



Flex Fund Assistance Program Guide

Revised April 28, 2026





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FLEX FUND PROGRAM OVERVIEW

Dallas and Collin Counties' homeless population faces a variety of needs beyond rental assistance and supportive services, including access to critical documents, security deposits, basic furniture and household items, a variety of administrative fees, rental arrears, and more. If not met, these needs may prevent a household from ending their homelessness quickly and permanently.

The Flex Fund exists to cover these types of minor but impactful one-time expenses that might impede a neighbor from ending, or making progress to end, their homelessness.

The Flex Fund is not:

- The primary monetary solution to ending homelessness in our continuum of care.
- A reserve of funds available to neighbors whenever needed.

AGENCY PARTICIPATION

Agencies that serve those experiencing homelessness and are a member of the All Neighbors Coalition of Dallas and Collin Counties (TX-600) participating in the Homeless Management Information System (HMIS) may access the Flex Fund.

PROOF OF LAST RESORT

Agency staff wishing to utilize Flex Fund to meet a neighbor's need should seek out other resources before requesting assistance from the Flex Fund. Flex Fund should be the last resort for those housing needs.

Agency staff wishing to access the Flex Fund are expected to:

- have utilized or attempted to utilize all applicable existing funds and resources;
- be able to state that no other existing community resources can meet the specific need being requested;
- be able to explain why the neighbor cannot pay for the need using their own funds;
- research alternative options and use good judgment when submitting the request.

ELIGIBLE PARTICIPANTS

The Flex Fund is designed to assist those who are experiencing homelessness. The Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009,



generally defines an individual or family as homeless if that individual/family, “lacks a fixed, regular, and adequate nighttime residence,” or “has a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation,” or lives, “in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing).”

Eligible participants must:

1. Have a current active enrollment in HMIS;
 - NOTE: Survivors of domestic violence do not have to be entered in HMIS, but the requesting agency must be a CoC member.
2. Be receiving active case management;
3. Not have exceeded the allotted maximum;
4. Have a request that ends or makes progress in ending their homelessness.

NON-ELIGIBLE EXPENSES

Certain expenses are not considered eligible for Flex Fund assistance. Requests submitted for non-eligible expenses will be denied.

Housing Forward will not reimburse or submit payment for the following items through the Flex Fund:

- Monthly utility payments
- Relocation costs
- Rental insurance (not to be confused with renter’s insurance)
- Rental payments
- Late or missed payments, including rent or other fees, for a unit at the property where a neighbor currently resides and owes a balance

ELIGIBLE EXPENSES

Eligible expenses must fall into one of the designated expense categories.

- Housing Costs
- Critical Document Costs
- Other Eligible Costs



Expense categories have varied documentation requirements, maximum allowances, and other requirements based on expenditure type.

All documentation requirements, approval processes, maximum allowances, and other standards in this section are subject to change as deemed appropriate by Housing Forward to administer Flex Funds in accordance with applicable policies, procedures, and available funding streams.

Maximum Award

Requests may be made up to the maximum award in any category per eligible participant. Housing Forward will review all requests on a case-by-case basis and approve or deny the request as necessary.

Maximum award amounts *do not guarantee* the maximum amount will be paid for each request. Rather, these amounts indicate a “ceiling” or upper limit of costs per household that allow for the most equitable and impactful use of the funds available.

Agencies submitting payment or reimbursement requests should attempt to lower costs and minimize requested amounts, when possible, to ensure responsible stewardship of the resources available.

Table 1. Maximum Award by Expense Category

Expense Category	Maximum* Award	Details
Housing & Critical Documents (Combined Total)	\$1,800	Total across all housing, move-in, and critical document costs
Utility and/or Rental Arrears	Combined total of \$5,000 with security deposit included	With prior negotiation only
Security Deposit	Up to one month’s rent	One-time cost per year, relocation not eligible
Furniture	\$750 per Head of Household	+ \$250 per family member in households of 2+

HH = Household

**Maximum per eligible neighbor per year*



Expense Requirements and Caps

Table 2. Housing Search & Move-in Cost Requirements and Caps

Housing Search & Move-in Costs Requirements and Caps					
Request Type	Requirement Documents			Max \$	Additional Notes
	W9	Invoice	Lease		
Application Fee	x	x		\$100	
Administration Fee	x	x		\$150	
Renter's Insurance	x	x		\$150	
Landlord Incentive	x	x	x	\$750	
Risk Fee	x	x	x	\$250	
Utility Deposit*	x	x		\$250*	*Proof of deposit required

