



Start of Block: Introduction

The Federal Reserve's Community Development Financial Institutions (CDFI) Survey aims to understand current challenges and opportunities for CDFIs nationwide. The information we collect provides CDFIs, policymakers, researchers, funders, investors, and other community development stakeholders with timely information about the CDFI industry. CDFIs can also use the results to compare their organization to a larger national sample and to learn about other CDFIs' innovative products and practices. The Federal Reserve Banks conduct this survey as part of our effort to understand economic conditions and to advance access to credit and economic opportunity.

Participation in this survey is voluntary. The survey is open to all types of CDFIs, including banks, credit unions, loan funds, and venture capital funds — regardless of certification.

The survey is best completed by an executive decision-maker within the organization (e.g., CEO, CFO, COO, or board member). Please submit only one response per organization. The survey will take about 20 minutes to complete. You may exit the survey at any time, and your answers will be saved to complete later.

This survey will close **May 30, 2025, at 11:59 p.m. PST.** Please direct any questions to our survey mailbox at cdfi.survey@rich.frb.org.

Haga <u>clic aqui para completar la encuesta en español</u> .
Download a copy of the questions for review (all surveys must be completed online): 2025 CDFI
Survey - PDF





All public research and analysis will be published in the aggregate. The Federal Reserve Banks will not publicly disclose information from individual responses unless express consent is provided separately by the organization. The Federal Reserve Banks reserve the right to share response data with researchers and trusted survey partners who have signed data use agreements. Federal Reserve Banks may make anonymized data publicly available. By completing any part of this survey, you consent to these data provisions.

The 2025 CDFI Survey partners include: The CDFI Fund, Opportunity Finance Network, Inclusiv, Community Bankers Association, African American Alliance of CDFI CEOs, Asset Funders Network, CDFI Coalition, CDFI Friendly America, First Nations Oweesta Corporation, Native CDFI Network, and NeighborWorks America.

Page Break			



Are you willing to be contacted for participation in a follow-up focus group in 2026?			
○ Yes			
○ No			
End of Block: Introduction			
Start of Block: CDFI Identification			
Note: * Indicates a required field.			
If your organization consists of multiple entities (for example: a CDFI holding company and CDFI subsidiary bank) please provide a response for just one entity at a time.			
Questions throughout the survey are best suited for entities that offer products and services directly to customers, clients, members, organizations, intermediaries, and governmental entities (referred to as "customers/clients" for the sake of concision).			
* Please enter the name of your CDFI:			



Page Break ———

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In what year did your organization begin to provide mission-driven financing?		
End of Block: CDFI Identification		
Start of Block: CDFI Survey General Information		
*What type of organization is your CDFI?		
Community Development Bank or Thrift		
O Holding Company		
Credit Union		
O Loan Fund		
O Venture Capital Fund		
Other (please specify):		



Does your org	ganization identify as any of the following? Select all that apply.	
	Microenterprise Development Loan Fund	
	Community Development Corporation	
	Minority Depository Institution	
	Native American CDFI	
	Cooperativa	
	Other (please specify):	
	None	
Page Break		
	zation currently certified by the CDFI Fund?	
O Yes, w	ve are certified by the CDFI Fund	
O No, we are not certified by the CDFI Fund		
O Not su	ire	



What is your organization's status regarding the CDFI Fund's revised certification process? We have submitted a revised CDFI Certification Application We are planning to submit a revised CDFI Certification Application We are not planning to submit a revised CDFI Certification Application Not applicable O Not sure Page Break -What is the geographic service area of your organization? National Multiple states, American Indian reservations and/or territories Single state, American Indian reservation or territory Multicounty, or multicounty equivalent O County, county equivalent or smaller



Display this question:

If What is t	he geographic service area of your organization? IS NOT National
	and/or territories does your organization serve? Select all that apply.
	Alabama
	Alaska
	American Samoa
	Arizona
	Arkansas
	California
	Colorado
	Connecticut
	Delaware
	District of Columbia
	Florida
	Georgia
	Guam
	Hawaii
	Idaho



