HOMELESS PREVENTION ASSISTANCE CONSORTIUM
Effective February 3, 2011 and beyond

WHEN CCSS ISSUES CHECKS FOR RENT/UTILITIES

POLICY: CCSS shall strive to submit Payment Request for rent or utility arrears the same day that the Lead Agency submits the referral and completed paperwork. CCSS Finance division shall strive to process the request for payment by the next business day, so that CC Comptroller's office may issue check within five days after Lead Agency has forwarded the Promissory Note and all other complete paperwork to CCSS for processing.

BACKGROUND: The Lead Agency of each HPA Consortium shall determine the eligibility of an applicant household, contact CCSS HPRP Staff to reserve funds and obtain an HPRP Reservation Number, then issue a Promissory Note, or a Promise to Pay, to the landlord and advocate with the landlord on behalf of applicant households, including negotiating Late Fees.

CCSS will issue all rent/utility checks on behalf of clients for whom a Lead Agency has obtained a HPRP Reservation Number.

CCSS PROCEDURE WHEN CCSS ISSUES THE RENT/UTILITY CHECK(S):

1. **Upon determining a household is eligible for HPRP financial assistance, the Consortium Coordinator shall email the CCSS HPRP Staff to obtain an HPRP Reservation Number**:
    a. HPRPReservations@ClarkCountyNV.gov
    b.
2. CCSS HPRP Staff will open the Excel spreadsheet that is used to track expenditures (P:\\Shawna\ARRA Stimulus Funding\IMPLEMENTATION\Payments-Financial Assistance**Payments Authorized Tracking.xls**) and
    a. **Determine which worksheet** client will be paid from (for "recerts" it will be the funding stream previously used to assist; for "new" clients it will be either "County Not Homeless", or "County Homeless"
        i. All New Clients will be processed from worksheet titled "County Not Homeless" or from "County Homeless" (if literally homeless)
        ii. All "Recert" clients should be entered into the worksheet they were originally funded from (you can do a "Find" by selecting the "Edit" pull-down menu and selecting "find" – enter client's last name or first 3 letters of last name until proper worksheet is found)
    b. CCSS HPRP Staff shall determine there is enough funding remaining to cover proposed assistance (bolded amount in cell G8)

c. **type the date of reservation in the "date authorized" column (date of call),**

d. **client's name in "client name" column**

e. **In the "For" column, write months being covered**

f. **In the "Amount column, enter total amount Lead Agency is estimating will be needed**

g. **In the "Lead Agency" column, list the initials of lead Agency**

h. **Email "reply to all" back to Lead Agency with HPRP Reservation Number, as follows:**

   i. **Name of Worksheet (e.g., County NH XXX, County HmlsXXX, NLVxxx, etc.)**

   ii. **Row number in worksheet that the reservation is made on (e.g., CountyNH-12; or State-279, or NLV-253)**

i. **Remind Lead Agency that they are to write this HPRP Reservation Number on the Summary of Eligibility form when they forward paperwork for processing**

3. Lead Agency will issue **Promissory Note** to Landlord and/or contact utility company to notify them of pending financial assistance. When Promissory Note is returned signed by Landlord:
4. Lead Agency will fax to 366-9972 the following:

   a. **HPRP Summary of Eligibility** form, completed, noting **client code**, **HPRP Reservation Number**, and what is suggested for payment (up to 2 months past-due rent plus up to 1 month going forward are eligible at any given time.

   b. **Promissory Note** detailing what has been promised to be paid, and noting the HPRP Reservation Number in bottom-right corner

   c. **Eviction Notice** (or Lease for NMI)

   d. **HPRP Eligibility Checklist**, noting what documents have already been uploaded into HMIS

