

DVSS Finance Frequently Asked Questions (FAQs)

Below are responses to the questions that were submitted by DVSS providers from attending DVSS finance presentation on 12/11/2024.

1. Can we be reimbursed for DVSS staff who are hired after the budget modification deadline has passed?

If there are changes to your agency's budget after the budget modification deadline has passed (March 31st), please notify us as soon as possible, we will review on a case-by-case basis. If the request is reasonable and justifiable, a late budget modification/changes will be accepted, and reimbursement will be approved.

2. Will there be future training on the new updated invoices that were sent this month?

The updated invoice that was sent out beginning of December 2024 was based on the clarifications from the November 7, 2024, Case Management Billable Services Training. The Office of Women's Health plans on providing the case management billable services training again soon. In the meantime, if there are specific questions regarding the invoice, please reach out to your agency's assigned Contract Administrator.

3. I don't understand the FTE regarding 9-month compared to a 12-month budget, as well as putting the FTE in the direct cost line items. This was confusing to me.

If the agency would like to use the FTE% to calculate the requested amount for operation costs, the FTE % needs to be annualized as the budgeted amount is for a twelve-month period.

As shown in the example in red in below image, TBH Counselor is budgeted 100% FTE for 9 months, but it's only 75% for a 12-month period as shown in "Annualized FTE %" column. Total FTE for a mix of 12 and 9 months is 325%, but annualized FTE is only 300%, which mean that there are 3 FTE instead of 3.25 FTE allocated to DVSS for a 12-month period. For example, your agency has 30 employees in total, and 3 FTE allocated to DVSS, so it's 10% (3 FTE divided by 30 FTE) allocated to DVSS. If your agency projects utilities cost \$2,400 for the contract year (12 months), and 10% allocated to DVSS, so requested amount for DVSS utilities is \$240 (\$2,400 x 10%).

The annualized FTE% does not apply to agencies that use other methodologies (e.g, based on usage, prior year actual, or others) to calculate budget amount for operation costs.

The agency does not need to calculate annualized FTE %. The budget and budget modification forms will be updated to reflect Annualized FTE % that is automatically calculated.

Employee Name	Payroll Title	Number Of Months	Monthly Salary	% Time FTE	Budget Request	Budget Allocation by Supervisorial District					% Time FTE	
						1	2	3	4	5		
Employee A	Client Service Specialist	12	\$ 3,500	100.00%	\$ 42,000	\$ 8,500	\$ 8,500	\$ 9,000	\$ 8,000	\$ 8,000	100.00%	
Employee B	Case Manager	12	5,000	100.00%	60,000	14,000	15,000	13,000	10,000	8,000	100.00%	
Employee C (part-time)	Case Manager	12	5,000	25.00%	15,000	2,500	3,000	3,500	3,000	3,000	25.00%	
TBH	Counselor	9	6,000	100.00%	54,000	13,000	12,000	9,000	9,500	10,500	75.00%	
TOTAL SALARIES					325.00%	\$ 171,000	\$ 38,000	\$ 38,500	\$ 34,500	\$ 30,500	\$ 29,500	300.00%
ANNUALIZED FTE% FOR COST ALLOCATION					300.00%							300.00%

4. If the agency experiences an increase in participants that requires hiring additional staff, what is the process to request an increase in the contract amount.

If your agency would like to request to move funds from other lines to cover additional staff, please submit a budget modification.

If your agency would like to request additional funds, please inform your respective Contract Administrator with an estimated amount for the increase. Generally, OWH is unable to increase the allocation for that contract period, but we will evaluate your agency’s allocation and may increase your agency’s allocation for the next fiscal year depending on the available funding for that specific Supervisorial District.

5. If we increase the salary of an existing employee already included in the budget, do we need to submit a budget modification?

Yes, please submit a budget modification because this change impacts budgeted amount.

6. How many times are we allowed to submit a budget modification during the contract period? If a budget modification is submitted to reflect a staffing change during a quarter, and another staffing change occurs during the same quarter, are we permitted to submit a second modification for the quarter?

