

FISCAL YEAR 2025 REQUEST FOR APPLICATIONS

Government of the District of Columbia
DC Department of Housing and Community Development

Program: Neighborhood-Based Activities
HOUSING COUNSELING SERVICES PROGRAM

Check Frequently Asked Questions (FAQs) on the RFA at DHCD's website:
dhcd.dc.gov/solicitations

RFA Issue Date: **June 21, 2024**

Submission Deadline: **July 31, 2024, 11:59 pm EST.**

ZoomGrants Application Link: Here is the direct link to apply for the
[Housing Counseling Services Program](#).

Affirmative Marketing/Accessibility Training June 20, 2024, 1:00 p.m.
Inquiries accepted through July 12, 2024

Nina Albert
Deputy Mayor for Planning and Economic Development

Colleen Green, Director
DC Department of Housing and Community Development
1909 Martin Luther King Jr. Avenue SE | Washington, DC 20020



SECTION 1: GENERAL INFORMATION

1.1 Introduction

The District of Columbia Department of Housing and Community Development (“DHCD” or “the Department”) receives Community Development Block Grant (CDBG) funds from the US Department of Housing and Urban Development (HUD) to develop programs and provide services that support and preserve affordable housing for the benefit of low- and moderate-income persons. HUD authorizes DHCD to award these funds to community-based organizations as subrecipients. These grantees or subrecipients, working in partnership with DHCD, deliver affordable housing and community development services to DC residents. The Department seeks to fund non-profit community organizations that can provide specific services in one or more of the seventeen (17) services listed in **Section 3.2**. These lines of service support programs in these categories:

- Category A: Homeownership
- Category B: Home Preservation and Housing Stability
- Category C: Tenants and Tenant Groups and Small Apartment Owners

1.2 Purpose of Request for Applications (RFA)

These seventeen services are essential to the Department’s mission of creating and preserving affordable housing and economic development opportunities and revitalizing underserved communities. This Request for Applications (RFA) solicits applications from non-profit organizations to provide one or more services (Section 3.2) as identified in this NOFA. All services are intended to serve (a) DC residents and (b) those whose household income or census tract is identified as low or moderate income. Other uses of the funds are not permitted.

CDBG regulations require that at least 51% of those benefiting from CDBG funding be Low and Moderate Income (LMI) households. Additional points will be awarded to applicants who commit to using a higher percentage of CDBG to benefit LMI households. Applicants who commit to using the fund to help a higher percentage of DC LMI households will receive the designated points. Applicants must maintain records to justify their LMI client base throughout the compliance period.

Additional Points will be awarded as follows:

- 51% funds used for DC LMI Households (required minimum): 0 Points
- A minimum of 75% of funds will be used for DC LMI households: 5 Points
- A minimum of 90% of funds will be used for DC LMI households: 10 Points
- A minimum of 100% funds will be used for DC LMI households: 15 Points

Grant funds may not, therefore, be used for residents in neighboring jurisdictions or outside the District. Federal regulations require all selected applicants to qualify as low–or moderate-income clients served by household income or census tract.

The Department’s goal in this funding is to provide services that enable low—and moderate-income clients to achieve stable housing and to empower and inform potential, actual, and tenant homeowners and tenants to preserve affordable housing.

1.3 Current Grant Environment

The FY25 RFA is offered when federal COVID funding has ended. COVID funding represented about 35% of CDBG funds received in each prior year. In addition, the FY25 Federal Budget shows a reduction of \$400 million of CDBG Entitlement funding across the nation, affecting every state and the District of Columbia.

The Chronicle of Philanthropy in the March 2024 article, *Are We Getting Back to Normal? New Reports Forecast Fundraising Growth* reported on three research predictions, which all indicate an upward growth in giving. Specifically, the report said philanthropic giving in the US will grow by an inflation-adjusted percentage of 4.2% by the end of 2024 and by 3.9% in 2025. Peter Hoskow at CCS commented on this data, saying it “should be used [by organizations] as an optimistic tool and gear their plans and their goal setting” accordingly. Charity Village noted that diversifying funding sources is recommended for all non-profit organizations. The current economic climate also encourages organizations to focus on their areas of strength and specialize in those services where their energies and resources have a more significant impact. This, in turn, opens the door to collaborative relationships with other organizations.

1.4 Definitions

“Applicant(s)” or **“Applicant Organization(s)”** refers to a Non-Profit Organization that the Internal Revenue Service has determined to classify as a 501c3. Such an organization must be registered to do business in the District of Columbia and with the Federal Government (at SAM.gov).

“HUD Approved Agency” or **“HUD Approved Organization”** refers to a housing counseling organization that has met HUD’s requirements to be listed as an Approved HUD provider of housing counseling and has undergone HUD monitoring either directly by HUD or by a HUD intermediary. DHCD is not a HUD intermediary for this designation.

“HUD Certified Housing Counselor” refers to a housing counselor who has completed the HUD housing counselor examination and registered with HUD as a certified counselor at the Applicant Organization.

1.5 Competitive Process

Applications to this RFA are entering into a competitive process. A competitive Applicant will have the technology needed to track clients and services. Existing grantees should have records demonstrating their capacity to meet programmatic goals, including measurable outcomes, meeting deadlines for reporting and payment requests, compliance with Federal and District funding requirements, and responsiveness to DC residents’ inquiries.

New and existing applicants should be able to demonstrate in this application their ability to produce positive outcomes for the available programs and services. The applicant must demonstrate that he has strong skills in the following areas: project management, case management, including responsiveness to clients, record keeping, administration, accounting, and reporting. Applicants must show a proven track record of delivering timely and professional quality services like those for which they are applying in this RFA. Regarding case management, record keeping, and tracking accomplishments toward the work plan measures (Section 3.2), Applicants must demonstrate an efficient and effective tracking mechanism. Using software for case management, CRM, and tracking work plan successes is highly recommended. Such software should be HUD-compliant. Privacy and information security (PII) are essential criteria in selecting a CMS. Additional HUD guidance on CMS can be found at <https://www.hudexchange.info/programs/housing-counseling/cms/#overview>. HUD may be able to supply a list of compliance CMS software for HUD counseling organizations. Also, applicants could contact their software developers to inquire about the status of the CMS software they sell that is HUD compliant. <https://www.hudexchange.info/programs/housing-counseling/cms/#overview>

1.6 Application Submission Deadline (Date and Time) and Award Period

- A. Applications are due no later than 11:59 p.m. on July 31, 2024. All applications will be recorded upon receipt. Applications submitted at or after midnight, August 1, 2024, will not be considered or awarded grants. Any additions or deletions to an application will not be accepted after the deadline.
- B. All applications will be made through an online portal (ZoomGrants). Applications submitted through an alternative process will not be considered.
- C. Applicants are encouraged to e-mail their questions as described in **Section 5.10** (below) on or before July 12, 2024. Questions submitted after the deadline date will not receive responses. If inquiring by postal service, please allow ample time for mail to be received before the deadline.
- D. Applicants must apply to provide services for at least one of the service areas listed in **Section 3.2**. Applicants may apply for more than one service (subject to the conditions of this RFA, including Item E below).
- E. At its sole discretion, the Department may award grants in one (or more) services applied for without obligation to award in other lines of service. Work plans and budgets for these services are anticipated for twelve months and are subject to the Department's approval or revision. Workplans should conform to the description of services and specific activities listed therein. Workplans should include projections of measurable outcomes. Applicants should use a whole number only. Ranges (5 to 15 applications) should not be submitted and will not be accepted. Any range provided will be understood as a submission for the lowest number in the range. The absence of an estimated outcome will be understood as zero, resulting in the Applicant not being considered for that line of service.

- F. At its sole discretion, the Department may extend the agreements under this RFA for additional periods in future fiscal years up to one year at a time. In such cases, documents to extend the grant will be requested and must be submitted by the stated deadlines.
- G. By applying in the RFA and being selected, Applicants selected are agreeing to the following:

All selected awardees must attend post-award conferences and meetings during the grant year. Topics may include but are not limited to programmatic and compliance requirements, best practices, and informational sessions.

- i) Selected awardees are also required to provide programmatic information as requested. They should be confident that their paperwork and disclosures support this requirement and that their intake procedures capture the required information for reporting on activities and service beneficiaries.
- ii) Selected awardees must inform clients that counseling and training services are provided free of charge through this grant, and their participation in providing beneficiary data assists the District of Columbia in obtaining continued federal funding for counseling and local programs.
- iii) Selected awardees will be advised of a conditional award and the services for which the conditional award is made. (See Section 4.3.) At that time, documents (see 5.19) will be requested as a part of the review by various DC Government agencies with specific deadlines. Failure to submit documents requested by the deadline will delay the execution of the grant. Failure to meet these deadlines may result in the withdrawal of the conditional grant award.

1.7 Award and Amounts

DHCD will evaluate each applicant's work plan and budget for adequate capability (both fiscal and programmatic) to provide the indicated services. Notifications of a conditional award will be made on or about September 30, 2024. There is no prescribed award amount for any service or any specific grant.

1.8 Conditions of Awards

1. **Adherence to Funding and Program Requirements:** The Department, as the grantor of funding, will require successful applicants to adhere to Federal and District funding requirements and programmatic requirements, including those of the Department. Failure to comply with these requirements may result in suspension of the grant (temporarily pending corrective actions or permanently).

These requirements include (but are not limited to) timely submission of properly supported requests for reimbursement, reporting on grant performance and activities, submission of beneficiary data about clients receiving services, submission of language

access reporting, being subject to monitoring reviews, and fulfilling all grant close-out requirements at the end of each fiscal year.

