ARP LAUNCH QUESTIONS

GENERAL QUESTIONS:

1) **Q. Can you explain permanently vs non-permanently housed?**
   A. Someone who can afford to pay for own room/house/place to live is considered permanently housed. Someone who is at a shelter/living on the street, or not able to pay for a place to stay is non-permanently house.

2) **Q. Housing Status: Will this include renting a room from someone?**
   A. No, this is not an allowable cost. Emergency sheltering such hotel/motel stays are allowable under this category.

3) **Q. When does the evaluation period end for ARP Project?**
   A. ARP Project ends June 2023, and OWH needs to submit all documentation by December 2023.

4) **Q. Do you have to complete the whole evaluation if you're using funds for one-time emergency services?**
   A. Yes. That's the purpose of the program. Every client needs an intake, and a completed MOVERS assessment. (Exception: as discussed, those clients who refuse and, in such cases, this needs to be well documented.

5) **Q. Can we enroll participants that are part of a different program (funding) in ARP?**
   A. If the client is already receiving services under a different program/funding (CalWORKS), agencies cannot bill ARP for those services that are being provided/received under CalWORKS. The same service(s) provided and reimbursed under another program cannot be documented and billed under the ARP as well.

6) **Q. Do participants need to be below the poverty level, or we only need to track income?**
   A. Poverty level is not a requirement, we are only tracking income information.

7) **Q. Does transportation include car repairs?**
   A. No, transportation does not include repairs for clients' vehicle.

8) **Q. What is the timeline to accomplish the goals established for ARP?**
   A. Those are annual goals for the project overall and are for the program as a whole, not for individual agencies.

9) **Q. In general, our agency asks clients if they have suffered an impact from COVID-19 and save that information using our electronic intake, but we do not collect any evidence. Do we need to gather evidence if they are under the poverty line?**
A. Asking clients directly and receiving an affirmative response regarding their DV situation being impacted by COVID-19 is sufficient; there is no evidence to be collected.

10) **Q. What are the requirements to receive childcare assistance? /Do clients need to have a job to receive childcare?**
A. Clients can be provided with childcare assistance while they are accessing supportive services (i.e., counseling sessions, seeking medical care, etc.).

11) **Q. Do we need to send invoices every month or can we also send multiple months together?**
A. Invoices are due for the month that expenses occurred, we need to receive monthly invoices, or an email confirming you didn't have any expenses for that month

MOVERS ASSESSMENT QUESTIONS:

1) **Q. What is the timing for MOVERS Assessment?**
A. First MOVERS assessment (1) any time client accesses services for ARP, second MOVERS assessment (2) two months/60 days follow up after the first assessment, and third/final MOVERS assessment (3) can be done at the end of the project or if the client is leaving, it can be done 6 weeks after the first or second assessment.

2) **Q. How would the data be sent to OWH?**
A. MOVERS will be done in paper format, scan them when complete, and send them monthly attached with your invoices.

3) **Q. Are clients eligible for ARP if they refuse to complete the MOVERS assessment?**
A. Clients are still eligible for the financial assistance, even if they refuse to complete the MOVERS assessment. Clients still need to complete the intake form for the agency to be able to bill for ARP and it needs to be documented that a MOVERS assessment form was attempted, but client refused (provide reason if given, reason is not required).

4) **Q. If agencies can't complete multiple forms, is it possible to collect the data and send demographics in the form of a report?**
A. Yes, as long as the responses from clients provide the information required in the intake form, then that is acceptable.

5) **Q. Do agencies need to use this intake to collect income information or can they use their own case management system to create reports with the requested information?**
A. Agencies can submit demographic intake data using their own forms or systems, as described above, as long as the responses align with the data collection on the ARP forms. However, agencies need to use the MOVERS form to submit assessment data to OWH. You can gather information from your system; but it needs to be sent to OWH in the approved format of the MOVERS assessment.

