

# HEAP Implementation Frequently Asked Questions

Regional Task Force on the Homeless

San Diego Continuum of Care – Homeless Emergency Aid Program (HEAP) RFP

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**Topic Categories** (hold Ctrl and click to jump to the topic heading)

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## ZoomGrants Access

1. How do I learn more about using ZoomGrants?
  - a. ZoomGrants provides a learning platform that provides articles and “How To” training videos through their ZoomGrants University at:  
[http://help.zoomgrants.com/?utm\\_source=WiseStamp&utm\\_medium=email&utm\\_term=&utm\\_content=&utm\\_campaign=signature](http://help.zoomgrants.com/?utm_source=WiseStamp&utm_medium=email&utm_term=&utm_content=&utm_campaign=signature)
2. How do I add another staff person to get access the application, Request for Reimbursement and Reporting on our project in ZoomGrants?
  - a. Answer: Please visit the ZoomGrants weblink:  
<http://help.zoomgrants.com/index.php/zgu/app-owners-collaborators-addl-contacts/#collaborators>
3. The person who controlled our account has left the organization; what do we do now?
  - a. Answer: please visit the ZoomGrants weblink:  
<http://help.zoomgrants.com/index.php/zgu/the-person-who-controlled-our-account-is-leaving-or-has-left-our-organization-what-now/>
  - b.
- 4.

## Reporting

1. Question: When submitting quarterly reports, do we have to upload all staff's time sheets?
  - a. Answer: No. Individual Time sheets will be reviewed during monitoring. You can upload a summary in Zoom Grants.
2. Question: When submitting quarterly reports, do we have to upload all staff's time sheets?
  - a. Answer: No. Individual Time sheets will be reviewed during monitoring. You can upload a summary in Zoom Grants.
3. Question: In regards to outcomes, what is considered number of homeless individuals assisted? Is the household counted as 1 person assisted or each person in the household is counted?
  - a. Answer: Each person that is assisted is counted.
4. Question: What does an instance of service mean?
  - a. Answer: An encounter with an individual about their current living situation, referring them to services, doing an intake with them, any act that is working with them on their living situation.
5. What is the participant agreement that has to be uploaded into zoom grants with the Quarterly Reports? Will the MPA suffice?
  - a. Answer: No, the participant agreement is a form signed by a client that allows organizations to utilize an individual's picture or personal information to identify a success story or bench marks. The MPA is a form signed by a client allowing their data to be shared in HMIS.

## HMIS

1. Question: When entering data into HMIS, when is the appropriate time in which to first enter a client?
  - a. Answer: The first date of contact with the individual
2. Question: What happens when a program starts working with an individual/family and they don't return?
  - a. Answer: They are exited from the project in HMIS on the last day of contact. If they return at a later date, they can be re- entered into the project.
3. Question: If an individual is being worked with in regards a Diversion activity but does not receive any financial services, do they still need to be entered into HMIS?
  - a. Answer: Yes. If your program is receiving funds for Diversion activities, you will have to set up a Diversion project in HMIS and that will be where you track all Diversion services.
- 4.

## CES

1. Question: How will we receive referrals to our programs?
  - a. Answer: You will need to contact CES to discuss the process at [support@rtfhsd.org](mailto:support@rtfhsd.org)

## Reimbursement

1. Question: How long will it take to receive out request for reimbursements?
  - a. Answer: Checks are cut twice a month and should usually take about a week or two to process. Any draw over \$75,000 requires a Board member signature so anything over that amount will take a little bit longer to process.