Illinois
Indiana
Iowa
Kansas
Kentucky
Louisiana
Maine
Maryland
Massachusetts
Michigan
Minnesota
Mississippi
Missouri
Montana
Nebraska
Nevada
New Hampshire



New Jersey
New Mexico
New York
North Carolina
North Dakota
Northern Mariana Islands
Ohio
Oklahoma
Oregon
Pennsylvania
Puerto Rico
Rhode Island
South Carolina
South Dakota
Tennessee
Texas
Utah



		Vermont
		Virginia
		Washington
		West Virginia
		Wisconsin
		Wyoming
		U.S. Virgin Islands
Disp	play this que	estion:
	If Does you	r organization identify as any of the following? Select all that apply. = Native American
And	If	
	What is the	geographic service area of your organization? = Multiple states, American Indian d/or territories
rese	Or What is ervation or te	the geographic service area of your organization? = Single state, American Indian erritory
Wha	at America	n Indian reservation(s) does your organization serve? <i>Please list all that apply.</i>
Pag	je Break	



Within your overall service area, what type(s) of geographic area does your organization serve? Select all that apply.		
	Urban	
	Suburban	
	Rural	
Display this que	estion:	
	your overall service area, what type(s) of geographic area does your organization serve? pply. SelectedChoicesCount Is Greater Than 1	
	Selected Choices from "Within your overall service area, what type(s) of geographic area nization serve? Select all that apply."	
To which type time?	of geographic area does your organization dedicate the most resources and staff	
○ Equal	across all geographic areas served	
O Urban		
O Suburt	pan	
O Rural		
Page Break		



How many full-time employees does your organization currently have? <i>Please provide a whole number.</i>
End of Block: CDFI Survey General Information
Start of Block: Financial characteristics
*What is your organization's primary line of business? The primary business line is the predominant financing activity based on the dollar amount dedicated to support the provision of financial products.
O Small business finance
O Consumer finance (e.g., auto loans, personal loans)
O Home purchase/improvement finance (for consumers)
Residential real estate finance (e.g., construction, rehabilitation)
Commercial real estate finance
Community facilities finance
O Intermediary financing to nonprofits and/or CDFIs
Other (please specify)
Page Break ————————————————————————————————————



second most predominant financing activity based on the dollar amount dedicated to support the provision of financial products.		
○ Yes		
○ No		
Display this question:		
If Does your organization have a secondary line of business? The secondary business line is the sec = Yes		
Carry Forward Unselected Choices from "*What is your organization's primary line of business? The primary business line is the predominant financing activity based on the dollar amount dedicated to support the provision of financial products."		
What is your organization's secondary line of business?		
○ Small business finance		
O Consumer finance (e.g., auto loans, personal loans)		
O Home purchase/improvement finance (for consumers)		
Residential real estate finance (e.g., construction, rehabilitation)		
O Commercial real estate finance		
○ Community facilities finance		
O Intermediary financing to nonprofits and/or CDFIs		
Other (please specify)		
Page Break -		



What were your total assets as of March 31, 2025? What percent of your balance sheet is equity and debt? Rounded estimates are acceptable. Responses must sum to 100%. Percent Equity: : _____ Percent Debt (or Borrowed Capital): : Total : _____ What is your current net charge-off ratio? O Less than 1% 0 1.0 - 3.0% 3.1 - 5.0% O More than 5.1% O Not sure



Approximately how many different external sources did your organization receiv in 2024?	e funding from
In 2024, what were your organization's largest three sources of funding? Selection	ct up to three.
Earned Income	
Commercial or Consumer Deposits	
Philanthropy/Foundations	
Nonprofit Organizations (including other CDFIs)	
Federal Government (including CDFI Fund)	
State or Local Government	
Tribal Government	
Regulated Financial Institution(s) (including funding motivated by Reinvestment Act)	Community
Private Investor(s) or Donor(s)	
Other (please specify)	
End of Block: Financial characteristics	
Start of Block: Operational aspirations	
In 2024, what was the one thing that has most positively impacted your organ	ization's ability
to fulfill your institutional mission?	



