



CDFI PROGRAM & NACA PROGRAM

FY 2025 APPLICATION FREQUENTLY ASKED QUESTIONS



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Introduction

This Frequently Asked Questions (FAQ) document is intended to answer commonly asked questions about the Community Development Financial Institutions Program (CDFI Program) and Native American CDFI Assistance Program (NACA Program) Fiscal Year (FY) 2025 Financial Assistance (FA) and Technical Assistance (TA) Applications.

Applicants should read the CDFI Program or NACA Program FY 2025 Notice of Funds Availability (together, NOFAs) for key deadlines, eligibility criteria, and other requirements. Additionally, Applicants are **strongly** encouraged to review all the Application materials published on the [CDFI Fund's website](#).

Capitalized terms not defined herein shall have the meaning specified in the NOFAs, the Authorizing Statute, the Regulations, this FAQ document, the Application materials, or the Uniform Administrative Requirements.

Preparing to Apply

- 1. I submitted my Office of Management and Budget (OMB) Standard Form-424 (SF-424) in Grants.gov and received confirmation that it was validated. When will it appear in my Awards Management Information System (AMIS) Organization Profile?**

All validated SF-424s should appear in an Applicant's AMIS Organization Profile approximately one to three (1-3) business days after being validated by Grants.gov. Applicants should ensure that the Unique Entity Identifier (UEI) in their Grants.gov and AMIS accounts match. If they match, and it has been more than three business days since the SF-424 was validated by Grants.gov, but it does not appear in AMIS, please submit a Service Request with the subject line "Missing SF-424 in Current Year Funding Application Template."

- 2. What if my organization is unable to successfully submit and/or validate the SF-424 in Grants.gov by the SF-424 submission deadline? Can my organization still submit an Application in AMIS?**

No. Applicants that do not successfully submit and validate the SF-424 by the deadline established in the NOFAs are not eligible to submit an Application in AMIS.

- 3. My organization is applying for an award under the CDFI Program and successfully submitted and validated the SF-424 for the NACA Program Funding Opportunity for the NACA Program. Can my organization submit an Application under the CDFI Program?**

No. As outlined in the NOFAs, the SF-424 must be submitted under the CDFI Program Funding Opportunity Number for the CDFI Program Application and the NACA Program Funding Opportunity Number for the NACA Program. Applicants should be careful to select the correct Funding Opportunity Number for the Program(s) they intend to apply for when submitting their SF-424. Applicants that submit an SF-424 for the incorrect Funding Opportunity Number will be deemed ineligible.

- 4. What if my organization is unable to complete the SAM.gov and/or Grants.gov registration processes in time to meet the deadline for submitting the SF-424? Will the CDFI Fund extend the deadline for submitting the SF-424?**

No. The CDFI Fund will not extend the SF-424 deadline. Per the NOFAs, the CDFI Fund will only accept an SF-424 after the deadline if the SF-424 submission delay was a direct result of a federal government administrative or technological error.

- 5. What if my organization's UEI and Employer Identification Number (EIN) are not in AMIS by February 18, 2025? Will the CDFI Fund extend the deadline?**

No. If an organization does not have its UEI and EIN entered into its AMIS Organization Profile by the deadline in the NOFA, the Applicant will not be able to launch a new CDFI Program or NACA Program Application. Furthermore, if the Applicant has launched an Application before the deadline in the NOFA, but does not have its UEI or EIN entered into AMIS by the deadline, the Application will be locked and

the Applicant will be unable to submit the Application. It is important that the Applicant ensure its UEI and EIN information is entered and correct in AMIS.

6. How will I know that my SF-424 was successfully submitted to and validated by Grants.gov?

Grants.gov will send two emails after submission of the SF-424. Immediately after submitting its SF-424 in Grants.gov, Applicants will receive the first email indicating the submission has been entered into the Grants.gov system. This email will also contain a tracking number to track the submission. Applicants should not reply to the email notification from Grants.gov in order to confirm the status of their SF-424 submission. Instead, Applicants are strongly encouraged to actively monitor the status of their SF-424 by using the Track My Application feature in Grants.gov or by contacting the helpdesk at Grants.gov directly. Applicants will receive a second email from Grants.gov indicating whether the SF-424 was successfully validated or rejected with errors.

If an Applicant's SF-424 is rejected with errors, they should fix all identified errors and re-submit the corrected SF-424. This process should be repeated until the SF-424 is successfully validated by Grants.gov. An Applicant's SF-424 is not considered to be officially accepted by the CDFI Fund until the Applicant receives an email from Grants.gov confirming the SF-424 was successfully validated. Keep in mind that this validation must occur by the SF-424 submission deadline.

Please visit [Grants.gov](https://www.grants.gov) for more information.

7. Can my organization start the Application in AMIS prior to submitting the SF-424 in Grants.gov?

Yes, Applicants can start their Applications in AMIS prior to submitting their SF-424s in Grants.gov. However, Applicants cannot submit their Applications in AMIS prior to submitting and validating their SF-424s in Grants.gov by the SF-424 submission deadline.

8. My organization was not Certified as a CDFI as of the date the NOFA was published in the Federal Register. Can my organization still apply for an FA award?

No. Per the NOFAs, only organizations that are Certified CDFIs as of the date the NOFA was published in the Federal Register are eligible to apply for an FA award.

9. Which "as of date" date should my organization use to update the Total Asset Size field in our AMIS Organization Profile before creating an Application?

Applicants must use their most recent historic fiscal year end, as defined in Table 12 of the [FA Application Guidance and TA Application Guidance](#), when updating the Total Asset Size field in the AMIS Organization Profile.

10. When launching an Application, I'm prompted to select an Application type. Can I change this selection later? What does it mean if I'm unable to select my desired Application type (e.g., Small and/or Emerging CDFI Assistance (SECA) FA, Core FA, CDFI TA, NACA FA, NACA TA)?

Once an Applicant has launched their Application, the Application type cannot be changed. Therefore, Applicants should be very careful to select the correct Application type when launching their Application in AMIS.

There are two common reasons an Applicant may not see the Application type they want.

- First, NACA Program Applicants must complete a FY 2025 NACA Eligibility record before launching their Application. Applicants should refer to the FY 2025 NACA Program NOFA to determine if their organization is eligible to apply for a NACA Program FA or TA award. Applicants can find more information on completing the NACA Eligibility record in the [FA Application Guidance](#) and [TA Application Guidance](#).
- Second, under the CDFI Program only, a Certified CDFI's eligibility to apply for SECA FA and a Certified CDFI's eligibility to apply for a TA award is determined by the organization's asset size, as recorded in the Total Asset Size field in its AMIS Organization Profile. This field should be updated using Total Assets as of the date of the Applicant's most recent historic fiscal year. Please refer to the FY 2025 CDFI Program NOFA for SECA FA and CDFI TA eligibility criteria.

