

PAdMISSION JOURNEY · UNLOCKED SERIES

[01 · RDOOR Housing Corporation · HomeNow Indy]

Journey's first customer filed its first grant closeout 13 days early

RDOOR Housing Corporation's HomeNow Indy team is the centralized rent administrator for service providers across the Indianapolis Continuum of Care. It was PAdmission Journey's first customer and has run its rental assistance in Journey for two and a half years: paying rent, charging each payment to the right grant, and keeping the documentation that proves it.

ORGANIZATION	ROLE	FUNDING STREAMS	IN JOURNEY
RDOOR Housing Corporation (HomeNow Indy), Indianapolis, IN	Centralized rent administrator for CoC service providers	TBRA, rapid rehousing, CDBG, ARP and private funding	2½ years

13 days

early: the first grant closeout report filed in Journey

[result]

1 week

on site to onboard, with tenancies and transactions processing the same week

[result]

1,633

individuals served with housing assistance in 2025

[scale]

\$5.9M

2025 operating budget for HomeNow Indy

[scale]

THE CHALLENGE

[02 · before Journey]

The program outgrew the tools that fit its earlier scale

HomeNow Indy started in Excel spreadsheets and later moved to a software system built for public housing authorities. Both met the need while the program was smaller. As the team took on more providers and more funding streams, it needed one system that could carry the volume of services and programs it administers.

What the team looked for was concrete. In Brea Birdsong's words, they were "seeking something that was user friendly, with internal workflows that made housing efforts easy for staff to follow."

The cost of the old setup showed up in tracking. Each spreadsheet was accurate to the person who kept it, and nobody held the whole program.

"Having fragmented systems and relying on excel sheets managed by (multiple) people created significant gaps in tracking and keeping up with program needs."

Brea Birdsong, MPA, Vice President of Rental Assistance Programs, RDOOR Housing Corporation (HomeNow Indy)

GOING FIRST

[03 · implementation]

Journey's only housing system from launch day

Before launch, the team worked with PAdmission to import its data and programs and test them. Program staff and PAdmission staff then onboarded together on site for one week, and Journey became HomeNow Indy's sole housing system. For a rent administrator, that first week carries the risk: rent comes due on schedule whether or not staff have finished learning a new system.

"We onboarded for a week with program staff and PAdmission Journey Staff on site and were live processing tenancies and transactions the same week."

Brea Birdsong, RDOOR Housing Corporation (HomeNow Indy)

WHAT CHANGED

[04 · two and a half years in]

Payments, documentation and closeout on one record

The first grant closeout in Journey went in 13 days early.

Closeout asks a program to reconcile everything it spent against the grant budget. In Journey's grant insights, which show a grant's spending against its budget with a projection to the end of the grant, the team rebalanced the grant and aligned spenddown with the budget before writing the final report.

"Rebalancing the grant and (aligning) program (spenddown) with the grant budget allowed us to create and submit a close out report 13 days in advance!"

Breya Birdsong, RDOOR Housing Corporation (HomeNow Indy)

Payments carry their supporting documentation.

Most of HomeNow Indy's payments run through Journey, logged by program and by client, with the documents tied to the transaction and the client profile. Monitoring questions about a program's spending and about one household's assistance are answered from the same entries.

"Having an accurate log of what has been spent on what program and for the clients has made it easier to respond to monitoring and assist our auditors. Having supporting (documentation) tied to the transaction and client profile make it easy to prepare claims and invoices to funders."

Breya Birdsong, RDOOR Housing Corporation (HomeNow Indy)

Staff who choose housing solutions can see what they are spending.

HomeNow Indy braids public and private funding for the same household. In Journey, the people deciding on a housing solution see spending without having to be the ones who track spenddown, and the same data supports projections for future funding requests.

"It makes it easier for staff who are not responsible for tracking spenddown to understand how much they are spending and ways they can be creative in their housing solutions with braided funding."

Breya Birdsong, RDOOR Housing Corporation (HomeNow Indy)

IN HER OWN WORDS

"PAdmission Journey has been invaluable! The system has exceeded our expectations and has allowed us to strengthen our internal processes and external impact!"

Breya Birdsong, MPA, Vice President of Rental Assistance Programs, RDOOR Housing Corporation (HomeNow Indy)

Read the full story

How HomeNow Indy runs rental assistance administration in Indianapolis.

padmission.com/learn/unlocked-indianapolis-homenow-rental-assistance-administration

See it with your programs

Book a conversation about running your funding streams in PAdmission Journey.

calendly.com/daniel-padmission/discovery-call