Instructions – HEAP Monthly Performance Report

Overview

The Homeless Emergency Aid Program (HEAP) – Monthly Performance Report (Monthly Performance Report) reports the number of persons served, instance of service numbers, and performance numbers for specific subpopulations.

Each HEAP Contractor is required to submit the Monthly Performance Report to the Office of Homeless Services (OHS) within 30 days after the month of service (e.g., September 2019 report due by October 30, 2019).

The Monthly Performance Report is a series of spreadsheets beginning with summary and then requesting increasingly detailed information. This document provides instructions for completion of the Monthly Performance Report.

Contents

Instructions – HEAP Monthly Performance Report

General Instructions

- HEAP Monthly Performance Report is due within 30 days of the end of the Report Month.
- HEAP Monthly Performance Report is due each month whether or not HEAP funding was expended and/or any individual or family was assisted using HEAP funding.
- Enter only those numbers for individuals receiving HEAP-related Activities provided by the Contractor during the Report Month.
- Enter whole numbers only (no decimals or fractions) for entries requiring numbers (individuals served, nights, days, etc.).
- Each HEAP Monthly Performance Report submitted OHS must include:
  - Number of individuals, instances of service, and subpopulation detail for HEAP services provided during the Report Month.
- Mail the completed and signed HEAP Monthly Performance Report and all required documentation to:

  County of San Bernardino
  Community Development & Housing Agency, Office of Homeless Services
  Attn: HEAP
  303 E. Vanderbilt Way, 1st Floor
  San Bernardino, CA 92415-0026

Terms used in this document

Activity: HEAP Activity(ies) each Contractor included in their HEAP application for which HEAP funding was awarded. Each Contractor's awarded Activities are included in the Scope of Work section of their Contract. Examples of HEAP Activities are: Street Outreach, Case Management, Rapid Re-Housing, etc.

Contractor: An individual, company, firm, corporation, partnership, or other organization to whom a HEAP contract is made by the County.

Form: Document used to report HEAP performance. The HEAP Monthly Performance Report is an Excel Workbook consisting of a number of spreadsheets, each of which is a separate form. The term, Form, is used interchangeably throughout these instructions with Page, Spreadsheet, and Tab.

Instance of Service: Each encounter with a member of the target population where services are provided for each of the eligible grant activities. For example, one individual checks into a warming center operated by Provider X on Tuesday. The same individual checks into the same warming center the next night. This counts as two instances of service for this activity.

Monthly Performance Report: All documents comprising the Contractor's Monthly Performance Report including all applicable forms, documentation of individuals served, and any other required documentation.

Page: See Form.

Report Month: Month for which HEAP funded services are being reported. If the Report Month is September 2019, then all information included in that Monthly Performance Report will be for Activities, instances of service, and numbers served by the Contractor during September 2019.

Spreadsheet: See Form.

Tab: See Form.

Note: The terms "Form", "Page", "Spreadsheet", and "Tab" are used interchangeably throughout this document to refer to each separate form, page, spreadsheet, or tab in the larger workbook.

Forms

The HEAP Monthly Performance Report consists of the following forms:
- Summary
- Number Served Detail
- Instance of Service Detail
- Number Served by Activity – Detail
- Number Served by Activity – Other Detail
- Number Served by Subpopulation – Detail
- Number Served by Subpopulation – Detail (continued)
- Number Served by Subpopulation – Other Detail
- Number Served by Subpopulation – Other Detail (continued)
- Number Served by Subpopulation – Breakdown Detail

Instructions for each form follow.

Summary Form

All Contractors are required to complete the Summary form each month whether or not funding was expended and/or any individual or family was assisted using HEAP funding.

The Summary form is the first tab (Summary) of the workbook. The form is a summary of the performance information reported on the subsequent forms. It also includes the signature and approval section for the Monthly Performance Report. Do not enter any information in the County Use Only sections.

The information entered into the top section of the Summary form will automatically populate the same information on each subsequent form.

