



Frequently Asked Questions for New Provider

1. What's a Funding Notification (FN)?

To learn more about funding notifications and their purpose, please review [A Guide to Reading Your Funding Notification](#).

2. What is the Contract Identification Number (CID#)? Where can I find it?

CID # is a unique ten (10) digit numeric identifier used for specific contracts and can be found on a contract funding notification.

3. What is an Appendix A and B? How do you complete an App A and B?

Review the following documents linked below for detail information about the Appendix A and B and instructions on how to complete the various templates:

- a. [Contract Appendix A Total Instructions FINAL.pdf](#)
- b. [Appendix B - BHS Budget Instructions](#)
- c. [Contract Checklist for DPH Service Providers](#)

4. How do I make changes to my contract?

Complete a [Contract Change Request Form](#) and submit the signed copy with a justification attached to your agency's designated CDTA PM.

5. When will I get my invoices? When are invoices due?

Please refer to the [DPH Invoice Processing FAQ document](#) for information about the invoicing process and when invoices are due. Other references regarding invoices include: [Types of DPH Invoices](#) and [DPH Contractual Services Invoice Procedures Manual](#).



6. What's an initial payment?

The definition of an initial payment/advance and information on which contractors are eligible can be found in the [Contract Terms, Definitions and Procedures for DPH Business Office document](#), page 7 of 10.

7. Why don't my invoices match my funding amount?

Click this link to learn more about the different [Types of DPH Invoices](#) issued by DPH Budget Unit.

8. Who do I talk to about Performance Objectives?

Contractors develop SMART Performance Objectives to measure and track successful program outcome. Your agency's designated System of Care PM will review and approve Performance Objectives, which are monitored annually by DPH's Business Office of Contract Compliance (BOCC). If you need technical assistance to help develop Performance Objectives for your program(s), contact your System of Care Program Manager. Please click on the following link to locate SOC approved performance objectives:

[Department of Public Health: Contract Development and Technical Assistance](#)

9. Where can I find the contracted Performance Objectives for my program?

Performance Objectives for a contract are typically located on the Contract Development and Technical Assistance (CDTA) website each fiscal year at sf.gov/cdta.

If you don't find your objectives on the CDTA website, please contact your System of Care Program Manager.

10. How is a new contract certified?

The Contract Development and Technical Assistance (CDTA) section created a document for Providers new to DPH's contracting process. Click this link to access the [New Provider's Guide to Contracting with DPH](#)



11. Who do I contact if I have questions about my contract?

Your agency's designated Contract Development and Technical Assistance (CDTA) Program Manager (PM) is your principal point of contact at DPH, and will field all questions regarding your DPH contract, and if he/she does not have a specific answer, then a referral will be made to one of the appropriate DPH sections. CDTA Program Managers work in collaboration with multiple DPH units to ensure that your contract gets certified and in compliance with all departmental policies and procedures. These DPH units include Systems of Care (SOC), Budget, Fiscal/Cost Report, Contracts, and the Business Office of Contract Compliance (BOCC).

For more information, please refer to the [New Provider's Guide to Contracting with DPH](#) handbook published on CDTA's website at sf.gov/cdta.

12. How long does it take for a contract to be processed or certified?

See Page 9 of 11 in the [New Providers' Guide to Contracting with DPH located at sf.gov/cdta](#) for information about the contract development and certification process.

13. What is the difference between a Fee for Service (FFS) and a Cost Reimbursement contract?

Go to Page 8 of [DPH Contractual Services Invoice Procedures Manual](#) to learn about the two different invoice formats used by DPH.

14. Can I schedule a meeting to discuss the terms of my contract?

Yes, to schedule a negotiation meeting with DPH please complete a [Contract Change Request \(CCR\) form](#) and submit it to your agency's designated CDTA PM. Contract negotiation meetings are typically scheduled before the start of the new fiscal year or in the early quarter of the current fiscal year. Please note, changes to a contract are not accepted during the last or 4th quarter of a fiscal year. CCRs submitted during the last three months of the annual contract term will be considered for following fiscal year.



15. What is a System of Care?

System of Care is a comprehensive network of community-based services and supports organized to meet the needs of a variety of populations involved with multiple service agencies, such as child welfare, mental health, schools, juvenile justice, and health care. DPH’s network of Systems of Care include the following:

<p>Ambulatory Care—Behavioral Health Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Adult and Older Adult (AOA) <input type="checkbox"/> Children, Youth & Families (CYF) <input type="checkbox"/> Mental Health Services Act (MHSA) <input type="checkbox"/> Substance Use Disorder (SUD) <input type="checkbox"/> Transitional Aged Youth (TAY) 	<p>Population Health</p> <ul style="list-style-type: none"> <input type="checkbox"/> Community Health Equity & Promotion (CHE&P) <input type="checkbox"/> HIV Prevention Services (HPS) <p>Ambulatory Care</p> <ul style="list-style-type: none"> <input type="checkbox"/> Community-based Primary Care (CBPC) <input type="checkbox"/> HIV Health Services (HHS) <input type="checkbox"/> Maternal, Child & Adolescent Health (MCAH)
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16. What are the roles and responsibilities of the different units in DPH’s Business Office (i.e., Budget, Contracts, Business Office of Contract Compliance, Fiscal, Cost Report, and CDTA)?

For information about DPH’s Business Office Sections go to Pages 10-11 of the [New Providers' Guide to Contracting with DPH](#).

For additional questions send an email to cdtaunit@sfdph.org or contact your agency’s CDTA Program Manager directly.