#### **HOPWA Claims Training**

#### **Presented By:**

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#### **IHCDA GOALS FOR HOPWA:**

Fund housing and health resources to support those living with HIV and their loved ones

Successfully ensure subrecipients can spend all HOPWA funds

Maintain compliance with HUD regulations on spending and program operations and development



#### **PURPOSE OF CLAIMS TRAINING:**

Understand IHCDA's HOPWA Claim Submission Processes and Standards Empower Project Sponsors to maintain or refine internal claim submission processes as needed



#### **OVERVIEW**

Introduction on Claim Submissions Purpose of Submitting Claims Process of Review Materials Needed in a Claim • Eligible Expenses **Claims Considerations**  Claims Quality Considerations on Confidentiality • IHCDA Online system **Common Claims Errors Staff Contact Information** 



#### **CLAIMS OVERVIEW**

HOPWA Claims are due at the 20th of every month and submitted via IHCDA Online.

CS Team will send one monthly reminder about upcoming claims deadlines.

Deadlines for late claims approval (if any – granted on a case-by-case basis only) will be communicated via email.



#### WHY SUBMIT CLAIMS VIA IHCDA ONLINE?

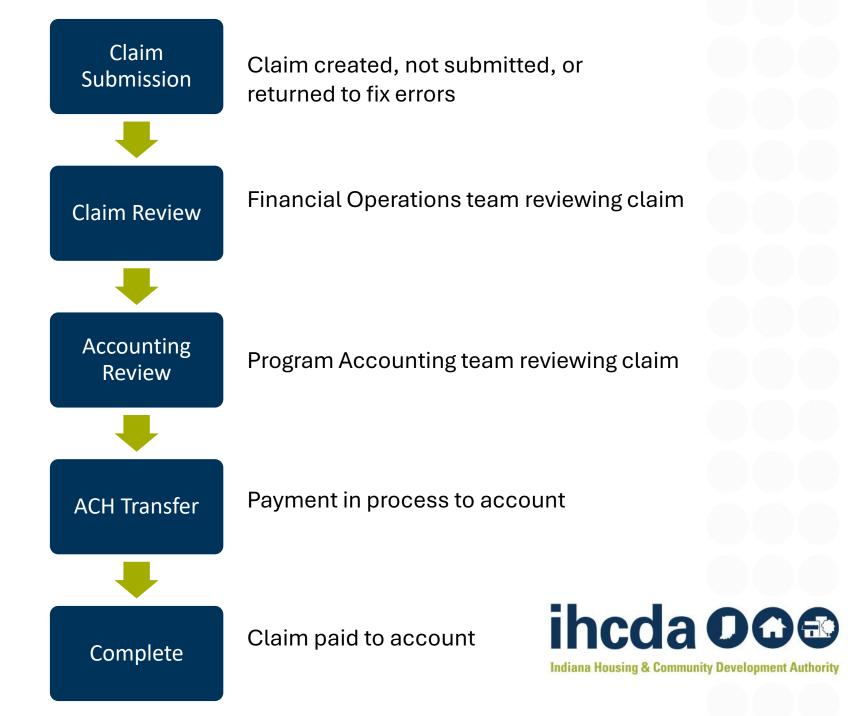
Verify what funding is being spent on

Pay for agency's work to administer HOPWA assistance









#### **HOPWA ELIGIBLE EXPENSES:**

**TBRA** 

Long-Term Program
Delivery

**STRMU** 

Short-Term Program Delivery

Facility Based
Operations/Assistance

**Supportive Services** 

Housing Information Services

Permanent Housing Placement

Administration



#### **MATERIALS NEEDED TO CLAIM EXPENSES:**

Updated Award Budget

Claims
Narrative Form

Access to IHCDA Online

Supporting Documentation

Client IDs via HMIS (if applicable)



#### **BUDGET AMENDMENTS**

### Your agreement allows 1 budget modification per year.

- Be judicious in selecting when you do a modification and complete at earliest convenience
- Be mindful of the percentages allowed for each funding component or group of components.
- Contact HOPWA Grants Analyst to get started.

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#### **CLAIMS NARRATIVE FORM**

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2	ihcda OO⊕						
3	Indiana Housing & Community Development Authority						
4							
5	HOPWA (CC) Long-Term Rental Assistance (TBRA)						
6	Month:			<u> </u>			
7	Award #:			_			
8							
9	*No additional supporting documentation is required for Long Term Rental Assistance						
10							
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Long-Term Assistance & Delivery   Short-Term Assistance & Deliver   Supportive Services   Housing Information   Permanent Housing Placement   Facility-Based Assistance   Program Administration							

**TO ACCESS FORM: CLICK HERE!** 

**Indiana Housing & Community Development Authority** 

#### **CLIENT IDS:**

Sixteen-character ID for each individual benefiting from HOPWA assistance

Formed in HMIS or DV ClientTrack when the client/household member(s) information is entered.

Use as replacement to any Personal Identifiable Information (PII) on the Claims Narrative Form if needing to provide any client information.

All other information submitted via IHCDA Online should be censored to the extent possible.



<u>Personal Identifiable Information (PII)</u> – Set of data or other information that can be traced back to client and/or members of their household.

- Most Relevant Example: First and/or Last Name
- Additional considerations may also have to be taken on address, city, etc. if that information can be traced back to a particular client or household.

