A) for the scenario of budget for an already executed agreement/amendment**
- No, collaborates with Contracts team to resolve (leaves a note if needed)
- Yes, leaves a note if needed
- Program Manager collaborates with Finance Analyst to resolve any issues (if needed)
- Finance Analyst resolves (leaves a note if needed)
- Program Manager collaborates with Finance Analyst to resolve any issues (if needed)
- Finance Analyst resolves (leaves a note if needed)

**Processes occurring outside CLMS (F$P system or using other applications/tools)**
- System sends notification to Providers if budget for agreement/amendment is implemented
- System sends notification to Providers for approved budget
- System sends notification to Finance Analyst to review
- System sends notification to Program Manager regarding created budget
Contract Analyst requests PO with "Request Description" to Budget Analyst.

- If a budget for a new agreement?
  - Yes: CLMS sends the notification to Budget Analyst and Finance Systems Supervisor regarding the PO request.
  - No: CLMS auto-populates the FSP ID, Budget ID, Supplier ID, Agreement Term, Provider Name, Program Name, Service Type, Funding Source (S) & Budget Term.
- Is funding source HUD CoC?
  - Yes: Contract Analyst enters HUD Grant # when requesting a PO with HUD CoC funding. Contract Analyst should include the Grant ID for the project period. Subcategories of the same CoC Grant will have the same ID number.
  - No: For HUD CoC-funded budgets, Contract Analyst should break the PO request amounts down by subcategories (CoC – Rental Assistance, CoC – Leasing, CoC – Operations, CoC - Support Services and CoC – Admin).
- Total Budget (t) should be split in multiple POs?
  - Yes: Budget Analyst analyzes with Finance Analyst/Finance Systems Supervisor if it should be a new PO or change in existing PO.
  - No: Budget Analyst confirms funding sources (suggest correction in funding sources if needed) & enters ChartFields (if new agreement) or edits/confirms ChartFields (in other scenarios) in the "Add new PO section" for single PO.
- If budget for a new agreement?
  - Yes: CLMS auto-populates the FSP ID, Budget ID, Supplier ID, Agreement Term, Provider Name, Program Name, Service Type, Funding Source (S) & Budget Term.
  - No: CLMS sends the notification to Budget Analyst and Finance Systems Supervisor regarding the PO request.
- Is funding source HUD CoC?
  - Yes: CLMS auto-populates the FSP ID, Budget ID, Supplier ID, Agreement Term, Provider Name, Program Name, Service Type, Funding Source (S) & Budget Term.
  - No: For HUD CoC-funded budgets, Contract Analyst should break the PO request amounts down by subcategories (CoC – Rental Assistance, CoC – Leasing, CoC – Operations, CoC - Support Services and CoC – Admin).
- Total Budget (t) should be split in multiple POs?
  - Yes: Budget Analyst collaborates with Finance Systems Supervisor to analyze if Total Budget (t) needs to be split in multiple POs.
  - No: Budget Analyst confirms funding sources (suggest correction in funding sources if needed) & enters ChartFields (if new agreement) or edits/confirms ChartFields (in other scenarios) in the "Add new PO section" for single PO.
- If budget for a new agreement?
  - Yes: CLMS auto-populates the FSP ID, Budget ID, Supplier ID, Agreement Term, Provider Name, Program Name, Service Type, Funding Source (S) & Budget Term.
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  - Yes: Budget Analyst analyzes with Finance Analyst/Finance Systems Supervisor if it should be a new PO or change in existing PO.
  - No: Budget Analyst confirms funding sources (suggest correction in funding sources if needed) & enters ChartFields (if new agreement) or edits/confirms ChartFields (in other scenarios) in the "Add new PO section" for single PO.
Provider submits budget modification draft (if they need additional funding) or Contract Analyst asks Providers to submit budget modification draft if any funding enhancement or budget changes occur.

