

Furniture Assistance Update

Effective **May 11, 2026**, Housing Forward has implemented **two** updates to the furniture assistance process. These changes are intended to increase flexibility while stretching limited resources to serve more neighbors.

What's Changed?

1. **Furniture cap reduced:** The cap is now **\$750** per head of household, down from \$1,000. This adjustment allows us to support a greater number of households.
2. **New purchasing options:** Agencies may now purchase eligible furniture items directly through **Walmart, Amazon** or **Target**. Agencies may then submit requests for reimbursement through Padmission Journey.

Important Reminders

- Housing Forward ordering will continue
- Furniture orders will still be available through Furniture One
- Move-in kits (MIKs) will now be fulfilled through Life Startup Essentials
- Online purchases must be through commercial retailers
 - No Facebook Marketplace
 - No garage sales
 - No peer-to-peer purchases
- Housing Forward **is not** responsible for lost or stolen items.

What This Means for Agencies

- Agencies should plan furniture requests within the \$750 cap and prioritize essential household furnishings.
- Reimbursement requests must include:
 - Itemized receipts
 - Proof of payment

- Supporting documentation uploaded in Padmission Journey
- Agencies may choose the option that best serves the household:
 - Direct purchase with reimbursement, or
 - Housing Forward-facilitated ordering

Things to Consider

- **Online Purchases:** The \$750 cap is inclusive of furniture items, delivery fees and assembly costs.
- **Housing Forward Purchases:** Realistically, the updated cap will support approximately two furniture items, a move-in kit (MIK) and delivery.

Please note: Move-in kits should now be delivered to the ordering agency. We will continue providing guidance, technical assistance and monitoring as these changes are implemented. These updates are intended to increase flexibility, maintain accountability and ultimately serve more neighbors.