

HOPWA Claims Training

Presented By:

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Indiana Housing and Community Development Authority**

IHCDA GOALS FOR HOPWA:

Fund housing and health resources to support those living with HIV and their loved ones

Successfully ensure subrecipients can spend all HOPWA funds

Maintain compliance with HUD regulations on spending and program operations and development

PURPOSE OF CLAIMS TRAINING:

Understand IHCD's HOPWA
Claim Submission Processes
and Standards

Empower Project Sponsors to
maintain or refine internal
claim submission processes
as needed

OVERVIEW

Introduction on Claim Submissions

- Purpose of Submitting Claims
- Process of Review
- Eligible Expenses

Materials Needed in a Claim

Claims Considerations

- Claims Quality
- IHEDA Online system

Considerations on Confidentiality

Common Claims Errors

Staff Contact Information

CLAIMS OVERVIEW

HOPWA Claims are due at the 20th of every month and submitted via [IHCDA Online](#).

CS Team will send one monthly reminder about upcoming claims deadlines.

Deadlines for late claims approval (if any – granted on a case-by-case basis only) will be communicated via email.

WHY SUBMIT CLAIMS VIA IHCDA ONLINE?

Verify what
funding is being
spent on

Pay for agency's
work to administer
HOPWA assistance



Claim Submission

Claim created, not submitted, or returned to fix errors



Claim Review

Financial Operations team reviewing claim



Accounting Review

Program Accounting team reviewing claim



ACH Transfer

Payment in process to account



Complete

Claim paid to account

HOPWA ELIGIBLE EXPENSES:

TBRA

Long-Term Program
Delivery

STRMU

Short-Term Program
Delivery

Facility Based
Operations/Assistance

Supportive Services

Housing Information
Services

Permanent Housing
Placement

Administration

MATERIALS NEEDED TO CLAIM EXPENSES:

Updated Award
Budget

Claims
Narrative Form

Access to
IHCDA Online

Supporting
Documentation

Client IDs via
HMIS (if
applicable)

BUDGET AMENDMENTS

Your agreement allows 1 budget modification per year.

- Be judicious in selecting when you do a modification and complete at earliest convenience
- Be mindful of the percentages allowed for each funding component or group of components.
- Contact HOPWA Grants Analyst to get started.


CLAIMS NARRATIVE FORM

HOPWA-Claim-NARRATIVES (2) No Label • Saved to this PC

File Home Insert Page Layout Formulas Data Review View Automate Help Acrobat

Clipboard Font Alignment Number Styles Cells Editing Sensitivity

A10

	A	B	C	D	E	F
1	 Indiana Housing & Community Development Authority					
2						
3						
4						
5	HOPWA (CC) Long-Term Rental Assistance (TBRA)					
6	Month: _____					
7	Award #: _____					
8						
9	*No additional supporting documentation is required for Long Term Rental Assistance					
10						
11	Lanlord or Vendor Name	Date Paid	Client ID	Total	Description of Charge	
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						

Long-Term Assistance & Delivery Short-Term Assistance & Deliver Supportive Services Housing Information Permanent Housing Placement Facility-Based Assistance Program Administration

[TO ACCESS FORM: CLICK HERE!](#)

CLIENT IDS:

Sixteen-character ID for each individual benefiting from HOPWA assistance

Formed in HMIS or DV ClientTrack when the client/household member(s) information is entered.

Use as replacement to any Personal Identifiable Information (PII) on the Claims Narrative Form if needing to provide any client information.

All other information submitted via IHEDA Online should be censored to the extent possible.

Personal Identifiable Information (PII) – Set of data or other information that can be traced back to client and/or members of their household.

- Most Relevant Example: First and/or Last Name
- Additional considerations may also have to be taken on address, city, etc. if that information can be traced back to a particular client or household.

IHCDA ONLINE IS NOT EQUIPPED TO HANDLE PERSONAL IDENTIFYING INFORMATION OF CLIENTS OR THEIR HOUSEHOLD MEMBERS.

IHCDA ONLINE:



Indiana Housing Online Management System

Welcome to Indiana Housing and Community Development Authority's online services.

This site allows our partners to access resources for managing their awards and meeting their reporting requirements.

Authority Online

DMS Online

ClientTrack

Weatherization

The Authority Online site is used for claims management, online applications, data management, and reporting.

The DMS Online site is for the new single family homeownership reservation system starting 8/31/2017.

ClientTrack is used for managing client information and reporting for HMIS.

The Weatherization Assistance Program site is used for Weatherization data and reporting.

Please note that the link has changed.

