



Updated February 14, 2024



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Dear Valued Provider,

This manual contains comprehensive information on how to do business with the Department of Homelessness and Supportive Housing (HSH) and provides an overview of the process and procedures we follow and their associated timelines.

For new providers, we understand that the process of onboarding can be confusing and challenging, which is why we have created this manual to demystify and simplify the process.

For our existing providers, we realize that you already have some working knowledge and familiarity with our processes, but we believe that reviewing this manual will provide you with additional insight and guidance on how to navigate our agreement/contracting process. As you experience staffing changes, you can use this as an additional resource when onboarding new employees.

We encourage you to review this manual carefully, share it with your team, and refer to it often, as it will provide you with the information you need to work with us effectively. If you have any questions or concerns, please do not hesitate to contact your assigned contract analyst. We are always here to support you and ensure that you have a smooth and successful experience working with HSH.

Thank you for your continued support and partnership. Together we can make homelessness rare, brief, and one-time.

Best regards,

DocuSigned by

4B7B67F2008040A

Edilyn Velasquez
Contracts Director, HSH

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Doing Business with HSH Checklist

Purpose

For new Grantees and Contractors to be able to enter into an agreement with HSH, please ensure the following tasks have been completed. Providers are expected to maintain compliance with the below requirements throughout the duration of their agreement with HSH.

	Task	Description and When Required
<input type="checkbox"/>	Obtain City Supplier ID	Before HSH can enter into an agreement with an entity, the entity must obtain a City Supplier ID. For more information on how to obtain an ID, refer to this guide .
<input type="checkbox"/>	Obtain UEI Number	Per Section 16.23 of the grant agreement, any entity receiving federal funds through an HSH agreement must obtain a Unique Entity Identifier Number. Visit this website for more information.
<input type="checkbox"/>	Register with SAM.gov and Maintain Active Status	For any entity receiving federal funding through an HSH agreement, the entity must maintain an active registration status on SAM.gov and not be on the federal disbarred/suspension list, as verified through the SAM database .
<input type="checkbox"/>	Maintain current or probationary status with the CA OAG Charity Registry	For any non-profit entity receiving City funds, the entity must be in compliance with the California Office of the Attorney General’s (CA OAG) Charity Registry, which reports on charitable organizations authorized to operate in California. More information about the Registry and a copy of the reports are located at https://oag.ca.gov/charities/reports
<input type="checkbox"/>	Review Boilerplates and Appendices	Before entering into an agreement with HSH, Grantees and Contracts should carefully read the City agreement boilerplate templates: Sample Grant and Sample Contract ; view the Sample Method of Payment Appendix to ensure they can fulfil their agreement obligations.
<input type="checkbox"/>	Maintain Current Insurance Requirements	Service providers under contract or grant agreement with the City are required to carry the minimum level of insurance coverage included in the agreement. Insurance requirements are program specific. Please review the Insurance provisions under Article 10 in the Sample Grant or Article 5 in the Sample Contract , for typical minimum coverage amounts per insurance type. A copy of the current Certificate of Insurance (COI) for each agreement and associated endorsements must be provided to HSH prior to entering into agreement and annually, thereafter, before the coverage expires.
<input type="checkbox"/>	Review ONE System Requirements and sign HMIS Participation Agreement	The ONE System is HSH’s Homelessness Information Management System (HMIS). Records entered into the ONE system must meet or exceed the ONE System Continuous Data Quality Improvement Process standards . Providers new to HSH must complete the HMIS Participation Agreement and submit the signed form to their assigned Contract Analyst. Only one form is needed for each agency.
<input type="checkbox"/>	Paymode-X® Registration	The City and County of San Francisco’s Accounts Payable department utilizes the Paymode-X service to replace paper check payments. We ask our vendors and suppliers to enroll in Paymode-X so that all future payments are made electronically. Please reach out to your assigned Contracts Analyst to register.

Provider Point of Contact Information

Introduction

This section contains instructions on how providers can update their contact information as it changes. Contract Analysts will be reaching out to providers quarterly to request updated contact information.

Purpose

The purpose of maintaining an updated list is to track changes in provider staffing and to ensure that questions and official notifications are routed to the appropriate provider contact.

How to Update Contact Info

Instructions

Please update your organization's contact information at least once per quarter, and every time there is a change in staffing.

To do so, please fill out the Provider Contact Information form by clicking [here](#).

HSH Fiscal Year

Quarter	Dates
Q1	July – September
Q2	October – December
Q3	January – March
Q4	April - June

Organization Leadership Change

Introduction

This section will outline the process for providers to notify HSH when a change in leadership occurs at their organization.