11. I did not update the Total Asset Size field in my AMIS Organization Profile before launching my organization's CDFI FA or TA Application. Now, an outdated value is displayed in the Total Asset Size field in the Application (Applicant Level Information section, Applicant Verification subsection). Why? Is that a problem?

The Total Asset Size field in the Application is a static field displaying the value from the Total Asset Size field from the Applicant's AMIS Organization Profile at the time the Application was launched. This means that if an Applicant updates the Total Asset Size field in their AMIS Organization Profile *after* initiating an Application, the new value will not appear in the Application.

For CDFI-FA Applicants, this field is only used to validate that an Applicant has correctly launched either a Small and/or Emerging CDFI Assistance (SECA) or Core Application, per the Total Asset Size thresholds published in Table 8 of the FY 2025 CDFI Program NOFA. For uncertified TA Applicants, this field has no bearing on the Application. For Certified TA Applicants, this field is only used to validate that the Applicant is eligible to apply for TA under the SECA criteria, per the Total Asset Size thresholds published in the FY 2025 CDFI Program NOFA.

If the updated Total Asset Size would change eligibility under SECA versus Core Application, an Applicant must submit a Service Request via AMIS to request that the current Application be deleted. This will allow the Applicant to update its Total Asset Size field in the AMIS Organization Profile and launch the correct Application type. Applications which do not meet the eligibility criteria outlined in the applicable NOFA will be disqualified.

All Applicants

12. If my organization requested to be held harmless for a FY 2022 or earlier FA or TA award and the request was approved, may I apply for a FY 2025 FA or TA award?

The Hold Harmless Policy only applies to FY 2022 and earlier CDFI Program and NACA Program awards. It does not have an impact on an organization's eligibility to apply for a FY 2025 FA or TA award should they meet the eligibility requirements outlined in the NOFAs.

Please also note that all FY 2025 FA Recipients and Certified TA Recipients will be expected to maintain Certification throughout the Period of Performance in accordance with their Assistance Agreement. All currently Certified CDFIs must reapply for CDFI Certification following the submission schedule available on the [CDFI Certification page](#) (see [Step 2: Application Process](#)). Until this date, currently Certified CDFIs will: 1) retain their status as Certified CDFIs; and 2) remain eligible to apply for all CDFI Fund programs where CDFI Certification is an eligibility requirement—provided they abide by ACR reporting requirements and have no material event affecting their CDFI Certification status.

13. Am I required to complete and submit the Applicant Financial Data Inputs Excel Workbook as an attachment to my organization's Application in AMIS?

No. The Application Financial Data Inputs Excel Workbook is for reference only and is provided as a tool for Applicants to organize their financial data for their Application. **Applicants must enter all required financial data directly into the Application in AMIS.** If an Applicant attaches an Application Financial Data Inputs Excel Workbook to its FA or TA Application in AMIS, it will not be reviewed by the CDFI Fund.

14. My organization does not have audited financial statements. Can we provide internally prepared financial statements instead?

For any years where audited financial statements are not available but unaudited financial statements are available because a) the Applicant is or was too small to warrant the creation of audited financial statements and/or b) the Applicant is or was newly formed, the Applicant may submit unaudited financial statements along with a letter signed by an authorized representative stating that audited financial statements were not created for the applicable financial year(s). The letter should be on the organization's letterhead and include a detailed explanation about the size of the organization and/or the organization's lack of financial history that led to the decision to not create audited financial statements.

For any years where neither audited nor unaudited financial statements are available because the Applicant is newly formed and does not have financial history for the full historic period, an Applicant may submit a letter signed by an authorized representative stating that the organization was recently founded and does not have sufficient financial history to submit financial statements for the full three-year historic period. The letter should be on the organization's letterhead and specify which year(s) for which the Applicant does not have financial history.

Applicants that are Regulated Institutions do not need to submit audited financial statements. However, Regulated Institutions that are using retained earnings as Matching Funds must submit call reports.

15. Which financial information should my organization report as historic fiscal years, current fiscal year, and projected fiscal years?

Please refer to the chart below, taken from the [FA Application Guidance and TA Application Guidance](#), in order to determine which financial information should be reported in the Application:

Fiscal Year End	Required Financial Information
<p>On or after 1/1 and prior to 9/30 <i>or</i> 9/30 (with final FY 2024 Audited Information)</p>	<ul style="list-style-type: none"> - FY 2022, FY 2023, and FY 2024 audited financial information entered as historic years. Thus FY 2024 is the “most recent historic year,” also called Historic Year 1 in AMIS. - FY 2025 financial information, as of December 31, 2024, entered as the current year. - FY 2026, FY 2027, and FY 2028 financial information as projected years.
<p>9/30 (without final FY 2024 Audited Information) <i>or</i> On or after 10/1 through 12/31</p>	<ul style="list-style-type: none"> - FY 2021, FY 2022, and FY 2023 audited financial information entered as historic years. Thus FY 2023 is the “most recent historic year,” also called Historic Year 1 in AMIS. - FY 2024 financial information, (as of September 30, 2024 for Applicants with 9/30 FYE and as of December 31, 2024 for Applicants with a FYE on or after 10/1), entered as the current year. - FY 2025, FY 2026, and FY 2027 financial information as projected years.

16. Does my organization need to comply with the terms of the Buy American Act if we receive an FA or TA award?

Yes, every Recipient’s CDFI Program or NACA Program Assistance Agreement will include a provision that requires it to comply with the Buy American Act, 41 U.S.C. 8301-8303 (as amended from time to time).

The Buy American Act includes a requirement that all unmanufactured articles, materials, and supplies purchased with any FA or TA award be mined or produced in the United States, and that all manufactured articles, materials, and supplies purchased with any FA or TA award be manufactured in the United States substantially all from articles, materials, or supplies mined, produced, or manufactured in the United States.

A Recipient may submit a request to obtain a waiver of the requirements of the Buy American Act. The waiver may be granted by the appropriate authority if the application of the Buy American Act would be inconsistent with the public interest or the cost would be unreasonable. To initiate such a request, the Recipient must submit a Service Request through its AMIS account.

17. Is my organization required to submit the Management Letter from our most recent historic fiscal year audit for our Application?

No. All unregulated Applicants will complete a Management Letter Attestation within AMIS. Applicants will be asked to attest to whether their organization received a Management Letter and, if so, to report any issues identified within the Management Letter.