2024, what was the one thing that has most negatively impacted your organizately fulfill your institutional mission?	tion's ability
	_
	_
age Break ————————————————————————————————————	



Display this question: If IS NOT Downsize, sell, or merge with a different organization					
	Increase	Maintain	Decrease	Not sure	
Level of financing within existing business lines	0	0	0	0	
Number of business lines	\circ	\circ	\circ	\circ	
Level of development services	\circ	\circ	\circ	0	
Number of customers	\circ	\circ	\circ	\circ	
Geographic reach	\circ	\circ	\circ	\circ	
Other (please specify)	0	0	0	0	
		merge with a differe	ont organization		



Are there products and/or development services that your organization would like to provide but

cannot currently provide on a sustained basis?					
○ Yes					
○ No					
O Not sure					
End of Block: Operatio	nal aspirations				
Start of Block: Demand	d for products and ser	vices			
In 2024, did demand for your organization's products and development services increase, stay the same, or decrease compared to the prior year? Throughout this survey: "Products" refers to loans and other financial products offered by your CDFI, and "Development services" refers to structured trainings, counseling, or technical					
assistance services that			_		
assistance services that and services.		or success with your off	_		
			_		
	promote access to and	or success with your off Demand stayed the	ered financial products		
and services. Overall (all financial	promote access to and	or success with your off Demand stayed the	ered financial products		
Overall (all financial products)	promote access to and	or success with your off Demand stayed the	ered financial products		
Overall (all financial products) Primary business line Development	promote access to and	or success with your off Demand stayed the	ered financial products		



Display this question:

If In 2024, did demand for your organization's products and development services increase, stay the... = Overall (all financial products) [Demand increased]

Or In 2024, did demand for your organization's products and development services increase, stay the... = Overall (all financial products) [Demand decreased]

Why did demand for your organization's financial products **overall (all financial products)** change? *Select all that apply*.

Change in demand from new clients
Change in demand from existing clients
Change in size of average loan
Change in geographic market(s)
Change in business lines
Other (please specify)

Display this question:

If In 2024, did demand for your organization's products and development services increase, stay the... = Primary business line [Demand increased]

Or In 2024, did demand for your organization's products and development services increase, stay the... = Primary business line [Demand decreased]



Why did demand for your organization's financial products in your primary business line change? Select all that apply.

Change in demand from new clients

Change in demand from existing clients

Change in size of average loan

Change in geographic market(s)

Change in business lines

Other (please specify)



To what extent were you **able to meet demand** for products and development services in 2024?

	Fully able to meet demand	Mostly able to meet demand	Moderately able to meet demand	Slightly able to meet demand	Not at all able to meet demand
Overall (all financial products)	0	0	0	0	0
Primary business line	0	\circ	0	\circ	\circ
Development services	0	0	0	\circ	0
Page Break —					



In 2025, do you anticipate **demand** for your products and development services will increase, stay the same or decrease?

	Expect demand to increase	Expect demand to stay the same	Expect demand to decrease
Overall (all financial products)	0	0	0
Primary business line	\circ	\circ	\circ
Development services	0	0	0
Page Break ———			



In 2025, do you anticipate your **ability to meet demand** for your products and development services will increase, stay the same or decrease?