Complete the top section of the form as follows:
- Agency: Enter Contractor's complete and full Legal Name.
- Address: Enter Contractor's full street address. If mailing address is different, please include that address also.
- Contract No.: Enter the Contract Number from the Contractor's HEAP Contract. This number located in the upper right-hand corner of the first page of the Contract.
- Month/Year: Enter the Month and Year of the Report Month. For example, if reporting performance for September 2019, enter "September 2019".
- Invoice #: This number is determined by the Contractor.
- PO Number: This number will be emailed to the Contractor shortly after the Contract start date. OHS will enter this Number on the initial Monthly Performance Report, if not known at the time of submission. The Contractor is required to enter the Number on each subsequent Monthly Performance Report.
- Service Date From: Enter the first date of the Report Month for which the Contractor has performance information to report. This is a MM/DD/YYYY field. For example, if the first date of HEAP provided services is September 5, 2019, enter "9/5/2019".
- Service Date To: Enter the last date of the Report Month for which the Contractor has expenditure and/or number served information to report. This is a MM/DD/YYYY field. For example, if the last date of HEAP provided services is September 28, 2019, enter "9/28/2019".
- Contract Period: Enter the Contract Period from the Contractor's HEAP Contract. This period is located on the first page of the Contract listed directly after "Contract Term".

Complete the middle section of the form as follows:
- For each separate row, enter the "Number of" for each specific Activity Category (i.e., Services, Rental Assistance or Subsidies, Capital Improvements, Homeless Youth Set-Aside). These figures should match those entered/calculated on the subsequent forms. Enter whole numbers only – no decimals or fractions.

Complete the Signature section when all applicable forms are completed, all required documentation is compiled, and the Monthly Performance Report is ready to submit to the Office of Homeless Services.
- Prepared By (signature): Signature of individual preparing all applicable forms (Monthly Expenditure Report). Sign hard copy once all applicable forms are complete.
- Phone #: Enter the phone number for the individuals preparing and approving the Monthly Expenditure Report.

Instructions – HEAP Monthly Performance Report

- Approved By (signature): Signature of individual approving the Monthly Expenditure Report. Sign hard copy once all applicable forms are complete and approved.
- Print Name: Enter the names of the individuals who prepared and approved the Monthly Expenditure Report.

Number Served Detail Form

All Contractors are required to complete the Number Served Detail form each month whether or not HEAP funding was expended and/or any individual or family was assisted using HEAP funding.

Use this form (Number Served tab) to enter the total number of individuals served for each separate Activity for the Report Month. Enter whole numbers only – no decimals or fractions. Subtotals and Totals will automatically calculate. This form contains a summary of the number served for each Activity provided during the Report Month. The Subtotal for each Activity on this form should match the Number Served figures entered on the Summary form and the TOTAL MONTHLY INDIVIDUALS SERVED should match the Total figure.

The top section of the form will automatically populate with the related information entered on the Summary form (Summary tab).

Complete the Number Served Detail section of the form as follows:
- Enter the total Number Served for each Activity for which the Contractor provided HEAP funded services during the Report Month.
- For "Other" numbers served (rows A8, B4, and C5), enter the information in the "*Other Details" section. The columns totals auto-populated the applicable Detail Other fields. Enter information as follows:
    - Other Activity (define): enter the Activity description (e.g., transportation, bridge housing, landlord incentives, etc.)
    - A8 – Other Services: enter the number served figure for the applicable Activity
    - B4 – Other Rental Assistance or Subsidies: enter the number served figure for the applicable Activity
    - C5 – Other Capital Improvements: enter the number served figure for the applicable Activity

Instance of Service Detail Form

All Contractors are required to complete the Instance of Service Detail form each month whether or not HEAP funding was expended and/or any individual or family was assisted using HEAP funding.

Use this form (Instance of Service tab) to enter the total number of instances of service for each separate Activity for the Report Month. Enter whole numbers only – no decimals or fractions. Subtotals and Totals will automatically calculate. This form contains a summary of the number of Instances of Service for each Activity provided during the Report Month. The Subtotal for each Activity on this form should match the Instance of Service figures entered on the Summary form and the TOTAL MONTHLY INSTANCES OF SERVICE figure should match the Total figure.

The top section of the form will automatically populate with the related information entered on the Summary form (Summary tab).