The new URL to this site is

<https://online.ihcda.in.gov>



IHCDA ONLINE:



Indiana Housing Online Management System

Welcome to the Authority DMS Online Management System

This site will allow organizations working with the Indiana Housing and Community Development Authority to manage information about their awards. Some of the features of this site are claims management, Owner Certifications, IDA Awards, NAP Reporting, and the Single Family software download. This site continues to be expanded to allow our partners to work more closely with us and to streamline our processes. If you are having problems logging in or creating a profile please email claims@ihcda.in.gov.

Username:

[New User? Register Here.](#)

Password:

[Forgot Your Password?](#)

Only continue if you are using a supported browser. The current supported browsers are:

- *Internet Explorer 10.0*
- *Internet Explorer 9.0*
- *Firefox 17*
- *Firefox 18*

[Online Resources and Training Videos](#)

Click [Here](#) to visit the IHCDA website.



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[Online Resources and Training Videos](#)

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IHCDA ONLINE:



Training and Resources

Administration

[Partner's Guide to IHCDAOnline v2019](#)

[Partner's Guide to Professional Service Contracts and IHCDAOnline v2019](#)

[Banking, Wiring, and ACH Information Process v2019](#)

[IDA Guide to IHCDA Online v2019](#)

Rental Housing

[Changing Your Password](#)

[How to Prepare for an Audit](#)

[Online OC How To](#)

[Online Reporting FAQ](#)

[Online Reporting Training](#)

Contact
claims@ihcda.in.gov
need further
assistance with the
IHCDA Online system!



SUPPORTING DOCUMENTATION

Proof of Cost Incurred*

- Checks
- Invoices
- Receipts
- Bank Statements

Timesheets (if claiming staff time)

Paystubs or Earning Statement (if claiming staff time)

CLAIMING STAFF TIME:

Provide all the following in your HOPWA Claim:

- Name of corresponding staff member(s)
- Activity(ies) (a.k.a. HOPWA budget line item) Conducted
- Amount of time spent on the activity
- Amount(s) Incurred per activity(ies)
- Corresponding funding associated with the activity

Not Sufficient:

- Amount of time spent on HOPWA without activity breakdown
- Providing activity breakdown without providing amount of time spent on HOPWA activities
- Not specifying the staff member involved

Recommendation: Review your procedures or system and make updates as needed.

STAFF TIME EXAMPLE:

Name of Staff person

HOPWA Activity Conducted:

Amount of time spent on
HOPWA Activity

Amount(s) Incurred per
HOPWA Activity

Corresponding funding
associated with the HOPWA
Activity

**HIGHLY
ENCOURAGED:**
Specific Activity(ies)
Conducted (i.e. case
management,
rent/utility
calculations, etc.)

HOPWA Budget
Item ([slide 9](#))

Especially applicable for
those with multiple, active
HOPWA awards!

WHAT MAKES A HIGH-QUALITY CLAIMS SUBMISSION?

Claims narrative amounts and amounts are entered into IHCD Online adequately match.



All supportive documentation is present, accurate, and legible.



Personal Identifiable Information (PII) is not in claim submission



Claims narrative and supportive documentation clearly illustrates that all expenses that are claimed are HOPWA-eligible



In the comment section of your submission, the month and year you're claiming for is specified (i.e. January 2024)

COMMON MISTAKES:

Mismatch in amount claimed between claims narrative form and amount claimed in IHEDA Online

Missing Documentation

- Lack of evidence showing that a given cost was incurred
- Claiming staff time without timesheets or inadequate timesheets
- *If applicable:* Evidence of late claims approval is not present

Not adequately zeroing out a claim under claim submission

- Can result in being unable to claim all possible expenses

COMMON MISTAKES:

Including Personal Identifying Information into any part of your claim submission.

- PII should be stored in HMIS or DV ClientTrack.
- Be judicious about the information you provide via IHCDA Online.

**CLAIMS ERRORS ARE A CONCERN.
PLEASE BE CONSCIENTIOUS IN CHECKING
FOR ACCURACY AND ASK BEFORE YOU
SUBMIT IF THERE ARE QUESTIONS.**

CONTACT INFORMATION

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- Community Services Grants Team:
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 - Rachael Sample, CS Grants Manager, rsample@ihcda.in.gov
- HMIS HelpDesk: HMIShelpdesk@ihcda.in.gov
- DVClient Track HelpDesk: DVHelpdesk@ihcda.in.gov
- IHCDA Online & General Claims Questions: claims@ihcda.in.gov
- Claim-Specific Inquiries:
 - Amber Hardwick, Financial Operations Specialist, ahardwick@ihcda.in.gov