

## Acceptable Proof of Payment for Household Goods

Household goods (such as beds, furniture, kitchen items, and move-in essentials) may be covered under **CalAIM Housing Deposits** when they are necessary to establish a basic, habitable household.

To be allowable, documentation must allow Partnership HealthPlan of California to fully reconstruct the transaction and verify that the purchase was:

- Authorized
- Necessary for housing stability
- Paid correctly
- Paid to an appropriate vendor
- Paid on behalf of the correct member
- Delivered / received by member

**If documentation does not clearly support each requirement below, the deposit may be denied or recouped, even if the items were purchased and delivered.**

### **Required Standard: Five elements that must be demonstrated**

For every household good purchase, documentation must demonstrate all five requirements below.

#### **1. Proof payment was made** (Not just ordered or authorized)

Documentation must show that funds were **paid and completed**, not merely ordered or pending.

##### **Must clearly show:**

- Payment status: **Paid, completed, or posted**
- Date of payment
- Exact amount paid

##### **Acceptable proof includes:**

- Credit or debit card statement
- Bank statement via Automated Clearing House (ACH) or Zelle
- Cancelled check
- Retailer payment confirmation

##### **Not acceptable by itself:**

- Order confirmation or “order placed” screenshots

- Quotes or shopping cart screenshots
- Pending or unposted transactions

Partnership must be able to confirm that funds left the payer's account.

## 2. Identification of who was paid (vendor identity)

Documentation must clearly identify which vendor received the funds.

### Must demonstrate:

- Vendor name (e.g., Amazon, IKEA, Target, local furniture store)
- Consistency across:
  - Invoice or receipt
  - Proof of payment
  - Delivery confirmation (if applicable)

### Unacceptable identification:

- Vendor name missing or abbreviated
- Payment sent to an unrelated or unknown entity
- Third-party accounts with no explanation

## 3. Proof of what was purchased (Itemization)

Proof of payment must be linked to an itemized receipt or invoice showing allowable household goods.

### Must show:

- Itemized list of items purchased
- Items that meet the definition of basic household establishment and are listed on **Partnership's Housing Deposit Request Form**
- Total cost matches the proof of payment

### Unacceptable itemization:

- Lump-sum receipts with no item detail
- Card receipts without an itemized sales receipt

## 4. Proof the amount paid matches receipt or invoice

Partnership requires a one-to-one match between what was billed and what was paid.

### Must demonstrate:

- Payment amount equals the invoice total (including tax and delivery)
- Clear linkage using:

- Invoice number or order number
- Matching transaction amount

**Common Partnership audit issues:**

- Partial payments with no explanation
- Multiple receipts paid in one transaction without reconciliation
- Payment totals that do not match invoices

**5. Proof the purchase is linked to the member and the housing service**

Because most payment records do not list the member's name, client linkage is required.

**Must be demonstrated through case notes or internal logs showing:**

- Purchase was made **on behalf of a specific member**
- Items support move-in or housing stability
- Purchase occurred within the **authorized service period**
- Purchase is connected to an **identified housing unit**

**Unacceptable Linkage:**

- No case note linking the purchase to the member
- Purchases made far before or after move-in without justification
- Purchases made before authorization dates

**An audit-ready proof of payment packet for household goods typically includes:**

- Itemized receipt or invoice
- Proof of payment showing cleared funds
- Vendor name consistently documented
- Delivery confirmation (when applicable)
- Case note linking the items to the member and housing service

**Reasons why Partnership may deny or recoup household goods claims:**

- Proof of payment shows a charge but not what was purchased
- Receipt shows items but no proof of which items were paid for
- Payment made but vendor identity is unclear
- Amounts do not match documentation
- No documentation linking the purchase to the member
- Items purchased before service authorization

Evidence consisting solely of screenshots, tenant statements, or pending transactions will not be accepted by Partnership.

**The following documentation is required by Partnership for online purchases from vendors such as Amazon, IKEA, Target:**

### **Household Goods Under CalAIM Housing Deposits**

Online purchases are commonly used for household goods but may have issues due to incomplete documentation. To be allowable, the documentation for online purchases must allow Partnership to clearly verify what was purchased, who paid, who received it, and how it supports housing stability. Screenshots or order confirmations alone are not sufficient.

