Claims

Submitting Claims for Reimbursement

Claims Training Video
Claims Training Video Captions

I. **Introduction to Claims**

Claims are requests for reimbursement of grant expenses. Grantees submit claims in the online grant management system. This document Instructions for submitting claims provides detailed instructions instructs grantees on how to submit claims and receive reimbursement for grant expenses. Unless otherwise advised, grantees receive grant funds on a reimbursement basis, meaning grantees incur grant related expenses and then request reimbursement for those expenses by submitting claims.

Grantees with the role of ***agency administrator*** can submit claims if they are in active status and linked to the claim document. Grantees with role of ***agency staff*** can initiate and edit claims but cannot submit them.

The claim component is available after the subaward (contract) is fully executed and the funding allocation form is uploaded if required. Grantees can submit claims either monthly or quarterly and must stick to their chosen submission schedule. Claims are due on the last day of the month following the claim period.

When required, grantees submit expense summaries for expenses and match with their claims. Criminal justice programs (law enforcement, prosecution and victim witness coordinators) are not required to use expense summaries unless otherwise directed by their grant coordinator or a member of the finance team.

II. **Expenses and Supporting Documentation**

Once contracts are executed, the online grants management system creates claim pages based on the expenses and categories in the approved grant budgets.

At the beginning of each grant cycle, grantees are assigned a risk designation, which determines which expenses must include supporting documentation. See the chapter on grantee monitoring to learn more about risk assessments.

Victim Assistance has the right to deny reimbursement of expenses which are not allowable, not necessary, not in the approved budget, or deemed to be unreasonable.

Below is a chart with examples of reimbursable expenses and examples of standard supporting documentation as well as the option to download the chart. Download the expense category chart.

Expense Category	Examples of Eligible Expenses	Supporting Documentation

Payroll	Payroll of grant funded staff for reimbursement or use as match	• Payroll check register, or payroll report to verify gross wages • Payroll stubs showing gross pay and distribution • Payroll spreadsheet showing allocation by fund
Benefits	FICA, Health, Dental, Vision, Life, Unemployment Insurances; Retirement and Disability	• Premium statements or invoices from insurance or retirement providers • Iowa Workforce Development quarterly SUTA reports • Deposits of payroll taxes • Payroll reports reflecting employer costs
Travel & Training*	Mileage or rental car, meals, lodging, parking, airfare, ground transport, baggage fees, conference registration fees, staff mileage for regular work duties such as transporting victims.	• Must follow state per diem requirements/rates. (Itemized meal receipts must be included are no longer required.) • Itemized hotel statement/invoice • Staff requests for reimbursement • Documentation of travel (mileage record, conference registration form, agenda, etc.) • Travel purpose • Taxi/bus/train receipts • Airline confirmation
Contractual Services^	Book-keeping and accounting fees, security services, therapy services, etc.	• Statements or invoices showing the date(s) of service, the total amount owed, the amount paid, and the contract period.
Equipment⌂	Printers, computers, laptops, scanners, tablets, phones, and other equipment used for approved programming	• Vendor receipts or invoices with order dates • A description of the item purchased
Repairs/Maintenance	Building & equipment maintenance (copier, lawn care, etc.)	• Vendor receipts or invoices showing the date or dates of service, the total amount owed, and the amount paid, with a copy of the check.
Rent	Business, shelter & outreach offices	• Vendor receipts or invoices showing the rental period & the location address (unless confidential) • Copy of signed contract/lease agreement
Utilities	Electric, water, waste removal, satellite cable	• Statements or invoices showing the usage period & the location address (unless confidential)
Communications	Cell phone plans, landline services, internet, intercoms, TDD /relay machines/VP systems, etc.	• Statements or invoices from provider

If your victim service program receives more than one funding stream, you must do a payroll summary with your claims for reimbursement.

* Out-of-state travel must be approved prior to travel.

III. **Client Assistance**

When requesting reimbursement for client assistance, complete the client assistance tab on claim expense summary form.

Client assistance is provided to help meet the financial needs of clients. Client assistance can be rent, utilities, childcare, groceries/grocery cards, gas cards, relocation/moving expenses, work equipment, public transportation, or any other reasonable expense to help clients remain safe, achieve self-sufficiency or heal.

Unique client assistance requests are reviewed individually and should include justification or an explanation showing how the expense is linked to victimization and how it will help the victim. Grantees should seek prior approval for client assistance expenses which might be questioned or not allowed. **Grant funds cannot be used to provide victims with cash or credit card type gift cards.**

All claims for reimbursement for client assistance must have accompanying receipts or invoices. Each cost should also have a short justification documenting the purpose of the expense if the purpose is not already clear. Here are some examples:

Rent – include a signed receipt or a copy of the check.

Gas cards -include documentation with the last 4 digits of the card, the amount of the card, and a short explanation of why the card was issued i.e. “transportation to work,” or “transportation to medical appointment.”

Work equipment or supplies – include the receipt(s) with a justification for the expenses, such as “purchase of work boots for client to resume job duties.”

Any store (grocery, gas, etc.) card provided to a victim requires a Victim Assistance form describing the purpose or use of the card. The form is to be signed by an agency representative and the victim, who acknowledges the purpose, use or restrictions of the card. This form should be saved in the client file.

If there are any questions about what constitutes adequate supporting documentation for an expense, please ask your grant manager.

Appealing budget or claim decisions

Appeals Process: Grantees have the right to appeal denials associated with budget revisions or claim reimbursements.

Appeal Step 1: The grantee must submit an appeal within 10 business days of receipt of the denial, outlining their rationale for approval. The grant administrator has 10 business days to respond to the appeal, either upholding, or overturning the original decision.

Appeals are submitted in the grants management system. Here are the instructions: 1) An agency administrator opens/creates an appeal by clicking on the word appeal located in the My Opportunities panel on the dashboard/homepage. 2) Click on the words Appeal Information found at the top of the navigation panel; 3) select the appropriate appeal type from the dropdown menu and then follow the instructions on the page.

Appeal Step 2: If the grant administrator upholds the denial, the grantee may submit an appeal to the Victim Assistance section chief who will respond within 10 business days by either upholding or overturning the grant administrator’s decision.

Appeal Step 3: In some instances, the appeal can be brought before the CVA board. The CVA Board determination will constitute final agency action.

During the appeals process, the amount in dispute must remain unspent until a final determination is made. Grantees can withdraw an appeal at any time.

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