Purpose

HSH communicates with the organization's leadership to provide agreement updates, and to send official notifications. As a result, it is important that HSH has the most up-to-date contact information for the provider's leadership and that we are notified as soon as the change in leadership occurs.

Leadership Change Instructions

Leadership Change Instructions

1. Draft a "[Transfer of Authorization Letter](#)." Please note that the letter should be:
 - a. On your organization's official letterhead
 - b. Directed to HSH's Contract Director (refer to sample letter for most updated information)
2. If applicable, draft a "[CARBON Update Request Letter](#)." See section CARBON User Set-up for more information.
3. Email both the Transfer of Authorization Letter and CARBON Update Request Letter to your assigned HSH Contract Analyst
4. Once received, the analyst will review and make any necessary changes in CARBON

Transfer of Authorization Sample Letter

LETTER MUST BE ON OFFICIAL LETTERHEAD

[Date]

Edilyn Velasquez
Contracts Director
440 Turk Street
San Francisco, CA 94102

Re: Transfer of Agreement Authorization Letter

Dear Ms. Velasquez,

Please notify the appropriate department that [insert full name of new authorizer] has assumed the position of [insert title of new authorizer] effective [insert date] with the authority to sign and execute HSH agreements.

If applicable *add language that this person can designate carbon user roles*

A signature sample is provided below.

Sincerely,

[Insert signature of Board Chair or C-Level Executive]

[Full name of former Authorizer]
[Title of former Authorizer]

Signature Sample:

[Insert signature sample of new authorizer]

[Full name and title of new authorizer]

Contracts Administration, Reporting, and Billing Online (CARBON)

Introduction

All Department of Homelessness and Supportive Housing (HSH) contractors and grantees are required to use the web-based Contracts Administration, Reporting, and Billing Online (CARBON) system for invoicing.

Per City requirements, all contractors and grantees who use the CARBON system are required to submit a letter of authorization designating users to access CARBON to electronically submit and sign for invoices, view budget and program reports, and view other information in the system.

- Please also note that the contact information in CARBON will be used to email important updates regarding agreement, procurement notices, as well as other HSH communications. It is important that providers keep this information up to date.
- CARBON invoice submittal access cannot be granted to subcontractors. Only the primary contractors/grantees will be granted CARBON access.
- For existing providers, it is important to request CARBON updates to remove employee access for those no longer with your organization.

Purpose

1. Provide necessary information to develop a new agreement or update necessary information (e.g., change in legal entity name, change in authorized signatories); and/or
2. Request new authorization or update authorization for the CARBON invoicing system.
3. Encourage providers to update their CARBON user accounts on a regular basis.

New Provider CARBON Account Request Letter Instructions

Instructions

1. Ensure all applicable tasks in the [Doing Business with HSH](#) Section are completed.
2. Gather the required information as outlined in the [Provider CARBON Acct. Information](#) Section.
3. Familiarize yourself with the different [user roles](#) as each role has a different access level
4. Draft the [CARBON account request letter](#) on your organization's official letterhead that includes the "Provider Acct. Information"
5. Ensure that the letter is signed by the Executive Director or Financial Officer
6. Email the signed letter, on official letterhead, in **searchable** pdf format, to your assigned contracts analyst. **(Scanned letters will not be accepted.)**
7. Once received and processed, each individual listed on the letter will receive a separate email with their CARBON login credentials. Our CARBON administrator will send an email to the requestor, confirming all changes have been made.

User Roles

Each CARBON user must be assigned a vendor role. Please review the definition access level for each role, below:

Role	Access Level
Signatory	The user has full access to the system. They can edit and submit most forms the system. This includes the Budget, all invoices, all program reports. They have read-only access to the Scope of Services form.
Fiscal/Program	Under Contract Documents, this user has read-only access Scope of Services and can edit and submit the Budget form. They cannot update the Contract Information form. The user can edit but not submit invoices. They can also edit and submit program reports.
Fiscal	Under Contract Documents, the user can edit and submit the Budget form. They have read-only access to Contract Information and Scope of Services forms. The user can edit but not submit invoices.
Program	Under Contract Documents, the user has read-only access to the Scope of Services page. They cannot edit the Contract Information or Budget forms. The user can edit and submit program reports. The user is unable to view any invoices.
View Only	The user has read-only access to all parts of CARBON.