18. What is the Title VI Compliance Worksheet and who is required to submit it?

All CDFI Program and NACA Program Applicants are required to submit the Title VI Compliance Worksheet once annually with their Applications to determine whether Applicants are compliant with Title VI of the Civil Rights Act (Title VI), set forth in 31 CFR Part 22. If an organization applies to multiple CDFI Fund programs during the calendar year, they will only need to submit the Title VI Compliance Worksheet once annually. This requirement also applies to Subsidiary Insured Depository Institutions that will carry out award activities on behalf of Depository Institution Holding Company Applicants.

More information on the Title VI Compliance Worksheet, including the Title VI Compliance Worksheet AMIS Training Manual, Title VI Compliance Worksheet Questions, and a pre-recorded webinar providing an overview of the Worksheet, is available [here](#).

19. How do I complete and submit my organization's Title VI Compliance Worksheet in AMIS for my FA or TA application?

To complete the Title VI Compliance Worksheet:

- Log into your organization's AMIS account, click on the "Organizations" tab in the navigation bar; select your organization; and then click on the "Related" tab.
- Locate the Title VI Compliance Worksheets related list and click the "New" button to start the Title VI Compliance Worksheet; the Title VI Compliance Worksheet will open; complete all required information and click "Save."

After the Title VI Compliance Worksheet is completed in AMIS, the Applicant must then link the Title VI Compliance Worksheet to its CDFI Program or NACA Program Application. For detailed instructions on how to do this, please see the [AMIS Training Manual](#).

Important note for Depository Institution Holding Companies (DIHC) Applicants: Per the NOFAs, the Subsidiary through which the DIHC Applicant intends to carry out this award must also submit a Title VI Compliance Worksheet. The Applicant will only be able to link the Title VI Compliance Worksheet for the DIHC Applicant to the CDFI Program or NACA Program Application. Although the Subsidiary organization's worksheet cannot be attached directly to this Application, it is still an eligibility requirement and must be submitted in AMIS by the date specified in the NOFAs. After the submission deadline, the CDFI Fund will verify whether the Title VI Compliance Worksheet was submitted for the Bank Subsidiary as well.

FA Applicants

20. Do all the FA Objectives receive equal preference in the evaluation process? Does one FA Objective score better/is one more competitive than others?

All five FA Objectives are equally competitive. Applicants are advised to select the FA Objective that best aligns with their organization's strategic goals and projected activities.

21. Can my organization select multiple FA Objectives for our FA Application?

No. Applicants are limited to selecting one FA Objective for their Application.

22. In providing Application Financial Data projections, will my Application be scored more favorably if we project a more aggressive increase?

No. Applicants do not receive a better score, nor are they favored in any way, for making aggressive projections. Rather, Applicants are advised to make realistic projections, as the feasibility and reasonableness of these projections are assessed by external reviewers as part of the Step 3 Business Plan Review and by CDFI Fund staff during the Step 4 Policy Objective Review. It is also critical to note that if awarded, these projections translate into a Recipient's Performance Goals & Measures (PG&Ms) in the Assistance Agreement. While these PG&Ms will be prorated for organizations that receive less than their full award request amount, having unrealistic or overly aggressive projections puts a potential Recipient at risk of noncompliance.

23. If my organization does not receive its full Base-FA award request, will it still be held to the projected activity for the FA Objective PG&Ms entered in the Application?

No. The CDFI Fund will prorate the PG&Ms for FA Objectives 1-1, 1-2, 1-3, and 1-4 in a Recipient's Assistance Agreement based on the percentage of the award request compared to the amount awarded. For example, if an Applicant requests a Base-FA award of \$2,000,000 but ultimately receives an award of \$1,000,000, the PG&Ms in the Recipient's Assistance Agreement will be adjusted downward by 50%. In this example, if the Applicant selected FA Objective 1-1: Increase Volume of Financial Products and originally projected \$50,000,000 in Financial Products to be closed in an Eligible Market(s) and/or its approved Target Market(s) over the three-year Period of Performance (PoP), its PG&Ms would instead be based on a projected \$25,000,000 in Financial Products to be closed over the PoP.

24. Where can I find definitions for the line of business categories (e.g., Affordable Housing, Community Facilities, Small Business etc.) referenced in Section 7 of the FA Application?

This year's [FA Application Guidance](#) provides definitions of the line of business categories in the Appendices. These definitions apply to the FA Application only and should be used to assist Applicants in

understanding the terms used within the FA Application. Applicants should use the “Other” category if their organization has a line of business that does not fit within the options provided.

25. My organization has multiple Financial Products under a single line of business category provided in the FA Application. How should I provide this information?

Applicants should aggregate information for all Financial Products under the respective line of business identified in the Application.

26. How should my organization classify Financial Products for Residential Real Estate that are different from Affordable Housing?

Residential Real Estate that is different from Affordable Housing may be included in the “Other” category or another line of business, as appropriate, based on an Applicant’s business model.

27. If my organization is applying for PPC-FA, DF-FA, HFFI-FA, and/or HP-FA as a supplemental award to a Base-FA Award, should I include Financial Products that I intend to use to meet PPC-FA, DF-FA, HFFI-FA, and/or HP-FA in my organization’s loan portfolio and Equity Investment information in the Application Financial Data section in AMIS?

Applicants should not include loan portfolio or investment activity related to PPC-FA, DF-FA, HFFI-FA, and/or HP-FA supplemental Awards in any of the seven years of Application Financial Data (i.e., historic, current, and projected fiscal years) in the fields listed below (item numbers from Appendix A: Application Financial Data Inputs of the [FA Application Guidance](#) are included after each field for ease of reference). Activity counted toward PPC-FA, DF-FA, HFFI-FA and/or HP-FA PG&Ms cannot be counted towards the PG&Ms for an Applicant’s selected FA Objective (or vice versa). Including loan portfolio or investment activity intended for PPC-FA, DF-FA, HFFI-FA, and/or HP-FA for the following fields could cause the Applicant’s PG&Ms for their selected FA Objective to be inflated.

- Total On-Balance Sheet Loan Portfolio in Eligible Market(s) and/or Approved Target Market (Item 23);
- On-Balance Sheet Loans Closed in Eligible Market(s) and/or Approved Target Market (Item 27);
- On-Balance Sheet Loan Guarantees Made in Eligible Market(s) and/or Approved Target Market (Item 38);
- Total On-Balance Sheet Loan Guarantees Outstanding in Eligible Market(s) and/or Approved Target Market (Item 40);
- Total Equity Investments Portfolio in Eligible Market(s) and/or Approved Target Market (Item 47); and
- Total Equity Investments Closed in Eligible Market(s) and/or Approved Target Market (Item 49).