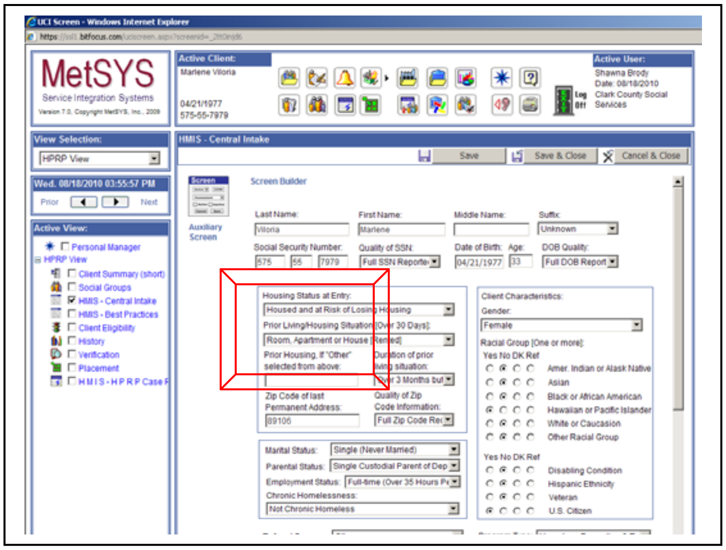
   e. **W-9** for landlord

   f. **Utility Bill**(s), if applicable, reflecting a past-due and current amount, a screen shot of payment history, or a Shut-Off notice reflecting total amount due to bring to a zero balance.

   g. **E-mail** m1m@ClarkCountyNV.gov and h2a@ClarkCountyNV.gov to notify that an HPRP case has been faxed over to CCSS.

5. CCSS HPRP staff opens client file in HMIS using the code (first three letters of last name, first three letters of first name, last four digits of SSN)

a. Read the "Crisis" section to determine if client **is literally homeless at time of application**. If so, **double-check in the HMIS Client Summary scre**en that "literally homeless" is checked. (use funding code ending in "FR" for literally homeless, and funding code ending in "FP" for not homeless)



i. If household is doubling-up with friends/family and/or staying in weekly and paying that expense themselves, they are NOT "literally homeless" and should be listed as "at imminent risk"

b. Randomly check that all documents are uploaded into HMIS by reviewing the Verifications screen. If any of the documents listed in bold on the Eligibility Checklist are missing, notify Lead Agency of missing items and wait for items to be uploaded. Similarly, if all Service Placements are not in HMIS, notify Lead Agency of missing service placements and wait for placements to be made. Do not process for payment until all documents are uploaded and all service placements made.

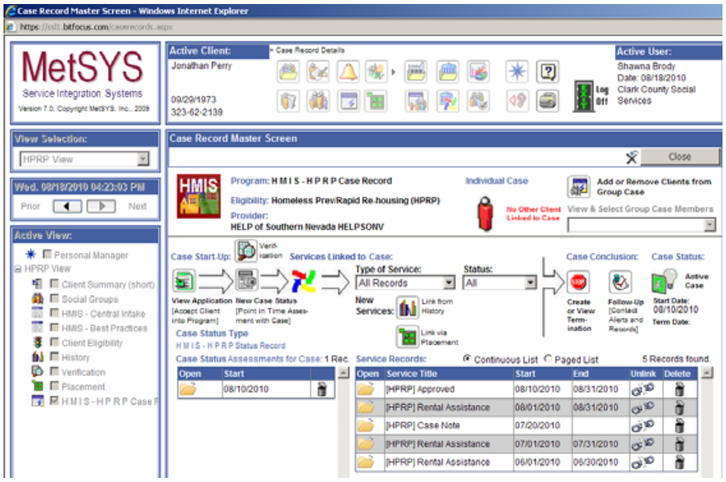
c. COMMUNICATION WITH LEAD: when a file is incomplete or there are any issues that will cause a delay in payment of rent/utilities, CCSS HPRP Staff is to communicate the problem to the HPA Consortium Coordinator as soon as possible.

i. Communication shall primarily be via fax (or e-mail if fax is down) and shall reference the client code, the problem, and what needs to occur before payment can be processed.

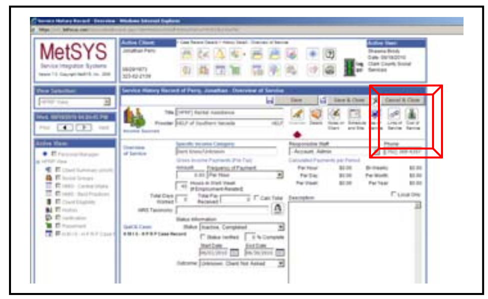
ii. Additionally, CCSS HPRP Staff is to document the problem and delay in the HMIS, in the HPRP Case Notes and/or via an HPRP Pending placement. If enough documentation exists that it's clear the client is eligible and will be assisted, it's best to "place" a HPRP Pending service and write the notes there. Include date and reference how Lead Agency was notified of deficiency (e.g., fax or email).