Table 3. Critical Document Requirements and Caps

General Flex Fund: Critical Documents Requirements and Caps (Reimbursement Only)				
Request Type	Requirement Documents		Max \$	Additional Notes
	Invoice	Proof of Payment		
Government or State ID	x	x	\$100	
Driver's License	x	x	\$100	
Birth Certificate	x	x	\$100	Applies to any state

Table 4. Other Eligible Cost Requirements and Caps

Other Expenditure Categories					
Request Type	Requirement Documents			Max \$	Additional Notes
	W9	Invoice	Lease		
Arrears and Security Deposit	x	x		\$5,000	Negotiation required before approval Can be used in combination with rental arrears and security deposit. However, Security Deposit Not to exceed 1 month's rent
Furniture Request			x	\$750	+ \$250 per HH member >1
Security Deposit	x	x		\$ Not to exceed 1 month's rent	

HH = Household



Housing Costs

Housing Costs include items needed to obtain, sustain, and access housing.

Examples may include application fees, administrative fees, risk fees, utility deposits, or renter's insurance.

- Risk fees will not be paid until the neighbor has been approved for the unit. Documentation of approval is necessary.
- Landlord Incentives and Risk Fees should be considered subject to negotiation and used only when necessary, not as an assumed flat fee used for every application.

Critical Document Costs

Critical Document Costs are available for agency reimbursement only.

Critical Document costs cover critical identifying documentation needed to overcome barriers to housing, *or other barriers impacting a neighbor's housing search or move-in.*

- Neighbors must utilize Stewpot for critical documents prior to submitting a Flex Fund request.

Security Deposits

Security deposits are not to exceed one month of rent for the unit in question.

- Rental amount must be listed on the documentation accompanying the request.
- An invoice or a signed lease agreement is acceptable if the rental amount is clearly listed.

Security deposits will not be paid until the neighbor has been approved for the unit. Documentation of unit approval via a Welcome Letter is required.

Rental Arrears

Rental arrears are an outstanding balance at a property where the neighbor formerly resided, and which are now preventing access to housing at a new property.

- Arrears incurred due to lack of payment while currently residing in a unit do not qualify as eligible costs for assistance.



- Housing Forward will only provide payment for rental arrears if this assistance will end the neighbor's homelessness.

Example: Rental Arrears Request

Example 1: Neighbor owes a creditor \$5500 for rental arrears at Property ABC. This balance is preventing them from being housed at the new property. Neighbor negotiates with the creditor to reduce the to \$5,000.

Case manager submits a request to Housing Forward Flex Fund. The balance of \$5,000 is paid to the creditor and removed from the neighbor's credit report.

**If there is a security deposit required, the request will be denied due to cap being met.*

Arrears Exceeding Maximum Award

If a neighbor has arrears that exceed the maximum allowable amount of Flex Fund assistance, the neighbor should:

- negotiate with the creditor to reduce the amount owed as much as possible,
- seek out other resources to assist with the balance, and
- attempt to reduce the amount owed by submitting a payment toward the balance.

In this case, proof of payment from the neighbor is required for approval of the Flex Fund payment toward rental arrears.

Example: Rental Arrears that Exceed Maximum

Neighbor owes a creditor \$5500 and negotiates the balance down to \$2700. They then seek out assistance from a local non-profit that assisted with \$300 of the balance.

Case manager submits a request to Housing Forward Flex Fund. The balance of \$2400 is paid to the creditor and removed from the neighbor's credit report.

Furniture & Move-in Kit Costs

Agency staff should be involved in all aspects of furniture and move-in kit requests and delivery. It is the responsibility of agency staff to ensure a household receives all their items and to notify Housing Forward of any items missing or damaged upon arrival.

- Household members must be listed on the lease or listed in Neighbor Track to request furniture for them.

Furniture Package Details

Furniture is provided by multiple vendors: Furniture One and 3 online vendors Walmart, Amazon, and Target for agency reimbursement. For agencies choosing the reimbursement option, ordering outside of basic furniture is not allowable. For agencies that prefer Housing Forward to place the order, Furniture One is the vendor. It is important to note that these online purchases be commercial purchases only – no Facebook Marketplace, garage sales, or peer-to-peer purchases.

