

Metro Denver Homeless Initiative Flex Fund

I. Access and Availability

Any organization or provider that partners with OneHome or is a member of the Metro Denver Continuum of Care, can request MDHI's Flex Fund to assist individuals or families experiencing literal homelessness obtain permanent housing. There is a limited amount of funds available and not all requests will be approved.

II. Eligible Participants

Individuals and families in the Metro Denver region that are experiencing literal homelessness and would continue experiencing homelessness if it weren't for this one-time assistance are eligible for Flex Fund assistance. In some cases, and with prior approval from MDHI, the Flex Fund may be used for a CoC or ESG program participant that is currently housed or needs to be re-housed.

Literal homelessness is defined as an individual or family who is residing in an emergency shelter, transitional housing, or place not meant for human habitation such as a bus stop, camping, or vehicle.

III. Requesting Assistance

Before making a referral, the participant should attempt to get assistance from all other sources in the community. Efforts to obtain assistance must be documented. Review the protocol on MDHI's website for submission - https://www.mdhi.org/flex_fund.

Submit request via Survey Monkey by clicking on "REQUEST FINANCIAL ASSISTANCE HERE". DO NOT include client's personal identifying information on this form. The request form requires the participant's HMIS Identifier (HMIS ID) and/or their OneHome Unique Client Identifier (UCI). Answer all applicable questions on the request form and send a follow-up e-mail to Jackie.Hernandez@mdhi.org with "FLEX FUND" in the subject line. In the body of the e-mail, briefly state the purpose of your request and any other information that MDHI needs to know to process the payment.

MDHI will respond to the person requesting funds within 1-2 business days with a notification of whether the Flex Fund request is approved, denied, or needs more information. If approved, MDHI will indicate what paperwork to send next with a deadline to submit. If the requestor does not meet the deadline, we cannot guarantee the funding will remain available if requested again later.

IV. Eligible Costs and Backup Documentation

The Flex Fund can be used for one-time move-in costs, landlord mitigation, and relocation. There are several categories of assistance. The Flex Fund can cover up to \$3000 per participant, but only if that amount is available. **If the participant needs**

the Flex Fund for something that is not listed as an eligible cost, it must be approved by MDHI before submitting a Survey Monkey. All vendors (property owners, moving companies) must complete a W-9. The following describes the eligible Flex Fund costs and the other backup documentation that should be submitted to MDHI:

- **Security/rental Deposit:** Copy of lease or move-in letter showing amount of deposit
- **One-time move-in costs:** Invoice from moving company, invoice from truck rental company, other invoices related to move-in costs
- **First month's rent or month of rent following the household's move-in month:** Copy of residential lease or proof of monthly rental payment
- **Reimbursement to participating landlords for damages, repairs, or vacancy payments:**
 1. **Damages/Repairs:** Invoice including an itemized list of damages and cost of repairs
 2. **Vacancy Payment:** Promissory note form landlord stating that they will or will continue to rent to OneHome program participants if a vacancy payment is provided
- **Rental Assistance – current or past unit:** Proof of rental arrears owed by participant from property owner/landlord (landlord letter, eviction notice, etc.)
- **Utility Assistance:**
 1. **Utility Deposits (including water):** Utility bill in the participant's name showing amount of utility deposit
 2. **Utility Arrears when it impacts a participant's ability to establish a new service:** Utility bills in participants name showing arrears or
- **Pet Deposits or one-time pet fees:** Copy of residential lease or move-in letter including amount of pet fee
- **Relocation to another community when there is a confirmed housing opportunity:** Letter from case worker describing the participant's permanent housing option available, invoice for travel costs
- **Other financial barriers to permanent housing:** Must get approval from MDHI

V. Payments

Payments will be made on behalf of the participant and issued to third party entities such as a utility company, landlord/property owner, moving company, etc. MDHI cannot directly reimburse a participant. MDHI can reimburse a referring agency if the vendor is not willing to wait for the check to be processed. If an agency is seeking a reimbursement, they must also provide MDHI with a current copy their agency's W-9. **Agencies that do not get prior approval from MDHI will not be reimbursed. All providers must fill out a Survey Monkey and get approval before issuing a payment and expecting a reimbursement.**

If it is an urgent request, or the vendor needs the payment that same day, indicate the urgency in your follow-up e-mail to Jackie.hernandez@mdhi.org. Unless otherwise determined by the referral source and MDHI, payments will be mailed to the vendor's address indicated on the W-9. Checks will also be available for pick up at MDHI's office within 1-3 business days. The MDHI office is located at: 711 Park Avenue West Suite 320 (3rd Floor) Denver, CO 80205.