# IHCDA ONLINE IS NOT EQUIPPED TO HANDLE PERSONAL IDENTIFYING INFORMATION OF CLIENTS OR THEIR HOUSEHOLD MEMBERS.

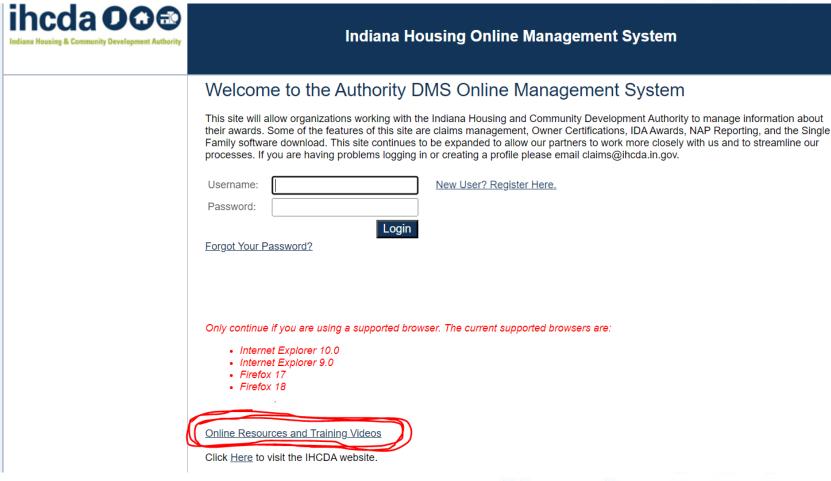
















#### **Training and Resources**

Administration

Partner's Guide to IHCDAOnline v2019

Partner's Guide to Professional Service Contracts and IHCDAOnline v2019

Banking, Wiring, and ACH Information Process v2019

IDA Guide to IHCDA Online v2019

#### **Rental Housing**

**Changing Your Password** 

How to Prepare for an Audit

Online OC How To

Online Reporting FAQ

Online Reporting Training

Contact
claims@ihcda.in.gov
need further
assistance with the
IHCDA Online system!



#### SUPPORTING DOCUMENTATION

#### **Proof of Cost Incurred\***

- Checks
- Invoices
- Receipts
- Bank Statements

Timesheets (if claiming staff time)

Paystubs or Earning Statement (if claiming staff time)



#### **CLAIMING STAFF TIME:**

## Provide all the following in your HOPWA Claim:

- Name of corresponding staff member(s)
- Activity(ies) (a.k.a. HOPWA budget line item) Conducted
- Amount of time spent on the activity
- Amount(s) Incurred per activity(ies)
- Corresponding funding associated with the activity

#### **Not Sufficient:**

- Amount of time spent on HOPWA without activity breakdown
- Providing activity breakdown <u>without</u> providing amount of time spent on HOPWA activities
- Not specifying the staff member involved

**Recommendation:** Review your procedures or system and make updates as needed.



#### **STAFF TIME EXAMPLE:**

Name of Staff person

HIGHLY
ENCOURAGED:
Specific Activity(ies)
Conducted (i.e. case
management,
rent/utility
calculations, etc.)

**HOPWA Activity Conducted:** 

HOPWA Budget Item (slide 9)

Amount of time spent on HOPWA Activity

Amount(s) Incurred per HOPWA Activity

Corresponding funding associated with the HOPWA Activity

Especially applicable for those with multiple, active HOPWA awards!



### WHAT MAKES A HIGH-QUALITY CLAIMS SUBMISSION?



Claims narrative amounts and amounts are entered into IHCDA Online adequately match.

All supportive documentation is present, accurate, and legible.

Personal Identifiable Information (PII) is not in claim submission

Claims narrative and supportive documentation clearly illustrates that all expenses that are claimed are HOPWA-eligible

In the comment section of your submission, the month and year you're claiming for is specified (i.e. January 2024)



#### **COMMON MISTAKES:**

Mismatch in amount claimed between claims narrative form and amount claimed in IHCDA Online

#### Missing Documentation

- Lack of evidence showing that a given cost was incurred
- Claiming staff time without timesheets or inadequate timesheets
- If applicable: Evidence of late claims approval is not present

Not adequately zeroing out a claim under claim submission

Can result in being unable to claim all possible expenses



#### **COMMON MISTAKES:**

## Including Personal Identifying Information into any part of your claim submission.

- PII should be stored in HMIS or DV ClientTrack.
- Be judicious about the information you provide via IHCDA Online.



CLAIMS ERRORS ARE A CONCERN.
PLEASE BE CONSCIENTIOUS IN CHECKING
FOR ACCURACY AND ASK BEFORE YOU
SUBMIT IF THERE ARE QUESTIONS.



#### **CONTACT INFORMATION**

- Community Services Team Email: <a href="mailto:communityservices@ihcda.in.gov">communityservices@ihcda.in.gov</a>
- Community Services Grants Team:
  - Niloofar Asgari, CS Grants Analyst, <u>nasgari@ihcda.in.gov</u>
  - Rachael Sample, CS Grants Manager, <u>rsample@ihcda.in.gov</u>
- HMIS HelpDesk: <u>HMIShelpdesk@ihcda.in.gov</u>
- DVClient Track HelpDesk: <u>DVHelpdesk@ihcda.in.gov</u>
- IHCDA Online & General Claims Questions: <u>claims@ihcda.in.gov</u>
- Claim-Specific Inquiries:
  - Amber Hardwick, Financial Operations Specialist, <u>ahardwick@ihcda.in.gov</u>