Furniture requests should include detailed comments about a household's needs when an item is not needed, or if there is a special request.

Children under the age of 15 will receive a twin bed. If there are 2 or more children in the home, bunk beds will be provided for them.

Example: Basic Furniture for Individual

- Queen Bed
- Nightstand
- Dresser
- Dining Table
- Two Dining Chairs
- Sofa

Move-in Kit Details

Move in Kits are ordered from Life Startup Essentials when Housing Forward places the order. MIKs can also be placed by the online vendors Walmart, Amazon, and Target.

Assembly and delivery fees should be considered in budgeting so not to exceed the cap. Housing Forward is not responsible for lost or stolen deliveries.

Policies for Missed Deliveries

Housing Forward WILL NOT approve any moving expenses for missed deliveries.

- **After initial missed delivery**, the case manager MUST agree to be present when rescheduling the 2nd delivery.

- **After a third missed delivery**, the neighbor will be responsible for picking up the furniture from the vendor's warehouse.
- **If the furniture is not retrieved within 30 days**, the order will be cancelled.

If an order is cancelled due to missed deliveries, it may be resubmitted **ONLY** when the neighbor is able to pick up the furniture from the vendor.

REQUEST SUBMISSION REQUIREMENTS

General Documentation Requirements

- Documentation accompanying any request must show the date the expense was incurred.
- Request must be submitted within 90 days of the date the expense was incurred.
- Expenses associated with move-in costs should be requested within 30 days of the move-in date.
- Any request submitted more than 90 days after the expense was incurred will be denied.

W-9 Requirements

- The W-9 and the Payee listed in the submitted request must match.
- All W-9s must be on the latest revised form year of 2024, signed and dated, no earlier than the current year.

Form revised
2024 or later

W-9

(Rev. March 2024)

Department of the Treasury
Internal Revenue Service

Before you begin. For guidance related to the form, see the instructions.

1 Name of entity/individual. An entry is required for each payee.

Ide

Example: Form W-9

Invoice Requirements

Invoice documentation of any type **MUST** come from Invoices created by agency staff will be denied.

Signed & dated
2024 or later

Acceptable invoice documentation includes:

- Traditional Invoice

- Property Welcome Letter
- Tenant Ledger
- Lease Agreement

All invoice documentation should clearly list:

- Neighbor name
- Property address
- Unit number
- Move in date
- Itemized fees paid/charged
- If submitting Welcome Letter, name & title of authorized property personnel

Example: Invoice - Lease Agreement

Neighbor Name →

Property Address & Unit Number →

Move-in Date →

Itemized charge/fee →

Texas Residential Lease Agreement

THIS AGREEMENT (hereinafter referred to as the "Lease") is entered into this 4 day of May, 2025, by and between Uptown Apartment Complex (hereinafter referred to as the "Landlord") and John Doe (hereinafter referred to as the "Tenant").

Landlord owns certain premises located at 123 Main St. #100 Dallas, TX 75234 (hereinafter referred to as the "Premises") and hereby leases the same to Tenant on the terms and conditions as contained herein.

The term of this Lease shall commence on May 5, 2025 and shall terminate on May 4, 2026 at 11:59 PM. Tenant shall vacate the Premises unless one of the following conditions is met:

1. **RENEWAL:** Tenant shall provide written notice of renewal to Landlord during the renewal period by providing written notice to Landlord 30 days prior to the expiration of the Lease.

2. **SECURITY DEPOSIT:** Upon execution of this Texas Residential Lease Agreement, Tenant shall deposit with Landlord the sum of \$1200 as security for any damage caused to the Premises during the term of this Lease.

3. **REFUND OF SECURITY DEPOSIT:** Upon termination of this Lease, Landlord shall refund to Tenant the sum of the Security Deposit, less any amount due to Landlord for damages to the Premises.

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Ledger Requirements

Ledgers must contain **highlighted** itemized expenses.

- Each expense included in the request must be highlighted on the ledger prior to submission.
- If one ledger contains expenses that would be submitted in multiple requests, the single ledger may be used in multiple requests.

- In this case, highlighted expenses must be color-coded to indicate which expenses apply to each request.

When calculating fees on ledgers, Housing Forward will calculate the “Charge” not the balance, as the balance could include ineligible fees.