Provider Contracts Administration Reporting and Billing On-line (CARBON) Acct. Information

In order to properly set up your agreement, please provide information in a letter of authorization on your organization's letterhead with signature from the Executive Director or Financial Officer. The letter should contain the following:

Legal Entity Name	
Doing Business As Name	
Headquarter Address	
City Vendor ID	
Federal Tax ID	
Federal Unique Entity Identifier Number (if receiving federal funds)	
Chief Executive Officer Name, Email, and Phone Number	
Chief Financial Officer Name, Email, and Phone Number	
Board Director Name, Email and Phone Number	
Name, Title, Email of Contact Person (this person will be listed in the Agreement)	
Name, Title, Email of Authorized Signatory on the Agreement (if more than one, please provide names, titles and emails of all authorized signatories)	

Sample Letter - New Providers - Page 1

LETTER MUST BE ON OFFICIAL LETTERHEAD

[Date]

To: [Contract Analyst Name]
Contract Analyst
San Francisco Department of Homelessness and Supportive Housing

This letter serves as evidence of the signature of [Provider Signatory: Name, Title] to request access to the Contracts Administration, Reporting, and Billing Online (CARBON) system to view and submit documents and information regarding our contracts.

Our vendor information should be entered into the CARBON system as follows:

Legal Entity Name	
Doing Business As Name	
Headquarter Address	
City Vendor ID	
Federal Tax ID	
Federal Unique Entity Identifier (if receiving federal funds)	
Chief Executive Officer Name, Email, and Phone Number	
Chief Financial Officer Name, Email, and Phone Number	
Board Director Name, Email and Phone Number	
Name, Title, Email of Contact Person (this person will be listed in the Agreement)	
Name, Title, Email of Authorized Signatory on the Agreement (if more than one, please provide names, titles and emails of all authorized signatories)	

Sample Letter - New Providers - Page 2

The people listed below should have the following access levels:

Name	Title	Email	Signer	Fiscal & Program	Fiscal	Program	View Only
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Full justification and backup records for any information submitted electronically, including supporting documents for invoices and program reports, are maintained in our office.

Sincerely,

[Signature]

[Signatory Name]

[Title]

[Organization Address]

[Telephone]

[Email Address]

Existing Provider CARBON User Update Request Letter Instructions

Instructions

1. Familiarize yourself with the different [user roles](#) as each role has a different access level
2. Draft the [CARBON user update request letter](#) on your organization's official letterhead that includes a section for accounts to be added and another section for accounts to be removed
3. Ensure that the letter is signed by the Executive Director or Financial Officer
4. Email the signed letter, on official letterhead, in **searchable** pdf format, to your assigned contracts analyst. **(Scanned letters will not be accepted.)**
5. Once received and processed, individuals with new accounts will receive a separate email with their login credentials. Our CARBON administrator will send an email to the requestor, confirming all changes have been made.

User Roles

Each CARBON user must be assigned a vendor role. Please review the definition access level for each role, below:

Roles	Access Levels
Signatory	The user has full access to the system. They can edit and submit most forms the system. This includes the Budget, all invoices, all program reports. They have read-only access to the Scope of Services form.
Fiscal/Program	Under Contract Documents, this user has read-only access Scope of Services and can edit and submit the Budget form. They cannot update the Contract Information form. The user can edit but not submit invoices. They can also edit and submit program reports.
Fiscal	Under Contract Documents, the user can edit and submit the Budget form. They have read-only access to Contract Information and Scope of Services forms. The user can edit but not submit invoices.
Program	Under Contract Documents, the user has read-only access to the Scope of Services page. They cannot edit the Contract Information or Budget forms. The user can edit and submit program reports. The user is unable to view any invoices.
View Only	The user has read-only access to all parts of CARBON.

Sample Letter - Existing Providers

LETTER MUST BE ON OFFICIAL LETTERHEAD

[Date]

To: [Contract Analyst Name]
Contract Analyst
San Francisco Department of Homelessness and Supportive Housing

This letter serves as evidence of the signature of [Provider Signatory: Name, Title] to request access to the Contracts Administration, Reporting, and Billing Online (CARBON) system to view and submit documents and information regarding our contracts.

Please update our CARBON user accounts as listed below:

Name	Title	Email	Signatory	Fiscal & Program	Fiscal	Program	View Only
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please remove the following users from CARBON:

Name	Title	Email

Full justification and backup records for any information submitted electronically, including supporting documents for invoices and program reports, are maintained in our office.

