## Domestic Violence Housing & Supportive Services

### **DVSFA Contract Invoice Payment & Review Process**



#### **Submitting Invoices**

Please make sure to submit your invoice to <a href="https://www.nc.edu/ow/">OWHinvoice@ph.lacounty.gov</a> by the 15th of each month following the month of service. For example, services provided in July should be invoiced by August 15. This schedule applies to services from July through June each year.

Supplemental Invoices: if you need to submit a supplemental invoice, please see the following:

- For services provided in July-April: you have 60-days
- For services provided in May: you have 30-days
- For services provided in June: will not be accepted



## Invoice Review & Documentation

Upon receiving an invoice:

- Within 5 business days, OWH will review for accuracy, completeness, and may request corrections or additional information.
- Contractors must provide any requested documentation within 3 business days to avoid delays in processing.



### **Client Eligibility Verification**

To be eligible for DVSFA funding, clients must meet the following criteria:

- 1. Be a survivor of domestic violence.
- 2. Reside in Los Angeles County (including persons experiencing homelessness).
- Be ineligible for and not receiving CalWORKs benefits and not be accounted for under any other funding source.
- **4.** Undocumented immigrants are eligible under DVSFA.

OWH will conduct a 100% review of client eligibility documentation during invoice processing.



#### **Invoice Processing**

If discrepancies result in disallowed costs, OWH will notify the contractor with the amount disallowed and request a revised invoice within 3 business days.

 Invoices without discrepancies will move forward to the review process without additional notification.



#### **Authorization and Payment**

Once approved, OWH will authorize payment and forward the invoice to DPH Finance (DPHF).

DPHF will issue an electronic payment to the contractor. DPH will make an effort to process the payment within 30 days following receipt of a complete and correct monthly invoice.



# Programmatic On-Site Monitoring

During the site visit, OWH staff will conduct invoice and chart audits:

- Three months of invoices will be randomly selected.
- From each invoice, 10% of billed clients will be randomly sampled.
- Client charts will be reviewed to verify that services billed match documentation.
- Costs lacking sufficient documentation will be disallowed and included in the monitoring report.
- Significant inconsistencies or indications of fraud will be referred to the DPH Compliance Management Division for further review.