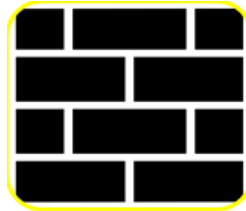


MDHA Flex Fund Visual Client Flow Chart



The client and case manager identify a minor need that is impeding a client from (making progress in) ending the former's homelessness.
In Sarah's case - The landlord required payment of an administrative fee of \$149, prior to move in.



Since the case manager is usually already working with the client, he or she usually knows if the client can pay for (the solution to) the minor need, and if not why. If the case manager does not know, the case manager asks the client. (The case manager must document that there are no other resources to pay for the solution to the minor need. This prevents service duplication, and waste of scarce funds.)
In Sarah's case – Marsha knew Sarah could not afford to pay this.



The client waits 24-48 hours, as the case manager follows the Flex Fund process, and the Flex Fund pays for (the solution to) the minor need.
In Sarah's case – MDHA pays the landlord administrative fee of \$149.



The case manager informs the client that the need has been addressed.
In Sarah's case – There are no additional steps. It's move in time!



If the solution to the need involves a **physical item that needs to be delivered, the case manager may deliver it to the client,**
or arrange for it to be delivered.

For example, the Flex Fund paid for a pair of work boots for Paul, an Austin Street Center guest. Walter, Paul's case manager delivered the boots to Paul. Paul was then able to start work, and earn a paycheck, so he could rebuild his life.



If the solution to the need involves showing the vendor **documentation of the payment, the case manager may provide this to the client electronically.**

For example, the Flex Fund paid for a Greyhound bus ticket for Solomon, a Tent City resident. Since the Flex Fund paid for the ticket online, the confirmation email could be provided electronically to Solomon. He was then able to catch the bus, and end his homelessness, by returning to his family home in Camden, New Jersey.