Example: Invoice - Ledger

Property Letterhead →

Neighbor Name →


Property Address ↑

Unit Number ↑

Itemized charge/fees HIGHLIGHTED →

Move-in Date →

Resident Ledger



Date: 04/15/2025

Code	[REDACTED]	Property	185
Name	Janice Smith	Unit	#100
Address	123 Hometown St.	Status	Future

Date	Chg Code	Description	Charge	Payment	Balance	Chg/Rec
04/08/2025	app	Application Fee	17.15		17.15	21158905
04/08/2025	chk# 2	Credit Card On-Line Payment ; RENTCafe Web		17.15	0.00	15490065
04/09/2025	dep	Security Deposit	300.00		300.00	21160310
04/09/2025	adminfee	Admin Fee	175.00		507.85	21168367
04/09/2025	chk# 2	Credit Card On-Line Payment ; RENTCafe Web		300.00	207.85	15491542

In this example, the Security Deposit and Application Fee may need to be highlighted in two different colors if the expenses are being submitted separately.

Lease Requirements

- Where a lease is required, the **full lease** is required. Requests submitted with partial leases will be denied.
- Leases should be **signed and dated** by both the tenant and landlord or property manager.

Proof of Payment Requirements

Acceptable proof of payment documentation includes:

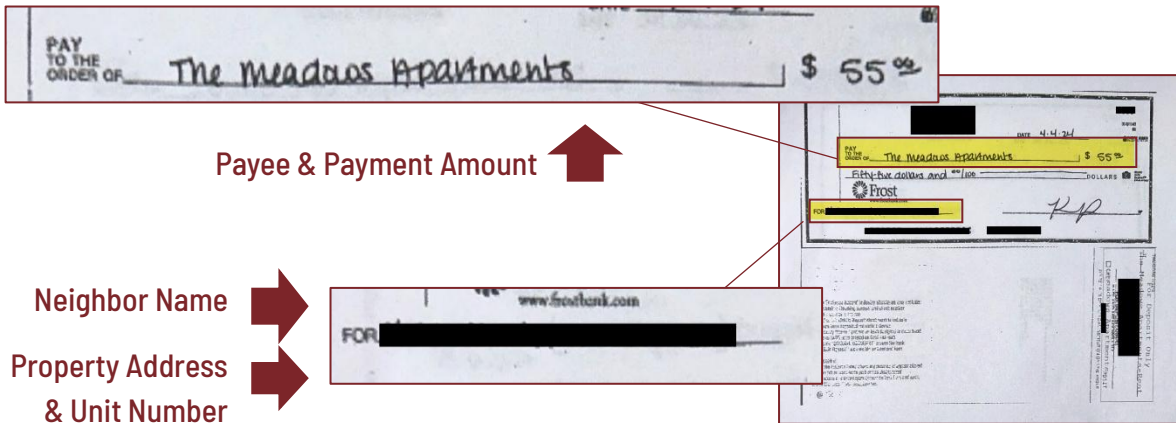
- Cancelled or cleared check
- Bank or credit card statement
- Screenshot of payment confirmation page showing method of payment

Proof of payment documentation should clearly show:

- Neighbor name OR property address and unit number
- Associated fees **highlighted**, if using bank or credit card statement
- **Last four digits of card** used for payment, if using payment confirmation page

When calculating fees on proofs of payment, Housing Forward will calculate the “Charge” or itemized and highlighted fee, not the balance or full payment amount, as these may include ineligible costs.

Example: Proof of Payment – Cleared Check



The diagram illustrates a cleared check and its corresponding bank statement. A callout labeled "Payee & Payment Amount" with an upward-pointing arrow indicates the check's header, which reads "PAY TO THE ORDER OF The Meadows Apartments" and "\$ 55.00". Another callout labeled "Neighbor Name" with a rightward-pointing arrow points to the check's recipient information, which includes "The Meadows Apartments" and "Fifty-five dollars and 00/100". A third callout labeled "Property Address & Unit Number" with a rightward-pointing arrow points to the bank statement, which shows the account name "FOR [REDACTED]" and the website "www.frostbank.com".