2. **Forms and Spreadsheets:** Where the Department provides forms and spreadsheets to be used, selected awardees may not modify or replace the provided form or spreadsheet. Grantees who fail to provide information needed for reporting to the Mayor and Council, to support Department programs, and to fulfill HUD reporting requirements risk temporary or permanent suspension of the grant.
3. **Business Hours:** Awardees shall observe business hours of operation onsite in their service location(s) that align with District government days and hours of operation, specifically Monday through Friday, 9:00 am to 4:30 pm (DC holidays excepted¹), and shall ensure that sufficient staff are onsite at Grantee's place of business to carry out Grant services. Applicants are encouraged to propose additional hours that enable working residents to obtain appointments that do not interfere with their work schedules. Remaining open till 7:00 pm at least one day a week will result in additional points. [Additional Points 10 points]. Extended hours till 7:00 pm can be used with Item 6 below.
4. **Live-answered Phones:** During hours of operation, Awardees must have live-answered telephones for incoming calls. Suppose the Grantee's phone system utilizes voicemail or auto attendant functions. In that case, an announced option to the caller must include an option to press a specific key on the keypad (such as zero for the Operator) to be connected to a staff person in real-time who can answer and field questions or redirect callers to a staff person who can address callers' inquiries. The Office of the Attorney General (OAG) and DHCD may monitor Grantee's compliance.
5. **Virtual and In-person Services:** Appointments and group informational or educational activities may be offered virtually, but clients must also have an option for in-person services (including in-person appointments and some in-person group informational or educational activities). Applicants selected for an award may not refuse to offer in-person services or only provide virtual opportunities.
6. **Housing Resource Center:** Applicants selected for the award shall participate (in a regular rotation) in staffing onsite at the Department's Housing Resource Center (HRC). The HRC provides services to DC residents by appointment and to walk-ins. It is at the Department's offices at 1909 Martin Luther King Jr Av SE. Applicants may propose to provide a staff counselor in the HRC every week or bi-weekly. Additionally, applicants may volunteer to be available as needed.
7. **Centralized Online Calendar: Successful applicants shall use the DHCD online calendar to post group activities such as orientations, workshops, and classes.** The

¹ DC Holidays include New Year's Day, Dr. Martin Luther King, Jr. Holiday, Washington's Birthday, DC Emancipation Day, Memorial Day, Juneteenth National Independence Day, Independence Day, Labor Day, Indigenous Peoples' Day, Veterans' Day, Thanksgiving Day, Christmas Day.

centralized calendar will allow DC residents to register for one or more of these group activities.

8. **DC Residents:** Grant dollars must be directed to DC residents, not residents of other jurisdictions. Services are also intended for low—and moderate-income households. (See **Section 1.2** above.)
9. **HUD Certified Counselors:** Certain activities require applicants to be part of a HUD-approved counseling organization and have certified housing counselors on staff.
10. **DC Housing Search:** All grantees must utilize DC Housing Search (<https://www.dchousingsearch.org>), a clearinghouse of available rental and for-sale, single-family, and multi-family properties in the District. All grantees must be able to train customers to use this website. Some DHCD housing programs require that customers access DC Housing Search to participate.
11. **Customer Service:** All grantees are expected to follow high standards in customer service, including response time and quality of response to inquiries from the general public and with existing clients. Therefore, selected applicants are encouraged to have a written customer service policy. Also, annual training in customer service with an external trainer might be a helpful level set each year for staff. Pryor (Pryor.com) and Dale Carnegie (dalecarnegie.com) are two resources; however, many others exist. The written plan and annual training are opportunities to set the organizational standard for return phone calls and emails. Many organizations and agencies have adopted it as a best practice. Phone calls and emails should receive a response within 24 hours or by the next business day. Such policies can address current clients as well as citizens or potential clients. Written policies can also address how complaints are handled and how inquiries should be addressed or referred. If the Department receives a concern from a DC resident, the details will be communicated to the executive director (or their designation) for resolution. The resolution or the outcome must be communicated to the Department in writing, such as by email. Applicants will have the opportunity to submit a Customer Service Policy.
12. **Language Access:** Selected applicants must ensure that language is not a barrier to DC residents receiving services. To this end, the Department provides Language Access training annually for all staff paid for on a grant. In addition, selected applicants agree to provide services in the client's language, whether by using bilingual staff, an in-person professional interpreter, or telephonic translation services.
13. **Various Documents:** Section 5.9 lists documents that must be uploaded in ZoomGrants. Other documents during the grant year are required and specified in the grant agreement, such as the annual audit, cost allocation plan, and memo regarding costs covered by the indirect costs rate.

SECTION 2: APPLICANT QUALIFICATIONS

2.1 Eligible Organizations

Applications are requested from qualified non-profit organizations with a history of serving the residents of the District of Columbia. Organizations should be able to provide one or more of the services listed (Section 3.2). These services support tenants, first-time homebuyers, and homeowners in single—and multi-family properties. DHCD encourages applications that reflect the concerns of the diverse populations and cultures throughout the District of Columbia.

2.2 Organizational Capacity

A successful applicant has the staff and board resources available to provide quality housing counseling services and training to tenants, new homebuyers, and homeowners, particularly for low- and moderate-income populations. The applicant's overall administrative capacity, as it relates to all program and grant management requirements, will be closely examined. Applicants will be evaluated based on financial stability, management capacity, community support, staff qualifications, ability to provide excellent customer service, ability to track productivity and report results, and demonstrated understanding of issues involved in performing activities required under CDBG program administration. Any organization selected must demonstrate its ability to fundraise and leverage DHCD funds with other funding sources.

Any organization selected for funding must:

- Submit timely monthly reports regarding service accomplishments and client progress analysis.
- Submit timely monthly requisitions for disbursement according to defined program requirements.
- Utilize a quality control system for service delivery, which the Department must approve.
- Produce reports as requested from a well-developed performance data tracking system approved by the Governing Body.
- The successful applicant will demonstrate that its board or other governing body:
 - Is broadly representative of the community, including the District's low- and moderate-income residents.
 - Possesses skills and experience in affordable housing, community development, and neighborhood revitalization, with particular emphasis on the services described in this RFA; and
 - Possesses the legal, business administration, and management capacity to ensure appropriate execution of the described activities in partnership with the District government.
 - The Department prefers at least 51% of the applicant organization's governing body membership be comprised of (1) low- and moderate-income residents of

the District; (2) owners or senior officers of private and other institutions located in and serving the District of Columbia's low- and moderate-income households; or (3) representatives of District neighborhood organizations with a proven track record of serving low- and moderate-income residents.

2.3 Experience-based Evidence of Performance

Applicants must demonstrate an understanding of the complex social and economic factors affecting the communities in which they are active, provide evidence of previous accomplishments, and reveal how their efforts will bring about measurable positive change. Proposed services must result in measurable outcomes for the District's low—and moderate-income first-time homebuyer, homeowner, and renter populations, as described in **Section 3**, "Programmatic Requirements."

2.4 Partnerships

Successful applicants are encouraged to forge strong partnerships with private and public entities. These partnerships, which can include banks, law firms, accounting firms, technical assistance providers, federal government agencies, foundations, and other non-profits, are beneficial and essential qualifications for grant applicants. Evidence of these working relationships should be provided.

2.5 Threshold Applicant Requirements

In addition to demonstrating the ability to meet and implement program requirements, a successful applicant must meet the following threshold requirements:

- The applicant must be a non-profit/tax-exempt corporation, so designated by the Internal Revenue Service.
- The applicant must be in good standing in the District of Columbia and current on all obligations to the District and Federal governments (*i.e.*, Federal and local taxes and outstanding loans).
- The applicant must have written conflict of interest policies and procedures governing employees and board members regarding the award and administration of contracts and other financial interests and benefits. These procedures must include a requirement to retain written conflict of interest declarations executed by each employee and board member.
- The applicant must demonstrate in the application its ability to obtain the insurance policies required under this grant or show evidence of insurance policies obtained.
- Compliance with federal and local laws prohibiting discrimination in the delivery of programs and services is a non-negotiable requirement. This includes, but is not limited to, the following rules and regulations:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.)- Prohibits discrimination based on race, color, or national origin in programs and activities receiving federal financial assistance.
- Section 109 of Title I of the Housing and Community Development Act of 1974 (24 CFR Parts 6,180,570)- No person based on race, color, national origin, sex, or religion, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity funded in whole or in part with community development funds.
- The Age Discrimination Act of 1975 (42 U.S.C. 6101-07) - Prohibits discrimination based on age in programs or activities receiving federal financial assistance.
- Section 504 of the Rehabilitation Act of 1973 (24 CFR Part 8), as amended, provides that "No otherwise qualified individual with handicaps in the United States ...shall solely by reason of his handicap be excluded from the participation in or be denied the benefits of or be subjected to discrimination under any program or activity receiving Federal financial assistance...".
- All federal and local laws and regulations that offer consumer protections from prohibited lending practices; the District of Columbia's Lending Revisions Act of 2002 (14-354) and mortgage foreclosure procedures enacted in the "Mortgage Foreclosure Procedures Reform Act of 2003."
- Title III, Americans with Disabilities Act (ADA), 28 CFR Part 36, Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities. The applicant's site of business must be accessible or have a plan to comply within ninety (90) days after execution of the grant.
- D.C. Law 3-76: District of Columbia Architectural Barriers Act of 1980, Section 1500.1 et. Seq. states in part, "...all buildings, structures, and premises which are used by the general public, and which are regulated by this Code be made accessible to physically handicapped persons."
- The Architectural Barriers Act, as amended (42 U.S.C. 54151 et seq.), ensures that certain buildings financed with Federal funds are designed and constructed to be accessible to the physically handicapped.

SECTION 3: PROGRAMMATIC REQUIREMENTS

3.1 Eligibility for Federal Funding

The services in this RFA will be conducted through grant agreements using Federal funds (Community Development Block Grant (CDBG) and, as available, some District Funds). The Department will provide a full informational briefing to the awarded grantee(s) about the grant funding source's ongoing administrative and programmatic requirements. Whether grants awarded under this RFA are funded locally or with federal funds, all grants will be managed to the higher standards and requirements whether Federal or District.

Federal regulations have established national objectives requiring all CDBG-funded activities beneficiaries to be at least 51% low- and moderate-income persons or households. The national objective is achieved through “limited clientele benefit”—that is, by verifying the incomes of each beneficiary of the services provided. The applicant must demonstrate that it has the capacity and the intention to verify the household incomes of beneficiaries to meet the national objective of providing benefits to 51% of low- and moderate-income persons.

