



**HFS**

Illinois Department of  
Healthcare and Family Services

We improve lives.

## SLP ARPA Funding Reporting FAQs

### 1. Was the webinar from January 30, 2024, recorded?

Response: The webinar was not recorded, but the questions that were sent in were compiled and answered below for your convenience.

### Access to the Report Form:

### 1. According to the provider notice, the template was attached, but I did not find it.

Response: The link to a sample reporting template is located at the very bottom of the [January 18, 2024 provider notice](#). Individual report templates can be found in the [HFS CARES/ARPA Portal \(illinois.gov\)](#).

### 2. Can I have a revised copy of the template?

Response: Yes, revised individual report templates can be found in the [HFS CARES/ARPA Portal \(illinois.gov\)](#).

### 3. If we received the notice and our entity does not have any new applications in the portal, how do we find out which facilities received funds from this specific program?

Response: All SLP providers that offered services 04/01/2021-03/31/2022 and received this funding should have received a notice regarding their portal account on or around 01/18/2024. If you believe your entity should have received notice and you have not yet received such notice, please contact the Department of Healthcare and Family Services (HFS) COVID-19 technical support line at 866/385-0600. Please have your entity's name, National Provider Identifier (NPI), Federal Employer Identification Number (FEIN), and the name and email address of your entity's point of contact ready. This information will be necessary for HFS to determine whether reporting is required and make any updates to the portal to correct your entity's contact and portal account access information.

### 4. If we do not have access to a community in the portal, how do we get access to them?

Response: Contact the HFS COVID-19 technical support line at 866/385-0600. Please have your entity's name, NPI, FEIN, and the name and email address of your entity's point of contact ready. This information will be necessary for HFS to

determine whether reporting is required and make any updates to the portal to correct your entity's contact and portal account access information.

**5. The hotline staff told me they could not find anyone so when I looked in the past documentation it was done by email/fax.**

Response: Contact information will be provided to the call center. If you believe your entity should have received notice and you have not yet received such notice, please contact the HFS COVID-19 technical support line at 866/385-0600. Please have your entity's name, NPI, FEIN, and the name and email address your entity's point of contact ready. This information will be necessary for HFS to determine whether reporting is required and make any updates to the portal to correct your entity's contact and portal account access information.

**6. I registered an account. How can I link my account with a specific SLP community so I can complete their application?**

Response: Contact the HFS COVID-19 technical support line at 866/385-0600. Please have your entity's name, NPI, FEIN, and the name and email address of your entity's point of contact ready. This information will be necessary for HFS to determine whether reporting is required and make any updates to the portal to correct your entity's contact and portal account access information.

**7. If the facility report is under the director login instead of the CFO login, how do I get that corrected?**

Response: Contact the HFS COVID-19 technical support line at 866/385-0600. Please have your entity's name, NPI, FEIN, and the name and email address of your entity's point of contact ready. This information will be necessary for HFS to determine whether reporting is required and make any updates to the portal to correct your entity's contact and portal account access information.

**8. I am not able to pull ARPA applications from the portal. Is there another way to pull the template?**

Response: Contact the HFS COVID-19 technical support line at 866/385-0600. Please have your entity's name, NPI, FEIN, and the name and email address of your entity's point of contact ready. This information will be necessary for HFS to determine whether reporting is required and make any updates to the portal to correct your entity's contact and portal account access information.

**9. I am in the portal, but it does not give any options for uploading ARPA for supportive [living] under my login, so I believe it was someone else in our facility or else it was never done on the portal and the CARES app was only done per fax.**

Response: All providers which HFS determined would receive funds and have a reporting requirement should have received a notice regarding their portal account on or around January 18, 2024. If you believe your entity should have received notice and you have not yet received such notice, please contact the HFS COVID-19 technical support line at 866/385-0600. Please have your entity's name, NPI, FEIN, and the name and email address of your entity's point of contact ready. This information will be necessary for HFS to determine whether reporting is required and make any updates to the portal to correct your entity's contact and portal account access information.

**10. Is the portal live yet? I followed the link from the notice and do not see the spreadsheet.**

Response: All providers which HFS determined would receive funds and have a reporting requirement should have received a notice regarding their portal account on or around January 18, 2024. If you believe your entity should have received notice and you have not yet received such notice, please contact the HFS COVID-19 technical support line at 866/385-0600. Please have your entity's name, NPI, FEIN, and the name and email address of your entity's point of contact ready. This information will be necessary for HFS to determine whether reporting is required and make any updates to the portal to correct your entity's contact and portal account access information.

**Form Completion:**

**1. What are the dates for eligible expenses?**

Response: 04/01/2021 through 06/30/2024.