Note: Ideally, budget modification should happen after the agreement execution but it happens whenever we need more money for whatever reason for the last approved amount. At each step CLMS should alert the next reviewer/approver to review/approve the budget modification request. CLMS should also alert about the due date if a due date is established. When budget modification is ongoing then to draft following years budget, current (approved budget mod draft) can be copied.
Provider initiates budget revision request by creating a revised draft from current budget.

Contract Analyst reviews.

Program Manager reviews.

Approved?

Yes: CLMS replaces the current budget with newly approved budget revision draft.

No: Contract Analyst notifies Provider about the changes implemented (approved/not approved/approved with changes) by sending an automated email.
Provider sends an email to Contracts or Programs to ask carry forward after the last invoice is paid (must include amount & uses)

Contracts Analyst shares a form (Carry Forward Request Form Screen) via CLMS with Providers to fill in details regarding carry forward request

Provider submits the carry forward form (Carry Forward Request Form Screen)

Contracts Analyst reviews request with Program Manager

Is funding source available for the following fiscal year and should carry forward be considered?

If yes, Contracts Analyst submits request

Contracts Manager approved?

Deputy Director Admin & Finance approved?

Yes

Contracts Analyst implements changes to show carry forward amount

Follow up with Provider if needed

No, then ask for more information

Contracts Analyst notifies the Provider if not proceeding

- denotes it as one-time in the HSH Revenue section as "General Fund - One-Time Carryforward" selected from the drop-down
- updates the preceding year by creating a negative line item entitled “Carry Forward from FY XX-XX to FY XX-XX mostly under “Other/Passsthrough Expenses” and enter notes in "Narrative/Justification"
- asks Providers to update the current year to add the carried forward line(s) and amount(s) by adding new line items under "Capital/One-time Expenses" category and then approve the changes in the budget
- notifies Provider about the changes implemented after Carry Forward request approval using an email template in the template library
- Send PO request and open the budget for invoicing when PO request is processed
Note: Agreements with mixed funding sources are eligible for cash advances, but ONLY on the ongoing general fund portion of the budget. Exceptions to the funding source may be made by the Budget/Finance Director/Deputy Director for Administration and Finance for other local funding sources (e.g. Prop C, HSH Fund).
Contract Analyst enters the CODB Increase Percentage, CLMS excludes non-eligible CODB budget portions of original budget to calculate the CODB amount and new total budget available after CODB increase.

Contract Analyst reflects the CODB increase amount in HSH Revenues as "General Fund – CODB" or "General Fund – One-time CODB" as CODB can be ongoing or one-time.

Contract Analyst asks Provider for budget allocation on CODB Increase Draft and sends a CLMS generated email to notify.

After Provider enters allocations, CLMS should reflect new allocations along with original allocations and calculate the change amounts and all the calculated fields as shown in CODB increase wireframe.

Contract Analyst approves the new allocations and make it current budget and sends PO request.

CLMS assigns the budget version to newly approved current budget.

CLMS sends an email to Provider that budget is fully approved.
Process Flowchart – HUD Budget (1Q)

Contract Analyst enters budget fields (budget name, budget description, Program capacity & number, budget version description, HUD Grant Number, HUD Award Revenues Amounts, HUD Budget Match (if applicable), Fringe % etc.)

Contract Analyst refers to HUD award amounts in HUD CoC tracking sheet to draft HUD budgets for new agreement/amendment.

Provider staff enters line item details (Title, Annualized Salary, Organization FTE, % FTE funded by budget and Narrative/Justification (if needed).

CLMS calculates all the calculated fields based on the formulas stated.

Contract Analyst sends to Provider for budget allocation.

CLMS notifies Provider.

New agreement or amendment?

Contract Analyst attaches/uploads the Appendix B (Budget) in the boilerplate along with other vital documents for the review of Contract Manager and internal approval (the process explained in Workflow Diagram (1) is followed).

Contract Analyst reviews the budget allocation, collaborates with Program Manager if needed (using Notes for collaboration) and suggests corrections/updates to Providers if needed & resolve issues (using Notes for collaboration or Notes boxes).

