



## Program and NOFA Overview

The City of Richmond invites applications for funding appropriations pursuant to Virginia Code § 15.2-953 to support qualified nonprofit organizations in providing emergency financial assistance and social needs navigation services to Richmond residents. Selected organizations will operate these programs consistent with their own charitable missions and in alignment with City priorities.

### **Opportunity 1:** Family Crisis Fund Grant

### **Opportunity 2:** Social Needs Navigation Services Grant

Organizations may apply for one or both opportunities. Applicants interested in submitting proposals for both opportunities may submit one application packet with separate budget and narrative proposals for each opportunity.

Both opportunities support the City's commitment to preventing displacement, connecting residents with critical resources, and building a comprehensive safety net for households facing financial crises or barriers to accessing health and social services. Applicants should have recent experience successfully managing similar initiatives of similar scale in the Richmond region.

Application materials can be made available in Spanish as well as other languages. To receive these documents or to request other translation and interpretation assistance, please email [askoire@rva.gov](mailto:askoire@rva.gov) or call (804) 646-0145.

Podemos tener disponibles los documentos de la solicitud en español y en otros idiomas. Para recibir estos documentos o solicitar otro tipo de asistencia de traducción e interpretación, envíe un correo electrónico a [askoire@rva.gov](mailto:askoire@rva.gov) o llame al (804) 646-0145.

## Key Information

<b>Questions</b>	Questions about this NOFA may be directed to <a href="mailto:askncs@rva.gov">askncs@rva.gov</a>
<b>Submission Deadline</b>	Applications, including all required attachments, must be submitted by email to <a href="mailto:askncs@rva.gov">askncs@rva.gov</a> no later than <b>July 2, 2026, 5:00pm EST</b> . Late applications will not be accepted.
<b>Information Session</b>	An information session will be held on <b>June 15, 2026 at 3:00PM</b> . To register, please email <a href="mailto:askncs@rva.gov">askncs@rva.gov</a> by <b>June 12, 2026, 4:00PM</b> .
<b>Award Notification</b>	The City expects to make award decisions no later than <b>August 1, 2026</b> .
<b>Contract Period</b>	As soon as contract is executed through <b>June 30, 2027 (City of Richmond Fiscal Year 2027)</b>



<b>Total Funding</b>	<p><b>Opportunity 1 (FCF Administrator):</b> Up to \$1,000,000 which is inclusive of programmatic and administrative costs as well as funds for payments on behalf of approved clients. Proposals should be based on an anticipated allocation of \$1,000,000 for the Family Crisis Fund. Preference will be given to proposals in which at least 85% of total project costs are dedicated to payments on behalf of approved clients.</p> <p><b>Opportunity 2 (Social Needs Navigation):</b> Up to \$300,000</p> <p>Note: The City anticipates making no more than one award per opportunity.</p>
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## Anticipated Timeline

<b>Application Opens</b>	June 9, 2026
<b>Online Information Session</b>	June 15, 2026 – 2:00PM.
<b>Application Closes</b>	July 2, 2026 – 5:00PM
<b>Finalist Interviews</b>	July 15 and July 16 – Times TBD
<b>Award Announcement</b>	September 3, 2026

## Scope of Work

The City seeks qualified nonprofit organizations to apply for funding appropriations pursuant to Virginia Code § 15.2-953 to support the delivery of the following charitable services to Richmond residents. Selected organizations will operate these programs consistent with their own charitable missions and organizational capacity, in alignment with City priorities and reporting requirements. The City does not direct the day-to-day operations of funded organizations; rather, funded organizations are expected to bring their own expertise, systems, and approaches to achieving the program goals described below.

### 1) *Family Crisis Fund (FCF) Grant*

The FCF Grant supports Richmond residents facing unexpected financial hardships that threaten their housing stability, utility services, or other critical needs. The City seeks a nonprofit organization whose charitable mission and existing programs align with the goal of connecting Richmond residents experiencing financial hardship with emergency financial assistance. City funds appropriated under this opportunity are intended to support and expand the organization's own existing work in this area.