Client income certification is also an important element of ongoing program activity for many DHCD housing programs. (See Section 3) Applicants should review in detail the federal income requirements for programs, activities, and grantee (sub-recipient) eligibility under the Community Development Block Grant program regulations at 24 CFR 570. 200-210,

- <https://www.ecfr.gov/current/title-24/subtitle-B/chapter-V/subchapter-C/part-570/subpart-C?toc=1>

and HUD Housing Counseling Program Regulations: 24 CFR Part 214,

[ps://www.ecfr.gov/current/title-24/subtitle-B/chapter-II/subchapter-B/part-214?toc=1](https://www.ecfr.gov/current/title-24/subtitle-B/chapter-II/subchapter-B/part-214?toc=1)

3.2 Housing Services: Description of Housing Programs and Services

Please Note: Specifications and programmatic requirements may change from time to time during the award period at the discretion of the Department.

The following describes seventeen services in the Housing Counseling Program. These constitute the services for which the Department is seeking Applicants to provide services to DC residents. Applicants should select at least one service for which they are applying; however, the Applicant may select more than one. The Department is not obligated by the Applicant’s selection to make an award. Applicants are responsible to demonstrate their capacity in their application to provide the services for which they have applied. Capacity includes staffing patterns including qualifications and experience, other funding resources, case management systems and programmatic activities. Historical data can also be considered in demonstration of organizational capacity. Applicants should be aware of Legal Citations noted throughout this section as well as the references to the Code of Federal Regulations (CFR).

Category A: HOMEOWNERSHIP

A1: HUD Housing Counseling

A2: 8-Hour Homebuyer Education Class (HBE)

A3: Intake for the Homebuyer Assistance Program (HPAP/EAHP/NEAHP)

A4: Inclusionary Zoning Orientation

A5: Income Certification for IZ/ADU Program

A6: Income Certification for the Property Acquisition and Disposition Division (PADD) Applicants

A7: Public Services: General Housing Services and Information

CATEGORY B: HOUSING PRESERVATION AND HOUSING STABILITY

B8: General Home Management Counseling (Post-Purchase Non-Delinquent)

B9: Foreclosure Counseling

B10: Eviction Counseling

B11: Intake for the Single-Family Residential Rehabilitation Program

B12: Legal Services for Seniors and/or Coop & Condo Associations

B13: Technical Assistance for Coop and Condo Associations

B14: Technical Assistance for Owners of Small Rental Properties

CATEGORY C: TENANTS AND TENANT GROUPS

C15: TOPA: Pre-purchase Tenant Counseling/Training

C16: TOPA: Post-Purchase Tenant Counseling/Training

C17: Counseling for Tenants and Tenant Organizations (HRA/RAD/CASD)

Each particular service has specific requirements described in the following pages. Applicants are expected to utilize this guidance in the performance of these services.

CATEGORY A: HOMEOWNERSHIP

Legal Citations Governing Program Area in Category A

Applicants to provide services in Category 1 should review in detail the following legal citations governing the District's homeownership programs or services. Submission of an application intending to provide any of these services presumes that the applicant intends to meet all requirements to provide counseling and/or training for homeownership pursuant to the relevant citations.

- Home Purchase Assistance Program: DC Code 42-2601 and 14 DCMR, Chapter 25
- Employer-Assisted Housing Program: DC Code 42-2501 and 14 DCMR, Chapter 36
- Inclusionary Zoning: Legislation Pending, Bill 17-586, 17-618, 17-619

A1: HUD Housing Counseling

This activity is open to applicant organizations which are HUD approved employing one or more HUD certified counselor(s). Such counseling is often (but not exclusively) in the pursuit of homeownership or credit repair and improvement or to improve their housing condition.

Grantees of this service should be familiar with 24 CFR 5.100 and with 24 CFR 214.

Housing counseling is independent expert advice provided by a HUD certified housing counselor (24 CFR Part 214) customized to the needs of the client. It is aimed at addressing housing barriers and providing support to the client to achieve their housing goals. This counseling service must include: (1) intake (2) financial and housing affordability analysis (3) an action plan² and (4) follow-up counseling to implement the action plan and achieve its stated goals (24 CFR 5.100).

The action plan should identify the steps needed for the client to achieve his/her housing goals. These actionable steps include, but are not limited to, review of the client's credit report with explanations of its meaning and items that impact (or may improve) the credit score, creation of a budget and methodologies to track one's income and spending, debt reduction planning, and savings planning. Follow-up should track the client's progress toward the goals of the action plan. Other programs and services including group educational opportunities may complement the one-on-one counseling with a certified counselor. Counselors, therefore, may appropriately make referrals to programs and services as well as to group educational activities that support and implement the goals of the action plan.

Counseling organizations are required to maintain case files including items 1-4 above as stated in 24 CFR 5.100. It is critical that files with records and case notes be kept in such a way that if a client's counselor is no longer available, either temporarily or permanently, another certified counselor in the organization can understand based on the file the client's circumstances, action plan, progress and where the client is in achieving his/her housing goals.

Organizations providing this service should have working experience with credit counseling and repair, with consumer credit bureaus and consumer credit laws. Ideally, they should be familiar with creditor tactics, liens, judgments, repossessions, and other obstacles to credit improvement.

It is critical for the counseling organization to make efforts to keep the client engaged in the counseling process and such attempts and outreach should be documented in the case file.

In accordance with HUD requirements, counseling organizations may close files if a client does not respond to outreach efforts over 60 days. The last outreach attempt should document that the file will be closed as of a specific date if nothing further is heard from the client. If the client should return to client after the 60 days, a new file should be opened.

² Except for reverse mortgage counseling.

Post-purchase follow-up

- a) Grantees must continue their counseling relationship with customers once they become homeowners. This follow-up should continue for a period of time after purchase to ensure the homeowner's housing stability.
- b) Grantees may make use of post-purchase programs using either their own programming or making referrals to other Grantees who provide such programming (e.g. B1 General Home Management and B2 Foreclosure Counseling).
- c) If problems arise, it will be the grantee's responsibility to address them quickly as time is of the essence, and to address them as efficiently as possible. Where the District's investment is involved, counseling should include ways to protect the DC investment.
- d) When working with clients who have an HPAP deferment period ending, Grantees must provide dedicated counseling services to those borrowers. In particular, grantees will be asked to make an updated assessment of each borrower's financial status regarding the appropriateness of continued deferment.
- e) Potential delinquency, or foreclosure prevention, counseling will be provided to any borrower who is experiencing difficulty.
- f) If problems continue with these loan clients, this counseling will become a home preservation activity.

A2 8-Hour Homebuyer Education Class (HBE)

This activity is open to applicant organizations which are HUD approved counseling organizations employing one or more Hud certified counselors.

The Department seeks HUD Approved organizations to provide the 8-Hour Homebuyer Class. This is in support of the Department's many programs for which the 8-Hour Homebuyer Class is a requirement, and also for other DC residents who seek to take this class in preparation for homeownership and for their knowledge.

Organizations should take as a serious obligation to conduct this class with knowledge staff (HUD certified counselors). The class is conducted in a traditional in-person setting or in a virtual online setting.

Those who successfully attend and complete the class should be provided with a DHCD certification (in the format approved by the Department) indicating their completion of the class and dated appropriately. Monthly attendance and award of certificates should be reported to the Department monthly. The class should be presented frequently enough to meet programmatic needs of DHCD programs. Class dates should be provided to the Department for inclusion on the DHCD calendar. Presentations should be given by staff, not outside speakers. Grantees are welcome to collaborate in the conduct of these classes.

A3: Intake for DC Homebuyer Programs (HPAP/EAHP/NEAHP)

The Home Purchase Assistance Program (HPAP) is the primary DHCD program for first-time homebuyers. HPAP provides interest-free loans that include closing cost assistance to eligible applicants. Under this program, homebuyers may have the opportunity to purchase houses,

condominiums, or cooperative units in the District. DHCD has additional homeownership programs which are associated with HPAP, and which are targeted to specific populations or geographic areas or may meet specific home buyer needs.

The satellite programs are:

- (1) The Employee Assisted Housing Program (EAHP) provides assistance to District of Columbia Government employees, who are first-time homebuyers in the District; and
- (2) The Negotiated Employee Assistance Home Purchase Program (NEAHP) provides down payment and closing cost assistance to certain District of Columbia Government employees whose position is covered by specific union collective bargaining agreements.

Wherever the acronym “HPAP” is used, the same applies to the EAHP and NEAHP programs.

Prior to HPAP Application

Clients interested in HPAP assistance who have a pre-approval from a lender, should be assisted with making an application to the HPAP as expeditiously as possible. Those without a pre-approval letter from a lender are required to engage in HUD Housing Counseling (see A1 above) in order that they have the benefit of credit counseling and homeownership preparation. The action plan should include the actionable steps needed to ensure success as a homeowner and to achieve a pre-approval letter from a lender. Once a pre-approval letter has been obtained, the client with the Grantee’s assistance should proceed to making their application to HPAP.

Application Process

For grantee organizations, this relationship management function includes working with first-time homebuyers throughout the homeownership application, preparation, purchase, and post-purchase process. Counseling will be focused on low- and moderate-income populations.

Once HUD credit counseling is completed the HPAP process includes:

(Optional) Applicant organizations may conduct pre-purchase seminars which include information and requirements of the HPAP programs. A DHCD Certification should be provided to attendees and recorded with DHCD.

Application Intake includes document collection of those documents needed. These should be collected in person or by means of a secure portal. Email is not considered a secure means for transmission of information which could be used for identity theft or other criminal activity. Drop-off at a staff office to an employee is acceptable.

Once the application package is complete, the organization submits to the appropriate HPAP administrator.

Homebuyer Education (8-hour class) (A DHCD Certification should be provided to 8-hour Homebuyer Education attendees and recorded with DHCD.)

Post-Purchase follow-up (Records of those follow-ups should be maintained by the organization. See Post-purchase in Service A1)

Organizations will be responsible for: (1) the application process, which includes delivery of completed applications to the HPAP Administrators; (2) completion of the application form itself and collection of all required supporting documentation, and (3) maintaining performance and reporting data, and databases as needed by the Department.

