

CHFA 280-Request for Qualifications—The Housing Opportunity Navigator Initiative (HONI), Mobility Navigation Pilot Program—Questions and Answers as of January 3, 2025:

Question: The RFQ states that inquiries must be made no later than January 3, 2025, but the responses are due January 17, 2025, making it a tight turnaround. Would an extension of the deadline for responses be possible if responses to the inquiries are delayed?

Answer: There will not be an extension of the due date for responses.

Question: Under “Eligibility Criteria” on page 3 of the RFQ it states one of the evaluation criteria is fees, however CHFA does not seem to ask for fees and/or a budget in this RFQ. Are we correct in understanding no fees/budget are required as part of our response to the RFQ/no fees or budgetary information is required at this time?

Answer: Respondents are not required to provide fees in the responses. Fees will be determined by CHFA at a later date.

Question: Has CHFA established a monetary range of funding available for the Mobility Navigation Program?

Answer: At its November 19, 2024 meeting, the Board of Directors of CHFA authorized an investment of \$100,000 for the pilot program.

Question: Is CHFA interested in homeownership or housing mobility counseling outcomes or both?

Answer: CHFA is interested in providing a service that promotes housing choice; the focus is on housing mobility whether that be a move into a rental or homeownership.

Question: Does CHFA have service expectations/annual number of households to be served in the homeownership and/or housing mobility counseling categories?

Answer: While CHFA anticipates this program may serve at least 50 households, the expected number of households served will depend on the number of providers chosen.

Question: How is CHFA measuring success for the Mobility Navigator Pilot Program? Does it have expected outcomes?

Answer: While the goal of this initiative is a successful move, CHFA will also track outcomes such as number and types of referrals to other service providers, barriers to not being mortgage or rent ready (e.g. credit, income, etc.) and housing stability.

Question: What are the chances of funding being available beyond the 1-year pilot program? With the current hiring conditions/time it takes to onboard experienced staff, a 1-year program would likely not yield optimal results.

Answer: Since this is a pilot program, CHFA intends to assess the program within the year and decide how to proceed.

Question: Are respondents allowed to partner with municipalities around the provision of homeowner/homeowner readiness services?

Answer: Yes.

Question: Are agencies that provide services in smaller geographic areas than the entire state eligible to respond?

Answer: Agencies that do not cover the entire state may apply under the pilot program.

Question: The RFQ asks for a percentage of time availability for specified staff members. However, the RFQ does not indicate the number of expected navigations in a year.

Answer: The number of expected navigators will be determined once CHFA confirms the number of agencies participating. CHFA understands that each agency will have different capacity based upon current staffing. It would be sufficient if the agency can indicate in its response the number of staff hours available for this program. CHFA anticipates the Pilot may assist 50 households statewide during this Pilot.

Question: Please confirm whether assistance for any transition (rental or otherwise, with or without a voucher, and whether or not to an opportunity area), would be considered an eligible “mobility navigation service.”

Answer: Yes, any transition is covered under this mobility navigation service.

Question: What are the reporting requirements? Are there financial reporting requirements? What is the frequency of reporting, and what type of supporting documentation will be required?

Answer: Reporting will be required on a monthly basis, at time of billing. CHFA will provide all forms required for billing and reporting such as personal activity logs to track time spent.

Question: How does CHFA pay providing agencies?

Answer: CHFA anticipates that agencies will be paid on a monthly basis based on time spent/billed.

Question: Can you clarify the expectation on page 2 (m) “if the participant is in the process of becoming a homeowner, providing support through the process. Specifically, assisting throughout the purchase process, including finding a lender, inspection, and closing.”

Answer: The navigator will act as a mentor and be available to help the client should they have any questions along the home buying process. CHFA will equip the navigator with the resources needed to assist clients.

Question: Where do referrals come from?

Answer: CHFA will provide a list of referrals such as agencies who provide financial fitness / coaching, prepurchase / rental counseling, job training / placement etc. CHFA will also ask for agencies to provide names, email addresses, and telephone numbers from municipalities or other agencies you may have worked with to provide similar services. In addition, CHFA will also advertise this program through social media platforms and direct mailers.

Question: How many staff would be needed to allocate to this project per region?

Answer: CHFA is anticipating each agency would have one navigator or one staff member who can perform the duties of a navigator but is not required to be dedicated to 100% of the program.

Question: To be eligible, do respondents have to have experience with both homebuyer education and counseling and mobility counseling or just one of these areas?

Answer: Just one of those areas.

Question: What is the estimated range of clients to navigators?

Answer: As noted above, CHFA anticipates the funding may help about 50 households. The range of clients to navigators will depend on the number of providers chosen.

Question: What is the expected team size per region of the state?

Answer: CHFA does not have an expected team size per region.

Question: How will guarantees be paid (up front with settlement at the end of the contract year or based on monthly/quarterly invoices)? If invoices are required, will it need to be accompanied by supporting documentation?

Answer: Agencies will be paid for time spent on this initiative, on a monthly basis. CHFA will provide billing and personnel activity forms to help track time spent on this program.

Question: How many people currently have housing choice vouchers? What are their geographical locations? Will CHFA send the awardee(s) a list of who they are?

Answer: No, CHFA will not send the awardee a list of those who hold housing choice vouchers. This program is open to all households, which may include those who hold housing choice vouchers. CHFA does not have access to or maintain a list of voucher holders/recipients.

Question: When someone receives a housing voucher will CHFA notify the awardee(s)? If yes, will the awardee(s) get notifications as soon as they receive the voucher or will they receive a list on a weekly, monthly, etc. basis? Will they be allowed to choose from multiple providers (i.e. awardees) or will a provider be chosen for them?

Answer: This program is open to all households, which may include those who hold housing choice vouchers. CHFA is not offering housing vouchers; a household who holds a voucher may reach out to a mobility navigator to discuss their housing options. CHFA does not have access to or maintains a list of voucher holders/recipients.

Question: Will the awardee(s) be required to work with referrals from CHFA?

Answer: CHFA will provide awardees with resources / referral lists; however, the providers are considered subject matter experts and are able to work with their own resources /referral lists.

Question: Can the awardee(s) conduct outreach for the program?

Answer: Awardees can conduct outreach for the pilot program.

Question: Is the award fee-based? Does CHFA have a proposed fee structure for the program?

Answer: Awardees will be paid based on time spent and not a set fee; the hourly rate is yet to be determined.

Question: Is it CHFA's intention to award multiple providers for this program or just one?

Answer: CHFA may select multiple providers, depending on qualifications.