Applicants should keep in mind that the PG&M requirements for PPC-FA, DF-FA, HFFI-FA, and HP-FA are determined by their respective award sizes. Therefore, Applicants should exclude the amount of their

PPC-FA, DF-FA, HFFI-FA, and/or HP-FA award requests from the above fields. More guidance on HP-FA award requests and PG&Ms will be forthcoming.

For example, Mountain Community CDFI projects it will close \$10 million in on-balance sheet loans in Eligible and/or Target Markets over the award period, \$5 million of which represents loans in PPCs. Mountain Community CDFI is requesting a \$300,000 PPC-FA award, so it will exclude \$300,000 from its Base-FA projections. Its total projections will be \$9.7 million for the On-Balance Sheet Loans Closed in an Eligible and/or Target Market field under the Loan Portfolio header in the Application Financial Data.

28. My organization received a CDFI Rapid Response Program (CDFI RRP), CDFI Equitable Recovery Program (CDFI ERP), and/or Small Dollar Loan Program (SDL Program) award. Should transactions (for example, loans) that count toward PG&Ms for these awards be included in the Application Financial Data?

No. Applicants should not include loan portfolio or investment activity related to CDFI RRP, CDFI ERP, and/or SDL Program PG&Ms in any of the seven years of Application Financial Data (i.e., historic, current, and projected fiscal years) in the fields listed below (item numbers from Appendix A: Application Financial Data Inputs of the [FA Application Guidance](#) are included after each field for ease of reference). Including transactions intended for CDFI RRP, CDFI ERP, and/or SDL Program PG&Ms in the following fields could cause the Applicant's historic activity (which is used for FA Objective floor calculations) and/or projected activity (which is used for FA PG&M calculations) to be inflated.

- Total On-Balance Sheet Loan Portfolio in Eligible Market(s) and/or Approved Target Market (Item 23);
- On-Balance Sheet Loans Closed in Eligible Market(s) and/or Approved Target Market (Item 27);
- On-Balance Sheet Loan Guarantees Made in Eligible Market(s) and/or Approved Target Market (Item 38);
- Total On-Balance Sheet Loan Guarantees Outstanding in Eligible Market(s) and/or Approved Target Market (Item 40);
- Total Equity Investments Portfolio in Eligible Market(s) and/or Approved Target Market (Item 47); and
- Total Equity Investments Closed in Eligible Market(s) and/or Approved Target Market (Item 49).

29. The Application Financial Data section of the Application has a subsection titled On-Balance Sheet Financial Products Closed in Persistent Poverty Counties (PPC). What information should I include in those fields?

All on-balance sheet PPC Financial Products activity should be included in these fields. This will duplicate other information listed in the Application Financial Data section and should include the PPC-FA request, if applicable. Specifically, the Application Financial Data section asks for information related to on-balance sheet Financial Products (loans, Equity Investments, and loan guarantees) closed or projected to be closed in PPCs. For these fields, Applicants should only include on-balance sheet Financial Products in PPCs serving Eligible Market(s) and/or approved Target Market(s). These fields will not be used to calculate PPC-FA PG&Ms in the Assistance Agreement, but will be used by the CDFI Fund to assess historical and projected activity as a part of the PPC-FA Application evaluation. The PPC-FA PG&Ms are

instead determined by each Applicant's PPC-FA award size.

Continuing the previous example of Mountain Community CDFI ([found here](#)), its total projections closed in PPCs for this section would be \$5 million, which includes its \$300,000 PPC-FA award request. (Applicants do NOT need to subtract out their PPC-FA request here like they do in the previous example [found here](#).) The amount to be entered in the On-Balance Sheet Loans Closed in PPCs Serving an Eligible Market and/or Target Market field under the Persistent Poverty County Activities header in the Application Financial Data would be \$5 million.

30. What projected activities are eligible to meet PG&Ms for FA Objectives?

Applicants should review the [FA Application Guidance](#) and NOFAs for eligible activities to meet PG&Ms for each FA Objective. However, Applicants should keep the following key information in mind when selecting their FA Objective and completing the Application:

- Off-balance sheet activity cannot be used to meet PG&Ms for FA Objectives. Therefore, Applicants should not include off-balance sheet activity in their projected financial activity for the FA Objectives in the Application.
- Financial Products and/or Financial Services counted toward PG&Ms for FA Objectives cannot count toward PPC-FA PG&Ms, DF-FA PG&Ms, HFFI-FA PG&Ms, and/or HP-FA PG&Ms, and vice versa.
- Financial Products and/or Financial Services counted toward PG&Ms for CDFI Rapid Response Program (CDFI RRP), CDFI Equitable Recovery Program (CDFI ERP), and/or Small Dollar Loan Program (SDL Program) cannot count towards PG&Ms for FA Objectives.
- Projected activity (i.e., Financial Products to be closed and/or Financial Services to be provided) must be in Eligible Market(s) and/or the Applicant's approved Target Market(s).

Note: FA Objective 1-7: New Targeted Population(s) does not have PG&Ms based on the amount of Financial Products closed and/or Financial Services provided. Applicants that select FA Objective 1-7 will instead be required to modify their Target Market to include their selected new Targeted Population(s).

31. If my organization selects the FA Objective 1-1: Increase Volume of Financial Products, will the corresponding PG&Ms in the Assistance Agreement be based on increased volume only from the particular line of business or Financial Product identified in the Application?

No. Applicants may wish to discuss their plans to increase a particular Financial Product and/or line of business in their narrative responses, but the PG&Ms for this FA Objective will be based on the **total** projected dollar amount of on-balance sheet Financial Products to be closed in Eligible Market(s) and/or approved Target Market(s). The total projected amount of Financial Products to be closed is calculated by summing the amounts entered in the following Application Financial Data fields for the three projected fiscal years: 1) On-Balance Sheet Loans Closed in Eligible Markets and/or Target Markets, 2) Loan Guarantees Made in Eligible Markets and/or Target Markets, and 3) Total Equity Investments Closed in Eligible Markets and/or Target Markets. Please see the [FA Application Guidance](#) for additional details on how these projections will translate to PG&Ms for this FA Objective.

32. My organization does not meet the floor requirement for FA Objective 1-1: Increase Volume of Financial Products since its three projected years of Financial Products closed does not exceed its historic three years of Financial Products closed plus the amount of the Base-FA award. However, our historic three years of Financial Products closed represent an unusually high volume of activity, and we feel our projections still meet the intent of FA Objective 1-1. Can my organization still apply for this FA Objective?