**2. 2020 is not included for expenses?**

Response: Correct. ARPA funds distributed under the program are only allowed to be used on eligible expenses incurred between 04/01/2021 and 06/30/2024.

**3. When is the report due?**

Response: Reports must be submitted no later than 09/30/2024. If all the funds have not yet been spent, report on what has been spent to date. A future provider notice will include information about submitting an extension for consideration for the final report deadline.

**4. If the end date for reporting is 06/30/2024, when is report due?**

Response: If funds have already been spent you may submit your report as soon as it is ready, but no later than 09/30/2024. If funds are not spent yet, you

have until 6/30/2024 to spend your funds and your report must be submitted no later than 09/30/2024.

**5. What are the reporting requirements if the funds have not been spent or the full amount has not been spent?**

Response: Expenditures are allowed thru 06/30/2024 and must be reported by 09/30/2024. If all the funds have not yet been spent, report on current expenditures. In the comment section in the portal, add a comment that funds are still being spent. A future provider notice will include information about submitting an extension for consideration by HFS for the final report.

**6. What is the employee ID? Are we listing names for each employee?**

Response: If you assign an employee ID, use that number. If you use social security numbers, you may provide an anonymized unique number for your employees. HFS requests that you do not submit reports that include personally identifiable information, such as names and Social Security numbers.

**7. Are the expenditures allowed only for "direct care employees?" Are raises given to all employee categories eligible?**

Response: Frontline staff and those supporting direct resident care are eligible. Employees who are included in the "Other Administrative", "Clerical", and "Marketing" categories on the cost reports are not eligible. Additionally, employees who serve in a role of Building Manager, Executive Director, or equivalent are not eligible. All other employees are eligible.

**8. How would you expect us to spend the funds if you we don't know what staff members are to be included in the use of funds?**

Response: Frontline staff and those supporting resident care are eligible. Employees who are included in the "Other Administrative", "Clerical", and "Marketing" categories on the cost reports are not eligible. Additionally, employees who serve in a role of Building Manager, Executive Director, or equivalent are not eligible. All other employees are eligible.

**9. Can each payroll be limited to one line per category, or do we need to split out per employee?**

Response: Payroll may be reported in a single line item in the report; however, you are still required to provide details including employee types, number of employees, and the total dollar amount being claimed for each employee type.

**10. Do we list every employee for all 3 years?**

Response: Yes. Please include all applicable employees for each quarter included in the performance reporting section. Use “0” or “N/A” for quarters in which the employee was not employed or did not work.

**11. Do we list each payroll period the raises were in effect? For example, if raises were in effect 04/01/2021-03/31/2022 can we list the total amount in one row and provide 12 months of payroll reports?**

Response: Yes. Payroll may be reported in a single line item in the report; however, you are still required to provide details regarding the types and number of employees being claimed that is sufficiently detailed such that HFS can determine the total number of each employee type being claimed and the total dollar amount being claimed for each employee type. You may also report each employee as a separate row or each employee type as a separate row.

**12. How do we show that we spent the funds after the time period when the reviewers do not allow expenses outside of the period?**

Response: Funds distributed under the program are only allowed to be used on eligible expenses incurred between 04/01/2021 and 06/30/2024. If funds are not spent by 06/30/2024, HFS may consider extension requests on a case-by-case basis.

**13. What if we did not spend the full amount?**

Response: SLP providers have until 06/30/2024 to spend the funding. HFS would prefer not to recover distributed ARPA fund. If a SLP provider is having problems expending funds, please email [HFS.SLF@Illinois.gov](mailto:HFS.SLF@Illinois.gov) at least 45 days in advance of 06/30/2024.

**Reporting Expenditures:**

**1. What are eligible expenses?**

Response: Eligible expenses are listed in the [January 18, 2024 provider notice](#) and the Expense Category drop down box in the report template.

**2. Do help wanted ads count?**

Response: No. Per the provider notice, funds must be used for salary/wage increases, bonuses, and other employment and hiring incentives.

**3. Is overtime an allowable expenditure?**

Response: Yes.

**4. Would individual employee wage increases (annual merit) qualify?**

Response: Yes, under increased wages & salaries.

**5. Exactly what qualifies as increased wages/salaries? Simply a wage increase?**

Response: Expenditures above the level being paid as of 03/31/2021.

**6. If we gave permanent wage increases with no end date would the expenditure date be ongoing?**

Response: The end date would be the last date you are claiming this expense. Reporting for spending must end on 06/30/2024. HFS will develop a process for extensions, if needed.