A4: Inclusionary Zoning Orientations

Introduction to IZ/ADU Programs:

The District's Inclusionary Zoning (IZ) Program requires a certain percentage of units in a new residential development, or a substantial rehabilitation that expands an existing building, be set aside as affordable units. The goals of this program are to increase the supply of affordable housing for low- and moderate-income households, to support the creation of mixed-income communities, to prevent rising home prices from driving out low- and moderate-income residents, and to leverage the expertise and capacity of the private market to develop affordable housing.

Affordable Dwelling Units (ADUs) are defined as for-sale and for-rent homes that are locally restricted for occupancy by households whose income falls within a certain range and are generally offered at a below-market rate. ADUs are generally produced in exchange for zoning relief, tax incentives, public financing, and/or the right to purchase or lease District-owned land. Specific ADU provisions, such as the affordability period, income limits, and resale restrictions, are set out in deeds, covenants, land disposition agreements, ADU administration plans and other originating documents.

ADU provisions have historically varied from project to project, as each is a result of a unique negotiation or project approval. However, ADU restrictions are becoming more standardized and more similar to standard IZ requirements.

Organization roles and responsibilities:

Provide mandatory IZ Orientation. The department's PowerPoint presentation must be utilized. Presentation and answers to participants' questions must conform to agency guidelines.

DHCD seeks organizations which will provide programmatic rental and homeownership counseling services in support of both of the above programs. Information about these

programs is available through DC Housing Search <https://www.dchousingsearch.org> , counselors will be required to utilize DC Housing Search, and train potential customers in how to search for affordable housing through DC Housing Search.

Grantees will be required to become familiar with the program requirements and procedures, as required by DHCD. In the last few fiscal years, the IZ program has produced approximately 400 new affordable units each year.

Orientation:

In particular, organizations are required to conduct IZ Orientations to help residents to be familiar with all programmatic requirements for the IZ program.

Organizations must conduct and coordinate this mandatory orientation session in a traditional and virtual classroom settings. They must provide interested applicants/residents with the relevant terms of the program, including next steps and other information as required by DHCD.

DHCD currently provides standard slides and certificate templates to use for this orientation and will provide training to grantees.

Completion of this orientation class is mandatory before an individual may register for the IZ program and individuals must renew registration every two (2) years to remain on the IZ registration list.

The class must be conducted at least monthly beginning within 30 days after the grantee's application is approved. Coordination of this class will include publishing upcoming class dates, accepting reservations via phone, email, or other method, allowing walk-ins if space is available, providing attendees with a certificate of completion (in a format approved by DHCD) upon completion of the class and providing at least monthly attendee data to DHCD. It will also include ensuring that attendees receive all required training materials, and shall be presented by grantee staff, not outside speakers.

Grantees must train program participants in the terms and specifics of the IZ and ADU Programs (training guidance will be provided by DHCD) and provide additional pre and post homebuyer education training.

Grantees must also provide data to DHCD on a regular basis as determined and requested by DHCD, including but not limited to the names and contact details for individuals who have received a DHCD certificate and the number of attendees at IZ orientations.

A5: Income Certifications for the IZ/ADU Units Programs

The agency seeks two organizations to provide income certifications for participants in the Inclusionary Zoning and Affordable Dwelling Units programs. Income certifications are expected to be conducted under a uniform process prescribed by DHCD and following HUD Part 5. DHCD has established requirements for approving Certifying Entities, including

specific IZ and ADU training.

Grantees are expected to become Certifying Entities pursuant to DHCD requirements. Grantee organizations will be required to ensure that program participants understand that income and occupancy restrictions apply to their IZ units and ADUs. Grantees will also be expected to complete income certifications for newly selected households and for renewing tenants. Grantees will be working closely with individuals, property management/leasing staff, sales agents and DHCD. DHCD will provide the necessary forms and procedures, but Grantees will collect the necessary paperwork from individuals and complete the income and household size verification process. Upon successful certifications, Grantees will notify DHCD and the sales/leasing staff.

Such restrictions may include but would not be limited to: (1) the specific affordability period, (2) conditions for, or prohibitions against, subleasing, and (3) resale restrictions. Ongoing outreach and assistance to occupants of IZ units and ADU is required in the areas of programmatic requirements and homeownership counseling.

A6: Income Certification for PADD Applicants

The Property Acquisition and Disposition Division (PADD) encourages vacant and/or abandoned property owners to rehabilitate and/or occupy their properties. PADD acquires vacant, abandoned, and deteriorated properties through negotiated friendly sale, eminent domain, donation, or tax sale foreclosure, when owners are unwilling or unable to maintain their properties. PADD also disposes of properties in inventory by selling them to individuals or developers to be rehabilitated into high-quality affordable and market-rate single-family and/ or multi-family for-sale or rental housing in District neighborhoods.

For DHCD, the activities of this Division create affordable homeownership and rental opportunities for low- and moderate-income households. Grantees must counsel these households as they qualify for and occupy these new homeownership and rental units. DHCD seeks one or more organizations which will provide counseling or training services for affordable units made available through PADD.

Because PADD units are not produced through a traditional homebuyer program, an intensive marketing and outreach effort to our target population will be required of grantees. Counseling services will also involve conducting income certifications and re-certifications for purposes of admission and continuing participation in this program. Income certifications are expected to be conducted under a uniform process prescribed by the Department. For PADD, grantees must ensure that program participants understand that income, or occupancy, restrictions apply to their unit. Such restrictions may include but would not be limited to: (1) the specific affordability period; (2) conditions for, or prohibitions against, subleasing; (3) potential rent increases; and (4) resale restrictions. The specific unit covenant

terms will be communicated to stakeholders by the Department, but grantees must facilitate communication with stakeholders.

A7: Public Services: General Coaching and Information

Public Services may be undertaken by Applicants which have not yet obtained HUD Approval and may not employ a HUD certified housing counselors. (HUD Approved organizations who are applying for A1 or A2 do not need to apply for this service, since they are able to provide these Public Service activities in connection with their other lines of services.

These activities are frequent but not exclusively in a group setting. These may be virtual or in-person, as long as an in-person option is provided. Grantees may utilize Homebuyer Clubs as an effective tool for keeping clients engaged in homebuyer preparation when a long-term period is needed for better positioning to be a first-time buyer.

They may include group trainings on understanding credit and credit reports and involve savings programs.

Public service staff are required to train clients to utilize available tools, such as DC Housing Search <https://www.dchousingsearch.org> to locate affordable housing for sale and for rent.

CATEGORY B: COUNSELING AND TRAINING FOR HOME PRESERVATION

B8: General Home Management (Post-Purchase Non-Delinquent)

Post-purchase counseling is essential for Homeowners who have purchased their homes, are not delinquent in their mortgage payments and would like to remain successful by creating a realistic financial plan to avoid financial pitfalls and protect and retain their homeownership. Post-purchase counseling is essential to understand local post-purchase behavior, especially low-moderate income homeowners, that can be supported by education and supportive programs to ensure recent homeowners understand what to do in the event of hardships. Organizations that provide post-purchase counseling sessions and education workshops will ensure their topics consist of the following:

1. Prepare a maintenance plan for major household systems and repair strategies.
2. Emergency preparedness plan to assist client in case of disaster.
3. Understand consequences of not paying taxes, HOA payments or community assessments.
4. Explain the benefits of establishing an emergency fund and retirement or tax-incentivized accounts.
5. Provide knowledge of home improvement financing options like HELOCs and give counsel on how to apply for additional financing to renovate property.

6. Access the client’s understanding of the process of refinancing the home and incurring more debt.

This counseling activity may include, but not be limited to, appliance warranty disputes, contractor disputes, disputes with mortgagors, will and estate issues, including transfer-on-death deeds, etc. In this service, grantees must serve as advisor-educators and are prohibited from giving legal advice. Grantee activities should focus on low—and moderate-income populations.

B9: Foreclosure Counseling

Homeowners who are delinquent in loan payments (as well as those in danger of delinquency) need to know what options are available to them. Similarly, those in foreclosure need to know their options and resources that may assist them, especially if available legal services are available.

Organizations are required to provide foreclosure prevention counseling that helps homeowners at risk understand the foreclosure process in Washington, DC, determine their legal rights and identify options to avoid foreclosure.

Organizations will assist struggling homeowners with loss mitigation, communicate with mortgage servicers and provide services such as the following:

1. Provide advice and coaching to assist clients with creating a budget based on financial goals. Assess the current financial situation and develop short and long-term strategies to reduce expenses and debt to achieve client goals.
2. Explain loss mitigation. Explain the requirements of a loss mitigation package and evaluate the client’s loss mitigation options for FHA and non-FHA loans.
3. Provide examples of mortgage default scams and ways to avoid being a victim.
4. Explain the consequences and costs associated with a foreclosure, short sale, or deed-in-lieu.
5. Explain the foreclosure timeline and devise a plan if the client is unable to stay in the home and assist the client in mortgage default recovery. Demonstrate the impact of a mortgage default.
6. Work with displaced residents seeking referrals for housing.

Grantees work with homeowners who are delinquent in their mortgage payments, or who are in foreclosure, or in post-foreclosure. These counseling services are also offered to owners of multi-family properties, and ownership associations. This counseling serves as a central element of DHCD’s overall foreclosure prevention strategy.

It is critical to address the District’s foreclosure crisis. Counselors are continually trained and provided with the most effective and up-to-date tools to use in their counseling efforts whether by HUD by NeighborWorks America or other recognized training providers. Grantees also work with the Department of Insurance Securities and Banking (DISB) to protect clients against scam operations that prey upon residents who are subject to foreclosure. Grantee organizations extract data for outreach and targeting efforts from the Office of the Recorder of Deeds, which provides a listing of all official foreclosures in the

District on a weekly basis. DHCD seeks one or more organizations that will provide foreclosure counseling services which include, but may not be limited to, all of the above-described foreclosure prevention activities.

