

How To: Request Flex Fund Payment

A Housing Flex Fund has been created to help homeless families in Duval, Clay, and Nassau counties resolve barriers to housing by covering costs that are not covered by other existing funding streams. Requests for funding will be approved or denied by a team made up of members from multiple agencies serving families in those counties. To request support, a case manager or homeless family touchpoint should follow the steps outlined below.

Confirm Eligibility → Complete TFA Request Form → Submit Information into HMIS → Email Approval Team

Step 1: Confirm Eligibility

To be eligible for the funds, families must:

- Be literally homeless or fleeing domestic violence (HUD categories 1 or 4),
- Have at least one minor child (must be under 18; does not need to be a parent/child household),
- Be enrolled in Coordinated Entry, and
- Have barriers to housing that cannot be resolved through existing resources in the community

Step 2: Complete TFA Request Form

Case manager or client touchpoint should complete the top section of the TFA Request package. Include any supporting documentation that may help the Approval Team determine the need for support and/or vendor information needed to process payment.

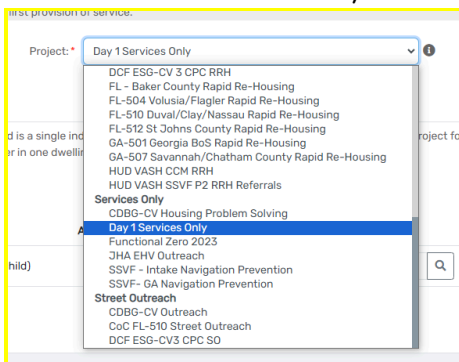
TFA Request form can be found at:

<https://www.changinghomelessness.org/day-1-families-program/>

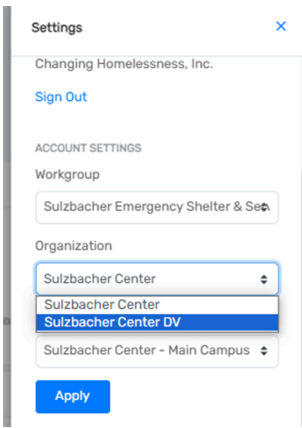
The form is titled "DAY 1 FAMILIES TEMPORARY FINANCIAL ASSISTANCE REQUEST PACKAGE" and features the "CHANGING HOMELESSNESS" logo. It includes fields for "Requesting Agency", "Date", and "Client HMIS ID". Below these are fields for "Case Manager/Touchpoint" and "County". A "Eligibility" section contains four checkboxes: "Literally homeless or fleeing domestic violence (select one below)", "Literally homeless (HUD Category 1)", "Fleeing domestic violence (HUD Category 4)", and "Has at least one minor child (must be under 18; does not need to be a parent/child household)". It also includes checkboxes for "Is enrolled in Coordinated Entry, and" and "Has barriers to housing that cannot be resolved through existing resources in the community". A table with columns "Type of Assistance", "Vendor", "Vendor Address", "Request Amount", and "Flex Funds Cumulative Amount" is present. The "Request Amount" and "Flex Funds Cumulative Amount" columns have dollar signs and are currently empty. A "Documentation to be included with Request*" section follows, with a numbered list item: "1. For TFA requests under \$300 outside of Security or Utility Deposits, Approval Team members have approved and recommended the following supplemental documentation to attach with this request." The form concludes with a signature line for "Case Manager/Social Worker Signature" and a "Date" field.

Step 3: Submit information in HMIS

Enroll the client in the "Day 1 Services Only" program in HMIS.

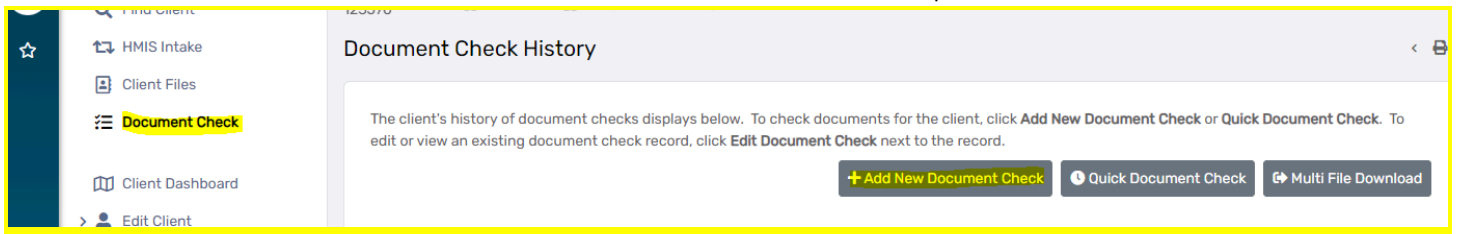


→ DV case managers may need to switch out of DV Organization to see Day 1 in Project dropdown.



For DV providers who do not have access to HMIS, reach out to the Coordinated Entry team at CHI (outreach@changinghomelessness.org) who will assist with that component of the Flex Fund request process.

Load TFA Request Form and supporting docs into HMIS. Include W-9 (and property management agreement if the check should be mailed to an address other than that on the W-9).



Step 4: Email Approval Team

Email Approval Team at day1@changinghomelessness.org to let them know the HMIS ID of the family for which the approval has been requested.

Email subject should be: HMIS ID, Day 1, Payment Request, Total Dollar Amount

→ Example: "14123, Day 1, Payment Request, \$423"

If the request is urgent, "Urgent" should be included in the subject

→ Example: "URGENT, 14123, Day 1, Payment Request, \$423"