Sincerely,

[Signature]

[Signatory Name]
[Title]
[Organization Address]
[Telephone]
[Email Address]

Contracts Administration Reporting and Billing On-line (CARBON) Desk Guides

CARBON Desk Guides

The Desk Guides below contain step-by-step instructions on how to:

- [Submit an invoice](#): User guide explaining how to fill out and submit an invoice
- [Submit a program report](#): User guide explaining how to enter data into program reports

For any questions regarding invoicing, please contact your assigned Contract Analyst. For questions regarding program reports, contact your assigned Program Manager.

CARBON Help Desk

If the issue is due to a website error, they may refer you to the Help Desk, information below:

(866) 469-6884 (toll free)

Mon-Fri, 8AM-5PM, Pacific Time

Invoicing

Introduction

This section includes information about invoicing, such as invoicing schedule, acceptable documentation, approval process, and timeline.

Purpose

Purpose: The purpose of this section is to provide an overview of the invoicing process at HSH, and to serve as a reference whenever general questions arise.

Note: Some invoicing requirements are agreement/contract-specific. Providers should reference the program specific [Appendix C, Method of Payment](#) for more specific information

Invoicing Schedule

Invoicing Schedule

Providers shall submit all invoices and any related required documentation by the deadlines outlined below, after costs have been incurred, and within 15 days after the month the service has occurred. All final invoices must be submitted 15 days after the close of the fiscal year or project period.

Billing Month/Date	Service Begin Date	Service End Date
August 15	July 1	July 31
September 15	August 1	August 31
October 15	September 1	September 30
November 15	October 1	October 31
December 15	November 1	November 30
January 15	December 1	December 31
February 15	January 1	January 31
March 15	February 1	February 28/29
April 15	March 1	March 31
May 15	April 1	April 30
June 15	May 1	May 31
July 15	June 1	June 30

Important: Providers that are behind on invoicing will receive an official Late-Invoice Notification. Consistent late invoicing can lead to non-compliance and may affect a provider's ability to request additional funds and/or apply for new funding opportunities. Please communicate with your Program Manager and Contract Analyst if your organization expects any delays in invoicing.

Approval Process

Purpose

Invoicing is the mechanism that allows providers to be paid for the services outlined in their agreements. HSH makes payments within the [City Controller's Prompt Payment Policy](#), which states that payments should be made within a maximum of 30 days of an undisputed invoice submission.

Timeline

Action	Estimated Timeline	Notes
Provider submits invoice	By the 15 th of the month	Provider submits by the 15 th following the month that services were provided and paid.
Fiscal Biller Reviews	3-5 Business Days	Fiscal Biller reviews documentation to ensure invoice amount matches back-up documentation
*Program Manager Reviews	3-5 Business Days	*Program Manager reviews invoices as needed
Contract Analyst Reviews	3-5 Business Days	Reviews to ensure that expenses are allowable and that documentation provided is acceptable per the Appendix C, Method of Payment
Supervising Contract Analyst Reviews	3-5 Business Days	Provides a final review
Fiscal Submits for Payment	3-5 Business Days	Payment is sent to provider

Notes:

- Invoices may be rejected at any stage. If an invoice is rejected, the reviewer will send the provider an email detailing why the invoice was rejected, make a note in CARBON, and reject the invoice to the provider. Once issues are addressed, provider is to resubmit the invoice which reinitiates the review process, starting with the Fiscal Biller.
- At any point the Fiscal Biller or Contract Analyst may request additional documentation, including invoices with operating line items under \$10,000, as outlined in the [Appendix C, Method of Payment](#). Failure to provide required documentation shall cause delays in payment.

Acceptable Documentation

Acceptable Documentation

Providers are to submit required documentation as outlined in the [Appendix C, Method of Payment](#). However, please keep in mind these general guidelines:

- Documentation should be as specific as possible to support submitted expenses
- Payroll registers and/or Payroll Ledgers are required for staff salaries
- Providers should invoice to the appropriate line-items and reach out to their assigned Program Manager and Contract Analyst with any questions
- All client and identifiable information should be redacted prior to submitting in CARBON

Note:

- HSH reserves the right to request the organization's cost allocation and accounting processes at any point.
- Organizations should include the distribution of expenses across different programs in the budget narrative section of the Appendix B, Budget.

Allowable Expenses

General Expenses

For a list of all allowable expenses, please refer to the [Guidelines for Cost Categorization in Non-Profit Contracts and Grants](#). For agreement specific expenses, please reference your program's Appendix B, Budget.