Contract Analyst copies the existing budget for amending agreement along with ChartFields data and enters/updates budget fields (budget name, budget description, Program capacity & number, budget version description, HUD Grant Number, HUD Award Revenues Amounts, HUD Budget Match (if applicable), Fringe % etc.).
Contracts Analyst selects a template of boilerplate for Grant or Contract from the CLMS library

Is it a Grant (agreement G-100/amendment G-150) or Contract (agreement P-600/amendment P-650)?

Yes

The standard boilerplate content gets populated based on the template selected and Contract Analyst edits content & adds/ removes/edits sections, clauses, etc. based on instructions to make it applicable to agreement/amendment

CLMS should populate basic agreement/amendment data into the boilerplate that was set up by Contract Analyst

Contract Analyst completes the boilerplate content by entering the missing data

No, it’s a less common contract or a special case

Contracts Analyst selects a suitable template of boilerplate from the CLMS library

Contract Analyst attaches/uploads Appendix D and additional appendices (after making edits if needed) required to complete the agreement/amendment

Contract Analyst submits to Contract Manager for review & approval and resolves any issues. Once approved, the entire new agreement/amendment is sent for internal approval (Follow the path explained in Workflow Diagram (1))

Contract Analyst previews boilerplate and the vital appendices and documents required for agreement/amendment and fixes the format if needed

Contract Analyst drafts a boilerplate for agreement/amendment

Contract Analyst creates Appendix A, Appendix C, Memo and attaches with the boilerplate

Contract Analyst creates Appendix B and attaches with the boilerplate

Contract Analyst creates all appendices and additional documents required

Contract Analyst attaches/ uploads Appendix D and additional appendices required to complete the agreement/amendment

Contract Analyst submits to Contract Manager for review & approval and resolves any issues. Once approved, the entire new agreement/amendment is sent for internal approval (Follow the path explained in Workflow Diagram (1))
Is a suitable Appendix A template available based on Program Area/Type or a general one in template library?

Yes

Contract Analyst imports content from selected template to create Appendix A or copies existing Appendix A (if data hasn’t changed much).

CLMS populates essential information entered by Contract Analyst as basic agreement/amendment information including objectives (CLMS Data Fields) in the Appendix A draft.

Contracts Analyst preview the draft and fix the format (if needed) to make sure CLMS has produced the desired format.

Program Manager creates Appendix A template in collaboration with Contract Analyst.

CLMS Admin uploads the template in template library.

Contracts Analyst makes edits to customize content as needed/instructed.

CLMS populates essential information entered by Contract Analyst as basic agreement/amendment information including objectives (CLMS Data Fields) in the Appendix A draft.

Contracts Analyst attaches/uploads Appendix A to boilerplate.

Contracts Analyst saves/archives Agreement’s Appendix A in box and other desired locations.

No

Check template library

Program Manager creates Appendix A template in collaboration with Contract Analyst.

CLMS Admin uploads the template in template library.

Contracts Analyst makes edits to customize content as needed/instructed.

Contracts Analyst attaches/uploads Appendix A to boilerplate.

Contracts Analyst saves/archives Agreement’s Appendix A in box and other desired locations.
Appendix A template creation – (1C)

Contracts Team sends out Appendix A template to Program Managers to get instructional text based on programs area/types

Programs Managers provide/update instructional text in Appendix A templates

Program Manager finalizes the Appendix A template with Contract Analyst by collaborating in CLMS

Contracts Analyst collaborates with CLMS Admin to upload/update Appendix A template in CLMS template library to be used for drafting Appendix A
Process Flowchart – Appendix C, Method of Payment (1K)

2. CLMS should populate the standard content from the template and content in Documentation and Record Keeping table should be populated based on the funding sources in the agreement (and budget).
3. Contracts Analyst makes edits as needed in the populated content in Appendix C draft.
4. Contracts Analyst previews and edits to fix the format.
5. Contract Analyst exports and CLMS produces the desired Appendix C format when exported.
6. Contracts Analyst attaches/uploads Appendix C with the boilerplate, other appendices, memo and other supporting documents for internal approval of a new agreement or amendment.
7. Contracts Analyst saves Appendix C in box and other desired locations.
Contracts Analyst imports content from the memo template present in the CLMS template library

