

Overview: Day 1 Flex Fund

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The purpose of the Housing Flex Fund is to help homeless families 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 Duval, Clay, and Nassau counties.

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**

Caps and Limits

Families are allowed one submission for every 6 month period. A single submission can include multiple items, up to \$3000, that address barriers to housing. Requests that exceed \$3000 may be submitted for approval on a case-by-case basis.

Approval Team

To ensure balance, approvals of check requests will be determined by a group made up of representatives from multiple agencies with knowledge of existing programs and funding sources for families. To start, there will be three representatives from Duval County.

County	Agency	Representative
Clay	Quigley House	Bridgette Davis
Duval	Changing Homelessness	Vera Brown-Floyd
Duval	Hubbard House	Dwan Holmes
Duval	Sulzbacher Center	Katie Clancey
Nassau	Barnabas Center	Linda Ellis

Processes

Process for Case Managers/Touchpoints to Request Funds

To request funds, a case manager or family touchpoint should:

1. Confirm eligibility; family 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**
2. Fill out the payment request form and list all necessary supporting documents (e.g. W-9, Justification/explanation of the expense, etc.)
3. Email Approval Team at (day1@changinghomelessness.org) and share the payment request form
 - Email subject should be: HMIS ID, Day 1, Payment Request, Total Dollar Amount
 - "14123, Day 1, Payment Request, \$423"

If Approved:

4. Enroll the client in "Day 1 Services Only" program in HMIS
 - Select "Day 1 Services Only" in the Project dropdown menu
 - For DV case managers with access to HMIS, switch out of DV profile in Organization dropdown
 - For DV case managers without HMIS access, email outreach@changinghomelessness.org for support submitting the request for funding
5. Load payment request and supporting docs into HMIS
 - Include vendor W-9 (and property management agreement if check needs to be mailed to a different address than the one listed on the W-9)

Process for Getting Requests to Approval Team

Manager of Day1@changinghomelessness.org will notify Approval Team members of request (same day). This is currently Vera Brown-Floyd.

Process for Approving Funds by Approval Team

Once notified, the Approval Team will determine via email if the request is approved or denied within two business days. All Approval Team members must support the request for it to be approved.

If denied, an Approval Team member will:

1. Complete the Approval Team portion of the Request form and reload to HMIS
2. Email the case manager with the reason for denial
 - Subject: Denied Request, HMIS ID, Day 1, Payment Request, Dollar Amount
3. Close the client out of "Day 1 Services Only" in HMIS
 - Add explanation in Exit Destination
 - Sample: "Reason: Program did not fit client's needs" with note explaining reason for denial

If approved, the Approval Team will:

1. Complete the Approval Team portion of the Request form and reload to HMIS
2. Email the case manager to let them know
3. Determine if the request is urgent.
4. If request is not urgent, they will:
 - Forward the approved payment requests to tfarequests@changinghomelessness.org
 - Subject: HMIS ID, Day 1, Payment Request, Dollar Amount
 - "14123, Day 1, Payment Request, \$423"
 - If Finance team has follow-up questions, they should be sent to the Approval Team member who forwarded the request
5. If request is urgent, they will:
 - Forward the approved payment request to Will Evans (wevans@changinghomelessness.org) who will forward to finance for priority payment
 - Subject: URGENT, HMIS ID, Day 1, Payment Request, Dollar Amount
 - "URGENT, 14123, Day 1, Payment Request, \$423"

Process for Issuing Funds by Finance Team

Finance Team will:

1. Issue payment (with a goal of issuance within 5 business days)
2. Add TFA service to HMIS