For grantees, this counseling function means working with troubled homeowners, utilizing all foreclosure prevention or mitigation tools available, and if necessary, working with customers throughout their foreclosure or post-foreclosure process. Grantees must provide full assistance and advice to troubled homeowners. Grantees will be responsible for: (1) assessing the homeowner's circumstances, (2) educating the homeowner about the full implications of mortgage delinquency and foreclosure (3) exploring and providing options of action for the homeowner (4) providing tools or alternative support that may further assist the homeowner (5) developing and executing a best action plan for either saving the home or undertaking the best course for the homeowner, and (6) tracking the results of their counseling efforts. In addition, grantees will provide ongoing performance and reporting data and databases maintained.

Post-Foreclosure Counseling: It is critical that grantees continue their counseling relationship with customers, even if the home cannot be saved. Grantees must follow up with troubled homeowners for a period of time after any action plan has been executed. If the home has not been saved, counseling should be made available, and if necessary, referral to other needed services. If the home has been saved, counseling follow-up is also necessary to ensure that the ongoing action plan is being properly implemented. If more problems arise, it will be the grantee's responsibility to address them as quickly and as efficiently as possible.

With the passage of the Saving DC Homes from Foreclosure Emergency Amendment Act of 2010, troubled or delinquent District homeowners have the right to engage in mediation prior to foreclosure. As a result, DHCD requires grantees to provide counseling related to this mediation process.

Grantees must be familiar with the Law, its regulations, and the mediation process which has been implemented by the Mediation Administrator at the DC Department of Insurance, Securities, and Banking. Grantees must educate troubled homeowners in the decision factors related to mediation election, and, if necessary, prepare them for mediation. In some cases, counselors may be asked to accompany, or represent, troubled homeowners in the mediation process. Grantees must ensure that all customers who elect mediation complete and submit proper documentation in a timely manner. Grantees must ensure that the best interests of troubled borrowers are protected throughout the mediation process. Finally, DHCD expects grantees to follow-up after the mediation process is complete to ensure that any final mediation agreement is properly implemented.

B10: Eviction Counseling

Applicants who have HUD certified counselors or NeighborWorks America foreclosure certified counselors may offer this service. Counselors are continually trained and provided with the most effective and up-to-date tools to use in their counseling efforts whether by HUD by NeighborWorks America or other recognized training providers. Training should also include knowledge of laws and legal procedures governing eviction.

Eviction has long created housing instability for renters, and especially among low- and moderate-income households. For those at the lower end of the economic scale, eviction has caused not only housing instability but also employment insecurity and homelessness. Studies have shown that lack of access to legal representation has resulted in markedly different and detrimental outcomes as compared to renters who have legal representation. After legal representation, the next most effective range of services includes alternative dispute resolution (or mediation), knowledge and guidance in court navigation, and effective management of legal and tenant-landlord documents. In addition to housing instability, eviction also has credit impact for the tenant.

It is critical to provide those in danger of eviction with counseling to make informed decisions. This includes access whenever possible access to legal services. Also, appropriate training includes information about tenants' rights and obligations, the credit impact of eviction, use of payment plan agreements, understanding of court processes and procedures, and access to alternatives to court procedures. When tenancy is lost, counseling for housing alternatives is needed and a path forward to credit repair.

B11: Single-Family Residential Rehabilitation Program

The Single-Family Residential Rehabilitation Program (SFRRP) administers grants to District homeowners for roof repairs and for modifications to eliminate barriers to accessibility for persons with mobility or other physical impairments. Projects approved for SFRRP require a covenant on the property to protect the District's funding of the project.

DHCD seeks one or more organizations which will provide application intake services to SFRRP applicants throughout the grant process.

Mandatory Counselor Intake Training: Grantees for this line of service are required to attend training with the SFRRP team in September to be introduced to updated aspects of the SFRRP for FY25. It is critical that the grantee have a solid understanding of the updated program and the requirements for applications. Therefore, the September training is mandatory for SFRRP intake counselors.

Application Period: Applications for SFRRP will only be taken between October 1, 2024, and December 31, 2024. To be considered applications during this period must be complete. Lack of required documentation or information will not "hold a place" in the program if not provided before the December 31, 2024. The Department at its sole discretion reserves the right to close the program prior to the deadline if funding is depleted or no longer available.

Information Session for Applicants: The Department will provide Grantees with a PowerPoint presentation outlining the program and its requirements. Intake counselors are required to use this presentation with all potential applicants either in a group sessions (such as an Orientation) or in a one-on-one session with the potential applicant.

Grantee's and Counselor's Responsibilities: (1) use the Department PowerPoint presentation to present the program to potential applicants, answering questions from residents interested in the program; (2) complete the application document and collection of **all required** supporting documentation (*incomplete applications will not be accepted*); (3) post-application and post-grant support; and (4) providing performance and reporting data as required.

45 Day Period: It is critical that no application be uploaded in the SFRRP portal unless it is complete with all required documents and intake form completed. If an incomplete application is uploaded in the portal, the SFRRP staff will notify the counselor and the applicant that the application cannot be accepted. The notification state that what is complete and state the **applicant has 45 days** to provide the requested information including documents. After 45 days if the application remains incomplete, the application will be closed as incomplete for funding.

Application Portal: Counselors will need to provide their name and contact information (e.g. email) when uploading in case SFRRP program staff need to follow up.

Legal Citations Governing Program Area for Category B:

Applicants to provide any service in Category B should review in detail the following legal citations governing the District's home preservation programs or services. Submission of an application intending to provide any of these services presumes that the applicant intends to meet all requirements to provide counseling and/or training for home preservation pursuant to the relevant citations.

- Lead Safe Washington 24 CFR, Part 35, 24 CFR, Part 85.37, Section 1011 of the Residential Lead-Based Paint Hazard Reduction Act of 1992
- Single Family Rehabilitation 14 DCMR, Chapter 28 First Right to Purchase Program 14 DMCR, 2700, and 14 CDMR 4700
- Saving DC Homes from Foreclosure Emergency Amendment Act of 2010 (DC Act 18-635; 57 DCR 12404)

B12: Legal Services for Homeowners and/or Coop & Condo Associations

The Department seeks organizations to provide legal services to provide one or both of the services noted below. Grantees will conduct outreach to low- and moderate-income populations in need of these services.

- Legal Services to Seniors
Seniors who are homeowners can be assisted by the Applicant to have legal services to assist Seniors to avoid housing instability or the loss of ownership of their home. In addition to their own attorney staff, Applicants may seek *pro bono* services from other members of the Bar.
- Legal Services to Coop-Condo Associations
Legal services may be provided to Cooperatives and/or Condominiums (“Associations”) to ensure housing stability. If Associations have problems in areas of legal entity status, required legal or financial filings, compliance issues, risk management concerns, board and member training, best legal practices, and collection of association fees (to name of few), such issues may threaten the member’s housing stability, and the owners’ (or members’) investment in their properties. Selected applicants will provide legal services to Associations in low- and moderate-income census blocks to mitigate these concerns, to preserve housing stability of owners and to ensure well-functioning Associations and Boards.

B13: Technical Assistance for Coop and Condo Associations

The Department seeks one or more organizations to provide technical assistance to Associations. The situation many Associations may face is a need for training in best practices of Association management. Training in best practices and frequently encountered problem situations may be offered by the grantee not only to the Association Board but also to the owners in the Association. Association boards and their member owners frequently face issues of association fees not being paid, lack of income to fund reserves, special projects that would require a special assessment, and decisions of taking court action or being the defendant in a court action. These are just a few of the legal issues which may arise for the Association, in addition to the more routine matters of by-laws and required legal documents for the operation of the Association.

B14: Technical Assistance for Landlords of Small Rental Properties

Landlords of small rental properties face enormous challenges. They frequently lack the staff and the resources of large multi-family properties to deal with the many details of operations and asset management. Small unit properties cannot readily absorb mistakes or challenges.

In a ten-unit property, one vacancy is a 10% vacancy rate, while one unit in a 100-unit property is 1% vacancy rate. Yet, small unit properties are often the affordable renter properties. To preserve this housing stock as an affordable option, DHCD seeks grantees to provide Technical Support to Owners of Small Unit Properties (of 30 units or less).

Services can be provided through group training as well as through one-on-one counseling. Like many small business owners, owners can often benefit from a better understanding of accounting practices and financial statements (balance sheet, income statement, cash flow report). Knowledge of financing options is another common to many business owners. Topics such as these are particularly suitable to the needs of owners.

- 1. Property Management Software:** Landlords often need help selecting and implementing property management software to track rent payments, maintenance requests, tenant information, and other critical operational data.
- 2. Legal Compliance:** Guidance on navigating complex local, state, and federal housing laws and regulations related to fair housing, security deposits, evictions, and other landlord-tenant issues.
- 3. Financial Management:** Guidance with accounting, tax preparation, and financial planning specific to rental property ownership and operations.
- 4. Maintenance and Repairs:** Access to vetted contractors, tradespeople, and service providers to handle property maintenance, repairs, and upgrades in a timely and cost-effective manner.
- 5. Tenant Screening and Selection:** Guidance and best practices with tenant screening processes, background checks, and selecting responsible renters to minimize vacancies and evictions.
- 6. Marketing and Leasing:** Help with listing vacant units, advertising, showing properties, and executing leases to keep units occupied.
- 7. Emergency Response:** Guidance on developing emergency plans and protocols to address unexpected events like natural disasters, property damage, or tenant issues.
- 8. Asset Management Issues:** The ratios and metrics of asset management for multi-family properties provide a helpful guide to best practices. For example: Many landlords are unaware of the effect that certain metrics have in their properties. Slow “Make-Ready” times, refers to the length of time it takes to prepare an apartment to be shown to prospective tenants. Similarly, “turn time” refers to the times it takes to find a renter and receive the first month’s rent. Slow turn times are also a drain on resources. When there are slow “make ready” and slow “turn times” the combined effect can be detrimental for the property’s future. High turn-over rates among renters is another draw on the income. Other issues and topics include: What to do when you have a tenant who is not paying rent? What are the alternatives to eviction? How do the Court work? Are there pre-eviction resources? What legal services are available to the owner?