6. When all documents are received by CCSS, all documents uploaded, and all Service Placements made in HMIS, CCSS HPRP staff will open the **HMIS-HPRP Case Record** screen, and click on the folder icon to open.

7. There should be a service placement for each suggested payment listed on the Summary of Eligibility form (Rental Assistance, Utility Assistance, Deposits, etc.)



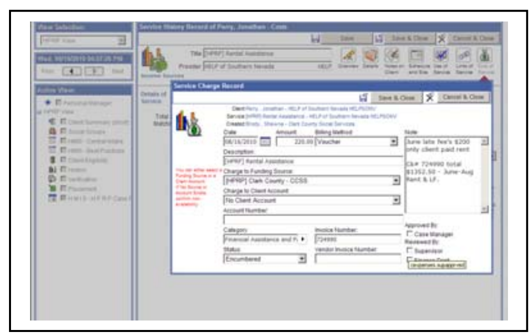
8. Open each HPRP Rental **Assistance in date order (oldest to current),** then each HPRP **Utility Assistance**.



   a. Click on the **money bag icon** in top right corner, to view the service placement and amount placed for.

      i. This should reflect what's listed on the Summary of Eligibility form completed by Consortium Coordinator

   b. Click on the folder icon to the left of the placement to open and view details of the placement



   c. Highlight and Copy the explanation listed under "Note:", then "Cancel and Close"

   d. Click on the "**New**" button just above the placement, to create an identical placement that CCSS can now "fund"

   e. "Paste" the explanation under the "Note" section in the newly-created placement, input the correct dollar amount, and then select the proper funding stream under "Charge to Funding Source" (see #8 below)

      i. All "NEW" clients after February 1, 2011 are to be funded out of Clark County Not Homeless or Clark County Homeless

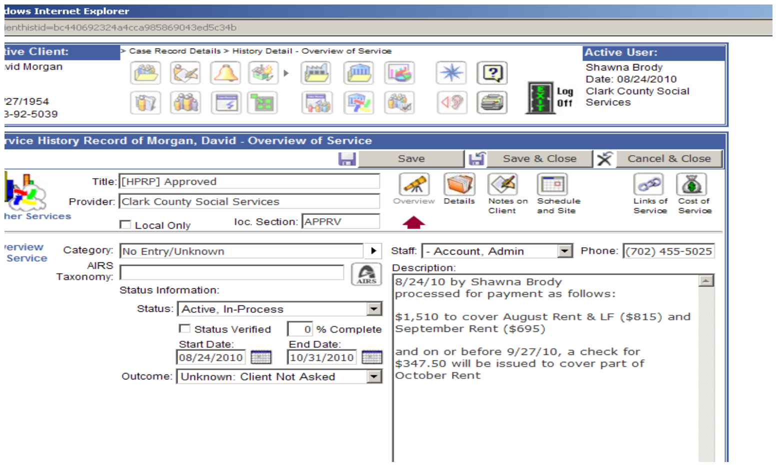
      ii. All "Recert" clients are to be funded out of the funding source they were originally funded with.

   f. Click on the "Save and Close" button.

   g. Click on the "Save and Close" button on the next screen

   h. Repeat as needed until all service placements are "funded" in HMIS.

9. When finished "funding" all the placements in HMIS, open the HPRP Case Notes and make notation on the front page (first page that comes up) under Description of date and what was processed for payment. This is the main communication link between all Partner Agencies, CCSS, and landlords.



   a. NOTE: If HPRP Case Notes are not visible in the HPRP Case Record screen, then **Link Via History** the HPRP Case Notes to the HPRP Case.

10. Begin an e-mail to Support@bitfocus.com titled "HPRP Funding Fixes" and list the name code for each of clients you "funded" in HMIS, grouped by Lead Agency.

11. Close the HPRP Case Record, and begin with new client, if applicable.

12. Make one copy of Pay Request(s), Utility Bills (when applicable), W-9 (when applicable), Eviction Notice, Summary of Eligibility Sheet (with funding code noted at bottom), Promissory Note and Summary of Eligibility form for CCSS client hard copy file.

13. Forward original Pay Request(s), Utility Bills (when applicable), W-9, Eviction Notice, Promissory Note, and Summary of Eligibility form with funding code noted at bottom to CCSS – Finance Department, who will process for payment against the Grant and Project Title identified by Grants Coordinator on the Summary form.