Complete the Instance of Service Detail section of the form as follows:
- Enter the total number of Instances of Service for each Activity for which the Contractor provided HEAP funded services during the Report Month.
- For "Other" numbers served (rows A8, B4, and C5), enter the information in the "Other Details" section. The columns totals auto-populated the applicable Detail Other fields. Enter information as follows:
  - Other Activity (define): enter the Activity description (e.g., transportation, bridge housing, landlord incentives, etc.)
  - A8 – Other Services: enter the number of Instances of Service for the applicable Activity
  - B4 – Other Rental Assistance or Subsidies: enter the number of Instances of Service figure for the applicable Activity
  - C5 – Other Capital Improvements: enter the number of Instances of Service for the applicable Activity

Number Served by Activity – Detail Form

Use this form (Number Served – Detail tab) to report the number of individuals served in each Activity during the Report Month. Subtotals and Totals will automatically calculate. This form contains specific information about Homeless, At Imminent Risk of Homelessness, Unsheltered Becoming Sheltered, and Homeless Entering Permanent Housing. The Subtotal for each Activity should match the related figures on the Summary form and the Totals figures for Homeless, At Imminent Risk of Homelessness, Unsheltered Becoming Sheltered, and Homeless Entering Permanent Housing should also match those on the Summary form. Enter whole numbers only – no decimals or fractions.

The top section of the form will automatically populate with the related information entered on the Summary form (Summary tab).

Complete the Number Served by Activity Detail section of this form as follows:
- Homeless: enter the number of Homeless individuals served in each Activity during the Report Month
- At Imminent Risk of Homelessness: enter the number of At Imminent Risk of Homelessness individuals served in each Activity during the Report Month
- Unsheltered Becoming Sheltered: enter the number of unsheltered individuals who became sheltered served by each Activity during the Report Month
- Homeless Entering Perm Housing: enter the number of Homeless individuals who entered permanent housing served by each Activity during the Report Month

Note: Use the Number Served by Activity Other Detail form (Number Served – Other Detail tab) to determine the "Other" figures (Rows A8, B4, and C5).

Number Served by Activity – Other Detail Form

Use this form to enter the information for Other Services, Other Rental Assistance or Subsidies, and Other Capital Improvements. Subtotals will automatically calculate (Totals will not). Enter the subtotal figures in the appropriate "Other" fields on the Number Served by Activity Detail form (Number Served – Detail tab). Enter whole numbers only – no decimals or fractions.

The top section of the form will automatically populate with the related information entered on the Summary form (Summary tab).

Complete the Number Served by Activity Other Detail section of the form as follows:
- Other Activity (define): enter the Activity description (e.g., transportation, bridge housing, landlord incentives, etc.) under the appropriate subheading (i.e., Other Services, Other Rental Assistance or Subsidies, Other Capital Improvements)
- Homeless: enter the number of Homeless individuals served by the applicable Other Activity during the Report Month
- At Imminent Risk of Homelessness: enter the number of At Imminent Risk of Homelessness individuals served by the applicable Other Activity during the Report Month
- Unsheltered Becoming Sheltered: enter the number of Unsheltered Becoming Sheltered individuals served by the applicable Other Activity during the Report Month
- Homeless Entering Perm Housing: enter the number of individuals who were Homeless Entering Permanent Housing served by the applicable Other Activity during the Report Month

Number Served by Subpopulation – Detail Form

Use this form (Subpop – Detail tab) to report performance information for the following subpopulations:
- Chronically Homeless
- Veterans
- Unaccompanied Homeless Youth (18-24)
- Unaccompanied Homeless Youth (<18)

The top section of the form will automatically populate with the related information entered on the Summary form (Summary tab).

Complete the Number Served by Subpopulation section of the form as follows:
- Enter whole numbers only – no decimals or fractions
- Chronically Homeless: enter the number of Chronically Homeless individuals served in each Activity during the Report Month
- Veterans: enter the number of Veterans served in each Activity during the Report Month
- Unaccompanied Homeless Youth (18-24): enter the number of Unaccompanied Homeless Youth age 18 through age 24 served by each Activity during the Report Month
- Unaccompanied Homeless Youth (<18): enter the number of Unaccompanied Homeless Youth under age 18 served by each Activity during the Report Month
- Homeless in Families with Children: enter the number of Homeless in Families with Children served by each Activity during the Report Month
- Unaccompanied Women: enter the number of Unaccompanied Women served by each Activity during the Report Month

Note: Use the Number Served by Subpopulation Other Detail form (Subpop – Other Detail tab) to determine the "Other" figures (Rows A8, B4, and C5).

Number Served by Subpopulation – Detail (continued)

Use this form (Subpop – Detail (cont) tab) to report performance information for the following subpopulations:
- Homeless in Families without Children
- Homeless in Families with Children
- Unaccompanied Women

The top section of the form will automatically populate with the related information entered on the Summary form (Summary tab).