**CATEGORY C: TENANTS AND TENANT GROUPS: SERVICES RELATIVE TO
Tenants Opportunity to Purchase Act,
Rental Conversion and Sale Division, and
Rental Accommodations Division**

The DC Tenants Opportunity to Purchase Act (TOPA) seeks to protect tenants and tenant groups from displacement due to sale of the property. The law allows tenants to purchase their apartment building. Tenants have the choice of maintaining the apartments for rent or converting to cooperatives or condominiums. DHCD seeks to preserve affordable housing in the District and limit displacement of low- and moderate-income households. For groups that choose coop or condo conversion, this provides a path to homeownership.

DHCD provides both financial assistance and technical assistance, as well as specialized organizational and development services, for tenant groups who are pursuing the purchase of their apartment buildings. Through DHCD's Development Finance Division, organized tenant associations may be provided with seed money, earnest money deposits, and acquisition and/or rehabilitation assistance. After acquisition and rehabilitation, DHCD also provides ongoing Board training and property management support to the newly formed cooperative or condominium Boards.

C15: TOPA: Pre-purchase Training

DHCD seeks one or more organizations which will provide pre-acquisition organizational and developmental counseling and training to tenant groups or tenant associations in support of their intent to purchase their building. These tenant groups must be preliminarily qualified as eligible for DHCD's Tenant Purchase Technical Assistance program. Grantees must provide the following services to tenant groups:

- a) establishment of a tenant association.
- b) selection and appropriate training of Board members.
- c) training of captains (court, building and floor).
- d) training in roles and functions of committee members; (5) training tenant groups in detail about the building purchase process.
- e) training tenant associations in property management techniques.
- f) provide training to the tenant association on each type of ownership; and conducting surveys of tenant associations to determine the appropriate form of ownership for their building (cooperative or condominium).

It is critical that Grantees in this service maintain an outreach to educate and inform low- and moderate-income tenants about their rights and opportunities provided by TOPA. Grantees are encouraged to make this a central aspects of their marketing plan, and to create

opportunities as well as avail themselves of opportunities to participate in educational outlets to reach tenants. Collaboration with other Grantees in this or similar service lines is encouraged. Grantees should participate in DHCD when and as those opportunities for outreach are available.

While training the tenant association, the grantee must be able to prepare and submit appropriate documentation required in the purchase process, including but not limited to tenant profiles and feasibility analyses, response to Notice of Sale of Building, preliminary development, acquisition, and rehabilitation plans, and operational plans.

The grantees must have skill and experience in negotiating the lease or purchase of the building. In addition, grantees must assist tenant groups in procurement related to the development, purchase, and rehabilitation process, including but not limited to attorneys, architects, engineers, financial and developmental consultants, private developers, appraisers, and property managers.

C16: TOPA: Post-Purchase Training

DHCD seeks one or more organizations which will provide ongoing post-acquisition counseling services which include property management and Board training for properties which have been purchased and/or rehabilitated with financial assistance from the DHCD Development Finance Division's First Right Purchase program. Generally, these are multi-family properties that have been purchased through limited equity cooperative agreements or condominium purchases. Therefore, non-profit Board training and development skill and/or experience, as well as multi-family property management skills are critical to providing effective counseling services. Services to be provided under this activity may include, but are not limited to:

- a) establishing standards of evaluation for each participant's financial status and leadership capacity.
- b) conducting annual management reviews of all Boards, oversee election and
- c) training of new Board members.
- d) assisting in the establishment of appropriate arrangements with required service providers such as exterminators, garbage collectors, landscapers, etc.
- e) assisting in capital management planning and a stabilization plan for rehabilitation and/or refinancing.
- f) tracking property vacancies and reviewing new applications for membership.
- g) establishing and reviewing membership guidelines.
- h) technical assistance in accounting, budgeting, and the preparation of financial statements for long-term financial viability.
- i) providing Board of Directors with training as appropriate; and

- j) other required management and support duties. Grantees will assist the condominium or cooperative in developing a budget for the overall management and carrying costs of the property.

Grantees will assist the Board and membership in all aspects of management, such as completion of the audit, Fair Housing issues, required individual, property, and Board insurance, taxes, the role of Board officers, evaluation of monthly financial performance, training on lender compliance, i.e. loan payments, income requirements. DHCD will likely negotiate assignment of specific properties to grantees for this service.

Legal Citations Governing Program Area in Category C:

Applicants to provide any service in Category C should review in detail the following legal citations governing the District’s home preservation programs or services. Submission of an application intending to provide any of these services presumes that the applicant intends to meet all requirements to provide counseling and/or training for home preservation pursuant to the relevant citations.

First Right to Purchase Program 14 DMCR, 2700, and 14 CDMR 4700
Tenant Purchase Technical Assistance Program DC Code 42-3404.02
Rental Housing Conversion and Sale Act of 1980, as amended (DC Code 42-3401.01 et. seq.)
(Also known as the Tenant Opportunity to Purchase Act or “TOPA”)

C17: Services for Tenants and Tenant Organizations

(in partnership with Housing Regulation Administration, Rental Accommodation Division, Rental Conversion and Sale Division).

Activities under this service will supplement and enhance the services provided by DHCD’s Housing Regulation Administration (HRA), which includes the Rental Accommodations Division (RAD) and the Rental Conversion and Sale Division (CASD).

RAD administers the Rental Housing Act of 1985 (D.C. Official Code § 42-3501.01 et seq.) which regulates residential rental housing registration and the rent stabilization program (commonly known as rent control). RAD oversees rent adjustment procedures, processes notices to vacate, reviews tenant petitions prior to adjudication by the Office of Administrative Hearings and adjudicates most types of landlord petitions. RAD also proposes rules and regulations for administration of the Rental Housing Act for review and publication by the Rental Housing Commission.

CASD administers the Rental Housing Conversion and Sale Act of 1980 (D.C. Official Code § 42- 3401.01 et seq.) which regulates the sale or transfer of ownership interests under the

Tenant Opportunity to Purchase Act of 1980 (TOPA) (D.C. Official Code § 42-3401.01 et seq.), the conversion of use of rental housing to condominium or cooperative ownership and residential condominium formation and registration under the Condominium Act of 1976 (D.C. Official Code § 42-1901.01 et seq.). Further, CASD administers a Housing Assistance Payment program (HAP), under which tenants may be eligible for rent assistance if they are displaced due to the conversion of use of their apartment building to condominium or cooperative ownership.

CASD also proposes rules and regulations for administration of the Rental Housing Conversion and Sale Act of 1980.

DHCD seeks one or more organizations which will support RAD and CASD operations by providing counseling and tenant education services to tenants and tenant groups. Grantees must provide counseling and training assistance to tenants and tenant organizations regarding the District's rental housing laws and tenant and landlord rights and responsibilities.

For CASD, grantee organizations must provide counseling and training concerning: (1) tenants' TOPA rights when a landlord intends to sell, demolish, or discontinue rental housing use; (2) transfers of rental housing ownership or economic interests; (3) assisting tenants or tenant organizations in exercising their right to purchase; (4) informing tenants or tenant organizations relating to partner-investors and assigning TOPA rights; (5) conversion of use from rental housing to condominium or cooperative ownership by tenant elections, or conversion in lieu of tenant elections; (6) the Housing Assistance Payment program and relocation assistance; (7) tenant organization formation, incorporation, and registration; (8) protections for elderly or disabled tenants; (9) coercive or retaliatory activities; (10) tenant rights when rental housing is in foreclosure; (11) notices of intent to convert use from rental housing to condominium or cooperative ownership; and (12) relocation counseling for displaced tenants.

For RAD, service providers must demonstrate the ability to counsel and train tenants and tenant organizations on rent control provisions including properties that are regulated by or exempted/excluded from rent stabilization under the Rental Housing Act:

- 1) petition- based and annual rent increases.
- 2) executing and filing tenant petitions.
- 3) responding to landlord petitions.
- 4) protections for elderly and disabled tenants.
- 5) RAD's conciliation services.
- 6) notices to vacate and eviction procedures.
- 7) disclosures to tenants.
- 8) changes and decreases in services and facilities.

- 9) learning about and securing enforcement of housing condition regulations.
- 10) security deposits.
- 11) understanding lease provisions.
- 12) rent increases if a property is not under rent control.
- 13) appealing decisions of the Rent Administrator or the Office of Administrative Hearings; and
- 14) relocation counseling for displaced tenants. Note: Advocacy on behalf of tenant groups, or tenant rights assignees— including, but not limited to, legal advice or advocacy on tenants or tenant organizations’ behalf in negotiations with a property owner—is expressly beyond the scope of required services for grantees.

Grantees are expected to understand their role as tenant educators, and not as advocacy groups. They must manage the various resources of the District Government to ensure that tenant rights and responsibilities are understood. Further, DHCD will not support organizations conducting activities for properties that the organization owns, or in which it has an ownership interest.

Additionally, in the event of a development or purchase opportunity for the tenants, the role of a grantee is to ensure that tenants understand all available options.

Direct Counseling to Tenants and Tenant Groups: tenant counseling services will be designed to educate tenants in privately-owned properties about their legal rights and opportunities. This service is to be provided to tenants and tenant groups which are not subject to foreclosure and have not selected to exercise their Opportunity to Purchase Rights and/or Right of First Refusal under TOPA. It also includes providing other services and tenant education, which may not fall into the categories of services outlined above, such as eviction counseling, relocation counseling, apartment search, or apartment management.

DHCD seeks one or more organizations with the capacity to bring a range of resources to prevent involuntary displacement and to provide opportunities for continued affordable rental housing. Grantees must provide counseling services to tenants and tenant groups which include, but are not limited to: (1) outreach to tenant groups upon notice of one-year potential for subsidy expiration; (2) technical assistance in negotiations between owners and HUD relative to the renewal of federal subsidy contracts; (3) counseling for tenants in buildings where the subsidy will be lost and the tenant(s) must move; (4) counseling for tenants who are behind in their rent on best-action options; and (5) appropriately referring tenants who are in landlord/tenant disputes to all available resources. Grantees must also conduct research using the many databases and research tools available to identify properties that have a critical need for counseling assistance, including but not limited to DCHousingsearch.org. Note: Advocacy on behalf of tenant groups or tenants’ rights assignee –including, but not limited to, legal advice or advocacy on tenants or tenant organizations behalf in negotiations

with a property owner—is expressly beyond the scope of required services for grantees.