FINANCIAL QUESTIONS

1) **Q. Can we bill different funders for the same client who is receiving the same service? Example: an hour of service can be $225, but the funding only pays for $140, can we bill the rest to a different funding source?**
A. No. We cannot pay for duplicate services for the same client, even when it's the balance for a whole amount that is not 100% reimbursed by another source. For this project, it's an unallowable cost.

2) **Q. Are we allowed to share or split an expense or are we not allowed to leverage other funding to support the client in general?**
A. Yes. You can split expenses (supplies, services, rent, etc.) based on your cost allocation plan and what is allocated to ARP. However, you are not allowed to bill ARP and another funding source for the same service(s).

3) **Q. Can budgets be modified after submission if staff/expenses have changed**?
A. Yes, budgets can be modified, and there is a form on our website to do it. Please note that contractors are allowed to submit budget modification requests once per quarter, and no later than March 31st of the fiscal year.

4) **Q. If an agency doesn't have any expenses/invoices to report for that month, do we need to send invoices that reflect zero expenditures?**
A. Yes, the agency needs to submit an invoice for that month reporting $0 expenditure <u>or</u> the agency can also send OWH an email letting us know you don't have any invoices ($0 expenses) for that month.

5) **Q. What is the maximum amount for gift cards?**
A. A gift card should not exceed $300 per client, plus an additional $50 per family member, not to exceed $500 per family per year.

6) **Q. What is the latest date to submit budget modifications?**
   A. March 31st is the latest date; agencies are allowed to submit budget modifications once per quarter.

7) **Q. Can staff salary be 100% under ARP?**
   A. If FTE provides services for multiple projects, then you cannot allocate 100% of the salary under ARP. For example, if you have staff that works 70% of their time with clients that receive CalWORKS, and you request 50% of their salary from ARP, that is not allowable.

8) **Q. What type of documentation is needed to provide emergency shelter? For example, when we pay for hotels for clients.**
   A. On the hotel invoice, we would like to see the client number, the amount that the agency paid, dates that the clients stayed at the hotel, and name and signature of agency's staff who assisted the clients on the supporting documents. It's preferrable that you ask hotels to do a weekly invoice to be submitted.

9) **Q. If we have a flat rate to get reimbursed for a hotel, but the rate varies depending on the day (weekend vs weekdays), can we still get reimbursement?**
   A. The maximum reimbursement rate for hotel/motel is $125.84 per night and each additional family member is $28.37 per night plus taxes. Clients are limited to a maximum stay of 60 nights total per year.

10) **Q. If an agency uses a company credit card (under the name of an employee) to pay for groceries/other expenses for the client, can we submit the invoice of the credit card that was used?**
   A. Yes. For gift card reimbursement, please provide us the invoice of the credit card that was used, and gift card log that includes date of gift card distributed, type of gift card, number of gift card, the amount, and name and signature of agency's staff who provided the service.

11) **Q. Are agencies submitting timesheets for case managers? Payroll records? Are we just only submitting a general Ledger and a P&L statement?**
   A. For the staff that provides the services, we will collect the information as a timesheet form/payroll at the time when OWH performs the audit at the end of the contract term.

12) **Q. If an agency provides an ARP client shelter at our own shelter, do we get reimbursed for shelter nights? If so, is it the same rate set for hotel vouchers?**
A. No. The ARP sheltering is for hotel/motel stays and reimbursement is for hotel/motel only. The agency will be reimbursed for shelter rent, utilities, and associated allowable costs that are allocated to ARP project based on the agency's cost allocation plan.

13) **Q. What is the maximum assistance a client can get for life necessities, services provided by agency and hotel/motel stays?**
A. $300 per year for necessities of life, plus an additional $50 per family member, not to exceed $500 per family per year, which can be in the form of vouchers or gift cards. For hotel/motel assistance, the maximum reimbursement rate is $125.84 per night and each additional family member is $28.37 per night plus taxes, there is a maximum of 60 nights per year. There is no maximum dollar amount for services provided to client such as Intake/Assessment, Mental Health Services/Counseling, Case Management Services, Legal Services, Childcare Services, and Client Personal Protective Equipment, but these costs must be reasonable and allowable under this agreement.