A qualified applicant will be responsible for developing and operating a program that achieves the following outcomes for Richmond residents:

- Connecting residents experiencing financial hardship with emergency financial assistance through a network of trained referral partners;



- Reviewing applications and making eligibility determinations in accordance with the organization's own program policies, which should be consistent with the program guidelines provided in Attachment B;
- Distributing approved payments directly to creditors on behalf of eligible residents in a timely manner, with a goal of processing approved payments within seven (7) business days of a completed application;
- Maintaining complete records for each assisted household and ensuring no duplication of assistance;
- Tracking and reporting on fund distribution, recipient demographics, and program impact to support the City's understanding of community need.

The organization should use program policies and eligibility criteria consistent with the guidelines in Attachment B. The City welcomes proposals that suggest refinements to these guidelines based on the applicant's experience and expertise — applicants are encouraged to identify any criteria they would propose modifying and to explain their reasoning in their narrative.

## **2) *Social Needs Navigation***

The Social Needs Navigation Grant supports a nonprofit organization in operating a comprehensive social needs navigation program connecting Richmond residents with health and human services resources. A qualified applicant will bring its own service delivery model, technology platform, and community relationships to achieve the following outcomes:

- Providing one-on-one navigation assistance to connect Richmond residents with health, human services, and social resources, including awareness of programs such as the Family Crisis Fund and Eviction Diversion Fund, with a goal of responding to navigation requests within 72 hours;
- Operating an online resource platform that supports residents in self-identifying available programs and services, maintained and updated by the organization;
- Making electronic referrals and facilitating warm handoffs to appropriate service providers, with the organization's own approach to tracking successful connections;
- Serving as a referral partner for residents seeking FCF assistance who are not connected to another referral partner, supporting eligible residents through intake and application;
- Tracking and reporting on navigation activity, resource gaps, high-need neighborhoods, and demand surges to support the City's understanding of community need.

## **3) *Combined Fund Administrator and Social Needs Navigation***

Serve in both capacities as Fund Administrator and Social Needs Navigation provider.



## Eligibility Threshold

- Applicants must be nonprofits authorized to conduct business in the Commonwealth of Virginia and be in good standing with the City of Richmond.
- Applicants must be in compliance with all federal, state, and local regulations, and have no outstanding violations, taxes, or penalties.
- Applicants must have a well-developed organizational structure and a currently active Board of Directors.
- Applicants must disclose any lawsuits to which they have been a party in the past three years, as well as any lawsuits and investigations, criminal or otherwise, relating to the financial or business practices of the organization that are pending at the time of application.
- Applicants must provide all application elements and attachments listed below:
  - Federal tax-exempt certification
  - Most recent IRS Form 990 (Must be a complete 990. Form 990-N will not be accepted)
  - Current year operating budget
  - Prior fiscal year audit and/or financial statement



## Application Elements

To be eligible for scoring, an application must have the following elements provided in PDF format.

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### Cover Sheet

See [Attachment A](#).

### Narrative

The completed narrative must have the following sections and should be no longer than 10 total pages. If applying for both opportunities, please provide separate narrative documents for each opportunity.

#### ***Section I: Organizational Experience and Capacity***

Provide a concise description of your organization and its capacity to administer such a program.

- Clearly describe mission, history, and relevant experience implementing the same or similar initiatives in Richmond;
- Provide quantitative and qualitative evidence of past program success; and
- Demonstrate organizational readiness to administer emergency financial assistance at scale and/or social needs navigation services.

#### ***Section II: Implementation Plan:***

Provide a detailed description of your organization's plan for implementing this program.

*For Opportunity 1 (FCF), the narrative must include a clear description of the following:*

##### Workflow and Intake

- Application intake and review process (timeline from receipt to decision to processing);
- Verification and payment processing procedures and systems; and
- Review of current eligibility and program guidelines ([Attachment B](#)): Are there any criteria you would propose changing? If so, which criteria and why? Provide rationale for any proposed modifications.