#### **1. Invoice (itemized and paid)**

Providers must include the official vendor invoice, downloaded from online vendor → Your Orders → Invoice.

##### **The invoice must clearly show:**

- Seller name
  - For example: Amazon.com Services LLC or clearly identified third-party seller
- Vendor order number
- Order date
- Itemized list of purchased household goods
- Price per item
- Subtotal, tax, shipping, and **total amount paid**
- Payment status showing the order is paid

##### **Note:**

- Screenshots of orders placed and / or order summaries are **not** invoices
- Non-itemized invoices are not acceptable
- Invoices showing digital items, subscriptions, or services are not allowable

#### **2. Proof of payment (must match exact amount on invoice)**

Partnership requires separate proof of payment that matches the exact total amount on the vendor invoice.

##### **Acceptable proof includes:**

- Credit / debit card statement showing a charge to vendor
- Bank statement showing ACH or debit payment to vendor
- Amazon payment confirmation page

##### **Proof of payment must show:**

- Vendor as the merchant / payee
- Transaction date

- Amount that **exactly matches the invoice total**

**Best practice:**

Highlight or annotate the vendor transaction so Partnership can clearly see the match.

**Unacceptable documentation:**

- Bank or card statement with no matching invoice
- Invoice provided but no proof of payment
- Payment amount differs due to split transactions or credits with no explanation

**3. Delivery confirmation**

Partnership expects documentation that the household goods were delivered, especially for large or essential items.

**Acceptable delivery documentation:**

- Vendor delivery confirmation page
- Shipping confirmation email

**Delivery documentation must show:**

- Items delivered
- Delivery date
- Delivery address
  - Preferably the member's housing unit
  - If delivered elsewhere, an explanation is required in the case note

**May cause claim denial:**

- No delivery confirmation
- Items delivered to provider office with no explanation
- Delivery address not connected to the member or unit

**4. Client linkage is required for all purchases**

If an online invoice does not include the member's name, client linkage documentation is mandatory.

**The case note must clearly state:**

- Member name and Partnership CIN
- Housing address
- Items purchased
- Amazon order number
- Total cost

- Move-in date or housing event
- How the items support move-in or housing stability

### Partnership-acceptable example:

**Date of Service:** 04/08/2026

**Member:** Daisy Duck

**Partnership CIN:** 11111111A0

**Address:** 000 Maple Drive, Vallejo, CA

**Service:** CalAIM Housing Deposits – Household Goods

*On 3/10/2026, Housing Deposits funds were used to purchase essential household goods for member Daisy Duck in connection with move-in to permanent housing at 123 Main Street, Fairfield, CA. Items purchased from Amazon included a bed frame, mattress, bedding, and kitchen starter items necessary to establish a basic, habitable living environment. Total cost was \$818.97. Items were delivered to the member's residence on 3/12/2026.*

## 5. Allowable household goods

Examples of allowable items that meet the definition of basic household establishment. Common allowable categories include:

- Beds and mattresses
- Couches and chairs
- Tables and basic storage furniture
- Bedding and linens
- Kitchen supplies (pots, pans, dishes, utensils)
- Small appliances (microwave, toaster)
- Basic cleaning supplies and trash cans

Only items documented on the Housing Deposit Request for Funds Form (available on Partnership's [CalAIM webpage](#)) may be requested. Household goods must be requested within 30 days of the move day on the executed lease.

## 6. Timing and authorization alignment

Online purchases must:

- Occur within the authorized housing deposit service dates
- Be submitted for authorization within 30 days of the first day on the executed lease.

Purchases made far in advance or long after move-in must be justified in writing.

## Reminders for documentation submission

Partnership frequently denies or recoups online purchases when:

- Only screenshots are submitted

- Invoice is missing or not itemized
- Proof of payment is missing or does not match
- No delivery confirmation is provided
- Case note does not link the purchase to the member
- Items purchased are not clearly housing-related

**Providers should retain all of the following for each purchase:**

- Itemized vendor invoice or receipt (paid)
- Proof of payment matching invoice total
- Proof of payment showing clear funds, if applicable
- Vendor identity documentation
- Delivery confirmation, if applicable
- Client-specific case note or purchase log
- Partnership authorization documentation

**Partnership must be able to quickly determine:**

- What was purchased
- Who was paid
- That payment was completed
- Where the items were delivered
- Which member and housing service the purchase supports

If Partnership cannot easily answer these questions from the documentation submitted or retained, the Amazon purchase is at risk for **denial or recoupment**.