CoC and ESG Agreements

The [CoC and ESG Desk Guide \(“Guide”\)](#) is a comprehensive resource for San Francisco grantees and sub-recipients funded under the federal Continuum of Care (CoC) and the Emergency Solutions Grants (ESG) programs, as administered by the U.S. Department of Housing and Urban Development (HUD). The CoC and ESG Programs are governed under the McKinney-Vento Homeless Assistance Act, as amended by the Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act).

Please reach out to your assigned Program Manager and Contract Analyst with any additional questions

The information consistent in [Appendix C, Method of Payment](#)

Vendor Invoice Number

Vendor Invoice Number

Providers must enter a predefined Vendor's Invoice Number with their monthly invoice submission in CARBON. The Vendor's Invoice Number is a 16 character unique identifier for each invoice.

Providers must use the following naming convention:

HOM <2 digit fiscal year-end number> <first 3 characters of the invoice month> - <budget ID>

Note: The Budget ID is an identification number unique to each fiscal year budget in CARBON. It is located immediately next to the PO number in the invoice (see highlighted below).

The screenshot shows an invoice header with a dark blue bar containing the text "INVOICE 7/1/2023 - 7/31/2023". Below this is a red "SERVICES" label. A table titled "Submission/Approval Chain" has two columns: "Vendor" and "Fiscal B". The "Vendor" column contains "Not Submitted" and the "Fiscal B" column contains "Not Appr". Below the table is a "Prop C" label, followed by a "PO NUMBER" label. The PO number is "PO 743799; ID 5709296", where "ID 5709296" is highlighted in yellow. At the bottom is a "Vendor's Invoice Number" label.

Using the example above, the Vendor's Invoice Number for the invoice is: **HOM24JUL-5709296**

Enter the Vendor Invoice Number in the Vendor's Invoice Number field located directly below the PO Number in the invoice.

Invoices without the Vendor's Invoice Number or an incorrect Vendor's Invoice Number will be rejected back to the provider for correction.

Budget Revisions and Budget Modifications - Page 1

Wednesday, July 19, 2023

Introduction

Budget Revisions and Budget Modifications are two transactions that the Department of Homelessness and Supportive Housing (HSH) uses to adjust a program budget within a fiscal term. Outlined below are the differences between the two and examples of when each will be used.

What's the difference?

	Budget Revision	Budget Modification
Definition	The reallocation of funds from one budget line item to another. i.e. A cost-neutral change to a budget.	An increase or decrease to the total budget amount without changing contract terms and not-to-exceed amount.
Approval Process	Program Manager & Contract Analyst Approval	Requires HSH leadership approval. Longer approval and processing time required.
Amendment Requirement	Given that budget revisions are cost-neutral, they do not trigger an amendment.	Budget modifications that require funding beyond the available contingency* will require an amendment.

About Budget Revisions:

Providers may need to revise their budget during the fiscal year to adjust for immediate and/or emerging program needs. Budget revisions occur when a provider must reallocate funds from one budget line item to another that is cost neutral. When submitting a revision request, it is important to ensure that line items are not decreased below the amount that has already been spent.

For example, a provider may realize that due to an unfilled staff position, there is savings in salaries and that those funds could be transferred to an operating line item for an unforeseen expense.

Providers are strongly encouraged to use the CARBON invoicing system to track their unspent line items, especially throughout the first three quarters of the fiscal year.

Budget Revision Types:

HSH will allow three types of budget revisions that do not increase the overall budget:

1. Movement of unspent funds from one budget type to another (e.g. Operating to Salaries);
2. Movement of unspent funds within a budget type (e.g. one operating expense line to another operating expense line); or
3. Movement of unspent funds to new program-related costs that were not included in the originally approved budget. (e.g. Funding a new salaried position or new operating expense by reducing the budget within another expense type).

Budget Revisions and Budget Modifications - Page 2

Wednesday, July 19, 2023

Deadlines and Timelines:

HSH's fiscal year is July through June.

Quarter	Dates
Q1	July – September
Q2	October – December
Q3	January – March
Q4	April - June

HSH allows programs funded through General Fund dollars to file up to two budget revisions in the first three quarters of the fiscal year. Budget revisions may be made prior to the deadlines; however, no program may make more than one request per quarter.

1. The first budget revision must be submitted by **December 31st**; and
2. The second and last budget revision must be submitted by **March 31st**.

Providers funded through HUD CoC funding and those whose agreement terms do not coincide with HSH's fiscal year, must submit budget revisions before the last three months of their annual term.

Example: For a HUD budget term that runs January - December, the latest revision request can be made no later than September 30.