Example: Proof of Payment – Bank/Credit Card Statement



Neighbor Name

Account Number: [REDACTED]
 Billing Period: 03/01/2025 - 03/31/2025
 Unit Number: [REDACTED]

Itemized Charges or Fees,
 highlighted & color coded for
 multiple request types

MCC: 4900 MERCHANT ZIP: 75039 SALES TAX: \$15.11 TAX INCLUDED: 1 CUSTOMER CODE: [REDACTED]	TXU*BILL PAYMENT 800-242-9113 TX [REDACTED]	\$346.17
MCC: 4900 MERCHANT ZIP: 75039 SALES TAX: \$26.38 TAX INCLUDED: 1 CUSTOMER CODE: [REDACTED]	TXDPS DRIVER LICENSE WWW.TEXAS.GOV/TX [REDACTED]	\$11.00
MCC: 9399 MERCHANT ZIP: [REDACTED] SALES TAX: \$0.84 TAX INCLUDED: 1 CUSTOMER CODE: [REDACTED]	VCN*AUSTINTRAVISCO 866-255-1857 TX [REDACTED]	\$13.00

Trans Date	Post Date	Reference Number	Transaction Description	Amount
03/04	03/03	[REDACTED]	[REDACTED]	\$20.00
03/04	03/03	[REDACTED]	[REDACTED]	\$20.00
03/04	03/03	[REDACTED]	[REDACTED]	\$19.00
03/04	03/03	[REDACTED]	[REDACTED]	\$19.00
03/04	03/03	[REDACTED]	[REDACTED]	\$246.17
03/04	03/03	[REDACTED]	[REDACTED]	\$11.00
03/04	03/03	[REDACTED]	[REDACTED]	\$13.00
03/04	03/03	[REDACTED]	[REDACTED]	\$13.00

Example: Proof of Payment – Payment Confirmation Page

Neighbor Name AND/OR
 Address & Unit Number

Tamiko Rohaley
 201 de Rue, Unit #100, Q

Payment type &
 Last 4 digits of card

- Visa Debit: XXXXXXXXXXXX2948, 01/2018

mycommunity
 Auto Pay Setup
 Tamiko Rohaley
 201 de Rue, Unit #100, Q
 Payment Method: Credit/Debit
 - Visa Debit: XXXXXXXXXXXX2948, 01/2018
 Submitted Payment Total: \$1,591.00
 Next Payment Date: 01/05/2018

USING PADMISSION JOURNEY

Access and Account Setup

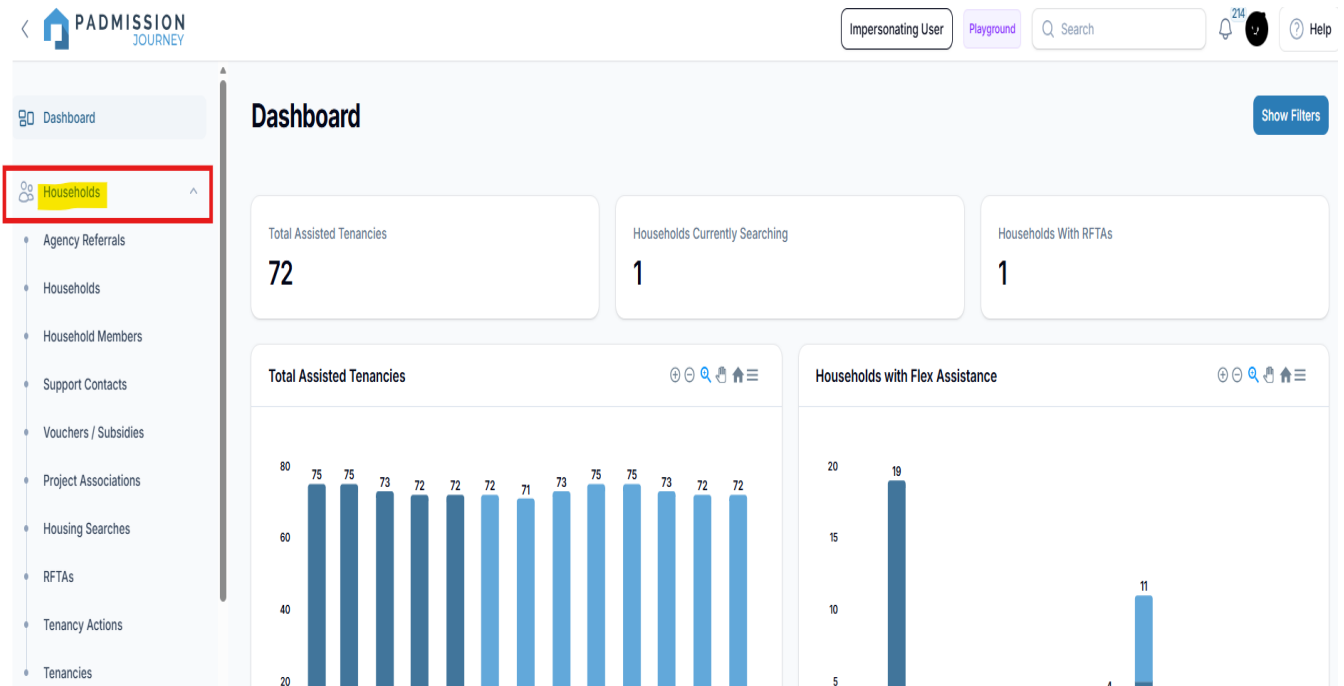
Case managers must complete HMIS New User Training and Padmission Journey Training to gain access to Padmission Journey.

