HOUSING AND HOMELESS SERVICES DEPARTMENT
808 W. SPOKANE FALLS BLVD.
SPOKANE, WASHINGTON 99201

HHS 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^{th} 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 award requires reporting on program income*: 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 Housing and Homeless Services – Income Reporting for additional information
4. **Match Report *(if applicable)***
   - *If award requires Match:* must be completed for all programs with a match requirement. See Housing and Homeless Services – Match Reporting for additional information
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 dollar amount
7. **Additional Supporting Documentation as requested**
   - Various one-time or recurring documentation may be required depending on several factors including but not limited to: project type, funding source, project risk level or active monitoring tracking. HHS staff will communicate these requirements to your agency when applicable

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How to Submit Draw Request Packets:

1. Submit one document as a PDF, with documentation in the order listed above
2. Do not submit or include any additional documentation unless requested
3. If additional supporting documentation (receipts, etc.) is requested from HHS, 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 scanned, readable receipt.

Additional Information

- Draw Request Packets are configured per-contract and will contain different billing options/form contents based upon the specifics of your project
- Modifications to the draw request packet form may cause formatting and/or reviewability issues which can delay reimbursement. For any changes needed to the draw request packet form, please contact HHS staff
- The invoice documentation requirements listed here are for the purposes of monthly review for reimbursement eligibility. Additional documentation relating to invoicing may be required during the annual monitoring period
- For data security, Personally Identifiable Information (PII) must not be distributed via email. Questions relating to specific clients or households should be communicated using HMIS ID numbers instead of PII
- Contact the HHS Staff assigned to your project with any additional questions

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