##### Staffing and Technology

- Staffing plan, including brief description of dedicated staff roles and time commitments; and
- Technology platform/system of record that will be used for tracking applications, payments, and reporting

##### Volume and Capacity

- Proposed volume and capacity limits for proposed process; and
- Plan for handling unexpected increases in application volume.

##### Referrals and Partnerships

- If applicable, proposed capacity and strategy for making electronic referrals and warm handoffs to partner services for clients needing additional support beyond emergency financial assistance

*For Opportunity 2, the narrative must include a clear description of the following:*

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#### Workflow and Service Delivery

- One-on-one navigation service delivery model and workflow; and
- Online resource platform approach and maintenance plan.

#### Staffing and Technology

- Staffing plan for navigators, including but not limited to roles, caseloads, and qualifications; and
- Technology platform/system of record for tracking navigation interactions, referrals, and platform usage.

#### Volume and Capacity

- Proposed volume of inquiries managed per week and capacity to handle anticipated demand;
- Average response time for initial inquiries and protocols for timely follow-up; and
- Plan for handling unexpected increases in inquiry volume, including surge capacity protocols and scalability approach.

#### Referrals and Partnerships

- Strategy for electronic referrals and warm handoffs to service providers; and
- Closed-loop referral tracking to ensure successful connections.

### **Section III: Reporting and Timeline**

Please describe how your organization will track performance and effectiveness, as well as an anticipated timeline for implementation.

- Identify meaningful performance metrics and quarterly targets for navigator and platform effectiveness
- Describe data collection and reporting approach (qualitative and quantitative)
- Provide a realistic and detailed implementation timeline in the format of your choosing with key milestones

### **Section IV: Budget Justification and Cost-Effectiveness**

Please provide a proposed budget with justification of costs and expenses, as well as an indication of cost-savings, leveraged funds, etc., where applicable.

#### Budget

Using the provided template, or your own template with at least the same level of information, please provide a complete project budget.

*If applying for both opportunities, please note any reductions or cost efficiencies that may result from being selected as a provider for both.*

#### Budget Narrative

Please describe the costs and expenses in each budget category, including the source(s) of revenue that will be covering that cost or expense (i.e., the awarded grant, philanthropic funds, individual donations, etc.). Please include a short justification of each proposed budget item by describing the programmatic relevance.

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If applying for both opportunities, please note any reductions or cost efficiencies that result from being selected as a provider for both.

**Section IV must meet the following minimum requirements:**

- Budget is complete and uses at least the level of detail in the provided template;
- Narrative describes costs by category, identifying grant-funded vs. other sources;
- Each line item includes a justification of programmatic relevance; and
- Overall budget reflects a cost-effective approach relative to proposed navigator staffing and platform.

## Evaluation Criteria

The Review Committee will score all eligible applications using the following criteria. The top scoring eligible applicants will be invited to an interview phase before final award decisions are made.

Criteria	Points
Section I: Organizational Experience and Capacity	30
Section II: Implementation Plan	30
Section III: Reporting and Timeline	15
Section IV: Budget Justification and Cost-Effectiveness	15
Overall Application Package	10
<b>TOTAL POSSIBLE POINTS</b>	<b>100</b>

The total application package will be evaluated based on the following:

- Ability to fully address each item listed;
- Leverage of existing systems, resources, and best practices;
- Attention to detail; and
- Innovation and efficiency.

## Submission and Award Notice

Applications, including all required attachments, must be submitted by email to [askncs@rva.gov](mailto:askncs@rva.gov) no later than **July 2, 2026, 5:00PM EST**. Late applications will not be accepted.

Finalists may be asked to participate in a virtual interview session on July 15<sup>th</sup> and 16<sup>th</sup>.

The City anticipates announcing final decisions by **September 7, 2026**.