Padmission Journey access will be displayed as an option on the HMIS User Request form. HMIS Security Officers should confirm access needs for agency staff and select the option for Padmission Journey when needed.

Household Management

Neighbors must be added as a Household in Padmission Journey before a Flex Fund request can be submitted. Households may have an existing record or may need to be added as a new agency referral.

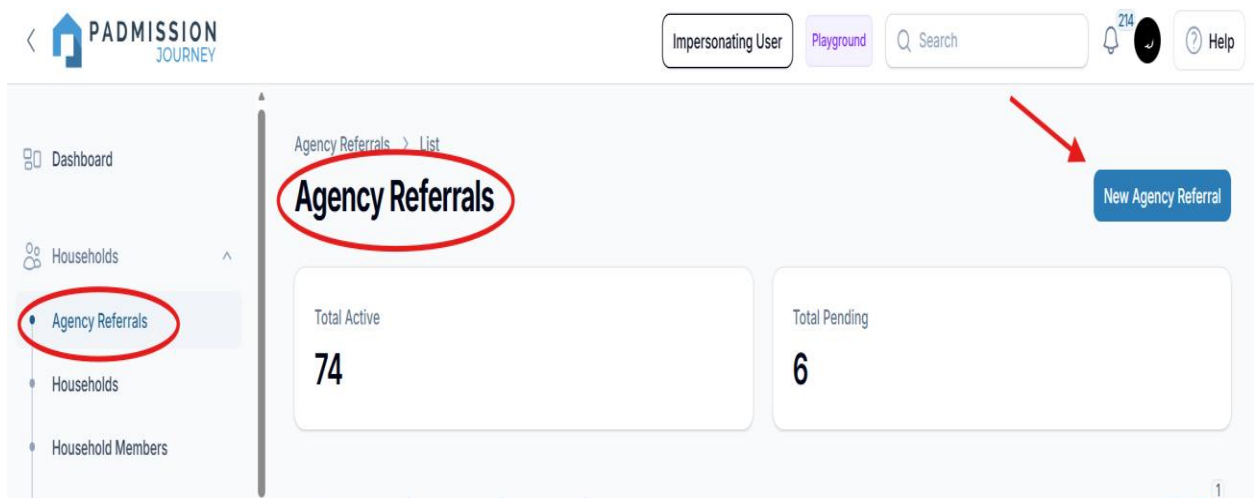
Navigate to the Households dashboard to complete any household action.