### Detailed Proof of Payment Requirements for Security Deposits

Security deposit payments are allowed under CalAIM Housing Deposits. To be allowable, documentation must enable Partnership to **fully reconstruct the transaction** and confirm that it was:

- Authorized
- Necessary to secure housing
- Paid correctly
- Paid to the right party
- Paid on behalf of the correct member

If documentation does not clearly support each requirement below, the deposit may be denied or recouped, even if the member successfully moved into housing.

#### **Required standard: The six elements that MUST be demonstrated**

All six elements below must be supported by documentation **together**, not in isolation. Examples of the documentation that satisfy the requirement are list with each standard.

#### **1. Proof the deposit was actually paid (completed transaction)**

Documentation must confirm that money left the provider's account and was received by the payee.

##### **Must demonstrate:**

- Payment status is **completed, paid, or posted**
- Date payment was made
- Exact dollar amount paid

##### **Acceptable documentation includes:**

- Cancelled check (front and back showing endorsement or bank clearing)
- Bank statement with the cleared transaction clearly highlighted
- ACH or electronic payment confirmation with transaction ID
- Zelle or Venmo transaction record with supporting documentation

##### **Not acceptable on its own:**

- Lease stating a deposit is required
- Invoice without evidence of payment
- Pending, reversed, or cancelled transactions
- Screenshots that do not show completion or transaction ID

Documentation submitted to Partnership must be able to demonstrate the funds were transferred – not just approved or intended to be transferred.

## 2. Identification of who was paid (payee transparency)

Documentation must clearly identify who received the deposit funds.

### Must show:

- Name of the landlord or property manager
- The payee's name on the payment record matches the lease or property documentation

### Supporting documentation may include:

- Executed lease naming the landlord or property manager
- Landlord invoice or receipt
- Property management ledger
- Written receipt acknowledging the security deposit, signed by landlord
- Attestation that the lease deposit was paid, signed by both the landlord or property management company and the member. This could be part of the lease agreement.

### Unacceptable indicators:

- Payment to an individual not listed on the lease
- Personal or ambiguous payee names with no explanation
- Peer-to-peer payments where the recipient's identity cannot be verified

Partnership must be able to easily determine **exactly** who received program funds.

## 3. Proof the recipient was authorized to receive the deposit

It must be evident that the person or entity paid was legally entitled to collect the deposit for that unit.

### Typically demonstrated by:

- Executed lease or rental agreement naming the payee
- Written confirmation from the landlord or property manager
- Invoice or receipt from a property management company

### Not acceptable:

- Payments to roommates, family members, or third parties without documentation
- Verbal assurances not supported in writing

Payments may only be made to parties with legal authority over the unit.

#### 4. Verification that the amount paid was required and correct

The paid amount must **exactly correspond** to what was required under the lease or deposit agreement.

**Demonstrated by:**

- Executed Lease or rental agreement naming the payee

**Documentation must show:**

- Deposit amount required per lease or agreement
- Deposit amount paid matches the requirement exactly

**If the amount differs:**

- A written explanation and supporting documentation are required (e.g., partial deposit, negotiated deposit, holding deposit)

**Common mistakes:**

- Amount paid does not match lease
- Deposit exceeds required amount
- Multiple deposits combined in one payment with no breakdown

Reviewers expect a one-to-one match between what was required and what was paid.

#### 5. Linkage to a specific housing unit

The deposit must be clearly tied to an identified and specific housing unit.

**Demonstrated by:**

- Executed lease or rental agreement naming the payee and specific housing unit

**Documentation must include:**

- Unit address
- Lease start date or unit hold date
- Clear indication that the deposit secured that unit

**Unacceptable:**

- Deposit paid before a unit was identified
- Deposit was paid prior to the authorization service period
- No address referenced anywhere in the documentation
- Deposit paid far in advance of move-in with no explanation

Housing deposits may only be paid for real, identified units – not general housing searches.

**6. Proof the payment was made on behalf of the member and was an authorized service.**

Client linkage is mandatory if financial records do not include the member's name.

