



RFP – Financial Empowerment Coaching RFI Responses

Q1: What do you project the scope of work to be for this project? i.e. clients per week or month that would commonly engage in coaching services?

A1: We are anticipating an active roster of about 50 clients at any given time, with an anticipated 100+ clients served per year.

Q2: Do clients have requirements for participation in coaching services? If so, are there time bound obligations for those client (i.e. must actively participate in coaching 8 hours a month, etc.), or can that be determine by the coach depending on each client's unique situation?

A2: No, there are no requirements for participation in coaching services. That said, we do have financial incentives for participants engaged in financial coaching in our Family Self-Sufficiency program (we have about 150-200 FSS participants enrolled at any given time) and we also give families the ability to earn an incentive for electing in financial coaching as a part of our 2Gen program.

Q3: Are you going to be partnering with multiple sites for coaching services at each THA location? Or are you looking to partner with one organization to serve all your THA housing sites?

A3: This really depends on the parties who respond to the RFP. For example, we may have one sole financial coaching partner who provides all of the services we are hoping for, or we may need to work with a couple of different partners should there not be an applicant who can serve all of our clients on their own. Historically, we have utilized one partner agency and utilized a full FTE to provide individualized financial coaching services, but we are open to exploring different opportunities.

Q4: There is no amount listed for the contract. I there funding for this contract? If so how much?

A4: Correct, there is no amount listed. THA is hoping to leverage the Department of Commerce's two-year investment in Financial Coaching & Mentorship (\$10 million for 45-50 FCs statewide). To be clear: THA did not apply for Commerce funding. We hope to receive applicants who receive funding from

Commerce and wish to partner with THA, serving our residents and tenants with their Commerce funding. There is an opportunity to provide a budget request, should additional limited funding be needed. Partners who are not receiving Commerce funds are also welcome to apply to partner with us if they have other funding support.

Q5: There is no mention of the Center For Strong Families or Family Self-Sufficiency. Is the work for this upcoming contract still tied to those two programs or is this an evolution for THA?

A5: THA remains a committed CSF partner. While the CSF model was built to primarily serve ALICE households, THA predominantly serves households who are extremely low income (approx. 80% of our households have an AMI of 30% or lower). We work with households who are engaged in CSF and FSS services and households who are not, but who still wish to work on their unique financial goals from their unique starting point. We are in need of a partner - or partners - who can flexibly meet the needs of our residents. This is not an evolution for THA, but we do hope to continue refining our services for clients not enrolled in the CSF.

Q6: Other than a start date there is not a timeframe for the contract. Is this a 12-month contract?

A6: We hope to align MOUs with the timeframe of the Commerce contracts, which we understand will be two-year contracts.

Q7: There is no "Completed Contractor/Vendor Intake Form – Exhibit C" in the materials online or in the PDF versions. How does one get a copy?

A7: This has been uploaded