Grantees are expected to understand their role as tenant educators and not as tenant advocates. They must manage the various resources of the District Government to ensure that tenant rights and responsibilities are understood. Further, DHCD will not support organizations conducting activities for properties that the organization owns or in which it has an ownership interest.

Additionally, in the event of a development or purchase opportunity for the tenants, the role of a prospective grantee is to ensure that tenants understand all available options.

Additional Legal Citations Governing Programs in Category C.

Applicants to provide any service in this Category and should review in detail the legal citations governing DHCD’s rental accommodation functions:

- (1) the Rental Housing Act of 1985, D.C. Official Code § 42-3501 et seq. and title 14 of the District of Columbia Municipal Regulations, Chapters 38-44.
- (2) the Rental Housing Conversion and Sale Act of 1980, D.C. Official Code § 42-3401 et seq. and title 14 of the District of Columbia Municipal Regulations, Chapter 47.
- (3) the Condominium Act of 1976, D.C.

Official Code § 42-1901 et seq.; (4) D.C. Official Code § 42-1901 et seq.; (5) the First Right to Purchase Program, title 14 of the District of Columbia Municipal Regulation, chapter 2700; and (6) Housing Conditions, Title 14 of the District of Columbia Municipal Regulations, Chapters 1-15. Submission of an application relevant to these services presumes that the applicant intends to meet all requirements to provide counseling to tenants and tenant groups pursuant to these above referenced citations.

3.3 Geographic Distribution of Services

The Department’s decision to select one or more grantees to provide services will be influenced by the potential geographical distribution of service among the qualified applications received. Applicants can designate their proposed service areas in the District based on their by-laws, Board policies, etc. However, the Department reserves the right to designate any service areas it deems appropriate or necessary in making awards and negotiating grant terms. In reviewing the applicant pool, the Department’s priority will be to ensure that excellent affordable housing counseling and training services are provided to all low- and moderate-income citizens of the District of Columbia. The Department will seek to bring parity in the quality of all housing services provided for all areas of the District through the award and ongoing management of these grants.

3.4 Marketing and Outreach

Marketing Plan to be submitted: Marketing and outreach are critical aspects of the grant's work. Grantees' efforts ensure these programs and services' success and desired impact. No Grantee or service is exempt from this requirement. Applicants must submit a detailed marketing and outreach plan for the services they are applying for. The plan should be detailed and not assume an understanding that has not been stated. Marketing should be included in the proposed budget and work plan.

DHCD will review and approve the marketing plan. In accordance with agency policy, marketing activities should highlight partnerships with and funding by DHCD.

Aspects of Marketing and Outreach to be considered:

- Continuous and consistent marketing and outreach are essential to achieving these services' objectives and maximizing public awareness of DHCD housing programs.
- Because of DHCD's diverse target population, grantees must utilize various marketing tools.
- Grantees are responsible for distributing DHCD program materials at community forums, public events, homeownership meetings, and fairs. Marketing and outreach may include but are not limited to, websites, email blasts, blogs, listservs, Twitter, Facebook, YouTube, Hope Hotline, flyers, door-to-door visits, community meetings, use of cable television (Channel 16), and public service announcements.

Coordinated with the Department: The grantee's marketing and outreach must be coordinated with DHCD. Grantees are expected to continually assess the success and impact of their marketing efforts to identify the most effective and efficient ways of reaching low- and moderate-income populations.

Participation in Department Marketing Activities: As required by DHCD, Grantees must participate in public activities and events related to housing opportunities. These may include but are not limited to tabling at events, participating in panel discussions, and providing speakers to groups, agencies, or organizations that request them.

DHCD Acknowledgement: Grantees must always acknowledge such housing assistance activities as Department of Housing and Community Development programs in any distributed print or electronic materials. DHCD must approve all such materials before distribution.

Use of DHCD Logo: All written or printed materials distributed or posted by Grantee that publicize the activities being funded by the D.C. Department of Housing and Community Development shall include information that the service, activity, or program is being supported and funded, partially or entirely, by the Department.

1. The written or printed materials must include the authorized DHCD logo.
2. Written or printed materials include, but are not limited to, newspaper, radio, and television announcements or advertisements. Websites, stationery, publicity materials, and written media communications, including newsletters, flyers, and brochures.
3. Grantees must abide by DHCD style guidelines when using the authorized DHCD logo.

4. The grantor may require that specific templates be used when promoting certain grant-funded programs. In those instances, DHCD will provide the templates and instructions to the Grantee.
5. The grantee must provide copies of all marketing materials, brochures, flyers, and other materials that publicize grant-funded activities to the Grantor via email at dhcd.occo@dc.gov
6. The grantee shall publicize as appropriate to its constituency through social media, print, and online postings, DHCD communications, and events related to Grant-supported activities.

Diversity and Language Access in Marketing: Grantees must demonstrate the capability to effectively serve and communicate with the District's various non-English speaking and special needs populations. This means that marketing and outreach materials must be made available in multiple languages and media based on the needs of those populations. The grantee must demonstrate its intent and capability to comply with the District's Language Access Law. In addition, grantees must demonstrate the availability of appropriate staffing to ensure compliance with the District's Language Access Law.

3.5 Focus Areas and Neighborhood Revitalization Strategy Areas (NRSA)

DHCD has identified specific areas of the District as "Focus Areas." These Areas represent areas where the District has invested in funding to create and preserve affordable housing. Focus Areas follow main routes through the District and their associated neighborhoods. In many cases, business owners are centered on these major routes, while resident services will be seen as more appropriate for those in the communities. Applicants must ensure services are delivered to low- and moderate-income households or areas as part of their program (Housing Services, Small Business Technical Assistance, Façade Improvement). This is a CDBG requirement.

- For Housing Counseling applicants, these Focus Areas should be used to plan outreach activities to inform residents of their services.
- For SBTA and Façade grantees, the Focus Areas define the geographical areas of the District in which they will provide services. In this latter case, the Focus Areas define not only their outreach area but also their service area.

NRSAs Targeting East of the River

The Department obtained the HUD designation for the Neighborhood Revitalization Strategy Area (NRSA) for the Focus Areas in Wards 7 and 8. DHCD has designated areas of Historic Anacostia in the city's Southeast and Far Northeast communities as Neighborhood Revitalization Strategy Areas (NRSAs). This designation will allow the city to target Community Development Block Grant (CDBG) funding that supports economic and community revitalization efforts. These include Martin Luther King Jr Avenue, Marion Barry Avenue, Minnesota Avenue, and Benning Road. However, all areas of Ward 7 and Ward 8 remain the focus of the grantee's work and outreach.

For communities outside of the NRSA areas, DHCD has designated Focus Areas throughout the District. Applicants are encouraged to partner with other community-based organizations. This collaboration can include cross-disciplinary collaboration. For example, a Façade grantee may partner with an SBTA grantee to provide business owners various services encompassing both disciplines. Housing service grantees may partner to promote or provide services one grantee offers, but another may not. The key to collaboration is an outlook of being partners, not competitors.

The following is a list of the Focus Areas and some of their associated neighborhoods. The outreach plans can include other nearby neighborhoods, mindful of the low-income requirements. Each applicant is asked to select one or more Focus Areas for their application. Please note that this is a minimum, and applicants may choose more than three. Applicants will be asked to provide reporting on outreach activities.

The following is a list of the Focus Areas outreach plans, mindful of the low and income requirements.

Focus Areas/Neighborhoods

- **16th St NW Corridor** near the intersection with Havard St NW (Columbia Heights) in Ward 1
- **Georgia Ave and New Hampshire Ave NW Corridor** (Petworth, Park View, Brightwood, Walter Reed, Takoma) in Ward 4
- **Rhode Island Ave and South Dakota Ave NE Corridor** (Manor Park, Woodridge, Ft. Lincoln, Michigan Park, Brentwood, Langdon) in Ward 4 and Ward 5
- **M Street and South Capitol Streets SW Corridor** (Greenleaf and Waterfront) in Ward 6
- **Benning Road and Florida Ave NE Corridor** (NoMa/Ivy City/Trinidad) in Ward 5 and Ward 6
- **Minnesota Ave and Benning Rd NE Corridor** (Benning, Greenway) in Ward 7
- **Pennsylvania Ave and Minnesota Aves SE Corridor** (Randle Highlands, Penn Branch, Hillcrest) in Ward 7
- **East Capitol and Benning Rd Corridor** (Capitol View, Lincoln Heights, Benning Heights, Deanwood, East Corner, Mayfair/Parkside) in Ward 7
- **Marion Barry Ave and Martin Luther King Aves SE Corridor** (Historic Anacostia, Fairlawn, Buena Vista, Barry Farm, St. Elizabeth) in Ward 8
- **Marion Barry Ave and Alabama Aves Corridor** (Skyland, Woodland, Garfield Heights) in Ward 8
- **Martin Luther King Ave and Alabama Ave Corridor** (Congress Heights, Shipley Terrace, Douglas) in Ward 8
- **South Capital St and Chesapeake St SE Corridor** (Bellevue, Washington Highlands) in Ward 8

SECTION 4. SELECTION PROCESS

4.1 Review Panel

The review panel for this RFA is composed of qualified, professional individuals selected for their unique community experiences, public service, commercial development, and neighborhood revitalization. When the review panel has completed its evaluations, the panel will make recommendations for awards based on the highest combined scores of the application. The Department and review panel will determine minimum thresholds for each proposed project or activity that must be met for an applicant to be awarded funding. The process of evaluating applications may require applicants to make an oral presentation before the panel and require the panel to conduct a site visit of the applicant's facility.