**A case note or internal record must clearly state:**

- Member full name
- Partnership ID/CIN
- Unit address
- Deposit amount paid
- Date of payment
- Method of payment
- Statement that payment was made on behalf of the member
- Confirmation the expense falls within authorized housing deposit service dates

**Sample Case Note**

***Proof Payment Was Made on Behalf of the Member and Authorized Service***

***Date of Service:*** 04/12/2026

***Member Name:*** Donald Duck

***Partnership CIN:*** 11111111A0

***Medi-Cal ID:*** A123456789

***Housing Address:*** 123 Main Street, Fairfield, CA

***Service Authorized:*** CalAIM Community Supports – Housing Deposits

*On 04/12/2026, CalAIM Housing Deposit funds were used to make a payment on behalf of the above-named member in support of the authorized Housing Deposit service. The payment was made directly to the approved vendor and was necessary to secure and support the member's housing at 123 Main Street, Fairfield, CA.*

*The payment amount of \$1,200.00 was paid on 04/12/2026 and falls within the authorized Housing Deposit service period. This payment was required to establish housing stability and was completed in accordance with CalAIM and Partnership HealthPlan of California requirements.*

*This expense directly supports the member's move-in and tenancy establishment and was not a reimbursement to the member.*

**Important:** Deposits paid **outside of the authorized service period are not allowable**, even if the member later occupies the unit. Partnership must be able to tie the payment directly to one member and one authorized service.

**Lease requirement (mandatory)**

A fully executed lease or deposit agreement must accompany proof of payment. The lease must:

- Identify the landlord/property manager
- State the required deposit amount
- Identify a specific housing unit
- Align exactly with payment documentation

**Unexecuted or draft leases are insufficient.****Acceptable (with proper documentation):**

- Checks
- ACH / electronic vendor payments
- Approved electronic fund transfers

**Unacceptable payment methods:**

- Cash
- Gift cards
- Store credits

Payments made using prohibited methods will be denied regardless of documentation quality.

**Venmo and Zelle (peer-to-peer payments)**

Venmo and Zelle (Peer-to-Peer Payment) are **not prohibited** but require additional documentation.

**Additional documentation required:**

- Official transaction record (not phone screenshots) from:
  - Bank statement (Zelle)
  - Venmo transaction/export or PDF
- Must clearly show:
  - Payment method (Venmo or Zelle)
  - Amount
  - Date
  - Recipient name, username, or phone / email
  - Transaction ID
  - Status: Completed / Posted
- Payee Identity Verification (Critical for P2P):
  - Because Venmo and Zelle do not clearly identify recipients as landlords, you must prove who was paid.

- Strong supporting documentation (One or More)
- Lease listing landlord/property manager name matching the Venmo/Zelle recipient
- Written landlord statement confirming:
  - They accept deposits via Venmo/Zelle
  - The username, phone number, or email used
  - Invoice or receipt from landlord referencing the Venmo/Zelle payment
  - Lease or Unit Documentation
- Lease documentation is required to show why the deposit was paid. Must include:
  - Client name
  - Unit address
  - Deposit amount required
  - Landlord or property manager name
  - Lease start date or unit hold date
- Receipt or deposit acknowledgment
  - P2P platforms do not issue receipts—auditors expect confirmation.
- Acceptable
  - Email / text from landlord acknowledging receipt
  - Lease clause stating deposit received
  - Written receipt referencing Venmo / Zelle
- Client Linkage (Case Note Required)
  - Venmo/Zelle records do not reference the client, so linkage must be explicit.
- Case note must state:
  - Client name and Partnership CIN
  - Housing address
  - Amount and date of deposit
  - Method used (Venmo or Zelle)
  - Statement that payment was made on behalf of the client
  - Purpose: securing housing/establishing tenancy
- Audit-safe case notes language (example):

*“On 4/2/2026, Housing Deposit funds were used to pay a \$1,400 security deposit via Zelle to the landlord on behalf of client Jane Doe - CIN XXXXXXXXXX for the unit at 123 Oak Avenue, Fairfield, CA. The landlord requires Zelle payments. Payment was necessary to secure*

*permanent housing and establish tenancy.”*

- Justification for why P2P was used  
Partnership expects this explanation for all Venmo and Zelle payments.
- Acceptable reasons
  - Landlord only accepts Venmo/Zelle
  - No check or ACH option available
  - Urgent payment required to hold the unit

Screenshots, tenant statements, and pending transactions will not be accepted.