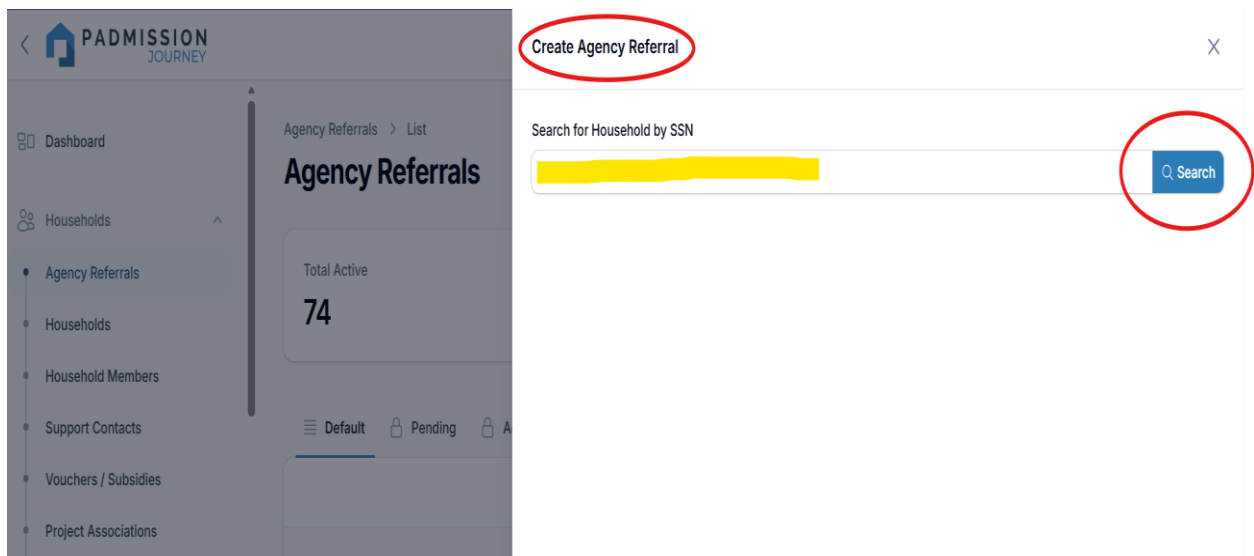
Search Existing Agency Referrals

Creating a new agency referral assigns the Neighbor to your agency. The Neighbor can be connected to more than one agency.

1. Use the New Agency Referral button on the Agency Referrals dashboard to search for a Neighbor by using their SSN. Like in HMIS, it is recommended to search using a variety of criteria before creating a household to avoid creating duplicates.



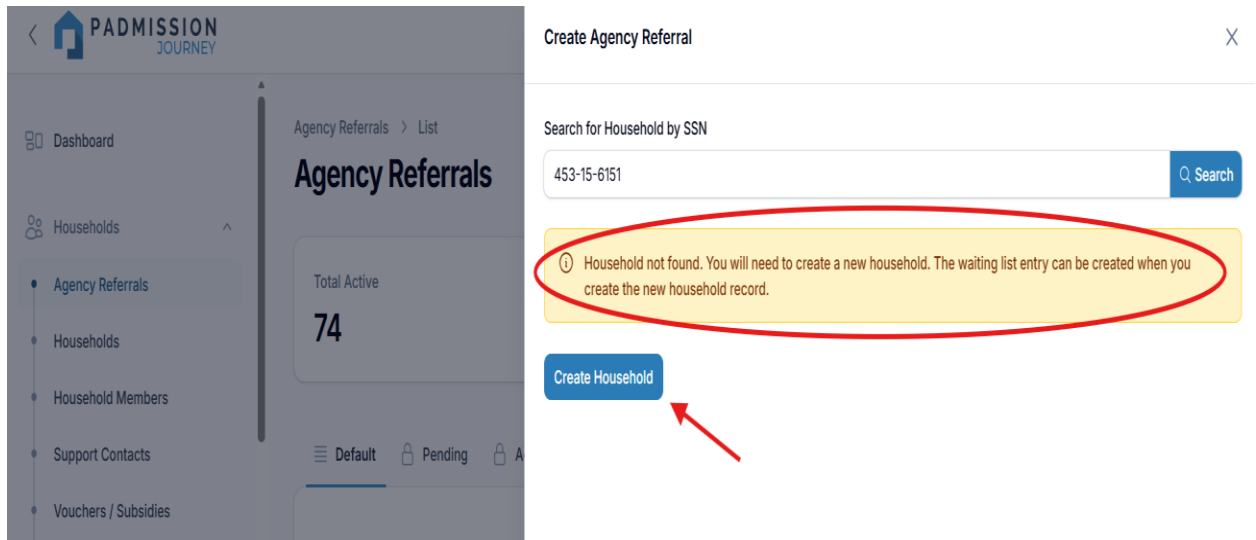
2. Input the Head of Household's SSN and select search.