4.2 Decision on Awards

The review panel's recommendations are advisory only and not binding on the Department of Housing and Community Development. The final decision on awards vests solely with the Director of the Department of Housing and Community Development. After reviewing the recommendations of the review panel and any other relevant information, the Director of DHCD will determine the award of funds to the designated grantees. The Director is not required to award grants based on the applications received and reserves the authority to re-advertise for services and activities discussed in this Request for Applications.

4.3 Award Process

Conditional Award: The conditional is not a final grant award. The final award is contingent on notification to the District and the total commitment of HUD funding. This notification is anticipated on or about November 15, 2024. The conditional award is also contingent on the Selected Applicant supplying all documents requested by the deadline provided. Some documents require review by other agencies of the District Government. These reviews can take an unpredictable amount of time. Therefore, deadlines will be set to ensure these reviews can be completed by November 15, 2024. Failure to keep these deadlines will delay grant execution and may affect the final award decision.

These contingencies and conditions will be provided in a Letter of Conditional Award.

Providing services is expected to begin on October 1, 2024, and continue until September 30, 2025. The prospective grantee begins programmatic work and reporting with this Letter of Conditional Award. Funds cannot be reimbursed until the Federal commitment is received, a Grant Agreement is executed, and the requisite purchase order(s) are created.

Document Deadlines: Selected applicants are encouraged to provide documentation by the deadlines provided by the Department.

Grant Agreement: Any applicant approved for funding must enter into a grant agreement with DHCD to implement the funded activity or project. This grant agreement will include provisions that will ensure compliance with federal and District laws and regulations and define the terms of the disbursement of funds.

Review of Workplans and Budgets: Before the Conditional Award of the grant agreement, successful applicants will meet with DHCD staff to discuss the specific activities and projects that will be conducted under the grant agreement so that the applicant's mission, community needs, and District Government priorities are addressed. This effort will result in a detailed work plan, outcome measures, and budget that will become elements of the grant agreement.

Payment Reimbursements: Upon execution of the agreement, which is anticipated in late November and early December 2024, the organization will become eligible to disburse funds under the grant agreement.

Monitoring: In accordance with federal and District requirements, DHCD will conduct periodic evaluations of each awarded organization's use of grant funds. The review areas will include financial management, regulatory compliance, and program performance. The reviews may also include scheduled or unscheduled site visits. Accordingly, each organization must make all information and records available to DHCD to complete its evaluation.

SECTION 5. APPLICATION INSTRUCTIONS

5.1 Application Format

The application must be completed via ZoomGrants - [Housing Counseling Services](https://www.zoomgrants.com/gprop.asp?donorid=2146&limited=5305) - (<https://www.zoomgrants.com/gprop.asp?donorid=2146&limited=5305>).

It has five essential parts:

- Application Summary
- Application Questions
- Budget
- Tables
- Documents

Certain documents will be uploaded to the ZoomGrants portal.

DHCD is not responsible for platform malfunctions.

- Applicants are expected to use the file names as prescribed. Failure to do so will result in loss of points.
- Similarly, applicants are expected to use the forms provided by the grantor without modification or alternation.
- Failure to follow application instructions will result in loss of points and potential disqualification from funding opportunities.

5.2 Technical Requirements

This Request for Applications RFA will be available on the DHCD website at <https://www.dhcd.dc.gov> on June 21, 2024. Those wishing to make an application in response to this RFA will need to do so via ZoomGrants. To use ZoomGrants to submit applications, you'll need a computer, internet access, and a valid email address. Don't have an email address? Signing up for a free email address and account on services such as Gmail and Yahoo is easy. Learn more:

- Setting Up Your Applicant Account and Creating Applications: <http://help.zoomgrants.com/index.php/zgu/setting-up-your-account-and-creating-applications/>
- I am a grant writer or represent multiple organizations or people. How can I use ZoomGrants? <http://help.zoomgrants.com/index.php/zgu/zg-for-grantwriters/>
- How do I change or reset the email address or password on an applicant account? <http://help.zoomgrants.com/index.php/zgu/how-do-i-change-or-reset-the-email-address-or-password-on-an-applicant-account/>
- How can I invite another user to work on my application or add someone else to our account? <http://help.zoomgrants.com/index.php/zgu/invite-collaborators/>

5.3 What Devices Can I Use?

You can access ZoomGrants via any internet-enabled device, including computers, tablets, and phones. A printer may also be handy if you'd like to print saved PDF copies of your application and any post-decision reports or invoices you must submit (if applicable). Depending on the specific requirements of each opportunity, you may also need access to a scanner. Click the Contact Admin tab in the application if you need additional information about the particulars of an application.

5.4 What Browser Do I Need?

ZoomGrants can be accessed using recent versions of nearly any browser, including Firefox, Safari, Chrome, and Edge. For the best experience, please use your most recent browser version. (You can download the latest version of those browsers by visiting their websites or going to <https://browsehappy.com/>.)

5.5 Application Process

Organizations that have ZoomGrants accounts for NBA grants may use the existing log-in. If an organization does not have a ZoomGrants account, that organization will have to create one. The same portal is used for monthly reporting.

5.6 How Do I Save My Application?

ZoomGrants will automatically save your progress via an auto-save feature that triggers when you click outside a field. For example, you'll see a brief flash of a saving screen if you're finished with a text response and your mouse into the following text box. Learn more about the auto-save feature here: How does the auto-save feature work? The 'Saving' screen is still flashing. How can I be sure my application is saved?

<http://help.zoomgrants.com/index.php/zgu/how-do-i-save-my-application/>

5.7 Can I Invite Others to Work on My Application?

Yes. Each account has an "Application Owner," the primary name of the account. The Application Owner can give access to other users as collaborators by inviting Collaborators. This gives these collaborators the ability to contribute to the application while you retain the ability to submit the completed application. Similarly, the Applicant Owner can remove access to Collaborators. Neither DHCD nor ZoomGrants can add "Collaborators". Only the main contact at the Organization can do this. Access may be given to others at any time.

Please note: If two users work on the same question simultaneously, the last person to auto-save their answer by clicking outside the box will overwrite anything previously saved by others. Be sure to check with your colleagues and use the Refresh Page button often to see the latest version of the application and ensure that you aren't overwriting one another's data.

When working on the application simultaneously, we recommend that each user works in a different section or on different questions to avoid accidental overwriting.

<http://help.zoomgrants.com/index.php/zgu/invite-collaborators/>

5.8 Application Submission

Application owners will have a Submit button in their application. (Collaborators cannot submit applications.) Click that button to initiate the check for completion. If the check doesn't find any blank required questions or document requests, you can enter your initials to confirm agreement with the terms, then click the Submit button again to submit your application. <http://help.zoomgrants.com/index.php/zgu/invite-collaborators/>

The application will be available to the receiving organization immediately. Verify that your application was submitted and that you are done. Learn more:

- Collaborators: I can't find the Submit button. How do I submit an application?
- How can I verify that my application was submitted?
- <http://help.zoomgrants.com/index.php/zgu/how-can-i-verify-that-my-application-was-submitted/>

Once you click the Submit button to submit your application, the system will check your questions and the required document request slots to ensure they are complete. If you've skipped any displayed questions or neglected to upload a file in any request marked "required," the system will list those items in red at the top of the application. Complete those items, click the Refresh Page button to refresh the page, then try to submit again.

5.9 Required Attachments

The following attachments are required to be completed form and can be found in the Library Tab section:

1. Articles of Incorporation & Bylaws
2. Organizational Chart noting key personnel (Names and Position)
3. Resume for each member of the Board and Corporate Officers
4. Staff Resumes (Management and Counseling Staff)
5. Staff Certifications
6. Signed Conflict of Interest Statements by Board & Staff
7. Conflict of Interest Policy
8. IRS Letter of Determination
9. Proof of Federal Unique Entity Identifier
10. Partnership Memorandum Of Understanding (MOUs) if applicable
11. Copy of most recent Audit
12. Copy of most recent IRS 990
13. Copy of the Cost Allocation Plan or Copy of the Federal Indirect Cost Rate (if a Federal rate has been approved)
14. Certificate of Good Standing from DCLP (dated within the last 30 days)
15. Customer Service Policy
16. Accessibility & Affirmative Marketing Plan
17. Sample of Intake Forms

18. Sample of Disclose Form
19. Miscellaneous
20. Proposed Workplan (Excel Only) PDFs will not be reviewed. The work plan should not be altered. Applicants are asked to complete all sections about the Service for which they request funding.
21. Marketing Plan (Word Only) PDFs will not be reviewed.

Questions related to AMP Accessibility Certification and Façade Accessibility Certification may be directed to Sonia Gutierrez, Fair Housing Coordinator, at (202) 442-7238.

Applicants may obtain the Certificate of Good Standing from the DC Department of Licensing and Consumer Protection <https://dlcp.dc.gov/>

5.10 Inquiries of Prospective Applicants

Applicants are encouraged to mail or e-mail their questions to the contact person listed below on or before July 12, 2024. Questions submitted after the deadline date will not receive responses. Please allow ample time for mail to be received before the deadline date.

For further information, please contact:

William Winston
Associate Director for Community Development
Department of Housing and Community Development
1909 Martin Luther King, Jr. Ave SE, Office # 304, Washington, DC 20020
771-208-9628
Bill.Winston@dc.gov

5.11 Resources

- For more information about the Department of Housing and Community Development, please visit <https://www.dhcd.dc.gov>
- Information regarding federal regulations that apply to Community Development Block Grants can be found on the US Department of Housing and Urban Development website: https://www.hud.gov/program_offices/comm_planning
- 2 CFR 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards: <https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II>
- Single Audit , which details federal audit requirements, is available from the US Office of Management and Budget: <https://www.whitehouse.gov/omb/office-federal-financial-management/> and the Federal Audit Clearinghouse: <https://www.fac.gov/welcome/> [/](#)

5.12 Public Legal Notice to Applicants

In accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code Section 2-1401.01 et seq., (Act), the District of Columbia does not discriminate based on actual or

perceived race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, or place of residence or business. Sexual harassment is a form of sex discrimination that the Act also prohibits. In addition, harassment based on any of the above-protected categories is also prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary action.