**7. How do you prove the add on pay or raises if those are rolled into their pay rates at that time?**

Response: If you implemented permanent raises with funds, include this in the description. Please include documentation that shows pay rates before and after the raise. Example: Payroll report for the period prior to the raise going into effect or a memo or employee announcement regarding the increased salaries/wages.

**8. Can all facility employees' bonuses be used for reporting?**

Response: Frontline staff and those supporting resident care are eligible. Employees who are included in the "Other Administrative", "Clerical", and "Marketing" categories on the cost reports are not eligible. Additionally, employees who serve in a role of Building Manager, Executive Director, or equivalent are not eligible. All other employees are eligible.

**9. What if bonuses were flat rate and not based on hourly rate?**

Response: Provide add-on bonus information and documentation of bonus. This is **not** the same as sign-on or retention bonus.

**10. Can the employer portion of the pay raise taxes be used for the bonus portion?**

Response: Yes. The gross amount of the pay raise plus the additional FICA paid by the entity as a result of the raise is claimable.

**11. Does "Contractual Employee Expenses" include Staffing Agency?**

Response: Yes.

**12. Is a nurse agency an allowable expense?**

Response: Yes.

**13. Are Staffing Agency invoices 100% allowable or a specific percentage?**

Response: Yes, staffing agency invoices are 100% allowable.

**14. Follow up on the Staffing Agency being a contractual employee expense. Reviewers are kicking back agency expenses reported as front-line premiums. Is this incorrect on the reviewer's part then? If so, how do we ensure they are accepted as such?**

Response: This is not applicable to the SLP reporting.

**15. We also utilize a service that provides gift cards as rewards. Can this be utilized in the bonus portion?**

Response: You must provide documentation that the employee received the card. Example: Payroll compensation documentation or third party entity reports that verify the receipt of such cards by the employee. The submission of a receipt that simply details that gift cards were purchased by the entity would not be sufficient.

**16. Are there any non-wage/staffing expenses allowable? For example, is the cost of COVID testing for employees and residents allowable?**

Response: No. Per the provider notice, funds must be on salary/wage increases, bonuses, and other employment and hiring incentives.

**17. If items are paid via Automated Clearing House (ACH), what is an acceptable proof of payment?**

Response: Bank statements or 3<sup>rd</sup> party payor documentation are acceptable.

**18. I am concerned about providing back up documentation for the payments of the raises. The payroll report will only show total check paid and will have no indication of the portion that is a raise. Will the payroll report be sufficient?**

Response: Entities which provided permanent raises can document such proof by including documentation that shows pay rates before and after the raise. Example: A payroll report for the period prior to the raise going into effect or a

memo or employee announcement regarding the increased salaries/wages or documentation of the decision made by management to implement the raise.

**Performance Measures:**

- 1. If we began managing a community after the funds were received and cannot provide all information (back to 2019), how would you like us to proceed? Can we just not include that information?**

Response: HFS would prefer that you attempt to gather the information from the prior management company or from the ownership group (if ownership remained the same). If you are not able to, please contact HFS at [HFS.SLF@Illinois.gov](mailto:HFS.SLF@Illinois.gov) for assistance.

- 2. What is the use case for this performance information?**

Response: HFS does not currently collect much staffing information from SLP providers, but it would be useful. It may provide a starting point prior to the pandemic, during and after. This information may also inform HFS for potential quality payments, other add-ons, or rate structure development.

- 3. Why do we need to show net pay? What is the benefit as this would just exclude benefits and taxes?**

Response: Net pay is used to determine if providers are paying benefits.

- 4. Base Pay – are all dollars except bonuses included in this amount?**

Response: Yes. Bonuses may be lump sum or hourly.

- 5. Can we only include employees that are in the timeframe we are going out until? For example, if we can prove all funds were spent by end of 2021, do we need to show 2022 and 2023 employee records?**

Response: Each year must be reported even if funds were previously spent. Please report \$0 when applicable.

- 6. Why would total hours worked not equal total hours paid?**

Response: Total hours paid may include PTO, COVID out days, etc. Total hours worked should not exceed the total hours paid.

- 7. The performance metrics stops in 2022. You said reporting is until Q2 2023**

Response: This was an error. The provider notice issued by HFS includes 2023. This will be corrected on the template.



- 8. Do we need to provide performance metrics for all the years, if we can show the funds were spent by the end of 2021, for example?**

Response: Yes. Performance metrics are required for all years included in the template.

- 9. If we are able to show the funds are fully spent on contractual employee expenses only, do we need to still fill out the performance metrics?**

Response: Yes.

**Can you not just get the performance measures from the cost reports?**

Response: No.

- 10. Is back up documentation required to be attached for the performance measures?**

Response: No. Only the reporting of performance measures.