

Coronavirus Recovery Invoicing Guidelines

Whereas Broward County has been in a state of emergency due to COVID-19 since the beginning of March and

Whereas such State of Emergency has severely hampered the normal operations of the child serving agencies contracted with the CSC through no fault of their own

Whereas the CSC is committed to ensuring that children are being served during this crisis to the greatest extent possible while ensuring the safety of the children, their families and the Provider staff

Whereas it is in the public interest to ensure the child-serving non-profits are able to remain viable through the duration of this crisis, so they are in a position to be fully operational to support children and families when it is safe to resume normal operations

Therefore, Children's Services Council of Broward ("CSC") is allowing greater flexibility for the Provider Agency ("Agency") invoicing process. This flexibility is allowed to facilitate an Agency's uninterrupted cash flow within the current contractual amount so that the Providers may offer services and pay their CSC funded staff and other programmatic expenses. These guidelines will be in effect until expressly ended by CSC.

CSC Staff have developed guidelines to help each Agency prepare their invoice/reimbursement request for the time that the agency was not in operation or was not fully operational during the Coronavirus outbreak. The following guidelines are applicable:

CSC encourages Agencies to be creative during this social distancing time and find alternative methods, if possible, for delivering services via teleconferencing, phone calls, or other methods. CSC is aware that Agencies may need to complete 20% Budget Amendments to meet the needs of the clients and staff will comply quickly. However, please be careful to request these budget amendments in smaller increments so that there is room to make adjustments towards the end of the fiscal year when hopefully this crisis has passed.

Invoicing Options:

1. Cost Reimbursement Contracts – No Change

Typical Cost Reimbursement contracts for CSC program-related costs incurred during the time period that the program was not in operation or was not fully operational due to the Coronavirus outbreak would be submitted as normal. Agencies must provide all related back-up documentation in accordance with the approved line-item budget. Additionally, electronic invoicing options are now available to submit the invoice and upload related supporting documentation into SAMIS. Instructions for this were sent under separate cover.

- Detailed instructions for cost reimbursement invoices can be found on CSCs website under Provider Guidelines for Reimbursement.

<https://www.cscbroward.org/resource/provider-guidelines-reimbursement>

Agencies should also continue to track activities even if they are being delivered by alternate means.

2. Unit Based Contract -

There are several options for these types of contracts since programs vary widely in the types of services that are delivered. To avoid the disruption of modifying SAMIS with numerous budget amendments and to maintain the current billing process as much as possible, the options described below include a hybrid of units and cost reimbursement for those Agencies that had an interruption in their service delivery.

As you all know, and probably sometimes question, why the Units of Service Module is not integrated with the Reimbursement Module and each month you have to manually input the total number of units for invoicing, now you will see how helpful that is!!

- a. If the Agency was able to use “alternative” methods of delivering services and can meet general monthly goals, invoicing will continue as normal with submission being all unit-based; i.e., the total number of units would be entered in the Program Units of Service Module and then the total transferred to the Reimbursement Report as typical. Flex funds and Value Added would be entered as cost reimbursement with supporting back-up documentation as typical. Additionally, electronic invoicing options are now available to submit the invoice and upload related supporting documentation. These instructions were explained under separate cover.

- b. If the Agency was able to provide services in the usual course of business for the first two weeks of March since schools were still open until March 13th, you may split the month's billing. In SAMIS, you would complete an Invoice for March 1st – 15th and submit your units in the normal course of business as described above in section 2, a.
- c. If your business was interrupted because of school closings or other social distancing requirements, for the period March 16th – 31st, you will submit a second Reimbursement Report in SAMIS for the period March 16th – 31st as described below.
- d. If the Agency was able to provide only partial services or unable to provide any services:
 - Any units of services that were actually delivered via alternative methods, should be entered in the Units of Service Module. These units will NOT be transferred to the Reimbursement Report.
 - For invoicing purposes, payment will be based upon actual expenses incurred and supporting documentation for salary/fringe, and any other direct service costs will be required.

*The following example assumes that no actual services were delivered. ABC Agency has total costs incurred for the period of \$75,040 (includes 12% Admin) and in the Reimbursement Report the unit cost is \$25/unit. They would divide the amount of total expenses (\$75,040) by the unit cost of \$25 which equals 3,002 units, that they would then enter in SAMIS in the Reimbursement Report only. If ABC Agency has multiple units, they could apply these costs across the multiple units in the Reimbursement Report up to the \$75,040 to avoid running out of any specific type of unit throughout the contract year. **NO** Units of Service would be entered into the Units of Service Module unless actual services were provided. Flex funds and/or Value Added would be entered as normal in SAMIS against the budget line item. Admin of 12% should be applied to the total invoice and does not need supporting documentation at this time. Admin should already be included in the total costs that are drawn down in the units. In this example when the total costs are \$75,040 that means Admin is \$8,040 and direct costs are \$67,000.*



- Electronic invoicing options are now available to submit the invoice and upload related supporting documentation into SAMIS. Instructions for this were sent under separate cover.
- It is the goal of CSC not to overly burden the Agency and to keep this additional documentation requirement for salary related costs as easy as possible. Agencies should include their payroll summary including the names of employees that were paid and related costs. It is also requested that Agencies document any efforts that are being done to connect with families, linkages to 211, any case management, etc. so that we can all help each other during these trying times. Document these efforts as you would any service provided and maintain with the client records.