### **Minimum audit-ready security deposit packet**

Providers should maintain all the following for each deposit:

- Executed lease or deposit agreement
- Proof of payment showing cleared funds
- Payee identity verification
- Deposit receipt or acknowledgment
- Client-specific case note
- Partnership authorization documentation

### **Partnership must be able to answer six questions based on submitted documentation:**

1. Was the deposit paid?
2. Who was paid?
3. Was that party authorized to receive it?
4. Was the amount required and correct?
5. Which housing unit was secured?
6. Which member and authorized service does this support?

If documentation cannot clearly answer **all six**, the security deposit is at risk of not being approved.

### Proof of Payment Requirements: Utility Deposits and Utility Arrears (Back Utilities)

#### When authorized applies to:

- Utility security deposits
- Utility set-up fees
- Payment of past-due utility balances

**Purpose:** For utility-related payments to be allowable, proof of payment must allow Partnership to clearly determine:

1. Payment was actually made
2. Who was paid (the utility provider)
3. What the payment was for (deposit, set-up, arrears)
4. The amount was required and correct
5. The payment is tied to the member and housing unit
6. The payment supports an authorized Housing Deposit service

If any of these elements are unclear, the payment is at risk for **denial or recoupment**.

#### 1. Proof the utility payment was made

Documentation must show the payment was completed and posted, not pending.

##### Acceptable proof includes:

- Utility provider receipt
- Bank statement showing cleared payment to the utility company
- ACH / electronic payment confirmation
- Cancelled check (front and back)

##### Not acceptable alone:

- Utility bill showing an amount owed but not paid
- Screenshot of a scheduled or pending payment
- Confirmation page without payment status

Partnership expects that the funds must be clearly shown as paid, not just authorized.

## 2. Identification of who was paid (utility provider)

Proof must clearly identify the utility company that received payment.

### Must show:

- Utility provider name (e.g., PG&E, water district, electric company)
- Consistency between:
  - Utility bill or invoice
  - Proof of payment
  - Case note or authorization

### Not allowable proof of payment:

- Payment to an individual instead of the utility provider
- Provider name abbreviated or unclear
- Third-party payment processor with no explanation

## 3. Proof of payment purpose:

Documentation must clearly state why the payment was made.

### Acceptable purposes (when authorized):

- Utility security deposit
- Utility set-up or activation fee
- Payment of utility arrears/back balance (often capped, e.g., limited months)

### Must demonstrate:

- Type of charge (deposit vs. past-due balance)
- Service period covered (for arrears)
- That the charge was required to establish or maintain service

### Not allowable:

- Lump-sum payment with no breakdown
- Charges not clearly labeled as deposit or arrears

## 4. Verification the amount paid was required and correct

The amount paid must match the utility documentation.

### Must show:

- Amount owed per utility statement
- Amount paid matches exactly

- Any partial payments are explained

**Common issues:**

- Amount paid does not match utility bill
- Multiple utility accounts paid without breakdown
- Payment exceeds documented balance

**5. Linkage to the member and the housing unit**

Utility bills often list only an account number, so client linkage is critical.

**Must be demonstrated through documentation such as:**

- Utility bill showing service address matching the member's unit

**OR**

- Case note linking:
  - Utility account
  - Service address
  - Member name

**Not allowable:**

- Utility payment with no address, nor explanation
- Payment for utilities at a location not tied to the member

**6. Proof the payment was made on behalf of the member**

**Client Identification Requirement** – When utility documents do not list the member clearly, the case note is mandatory.

**Case note must include:**

- Member name
- Partnership Member Number / CIN
- Member home address
- Utility provider name
- Type of utility charge (deposit, set-up, arrears)
- Amount and date paid
- Statement that payment was made **on behalf of the member**
- Confirmation payment falls within authorized Housing Deposit service dates

**Sample Case Note – Utility Set-Up/Activation Fee**

**Date of Service:** 04/01/2026

**Member:** Mickey Mouse

**Partnership CIN:** 11111111A0

**Address:** 000 Oak Avenue, Fairfield, CA

**Utility Provider:** City of Fairfield Water Department

**Service:** CalAIM Housing Deposit – Utility Set-Up Fee

On 04/01/2026, Housing Deposit funds were used to pay a utility set-up and activation fee to the City of Fairfield Water Department on behalf of the above-named member for service at 000 Oak Avenue, Fairfield, CA.