Complete the Number Served by Subpopulation section of the form as follows:
- Enter whole numbers only – no decimals or fractions
- Homeless in Families without Children: enter the number of Homeless in Families without children (e.g., single adults, two adults living as a family with no children, parents with adult children, etc.) served by each Activity during the Report Month
- Homeless in Families with Children: enter the number of Homeless in Families with Children served by each Activity during the Report Month
- Unaccompanied Women: enter the number of Unaccompanied Women served by each Activity during the Report Month

Note: Use the Number Served by Subpopulation Other Detail (continued) form (Subpop – Other Detail (cont) tab) to determine the "Other" figures (Rows A8, B4, and C5).

Number Services by Subpopulation – Other Detail Form

Use this form (Subpop – Other Detail tab) to enter the information for Other Services, Other Rental Assistance or Subsidies, and Other Capital Improvements. Subtotals will automatically calculate (Totals will not). Enter the subtotal figures in the appropriate "Other" fields on the Number Served by Subpopulation Detail form (Subpop – Detail tab). Enter whole numbers only (no decimals or fractions) for entries requiring number served.

The top section of the form will automatically populate with the related information entered on the Summary form (Summary tab).

Complete the Number Served by Activity Other Detail section of the form as follows:
- Other Activity (define): enter the Activity description (e.g., transportation, bridge housing, landlord incentives, etc.) under the appropriate subheading (i.e., Other Services, Other Rental Assistance or Subsidies, Other Capital Improvements)
- Chronically Homeless: enter the number of Chronically Homeless individuals served by the applicable Other Activity during the Report Month.
- Veterans: enter the number of Veteran individuals served by the applicable Other Activity during the Report Month
- Unaccompanied Homeless Youth (18-24): enter the number of Unaccompanied Homeless Youth individuals age 18 through age 24 served by the applicable Other Activity during the Report Month
- Unaccompanied Homeless Youth (<18): enter the number of Unaccompanied Homeless Youth individuals under age 18 served by the applicable Other Activity during the Report Month

Number Services by Subpopulation – Other Detail Form (continued)

Use this form (Subpop – Other Detail (cont) tab) to enter the information for Other Services, Other Rental Assistance or Subsidies, and Other Capital Improvements. Subtotals will automatically calculate (Totals will not). Enter the subtotal figures in the appropriate "Other" fields on the Number Served by Subpopulation Detail (continued) form (Subpop – Detail (cont) tab). Enter whole numbers only (no decimals or fractions) for entries requiring number served.

The top section of the form will automatically populate with the related information entered on the Summary form (Summary tab).

Complete the Number Served by Activity Other Detail section of the form as follows:
- Other Activity (define): enter the Activity description (e.g., transportation, bridge housing, landlord incentives, etc.) under the appropriate subheading (i.e., Other Services, Other Rental Assistance or Subsidies, Other Capital Improvements)
- Homeless in Families without Children: enter the number of Homeless in Families without children (e.g., single adults, two adults living as a family with no children, parents with adult children, etc.) served by the applicable Other Activity during the Report Month
- Homeless in Families with Children: enter the number of individuals who were Homeless in Families with Children served by the applicable Other Activity during the Report Month
- Unaccompanied Women: enter the number of individual Unaccompanied Women who were served by the applicable Other Activity during the Report Month

Number Served by Subpopulation – Breakdown Detail Form

Use this form (Subpop – Breakdown tab) to report specific detail information of the seven subpopulations: 1) Chronically Homeless, 2) Veterans, 3) Unaccompanied Homeless Youth (18-24), 4) Unaccompanied Homeless Youth (<18), 5) Homeless in Families without Children, 6) Homeless in Families with Children, and 7) Unaccompanied Women. Enter whole numbers only – no decimals or fractions.

The top section of the form will automatically populate with the related information entered on the Summary form (Summary tab).

Complete the Number Served by Subpopulation – Breakdown Detail section of the form for each column, as follows:
- Homeless: enter the number of Homeless for each of the seven subpopulations
- At Imminent Risk of Homelessness: enter the number of At Risk of Homelessness for each of the seven subpopulations
- Instance of Service: enter the number of instances of service for each of the seven subpopulations
- Unsheltered Becoming Sheltered: enter the number of unsheltered individuals who became sheltered for each of the seven subpopulations
- Homeless Entering Permanent Housing: enter the number of Homeless individuals entering permanent housing for each of the seven subpopulations