

CLIENT AID 2.0

The South Bay Cities Council of Governments ("SBCCOG") is offering Client Aid as a funding of LAST RESORT for Coordinated Entry System ("CES") participants experiencing homelessness ("PEH").

The spirit of Client Aid is twofold:

- 1) to aid PEH with immediate opportunities for employment, shelter, or housing; or
- 2) to provide temporary respite for those with immediate acute health, safety, or weather-related problems.

Your Client(s) must be in the Homeless Management Information System ("HMIS"), and you must have exhausted all other options including but not limited to accessing: your internal agency resources, LAHSA Problem Solving, Safe Parking, Rapid Rehousing, Shallow Subsidies, Prevention Services, Interim Shelters, Medi-Cal/CalAIM, other State/Local resources.

PROCESS

1. Email Laurie Jacobs (Laurie@southbaycities.org) and Ronson Chu (Ronson@southbaycities.org) with an initial request for client aid approval.

Request must include:

- a. Email subject should be client first name and last name initial (Ex. Mary S. Client Aid Request)
 - b. Amount requested and detailed explanation on what funds are needed for
 - c. Identify what other resources you tried to access (i.e. LAHSA problem solving)
2. Laurie Jacobs or Ronson Chu will email a reply within 24 – 48 hours an approval, a request for more information, or a rejection of the request with an explanation.
 3. Once email approval is received, requestor submits the claim through the online form. Make sure you have entered all the information before clicking "Submit". If you want to add information after submitting, email the information to Laurie and Ronson.

Please bookmark this hyperlink: [Client Aid 2.0 Submission](#)

- a. If the client aid request does not fit one of the defined options, click on "other" and enter a brief description.
- b. If you click on "Debit Card", then you may use the debit card assigned to your organization*. Please email copies of all supporting receipts/invoices to Laurie and Ronson.
- c. If you click on "Check Request", you will need to email Laurie and Ronson copies of all receipts/invoices related to the request, (once available). along with a:
 - i. W9 for requests over \$600 (for vendors such as motels, landlords, etc.)
 - ii. Name and address of the vendor to be paid

*Debit Card Check Out Form (For Provider Use)

Sign Out			Sign In					
Sign Out Name	Date	Sign out Signature	Sign In Signature	Date	Amount Used	Vendor W9? (Y/N)	Receipt? (Y/N)	HMIS Entry? (Y/N)