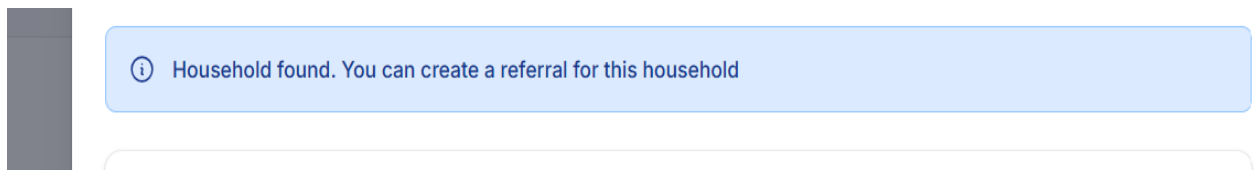
Create a New Agency Referral

Once you have entered the Head of Household’s SSN you will see an alert that lets you know if the Household is found or not found.

1. If the Household is not found, you will receive an alert to create the Household.



2. If the Household is found, you receive an alert to create the referral for the household.



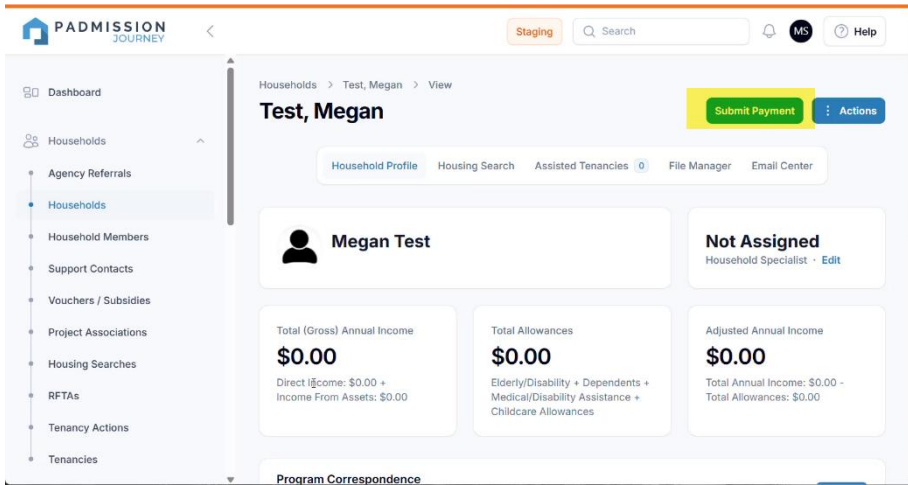
Follow the steps of the workflow, submitting all required information indicated by a red asterisk AND the HMIS ID or DV ID.

Submitting Flex Fund Requests

Initiate a Payment Request

1. Navigate to the household’s record in PAdmission Journey by searching for the household or creating a new household.

2. Select the green “Submit Payment” button to initiate a new submission.



PAYMENT PROCESS

1. HMIS Enrollment

The case manager ensures that the neighbor has a current record in HMIS, is enrolled in active case management, and has been accurately assessed within the last 90 days. The neighbor may be in another agency’s program as long as they meet these conditions.

2. Flex Fund Request

The case manager completes the Flex Fund Request online via PAdmission Journey and uploads all necessary documentation. The fields on the request will vary depending on the type of request being submitted to ensure that all the required information and documentation for each request is uploaded. Requests must be submitted within 90 days of the date the expense was incurred. Any request or fees submitted beyond the 90 days will be denied.

3. Approval

Housing Forward receives the online request submission with documentation. Housing Forward staff may request additional information as needed. After review, Housing Forward approves or denies the request based on program guidelines and neighbor eligibility.

4. Payment



Payment is NEVER made directly to the neighbor or the case manager. Housing Forward approves and provides payment made out directly to the vendor in a variety of ways including:

- **ACH** – Housing Forwards sends an electronic payment.
- **Check (Mail)** – Housing Forward sends a check directly to the payee address listed on the W-9 provided with the request.
- **Agency Reimbursement** – Agency pays the vendor and is reimbursed by Housing Forward. Agency must get the payment approved in advance to be approved for reimbursement.
 - Invoices of cost required
 - Agency requesting reimbursement is the Payee for these requests. The W-9 will be specific to the agency requesting reimbursement.
 - These requests should be submitted as soon as possible to allow for processing time. A typical agency reimbursement will take 3-5 business days to process.

5. Report & Data Accountability

Housing Forward keeps record of all payments within an online restricted database.