Applicants who do not meet the floor requirement for FA Objective 1-1 may select this FA Objective if the anomalous historic activity is tied to one-time funding related to emergency response (including natural disaster response and response to the COVID-19 public health emergency). One-time funding related to emergency response refers to unexpected and limited or non-recurring funding received in response to an emergency or disaster declared by a federal, state, local, or tribal government agency or official.

In addition to specifying the amount of anomalous historic activity that is related to the one-time emergency funding, Applicants must provide a detailed written narrative that clearly identifies the type of emergency, the geographic area impacted, and the entity that declared the emergency. The Applicant must also identify the specific funding received and clearly describe its connection to the emergency and the Applicant's historic lending activity.

The CDFI Fund will not make exceptions to Floor 1 based on other reasons. Examples of potential reasons that are NOT considered valid justification include: increased charge-offs and/or loan modifications, decreased demand, rising interest rates, operational or strategic changes, branch closures, supply chain disruptions, and/or economic downturns or other changes in the economic environment.

33. My organization had unusually high historic lending due to CDFI RRP and CDFI ERP award funds. Therefore, my organization does not meet the floor requirement for FA Objective 1-1: Increase Volume of Financial Products. Given that CDFI RRP and CDFI ERP are recovery programs, can my organization cite these programs in our justification for unusually high and anomalous historic activity tied to one-time emergency response funding?

Applicants should not include lending or equity investment activity attributable to CDFI RRP and CDFI ERP award funds in the "Anomalies in Historic Activity due to Emergency Funding" dollar amount or justification. As outlined [here](#), Applicants should not include transactions intended to count toward CDFI RRP and CDFI ERP PG&Ms in their historic activity or projections at all. Therefore, any unusually high and anomalous historic lending attributable to CDFI RRP and CDFI ERP award funds should already be excluded from the FAO 1-1 floor calculations, and no justification should be needed.

34. I do not see FA Objective 1-5: New Financial Service(s) and FA Objective 1-6: New Development Service(s) listed as options in the NOFAs. What does this mean for Applicants?

Beginning with the FY 2024 Round, the CDFI Fund has eliminated FA Objectives 1-5 and 1-6, so Applicants will need to select a different FA Objective. Applicants may still use their FY 2025 FA award for new or existing Financial Services and/or Development Services, provided that they also select an FA Objective to expand lending or Financial Services, introduce a new Financial Product, or serve a new

geographic area or population, and explain how the new Financial Service and/or Development Services support that FA Objective. In addition, Regulated Applicants who want to add a new Financial Service may select FA Objective 1-2: Increase Volume of Financial Service(s) if the new Financial Service will contribute to an overall increased volume of Financial Services.

35. Does an Applicant that selects the FA Objective 1-3: New Geographic Area(s) and/or FA Objective 1-7: Serve New Targeted Population(s) need to amend its certified Target Market to serve the identified New Geographic Area(s) and/or New Targeted Population(s)?

For Applicants that select FA Objective 1-3: New Geographic Area(s), adding a New Geographic Area may or may not necessarily impact or change their CDFI's certified Target Market status. Applicants should review the CDFI Fund's Certification and compliance requirements (available on the CDFI Fund's website) to understand how expansion into a New Geographic Area may impact an Applicant's CDFI Certification status. Since modification to an Applicant's Approved Target Market(s) upon expansion in the new area will be determined on a case-by-case basis for each Applicant, Applicants are responsible for determining if modification to their Approved Target Market(s) is needed upon expansion into the New Geographic Area(s). Please keep in mind that Recipients must continue to demonstrate compliance with the Target Market percentage benchmarks each fiscal year. For more information about Target Market requirements to maintain CDFI Certification, please see the [CDFI Certification page](#).

36. Can my organization select the FA Objective 1-7: Serve New Targeted Population(s) for populations not listed in the Application?

No. Applicants may only select from the Targeted Population options provided in the Application.

37. Is there a difference between expending the amount of my FA award in one of the FA eligible activity categories and satisfying the PG&Ms that will be included in my Assistance Agreement?

Yes, there is an important difference between expending the FA award amount and satisfying the PG&Ms included in a Recipient's Assistance Agreement. In addition to having a PG&M related to expending the amount of the FA award in one or more eligible activity category, a FA Recipient must also satisfy the FA Objective PG&Ms that are applicable to its Assistance Agreement.

The Base-FA PG&Ms in a Recipient's Assistance Agreement are correlated to the FA Objective that a Recipient selects in its Base-FA Application. Base-FA PG&Ms have benchmarks that require a Recipient to either close a certain dollar amount of Financial Products in Eligible Market(s) and/or approved Target Market(s); provide a certain number of Financial Services in Eligible Market(s) and/or approved Target Market(s); or become certified to serve a New Targeted Population(s). These benchmarks are calculated based upon projected activity included in an Applicant's Base-FA Application and/or the corresponding floor for each FA Objective. Applicants may satisfy FA Objective PG&Ms by using the Base-FA award or other available funds on their balance sheet. A Recipient's Assistance Agreement may have additional

PG&Ms if it received Supplemental FA award(s). For additional information on PG&Ms benchmarks and FA Objective floors, please see this year's [FA Application Guidance](#).

If a Recipient expends the amount of its FA award in an eligible activity category prior to the end of its PoP, but does not satisfy one or more of its applicable PG&Ms, the CDFI Fund, in its sole discretion, may find the Recipient to be in noncompliance with its Assistance Agreement. Likewise, if a Recipient satisfies all of its applicable FA Objective PG&Ms, but does not expend the amount of its FA award in one or more eligible activity categories prior to the end of its PoP, the CDFI Fund, in its sole discretion, may find the Recipient to be in noncompliance with its Assistance Agreement.

38. Can my organization use FA award funds to provide financial education for youth under the age of 18?

Yes. The CDFI Fund allows FA award funds to be used to provide financial education for youth under the age of 18. Financial education for youth means education designed to prepare youth to engage with the financial system. This includes accessing Financial Products when they are legally able to and accessing Financial Services offered by the Applicant or a third party. Please note that many financial education activities for youth under 18 years old may not count as an eligible Development Service activity towards CDFI Certification. Please visit the [CDFI Certification page](#) for additional information.

39. For the Beneficiary Snapshot Table in AMIS, the FA Application Guidance and AMIS Training Manual say data should be for the “most recently completed historic fiscal year.” Can you clarify what fiscal year you mean?

Applicants should complete the Beneficiary Snapshot Table using the **most recently completed historic fiscal year**. The most recent historic fiscal year should be the same year as the most recent historic fiscal year in the Application Financial Data section in AMIS (see also listed in Table 12 of this year's [FA Application Guidance](#)).