	Increased ability to meet demand	Same ability to meet demand	Decreased ability to meet demand
Overall (all financial products)	0	0	0
Primary business line	0	\circ	\bigcirc
Development services	0	\circ	0
Page Break ———			



Display this question:

If In 2025, do you anticipate your ability to meet demand for your products and development services... = Overall (all financial products) [Increased ability to meet demand]

Or In 2025, do you anticipate your ability to meet demand for your products and development services... = Overall (all financial products) [Decreased ability to meet demand]

Why do you anticipate that your **ability to meet demand** for financial products overall (all financial products) will change in 2025? *Select all that apply.*

Change in operational funding
Change in lending capital
Change in staffing or staff capacity
Change in physical presence/market footprint
Change in technology or technological resources
Other (please specify)



Display this question:

If In 2025, do you anticipate your ability to meet demand for your products and development services... = Primary business line [Increased ability to meet demand]

Or In 2025, do you anticipate your ability to meet demand for your products and development services... = Primary business line [Decreased ability to meet demand]

Why do you anticipate that your **ability to meet demand** for financial products in your primary business line will change in 2025? *Select all that apply*.

Change in technology or technological resources	
Other (please specify)	
Other (please specify)	
Other (please specify)	
Change in physical presence/market footprint	
Change in staffing or staff capacity	
Change in lending capital	
Change in operational funding	



Start of Block: Operational Challenges



To what extent did the following factors challenge your ability to fully meet demand for your products in 2024

	Significant factor limiting our ability to meet demand	Somewhat of a factor limiting our ability to meet demand	Not a factor limiting our ability to meet demand
Staffing (e.g., staff turnover, number of staff, skills of staff)	0	0	0
Operational funding	0	0	0
Lending capital	\circ	\circ	\circ
Technological resources	0	0	\circ
Other (please specify)	0	0	0
Page Break ———			



Display this question:

If To what extent did the following factors challenge your ability to fully meet demand for your pro... = Staffing (e.g., staff turnover, number of staff, skills of staff) [Significant factor limiting our ability to meet demand]

Or To what extent did the following factors challenge your ability to fully meet demand for your pro... = Staffing (e.g., staff turnover, number of staff, skills of staff) [Somewhat of a factor limiting our ability to meet demand]

In 2024, what **staffing** challenges have limited your organization's ability to meet demand? *Select all that apply*.

Hiring				
	Inability to offer competitive compensation			
	Inability to offer flexible or remote work arrangements			
	Lack of qualified candidates			
	Limited hiring resources			
Lack of time or resources to train new staff				
	Other (please specify)			
Current staff				
	Need to limit or cut staff/hours for budgetary reasons			
	Staff leaving voluntarily for higher-paid positions			
Staff leaving voluntarily for other reasons				
	Lack of necessary skills of current staff			
	Other (please specify)			



Page Break	Page Break ————————————————————————————————————			
Display this que				
	extent did the following factors challenge your ability to fully meet demand for your pro = ding [Significant factor limiting our ability to meet demand]			
	t extent did the following factors challenge your ability to fully meet demand for your pro unding [Somewhat of a factor limiting our ability to meet demand]			
l- 0004l4				
	operational funding challenges have limited your organization's ability to meet ect all that apply.			
	Funders not offering operational funding			
	Funder application requirements or compliance reporting			
	Tander application requirements of compliance reporting			
	Funding is restricted to specific uses			
Micelian meant with funder expectations (e.g. expecting guiely impacts)				
	Misalignment with funder expectations (e.g., expecting quick impacts)			
	Timing of funding cycles			
	Not analish fundara in my area			
	Not enough funders in my area			
	Funding does not cover costs due to operational efficiencies			
	Other (please specify)			
	Other (please specify)			
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Page Break				



Display this question:

If To what extent did the following factors challenge your ability to fully meet demand for your pro... = Lending capital [Significant factor limiting our ability to meet demand]

Or To what extent did the following factors challenge your ability to fully meet demand for your pro... = Lending capital [Somewhat of a factor limiting our ability to meet demand]

In 2024, what **lending capital** challenges have limited your organization's ability to meet demand? *Select all that apply*.