Contracts Analyst makes edits as needed on imported memo content

Contracts Analyst previews and edits to make sure memo has applicable content and format

Contract Analyst exports memo as .doc/.docx

Contract Analyst attaches/ uploads memo to agreement/amendment along with the boilerplate, appendices, etc. for internal review (if needed)

Contract Analyst attaches pdf of memo with the pdf version of agreement/amendment as a separate file to be routed for external approval (if needed)

Contract Analyst saves memo in box and other desired locations.
Program Manager sets up Fiscal Year

Program Manager enters "KPIs" and Reporting Period (using Appendix A as a reference)

Program Manager reviews KPIs for each objective against Actuals and asks Provider for justification in "Provider Comments"

Provider enters "Comments" in Objective lines if needed

Provider uploads additional documents if needed

Program Manager indicates reviewed by checking the checkbox in front of each objective

CLMS logs the timestamp when Program Manager marks reviewed

Program Manager & Provider collaborate in "Notes for Collaboration". CLMS also saves communication notes with username, timestamp, etc.

Program Manager enters internal notes if needed. Providers can't see these notes

CLMS populates "Actuals" with information synthesized by underlying data in ONE System

Provider receives notification to enter missing "Actuals" so Providers enter "Actuals" for the objectives that are not calculated in ONE System

Provider receives notification to setup program reports (when Contract Analyst creates a pdf package in Workflow Diagram (1))

CLMS auto populates basic data fields like FSP ID, Agreement/Amendment Fields, Provider Fields & Program Area/Type entered by the Contract Analyst when setting up the agreement

CLMS auto populates Service & Outcome Objectives entered by Contract Analyst as part of basic information of agreement/amendment

Program Manager enters "KPIs" and Reporting Period (using Appendix A as a reference)

CLMS auto populates basic data fields like FSP ID, Agreement/Amendment Fields, Provider Fields & Program Area/Type entered by the Contract Analyst when setting up the agreement

Program Manager sets up Fiscal Year

Program Manager enters "KPIs" and Reporting Period (using Appendix A as a reference)
Program Manager enters basic information on Program Monitoring Screen like FY, Type of Monitoring, Data & Time of monitoring

Program Manager creates the ‘Notice of Monitoring’ & ‘Checklist’ based on program area/type by using templates available in template library and uploads the final ‘Notice of Monitoring’ & ‘Checklist’ files in the Program Monitoring Screen to share with Provider

CLMS sends an email to ProviderContact (copy Program Manager) asking to check the Program Monitoring details uploaded

Program Manager submits the Assessment Form that requests information based on Program Area/Type. CLMS should save the data collected in assessment form during monitoring/audit

Program Manager enters monitoring/audit information in ‘Program Monitoring Assessment Form’ based on the Program Area/Type

Program Manager enters the objectives details (objectives, KPIs, Reporting Period) to review performance/goals that need to be reviewed during monitoring/audit visit

Program Manager enters Issues and Corrective Actions with due date

Provider responds to enter ‘Actuals’ to those KPIs and enters comments for justification

Program Manager reviews ‘Actuals’ and collaborates with Provider using ‘Notes for Collaboration’ for any inquiries

Any findings during monitoring?

Yes

Program Manager enters monitoring/audit information in ‘Program Monitoring Assessment Form’ based on the Program Area/Type

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Program Manager creates ‘Monitoring Results Letter’ using a template and uploads in Program Monitoring Screen to share with the Provider. CLMS auto populates data points from assessment form & basic program monitoring information and allows Program Manager to customize the letter if needed

Any findings during monitoring?

Yes

Program Manager enters monitoring/audit information in ‘Program Monitoring Assessment Form’ based on the Program Area/Type

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Any findings during monitoring?

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Any findings during monitoring?

Yes

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Any findings during monitoring?