For more information regarding budget revisions, please reference The Department of Homelessness and Supportive Housing [Budget Revision Policy and Procedure](#)

*Contingency funds are not accessible or guaranteed until approved through the budget modification process.

Cash Advance Requests

Wednesday, July 19, 2023

Introduction

Advances or prepayments are allowable on certified annual ongoing **General Fund or Prop C amounts** (in accordance with your executed agreement's [Appendix C, Method of Payment](#)) in order to meet non-profit Grantee cash flow needs in certain circumstances. Requests for advance payment **are not guaranteed** and will be granted by HSH on a case-by-case basis. Advances are not intended to be a regular automatic procedure.

Advance Requirements

Once the Agreement is executed, the Grantee, prior to distribution of any advanced payment, must fulfill the following conditions:

1. All Agreement compliance requirements must be currently met (e.g., reports submitted and approved; corrective actions resolved; business tax and insurance certificates in place; prompt and properly documented invoicing; appropriate spend down);
2. The final invoice from the preceding fiscal year must be received prior to advance distribution; and
3. Advances from the preceding fiscal year must be repaid, in full, prior to any additional advance distribution.

Advance Request Process

1. Grantee shall submit a written request via email with a narrative justification that fully describes the unique circumstances to the assigned HSH Contract Manager, as listed in CARBON, for review and approval.
2. HSH, at its sole discretion, may make available to Grantee up to two months of the total ongoing annualized General Fund or Prop C budget amount, per the Appendix B, Budget(s) of this Agreement. Requests for greater than two months of the ongoing annualized budget amount may be considered on a case-by-case basis.

Advance Repayment Process

1. If approved by HSH, the advanced sum will be deducted from the Grantee's monthly invoices at an equal rate that will enable repayment before the close of the fiscal year. For example, for a twelve-month grant the rate of repayment of the advance will be 1/10th per month from July to April. An alternative period of repayment may be calculated in order to ensure cash flow and repayment.
2. All advance repayments must be recovered within the fiscal year for which it was made.

Contract / Programs Points of Contact

For questions regarding your program/contract, use the table below as a guide for whom to contact.

Budget	Program Manager	Contract Analyst
Carry Forward Requests	X	Copy
Cash Advance Requests / Status		X
Invoices - Submitting and Approval Status		X
Budget Revision / Modification Requests	X	Copy
Budget Revision / Modification Status	Copy	X
Agreement	Program Manager	Contract Analyst
Agreement Execution Status		X
Certificate of Insurance Updates / Insurance Requirements		X
CARBON User Additions, Removals, and Role Edits		X
Organization Leadership Change		X
Program	Program Manager	Contract Analyst
Program Changes and Needs	X	
Capital Expense Requests	X	Copy
Program Reporting	X	

Provider Onboarding Email

Friday, August 18, 2023 11:41 AM

Existing Providers

Dear Current HSH Providers,

We are excited to inform you about our newly released "Working with HSH Manual," which provides comprehensive information on how to work with us effectively as a provider.

As an existing provider, we understand that you already have some knowledge and familiarity of our processes, but we believe that reviewing the manual will provide you with additional insight and guidance on how to navigate our agreement/contracting process. As you experience staffing changes, you can use this as an additional resource when onboarding new employees.

The manual covers topics including updating your contact information, setting up and updating CARBON users, invoicing guidelines, points of contact with HSH, and understanding budget revisions versus budget modifications.

We encourage you to review this manual carefully, share it with your team, and refer to it often, as it will provide you with all the information you need to work with us effectively. If you have any questions, please reach out to your assigned contract analyst.

Thank you for your continued support and partnership with HSH. Together we can make homelessness rare, brief, and one-time.

Best regards,

New Providers

Dear HSH Provider,

We are pleased to announce the release of our new "Working with HSH Manual,". This manual provides comprehensive information on how to onboard as a new provider, including updating your contact information, setting up CARBON users, invoicing guidelines, and point of contact with HSH.

We understand that the process of onboarding can be confusing and challenging, which is why we have created this manual to demystify and simplify the process. Our manual also includes information on budget revisions versus budget modifications, which we believe will be helpful for you to understand.

We encourage you to review this manual carefully, share it with your team, and refer to it often, as it will provide you with all the information you need to work with us effectively. If you have any questions or concerns, please do not hesitate to contact us. We are always here to support you and ensure you have a smooth and successful experience working with HSH.

Thank you for your continued support and partnership with HSH. Together we can make homelessness rare, brief, and one-time.

Best regards,