



**COMMUNITY, HOUSING, AND HUMAN SERVICES DEPARTMENT**  
808 W. SPOKANE FALLS BLVD.  
SPOKANE, WASHINGTON 99201

**CHHS Invoice Guidelines for Homeless Services Providers**  
*Applicable to all projects utilizing Neighborly for invoice submission*

**Timeline**

1. Subrecipient submits Draw Request in Neighborly by the 10<sup>th</sup> of each month.
2. Program Professional reviews and approves Draw Request in Neighborly.
3. Accounting Clerk retrieves the approved Draw Request in Neighborly to create a batch.
4. Accountant approves batch and marks Draw Request as "Disbursed" in Neighborly.

Steps 1 through 4 can take up to 30 days. This 30-day timeframe only begins once a complete, valid Draw Request has been submitted.

**Draw Request Packet - Required Documentation**

1. **Expense Summary Report**
  - Shows combined totals from the Expense Detail Report(s). This is used to confirm the total amount being requested
2. **Expense Detail Report(s)**
  - One for every Budget Category; customized by CHHS based on Program/Contract
  - An Expense Detail Report is required for ALL expenditures and must align with the General Ledger
3. **Program Income Report (*if applicable*)**
  - *If Program Income has been received:* all Program Income must be spent before requesting reimbursement for expenditures. Use this form to keep track of what Program Income has been spent. See page 2 for additional guidance.
4. **Match Report (*if applicable*)**
  - *If award requires Match:* must be completed for all programs with a match requirement. See page 2 for additional guidance.
5. **Housing Assistance Detail (*if applicable*)**
  - *If project provides housing subsidy (Rapid Re-Housing, Transitional Housing, Permanent Supportive Housing, and Homelessness Prevention):* Enter one line per household per month of assistance; ensure all dates and client information match HMIS records
6. **General Ledger Detail Report**
  - *Required with ALL Draw Requests:* A general ledger detail report must be system-generated from organization's accounting system. Must show transaction-level detail, including date of expense, vendor/payee, expense description or account, and amount
7. **Additional Supporting Documentation as requested**

*Updated 9/23/25*





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**How to Submit Draw Request Packet:**

1. Submit one document as PDF in the order listed above
2. Do not submit anything else unless requested
3. If additional supporting documentation (receipts, etc.) is requested from CHHS, please include these at the end of the PDF.
4. For “non-recurring” retail purchases like Amazon, Costco, Walmart, etc. that are not easily identifiable purchases, please include a receipt.

**Program Income Guidance:**

Program Income (PI) is money received directly from grant-funded activities. PI must be tracked, reported, and used for eligible costs.

Common examples may include:

- Tenant share of rent and/or utilities
- Refunds of security or utility deposits paid with grant funds and later returned
- Participant reimbursement to agency for overpayment or duplicate assistance
- Service/occupancy fees (e.g. laundry, replacement keys, storage)

Program Income must be used only for eligible costs of the same project. Always apply program income before drawing down new funds.

**Match Guidance:**

If the grant program requires Match, you must provide and document it on the Match Report. Match means contributions to a federally funded project and can be cash or in-kind (value of donated goods, space, services, or volunteer time).

Refer to your contract for specific Match requirements.

Common examples may include:

- Cash match: local or state funds, foundation grants, unrestricted donations
- In-kind services: case management staff funded by another source, donated counseling hours
- In-kind goods: donated furniture, bus passes, hygiene kits
- Space: value of donated office or program space
- Volunteers: hours valued at standard volunteer rate

Document the source, type, amount, and date. Match contributions must meet the same requirements as the grant funds they are supporting.

*Updated 9/23/25*