40. My organization changed our fiscal year end date by six months within the last three years, so one of our fiscal year periods is 18 months instead of the typical 12. How should we reflect this in our Application?

AMIS will automatically input the historic/current/projected fiscal years assuming a 12-month period of time. Applicants should present financial information as it ties to its audits and explain which fiscal year represented an 18-month period in its narrative responses.

Applicants applying for FA Objective 1-1: Increase in Volume of Financial Products may encounter an additional issue. Part of the AMIS validations for this FA Objective involve summing the last three historic years of financial activity (which assumes a 36-month period). However, an Applicant with one 18-month fiscal year period would have financials totaling 42 months. If this results in a negative increase in volume, an Applicant will need to either increase its projections or select a different FA

Objective.

41. There is a PG&M in the Assistance Agreement that indicates my CDFI will need to expend 90% of the initial payment amount within the first year of the Period of Performance (PoP). What does “expended” mean?

Award funds are considered to be expended once a Recipient allocates them to one of the eligible activities stated in the CDFI Program or NACA Program NOFAs.

For example, consider the eligible use category of Loan Loss Reserves. Once a Recipient allocates part or all of its award to Loan Loss Reserves, those funds are considered fully expended for purposes of CDFI Fund reporting. In other words, a Recipient does not need to wait until it spends these funds to cover an actual loan loss to consider them expended for CDFI Fund reporting purposes.

In the case of a Financial Product, for example, award funds are considered expended when a Recipient has closed and allocated the funds to cover future disbursements, even if the loan will be disbursed over a period of time.

42. My organization is not sure if our currently approved Target Market will change now that the revised CDFI Certification requirements are in effect. How should we project our activity in Eligible Market(s) and/or Target Market(s) in the Application?

Applicants should base their projections on their existing approved Target Market(s) and any projected activity in Eligible Market(s). Applicants should assume that Eligible Markets, as defined in the NOFAs, will not change. Applicants should keep in mind that if their Target Markets change upon re-Certification, that activity in Eligible Markets(s) is still eligible to meet the PG&Ms of their FA award.

43. How does the CDFI Fund evaluate the extent of economic distress in the communities and populations my organization serves?

The CDFI Fund’s evaluation of economic distress is based on a combination of the data presented in an Applicant’s Beneficiary Snapshot and the narrative response to Question 2 in the Application. In particular, the CDFI Fund is interested in indicators evidencing investment in and serving communities and populations experiencing deeper distress. These may include Very Low-Income and Extremely Low-Income populations, High Poverty Areas, Persistent Poverty Counties, Other Targeted Populations, Native Communities, and U.S. Territories. Because not all these indicators are captured by the Beneficiary Snapshot, Applicants are encouraged to use their narrative response to provide specific, local data on the deeper economic distress the communities and beneficiaries they serve are experiencing.

44. If my organization receives an FY 2025 FA award, will my CDFI be required to come into compliance with the revised CDFI Certification Application requirements? When?

Yes. All FY 2025 FA Recipients will be expected to maintain Certification throughout the Period of Performance in accordance with their Assistance Agreement. This includes following the CDFI Fund’s requirement for all currently Certified CDFIs to reapply for CDFI Certification according to

the staggered CDFI Certification Application submission deadlines listed on the [CDFI Certification page](#) (see [Step 2: Application Process](#)).

For more information about the process for recertification under the new Certification Application, please visit the [CDFI Certification page](#).

Technical Assistance (TA) Applicants

45. We are a new organization applying for TA. We have not yet started financing activities. What should we enter on our AMIS Organization Profile for our Financial Activities Start Date?

AMIS is not configured to allow for a future prospective date to be entered in this field. Therefore, Applicants should enter the date of the NOFA release as a placeholder. When an Applicant does start financing activities in the future, they should return to their AMIS Organization Profile to update this date field.

46. If my organization is recommended for a TA award, will we receive our full requested award amount?

Awards may be less than the amount requested but will be no more than the amount requested. Final award sizes may vary based on application review ratings and funding availability.

47. My organization is uncertified and applying for a TA award. How will my organization be evaluated?

When evaluating TA Applications for uncertified TA Applicants, the CDFI Fund is evaluating your organization's ability to obtain and maintain CDFI Certification based on the CDFI Certification requirements. Therefore, it is an uncertified Applicant's responsibility to understand the process and requirements for obtaining and maintaining CDFI Certification prior to beginning the TA Application. For details about the CDFI Certification process, the CDFI Certification Application, and related guidance materials, please visit the [CDFI Certification page](#) on the CDFI Fund website.

48. If my organization is a Certified CDFI and receives a FY 2025 TA award, will my CDFI be required to come into compliance with the revised CDFI Certification Application requirements? When?

Yes. All TA Recipients that are Certified CDFIs as of the Federal Award Date will be expected to maintain Certification throughout the Period of Performance in accordance with their Assistance Agreement. This includes following the CDFI Fund's requirement for all currently Certified CDFIs to reapply for CDFI Certification according to the staggered CDFI Certification Application submission deadlines listed on the [CDFI Certification page](#) (see [Step 2: Application Process](#)).

For more information about the process for recertification under the new Certification Application, please visit the [CDFI Certification page](#).

Persistent Poverty Counties-FA (PPC-FA) Applicants

49. Can my organization receive a PPC-FA award without receiving a Base-FA award?

No. PPC-FA awards will be provided as a supplement to FA awards. Only those Applicants that are selected to receive a Base-FA award through the CDFI Program or NACA Program are eligible to receive a PPC-FA award. For additional instructions, see the Supplemental FA Applications section in this year's [FA Application Guidance](#).

Disability Funds-FA (DF-FA) Applicants

50. Can my organization receive a DF-FA award without receiving a Base-FA award?

No. DF-FA awards will be provided as a supplement to Base-FA awards. Only those Applicants that have been selected to receive a Base-FA award through the CDFI Program or NACA Program are eligible to receive a DF-FA award. For additional instructions, see the Supplemental FA Applications section in this year's [FA Application Guidance](#).

51. What can DF-FA funds be used for?

DF-FA award funds can only be expended for eligible FA activities referenced in the NOFA to directly or indirectly benefit individuals with disabilities. DF-FA Recipients must deploy at least 85% of the DF-FA award to close Financial Products for the primary purpose of directly or indirectly benefiting people with disabilities.

52. Is my organization required to disburse all DF-FA award funds in our approved Target Market?

No. DF-FA award funds are not required to be disbursed in a Recipient's approved Target Market, but must be disbursed in an Eligible Market. For additional instructions, see this year's [CDFI & NACA Program DF-FA Application Guidance](#).