Your agency is allowed to submit a budget modification once per quarter (deadlines provided below), and the last day to submit a budget modification for the fiscal year is March 31st. If there are unforeseen changes to your budget after March 31st, please inform your respective Contract Administrator with a justification as soon as possible so we may review the request on a case-by-case basis.

Quarterly deadlines:

1st quarter (July – September) – deadline September 30th

2nd quarter (October – December) – deadline December 31st

3rd quarter (January – March) – deadline March 31st

If multiple staff changes occur in one quarter that impact the budgeted amount, we suggest that the agency make all changes for that quarter at one time on a budget modification and submit by the deadlines provided above.

If there are multiple staff changes that do not impact the budgeted amount, please inform your respective Contract Administrator as soon as possible by providing the employees' full names, end date for the previous budgeted employee and start date for the new employee. For instance, Joe Doe, a Client Specialist, left DVSS program on 11/30/24, and Emma King replaced Joe starting 12/1/24 and monthly salary and FTE % for Emma are the same as Joe's.

If there are staff changes that your agency has not informed OWH of and a programmatic monitoring review is being conducted in that quarter, please consult with your respective Contract Administrator.

- 7. If a budget modification was submitted in September (1st quarter) but it was approved in October, are we allowed to submit a budget modification for the quarter of October, November, December (2nd quarter)?**

Yes. The budget modification allowance once per quarter is based on the date of the submission. If your agency submits a budget modification in September, it's for the 1st quarter budget modification and your agency is allowed to submit a budget modification for the 2nd quarter (October to December).

- 8. Would it be possible for the agency to submit a budget modification in the third quarter and reflect all changes at that time instead of making changes on the budget multiple times?**

Yes, if there are no changes to the personnel. It is preferable to have all budget changes within a specific quarter to be made at one time. Please submit a budget modification for the quarter that reflects the changes to your agency's budget. For staff changes, please refer to #6. Please note that any services provided by unbudgeted staff may subject to disallowance during annual programmatic monitoring review.

9. Do we need approval from DPSS before placing a client in a motel or hotel?

No prior approval from DPSS is needed before placing a client in a motel or hotel. However, the client must have an active DV module, and Motel/Hotel Shelter Bed Night must be budgeted and approved by OWH to receive reimbursement.

As noted in the DVSS Contract, Statement of Work, Section 4.3.7 and 4.3.8, Shelter Bed Night and Hotel Shelter Bed Night Services are only available to CalWORKs participants and his/her minor children at a DV emergency shelter operated by approved Contractors or at a licensed commercial lodging establishment (Hotel or Motel) that operates with security precautions.

- Contractors shall maintain documentation with the following information to receive reimbursement:
 - Date of Service
 - Name and Signature of individual who provided or arranged the service
 - Detailed receipt or shelter log
 - Participant's CalWORKs case number
 - 'SBN' noted for Shelter Bed Night or Hotel Shelter Bed Night
- There is a maximum of 45 nights per participant per fiscal year.

10. Didn't the de minimis indirect cost rate increase from 10% to 15% effective October 1, 2024?

That is correct - the Office of Management and Budget's 2024 Revisions includes the de minimis rate increase from 10% to 15% effective October 1, 2024. However, the Office of Women's Health will apply this change to the DVSS contracts starting FY 2025-26.

11. If a case closed in DPSS, but the agency was not notified until the following month, can we bill for the month it was closed?

As noted in the DVSS Contract, Statement of Work, Section 7.1.6.1, Contractor may bill for services provided to a terminated CalWORKs GAIN/REP participant for a period not to exceed 30 days after notification of termination of CalWORKs GAIN/REP eligibility has been received from DPSS. Contractor shall not be reimbursed for services provided to terminated CalWORKs GAIN/REP participants that exceed the 30-day period. Therefore, Contractors may bill up to 30 days from the date of the notification letter.