The total amount paid was \$145.00. Payment was completed on 04/01/2026 and was required to establish water service prior to move-in. This payment directly supports housing habitability and tenancy establishment.

### **Sample Case Note – Utility Arrears (Back Utilities)**

**Date of Service:** 03/15/2026

**Member:** Daisy Duck

**Partnership CIN:** 11111111A0

**Address:** 000 Pine Street, Vacaville, CA

**Utility Provider:** PG&E

**Service:** CalAIM Housing Deposit – Utility Arrears

On 03/15/2026, Housing Deposit funds were used to pay outstanding utility arrears to PG&E on behalf of the above-named member for service at 000 Pine Street, Vacaville, CA.

The payment of \$612.48 covered past-due utility charges that were required to restore electric and gas service. Payment was completed on 03/15/2026 and was necessary to make the unit habitable and support the member's continued tenancy. This payment was made within authorized Housing Deposit service dates.

### **Sample Case Note – Multiple Utility Payments (deposit and arrears)**

**Date of Service:** 02/28/2026

**Member:** Donald Duck

**Partnership CIN:** 11111111A0

**Address:** 000 Elm Street, Fairfield, CA

**Utility Providers:** PG&E; City of Fairfield Water Department

**Service:** CalAIM Housing Deposit – Utility Payments

On 02/28/2026, Housing Deposit funds were used to pay multiple required utility charges on behalf of the above-named member for the unit located at 000 Elm Street, Fairfield, CA.

*Payments included a \$275.00 utility security deposit to PG&E and \$198.00 in outstanding water utility arrears to the City of Fairfield Water Department. Both payments were completed on 02/28/2026 and were required to establish and maintain essential utility services. These payments support housing habitability and tenancy stability and were made within authorized service dates.*

### **Sample Case Note – Utility Payment with Account Number Linkage**

**Date of Service:** 04/05/2026

**Member:** Minnie Mouse

**Partnership CIN:** 11111111A0

**Address:** 000 Maple Drive, Vallejo, CA

**Utility Provider:** Vallejo Electric Utility

**Utility Account Number:** 78451209

**Service:** CalAIM Housing Deposit – Utility Deposit

*On 04/05/2026, Housing Deposit funds were used to pay a required electricity utility deposit to Vallejo Electric Utility for utility account number 78451209 serving the unit at 000 Maple Drive, Vallejo, CA.*

*The deposit amount of \$210.00 was required by the utility provider to establish service.*

*Payment was completed on 04/05/2026 and was necessary to ensure the unit was habitable for move-in. This payment was made on behalf of the above-named member within the authorized Housing Deposit service period.*

Payments made outside the authorized service period are not allowable.

### **Acceptable Proof of Payment Examples**

#### **A. Utility invoice and proof of payment**

- Utility bill showing deposit or past-due balance
- Matching bank statement, ACH confirmation, or receipt

#### **B. Utility receipt**

Issued by the utility provider showing:

- Provider name
- Service address or account number
- Amount paid
- Date paid
- Payment confirmation

**C. Check payment**

- Cancelled check payable to utility provider
- Batch or check register + bank statement if cancelled check unavailable

**D. Electronic / online utility payment**

- Utility payment confirmation page
- Bank or card statement showing cleared payment
- Transaction ID and payment status

**E. Unacceptable forms of payment**

- Cash
- Gift cards
- Payments made to the member for reimbursement

**F. Minimum Partnership audit-ready utility payment packet**

Providers should retain:

- Utility bill or statement
- Proof of payment showing cleared funds
- Proof of service address or account linkage
- Client-specific case note (with Partnership member number)
- Partnership authorization number (TAR)

**G. Common Partnership denial / recoupment triggers**

- Utility payment with no proof of payment
- Proof of payment with no utility bill
- No member linkage in documentation
- Utility account not tied to member's dwelling
- Payments made before authorization
- Amounts that do not match utility statements