Healthy Food Financing Initiative-FA (HFFI-FA) Applicants

53. Can my organization receive a HFFI-FA award without receiving a Base-FA award?

No. HFFI-FA awards will be provided as a supplement to Base-FA awards. Only those Applicants that have been selected to receive a Base-FA award through the CDFI Program or NACA Program are eligible

to receive a HFFI-FA award. For additional instructions, see the Supplemental FA Applications section in this year's [FA Application Guidance](#).

54. What does the CDFI Fund consider to be eligible Healthy Food financing activities?

Eligible financing activities to Healthy Food retail outlets and Healthy Food non-retail outlets require that the majority of the HFFI-supported loan or investment be devoted to offering a range of Healthy Food choices, which may include, among other activities, (i) investments supporting an existing retail store, (ii) a wholesale operation upgrade to offer an expanded range of Healthy Food choices, or (iii) support for a nonprofit organization that expands the availability of Healthy Foods in underserved areas.

55. How much funding must an HFFI-FA award Recipient direct to Healthy Food retail outlets?

An HFFI-FA Recipient must deploy at least 75% of the HFFI-FA award to Healthy Food retail outlets in Low-Income and Low-Access Food Areas in the Recipient's Target Market by the end of the Period of Performance (PoP). Recipients will have interim PG&Ms to deploy 25% of the total HFFI-FA award by the end of the first year of the PoP, and 50% of the total HFFI-FA award by the end of the second year of the PoP. For additional instructions, see this year's [CDFI & NACA Program HFFI-FA Application Guidance](#).

56. How does the CDFI Fund define Low-Income and Low-Access Food Areas for the purposes of the HFFI-FA?

For the purposes of the HFFI-FA, the CDFI Fund defines Low-Income and Low-Access Food Areas as distressed geographic areas where either a substantial number or share of residents has low access to a supermarket or large grocery store. For the purpose of satisfying this requirement, a Low-Income and Low-Access Food Area must either:

- 1) Be a census tract that meets low-income and low-access thresholds established by the U.S. Department of Agriculture (USDA) in its USDA Food Access Research Atlas at <https://www.ers.usda.gov/data-products/food-access-research-atlas.aspx>;
- 2) Be a census tract adjacent to a census tract that meets low-income and low-access thresholds established by the USDA, in its USDA Food Access Research Atlas; which has a median family income less than or equal to 120 percent of the applicable Area Median Family Income; OR
- 3) Be a Geographic Unit as defined in 12 CFR part 1805.201(b)(3)(ii)(B), which (i) individually meets at least one of the criteria in 12 CFR part 1805.201(b)(3)(ii)(D), and (ii) has been identified as having low access to a supermarket or grocery store through a methodology that has been adopted for use by another governmental or philanthropic healthy food initiative.

Housing Production-FA (HP-FA) Applicants

57. What are the HP-FA awards?

The Housing Production-FA (HP-FA) awards will be provided to Certified CDFIs to support financing activity for the production of affordable housing. Specifically, HP-FA awards will support the production

of rental housing units for families making at or below 120% Area Median Income (AMI) and homeownership units for families making at or below 150% AMI, with a priority for Applicants that target the majority of their units to families making at or below 80% AMI.

All HP-FA awards will be provided in the form of a grant. Because HP-FA awards are funded by proceeds received from ECIP under the Consolidated Appropriations Act, 2021, HP-FA awards are not subject to the Matching Funds requirements.

58. Can my organization receive a HP-FA award without receiving a Base-FA award?

Yes. There are two ways an Applicant can apply for an HP-FA award: either as a supplemental award to a Base-FA award, or by itself without a Base-FA award request.

Applicants may choose to apply to only HP-FA by submitting a CDFI Program or NACA Program FA Application with no Base-FA award request and submitting an Excel HP-FA Application as well. Additional information on how to complete the FA Application under this circumstance is provided in the Application Guidance.

59. How can my organization apply for an HP-FA award?

There are two ways an Applicant can apply for an HP-FA award: either as a supplemental award to a Base-FA award, or by itself without a Base-FA award request. Under both approaches, the Applicant must complete the CDFI Program or NACA Program Base-FA Application, and the FA Application Guidance contains detailed instructions on how to do so. Supplemental HP-FA award Applicants will follow the instructions for how to submit a full Base-FA Application and request a supplemental HP-FA award. HP-FA only Applicants who are not requesting a Base-FA award will follow the special HP-FA only instructions in the Application Guidance.

In addition to submitting a Base-FA Application in AMIS, all HP-FA Applicants must submit the Excel HP-FA Application component. The Excel HP-FA application will not be completed in AMIS, but will be released at a later date and will be submitted via AMIS Service Request by the deadline listed in the NOFA. Applicants will be provided at least 30 days to complete the HP-FA Application. Guidance on completing the Excel HP-FA Application component will be shared on the CDFI Fund's website when the Excel HP-FA Application is released.

60. I answered “yes” to the question in the AMIS Application indicating my intent to apply for HP-FA as a supplemental award at the time of Application submission. However, after reviewing the HP-FA guidance materials, my organization is no longer interested in applying for this supplemental award. Will this affect my Base-FA Application and/or other supplemental Applications?

No. If your organization decides later not to apply for an HP-FA award and does not submit an Excel HP-FA Application, this will not impact your Base-FA or other supplemental award Applications. Similar to the CDFI Fund’s review process for supplemental awards, Applications for supplemental HP-FA awards will be evaluated independently from the Base-FA Application and **will not affect** the Base-FA Application evaluation or Base-FA award amount.

Matching Funds (not applicable to Native American CDFIs¹)

61. How does my organization determine if we are required to submit Matching Funds with our FA Application?

Core FA Applicants (with the exception of Native CDFIs) are required to submit Matching Funds for their Base-FA, DF-FA and/or PPC-FA supplemental applications at the time of Application submission.

The Matching Funds requirement for SECA FA and HFFI-FA Applicants is usually waived by Congress in the CDFI Program appropriations. Although the final FY 2025 appropriations are still pending, SECA FA and HFFI-FA Applicants are not required to submit Matching Funds for their award requests at the time of Application. However, the CDFI Fund reserves the right to request Matching Funds from SECA FA Applicants and/or HFFI-FA Applicants if Matching Funds are not waived in the final FY 2025 CDFI Program appropriations.

HP-FA awards are not subject to the Matching Funds requirements because they are funded by proceeds received from ECIP under the Consolidated Appropriations Act, 2021.