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## Attachment A

### Application Cover Sheet

#### ORGANIZATION INFORMATION

<b>Organization Name:</b>	
<b>Federal Tax ID:</b>	
<b>Project Name:</b>	
<b>Project Contact Person:</b>	
<b>Mailing Address:</b>	
<b>Phone:</b>	
<b>Email:</b>	

#### REQUIRED ATTACHMENT CHECKLIST

<input type="checkbox"/>	<b>Cover Sheet</b>
<input type="checkbox"/>	<b>Narrative</b>
<input type="checkbox"/>	<b>Budget</b>
<input type="checkbox"/>	<b>Budget Narrative</b>
<input type="checkbox"/>	<b>Organization's Current Fiscal Year Budget</b>
<input type="checkbox"/>	<b>Federal Tax-Exempt Certification</b>
<input type="checkbox"/>	<b>Most Recent IRS Form 990 (Must be a complete 990. Form 990N will not be accepted)</b>

**Signature of Authorized Representative (CEO, Executive Director, Board Chair, or other Authorized Representative):**

	<b>Date</b>
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## Attachment B

### Family Crisis Fund Program Guidelines Summary

## Program Purpose:

The purpose of this document is to summarize high-level program guidelines associated with the Family Crisis Fund.

## Overview:

The Family Crisis Fund Grant is intended to support eligible organizations in the advancement of their mission to support City of Richmond residents during times of financial hardship. In alignment of the City's efforts to prevent displacement and increase housing stability, the Family Crisis Fund Grant is primarily intended to facilitate the relief of financial burdens and/or aversion of crisis.

## General Eligibility and Guidelines:

Eligible recipients of assistance are intended to:

- Be an adult aged 18 or older;
- Be a full-time resident of the City of Richmond;
- Be experiencing a financial burden as a result of a financial hardship;
- Be the account holder on any bill intended for payment;
- Not be an employee, board member, or immediate family member of the aforementioned of the City of Richmond, unless disclosed and approved;
- Not be an employee, board member, or immediate family member of the aforementioned of the Grantee or co-funder, unless disclosed and approved;
- Not have received assistance from the grantee through FCF funds in the last 365 days from date of application; and
- Not have an outstanding balance exceeding \$2,500.

Assistance is intended to:

- Be direct payment to a vendor in which an applicant has an outstanding balance;
- Not exceed \$2,500 per household;
- Successfully eliminate immediate financial hardship (i.e., partial payments cannot be made if it will leave an outstanding balance);
- Comply with local, state, and federal legal financial requirements for nonprofit charitable organizations; and
- Maximize likelihood of long-term financial stability;
- Be disbursed in a timely fashion after verification of eligibility via check, wire, or bank transfer.

Applicants are intended to be supported in their knowledge of and application for assistance through a referral partner network consisting of but not limited to other community-based nonprofit organizations,

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faith-based organizations, local government agencies and departments, and other similar organizations or institutions.

The referral partner network is intended to:

- Be coordinated and onboarded by the grantee;
- Track all applicants regardless of eligibility;
- Non-discriminatory in their referral to assistance; and
- Provide reporting to grantee on impact of assistance.

## Definitions:

For the purposes of this NOFA, the City of Richmond interprets financial burden, financial hardship, and referral partner in the following manner:

**Financial burden** is any monetary cost, obligation, or debt that causes or will cause significant difficulty, stress, or hardship. For example, an upcoming rent payment in which there are not sufficient available funds to pay. A financial burden may include but is not limited to:

- Housing expenses (e.g., rent, mortgage, etc.)
- Health-related expense (e.g., medical bill, medication, etc.)
- Childcare expense
- Non-municipal utility (e.g., Dominion Energy, Verizon, etc.)
- Auto Expense (e.g., car loan payment, major repair, etc.)
- Education (e.g., loan payment, etc.)
- Emergency expense (e.g., legal, home repair, etc.)

**Financial hardship** is an inability to pay for a basic, necessary living expenses that arises from unforeseen circumstances. An unforeseen circumstance can include but is not limited to:

- Loss of employment
- Medical emergency
- Death or incapacitation of income earner
- Legal issue (e.g., deportation or incarceration of family member, etc.)
- Loss of transportation

**Referral partner** is a community-based organization, local government agency, office, or department, health care provider, faith-based organization, or other organization providing supportive services to Richmond City residents navigating financial hardship or crisis.