Homeless Emergency Aid Program (HEAP)  
Frequently Asked Questions for Annual Report

This is a supplemental resource to the HEAP Reporting guidelines. Please refer to the HCFC website for more details about the HEAP grant program or contact us for specific questions not answered here.

**Annual Report**

1. **What is the deadline for submitting the annual report and can the deadline be extended?**  
Per Health and Safety Code Section 50215(a)(1), each recipient of program funds is required to submit a report to HCFC no later than January 1, 2020. Extensions cannot be granted.

2. **What is the reporting period for which we are expected to provide information?**  
The reporting period is for September 1, 2018 – September 30, 2019. Please only submit data that occurred during that time period.

3. **Can you clarify where crisis housing/shelter services should be reported on the excel sheet?**  
The section for Emergency Shelter was mistakenly left off the initially published excel sheet. We have amended the spreadsheet and added a section on emergency shelter to the Annual Report (excel spreadsheet). The updated report template has been reposted on the HCFC webpage.

4. **In Section 1, should “Total HEAP funds expended during the reporting period” include the administrative funds expended by grantees?**  
Yes. All HEAP funds spent during September 1, 2018 – September 30, 2019 must be reported.

5. **In Section 2, how do I list on the form if I have more than one project?**  
For only this section, you can insert additional rows into the excel table to ensure all other projects are reported. Please do not amend the spreadsheet in any other way.

6. **In Section 2, what types of projects can be reported under “Other projects”?**  
Section 2 of the Annual Report requires grantees to include the expenditure detail for all HEAP projects with spending between September 1, 2018 – September 30, 2019. If there are project expenditures that are not specifically called out in the preceding tables categories, please include them in “other projects.”

For example, if on October 3, 2018, a grantee expended $100,000 to a homeless youth employment referral program, “Pathways to Employment,” the grantee should record this project in the other projects table. See below:
7. **In Section 3, when reporting on Capital Improvements, should I provide the number of beds that became available for use during the reporting period?**

If the construction or the rehabilitation of the capital project is complete, the grantee should report the expended HEAP awards and the number of beds that were added during the reporting period. If the capital project is not complete, the grantee should still report the HEAP funds expended during the reporting period.

8. **What is the best way to report the average length of stay?**

For the average length of stay, grantees should include the average number of days of the number of persons experiencing homelessness stayed in a shelter or other types of housing, e.g., transitional housing, safe parking, host homes, etc.

**Example**

A HEAP funded host home project served three unaccompanied homeless youth (18-24).

- **Youth #1: stayed for 120 days,**
- **Youth #2: stayed for 120 days,**
- **Youth #3: stayed for 60 days.**

The number of homeless persons served, unaccompanied homeless youth (18-24) column would be 3.

The average length of stay for the column unaccompanied homeless youth (18-24) would be **100 days.** \((120+120+60)/3 = 100\)

9. **What counts as an instance of service?**

The instance of service means each encounter with a member of the target population where services are provided for each of the eligible grant activities.

**Examples**

- **Short-Term Shelter:** One individual checks into a warming center operated by Provider X on Tuesday. The same individual checks into the same warming center for the next night. This counts as two instances of services for this activity.

- **Rapid-Rehousing:** 6 months of rent was paid = 6 instances of service
  
  6 months of rent + 4 visits to social services = 10 instances of service
10. For the Outcomes reporting table headings, which categories do you expect duplication in? Which categories should there be no duplication? 

One participant may be counted in more than one column (duplicated). However, the TOTAL column is the number of unduplicated individuals, NOT the sum of the numbers in that row.

Example
A person is chronically homeless and a veteran. Another person is chronically homeless:

<table>
<thead>
<tr>
<th># of Chronically Homeless</th>
<th># of Veteran</th>
<th>Total served</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

Self Certification of Contractually Obligated Funds

11. What is the deadline for submitting the Certification for Contractually Obligated Funds form?

A Certification of Contractually Obligated Funds form must be submitted by the Administrative Entity to the Homeless Coordinating and Financing Council at hcfc@bcsh.ca.gov by January 31, 2020. This certification is a separate document from the HEAP annual report, which is due to HCFC no later than January 1, 2020.

Pursuant to Exhibit C of the Standard Agreement, “obligate” means that the contractor has placed orders, awarded contracts, received services, or entered similar transactions that require payment from the grant amount. In the case of an award made to a general purpose local government that subcontracts with private nonprofit organizations via letters of awards and service provider agreements, the subcontractors are required to obligate the funds by the same statutory deadlines (e.g. 50 percent obligated by January 1, 2020).

12. Who is responsible for signing the HEAP Certification for Contractually Obligated Funds form?

The HEAP Certification of Contractually Obligated Funds Form is to be completed and submitted by each recipient of HEAP funds, including all Administrative Entities and the 11 large cities.

13. What if the grantee has not contractually obligated fifty percent of the HEAP funds by January 1, 2020?

As stated in Health and Safety Code Section 50215(b)(1), “Not less than 50 percent of program funds shall be contractually obligated by January 1, 2020.” Administrative entities who have not met this obligation are required to include a detailed plan and timeline for how they will expend the unallocated funds (up to the required 50 percent) in their HEAP certification form. Both documents are due to HCFC no later than January 31, 2020. HCFC will notify the grantee via email no later than March 1, 2020 if the plan has been approved and/or if any corrective action will be required.