62. Is my organization required to submit Matching Funds for my DF-FA and/or PPC-FA award requests?

Core FA Applicants that are applying for DF-FA and/or PPC-FA must submit Matching Funds for the DF-FA and/or PPC-FA requested amounts (in addition to the Base-FA requested amount) at the time of Application submission. SECA FA Applicants do not have to submit Matching Funds for DF-FA and/or PPC-FA Applications at the time of Application but may be required to do so if Congress does not waive the Matching Funds requirement for the FY 2025 funding round. Similar to Base-FA awards, PPC-FA and/or DF-FA awards are based on the amount and form of the Matching Funds that the Applicant includes in its FA Application.

Specifically, final award amount will be limited to no more than two times the amount of In-Hand and/or Committed Matching Funds provided at the time of Application. Please see the NOFAs and [CDFI Program Matching Funds Guidance](#) for more information on Matching Funds requirements.

63. Should my organization provide supporting documentation for our Matching Funds?

Core FA Applicants must complete the Matching Funds section of the FA Application in AMIS in order to demonstrate that they have sufficient Matching Funds, including Base-FA, DF-FA and PPC-FA requested award amounts. In addition to entering required information about each Matching Funds source, supporting documentation is required at the time of Application submission for deposits, credit union

¹ A Native American CDFI (Native CDFI) is one that Primarily Serves a Native Community. Primarily Serves is defined as 50% or more of an Applicant's activities being directed to a Native Community. Per the FY 2025 CDFI Program NOFA and the FY 2025 NACA Program NOFA, a Native Community is defined as Native American, Alaska Native, or Native Hawaiian populations or Native American areas defined as federally-designated reservations, Hawaiian homelands, Alaska Native Villages and U.S. Census Bureau-designated Tribal Statistical Areas.

shares, In-Hand equity investments, In-Hand deposits, In-Hand and/or Committed retained earnings, and secondary capital. See Step 3b of this year's [CDFI Program Matching Funds Guidance](#) for more information.

Supporting documentation for Matching Funds in the form of grants, loans, and in-kind contributions is not required at the time of Application submission. However, documentation that meets the requirements outlined in Appendix A of this year's [CDFI Program Matching Funds Guidance](#) must be made available to the CDFI Fund upon request.

64. Are Recipients that receive their FA award in the form of a loan required to provide collateral?

Recipients that receive an FA award in the form of a loan will receive the CDFI Fund's standard loan product. The terms of the standard loan are outlined in Table 9 of the NOFAs.

Regulated Applicants

65. How does the information on my organization's call reports relate to the financial information requested in the financial sections of the Application?

The CDFI Fund has additional guidance to crosswalk the Application Financial Data fields to the respective call reports (UBPR, 5300, or AITSA). Please review the Application Financial Data Inputs Appendix in the [FA Application Guidance](#) or [TA Application Guidance](#) for additional information. Credit Union Applicants should be aware that certain 5300 fields have recently changed and may not align with the Application Financial Data fields used in prior CDFI Fund Applications.

66. How does my organization provide the demographic information on our clients and beneficiaries, as requested, when there are regulatory constraints on gathering that data?

Actual demographic data on the Applicant's clients and beneficiaries is preferred. However, income, racial/ethnic, and gender data may be estimated using proxies if actual figures are not available, or if due to regulatory reasons, an Applicant cannot collect certain data.

Applicants are required to affirmatively state whether: 1) the data used in their Application represents actual demographic data on their clients and beneficiaries OR 2) whether the demographic data used represents proxy data. If an Applicant uses proxy beneficiary data they must also: 1) provide an explanation of the source and/or method they used to develop this proxy data; 2) explain how the proxy data is an accurate representation of their beneficiaries; and 3) describe the actual regulatory constraints which prevent them from collecting this data.

67. My organization is a Regulated Institution that does not intend to select FA Objective 1-2: Increase Volume of Financial Services. Should my organization still complete the Financial Services fields in the Application Financial Data section in AMIS?

Yes. Regulated Applicants that provided and/or plan to provide Financial Services should complete the Financial Services fields in the Application Financial Data section in AMIS for all required years (i.e.,

historic fiscal years, current fiscal year, and projected fiscal years), even if the Applicant does not intend to select the FA Objective 1-2: Increase Volume of Financial Services. This FA Objective will not automatically be included in the Assistance Agreement if an Applicant completes the Financial Services fields in the Application Financial Data. Applicants must select FA Objective 1-2: Increase Volume of Financial Services in the Application in AMIS in order for this FA Objective to be included in the Assistance Agreement.

Please note that the Financial Services information provided in the Application Financial Data fields must be on-balance sheet activity in an Eligible Market(s) and/or in an Applicant’s approved Target Market(s). Please see the [FA Application Guidance](#) for more detailed information on completing the Application Financial Data fields and the FA Objectives. As noted earlier, while actual data is preferred, Regulated Applicants may provide estimates if necessary and provide an explanation in the narrative section.

Contact Information

68. Who can I contact if I have more specific questions?

Topic of Question	Contact
CDFI/NACA Program Application content questions	CDFI Fund Program Staff – Submit a Service Request via AMIS using “CDFI/NACA”; OR Email cdfihelp@cdfi.treas.gov , or call 202-653-0421, Option 1
Compliance and Monitoring questions	CDFI Fund Compliance Monitoring and Evaluation Staff – Submit a Service Request via AMIS using “Compliance and Reporting”; OR Email ccme@cdfi.treas.gov , or call 202-653-0423
CDFI Certification questions	CDFI Fund Certification Staff – Submit a Service Request via AMIS using “Certification”; OR Email ocpecert@cdfi.treas.gov or call 202-653-0423
CDFI Fund IT Support (AMIS)	CDFI Fund IT Staff – Submit a Service Request via AMIS using “Application Technical Issues”; OR Email amis@cdfi.treas.gov ; or call 202-653-0422

A Service Request is the preferred way to contact the CDFI Fund. Submitting a Service Request requires an AMIS user account. See [the next question](#) for instructions on how to submit a Service Request.

69. How can I submit a Service Request in AMIS to ask Application-related questions?

For general guidance on how to submit a Service Request, see the [AMIS Service Request Quick Reference Guide](#).

When submitting a Service Request for a CDFI/NACA Program Application question, follow these steps:

- a. Log into your AMIS account
- b. Click on the “Service Requests” tab at the top
- c. Click on the “Create New Service Request” button
- d. Select “CDFI/NACA Program” for the Program in the dropdown
- e. Complete the “Requested by Date”
- f. Enter a short Subject in the format “CDFI/NACA Program Application – [question topic]”
- g. Provide a Description of your request or issue
- h. Click the “Submit” button

Be aware that selecting the incorrect Program for a Service Request could result in delays in the Service Request being processed.