

# MEMORANDUM

## Department of Social Service

Jamie Sorenson, Director  
Margaret LeBlanc, Deputy Director  
Randy Reinoso, Deputy Director  
Teresa Etcheberry, Deputy Director

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TO: Office of HIV Subrecipients, Contractors, and Vendors

FROM: Heather R. Shoop, Project Director

SUBJECT: Change to Request for Reimbursement & Invoice Submissions

DATE: October 4, 2023

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Due to recent adjustments to fiscal processes at the County level, I am instituting changes in the way Office of HIV subrecipients, contractors and vendors submit RFRs and invoices. These changes are being made to facilitate efficiency for reviews, approvals, and payments.

Starting **Monday, October 9, 2023**, subrecipients, contractors and vendors are required to follow the instructions below when they submit an RFR or invoice to the Office of HIV.

1. Submit **only one** RFR or invoice per email to [CCHIVFiscal@ClarkCountyNV.gov](mailto:CCHIVFiscal@ClarkCountyNV.gov).
2. Include the following attachments in each email:
  - a. The RFR or invoice
  - b. Supporting documentation
  - c. **\*\*All Services Report in Excel or CSV format (for direct service agencies only)**
3. Format the subject line as "Agency Name; Program or Service; RFR Month/Year or Invoice #"
  - a. Examples of correctly formatted subject lines are:
    - i. Heather's Healthcare Center; Part A Services; September 2023
    - ii. Coolest Contracting Company; U=U Campaign; Invoice #07-23

I have directed Office of HIV staff to send email submissions back for correction if they do not conform the instructions above. Thus, failure to adhere to these instructions may delay reimbursement.

Thank you for your cooperation in this matter. If you have questions about this memo, you are welcome to contact me at 702-455-8674 or [Heather.Shoop@ClarkCountyNV.org](mailto:Heather.Shoop@ClarkCountyNV.org).

*\*\*If you need instructions on how to pull an All Services Report from CAREWare, view the video tutorial at: <https://youtu.be/2uMfY1Md44I>.*