	Insufficient debt capital
	Insufficient equity capital
	Cost of capital
	Access to secondary markets
	Lending capital is restricted to specific uses
	Unattractive capital terms
	Lender/investor application requirements or compliance reporting
	Misalignment with lender/investor expectations (e.g., expecting quick impacts)
	Timing of funding cycles
	Not enough lenders/investors in my area
	Other (please specify)
Page Break	



Display this question:

If To what extent did the following factors challenge your ability to fully meet demand for your pro... = Technological resources [Significant factor limiting our ability to meet demand]

Or To what extent did the following factors challenge your ability to fully meet demand for your pro... = Technological resources [Somewhat of a factor limiting our ability to meet demand]



In 2024, what **technology** challenges have limited your organization's ability to meet demand? Select all that apply.

Back-office technology			
	Cost of technology		
	Cybersecurity concerns		
	Finding the right technology or vendor		
	Staff lack expertise to manage/maintain technology		
	Integrating technology with existing systems		
	Lack of access to broadband		
	Other (please specify)		
Client/customer-facing technology			
	Cost of technology		
	Cybersecurity concerns		
	Finding the right technology or vendor		
	Staff lack expertise to manage/maintain technology		
	Clients/customers find online services difficult to use		
	Clients/customers lack access to broadband		
	Other (please specify)		



Page Break	
	challenges related to borrower qualifications , if any, have limited your ability to provide financing? Select all that apply.
	Borrower's financial literacy
	Credit report challenges
	Insufficient collateral
	Borrowers' ability to afford loan(s)/accept interest rate
	Other (please specify)
	None
Page Break	



clients/customers? Select all that apply. Too few staff Current staff lack skills or knowledge Travel for client/customer meetings Difficulty outsourcing development services Clients/customers lack technology access or fluency Clients/customers' needs are misaligned with our service offerings Clients/customers don't think they need development services Other (please specify) None Page Break

In 2024, what challenges, if any, have you experienced in providing development services to



End of Block: Operational Challenges Start of Block: Special Questions: Leveraging public funds The next set of special questions ask about public funding programs that are important to your organization. As a reminder, the Federal Reserve is a nonpartisan, nonpolitical entity. Page Break — Compared to non-CDFI financial institutions, what does your organization, as a CDFI, view as its most valuable contribution to clients/customers? Local knowledge (e.g., culture, needs, risks, etc.) O Development services (e.g., structured trainings, counseling, or technical assistance) Financial education O Loan terms (e.g., interest rates, small-dollar loans, repayment flexibility, etc.) Flexible underwriting standards Expanding access to financial products and services Trust or relationship building Products tailored to community needs Other (please specify): _____ Page Break ----



age Break	
rom what level of governmer	nt do you access this program? "\${Q48/TextEntryValue}"
O Local government	
Tribal government	
O State government	
Federal government	
O Not sure	



What is your assessment of the benefits and costs of CDFI certification for your organization? ("Costs" should be interpreted as general resources and staff time.)



End of Block: Special Questions: Leveraging public funds
Start of Block: Special Questions: Secondary Market
The last set of special questions cover whether your organization has sold loans or has considered selling loans as a funding strategy.
Page Break ————————————————————————————————————
Did your organization sell loans as a funding strategy from January 1, 2023 to December 31, 2024??
○ Yes
○ No
O Not sure
Display this question:
If Did your organization sell loans as a funding strategy from January 1, 2023 to December 31, 2024?? = No
Or Did your organization sell loans as a funding strategy from January 1, 2023 to December 31, 2024?? = Not sure
Has your organization considered selling loans as a potential funding strategy?
○ Yes
○ No
O Not sure



Display this question:

Page Break

If Did your organization sell loans as a funding strategy from January 1, 2023 to December 31, 2024?? = Yes

If you sold loans from January 1, 2023 to December 31, 2024, what is the total value of loans

you sold?			
	○ Less than \$1M		
	○ \$1M - \$3M		
	○ \$3.1M - \$5M		
	○ \$5.1M - \$10M		
	○ \$10.1M - \$25M		
	○ \$25.1M - \$50M		
	○ Greater than \$50M		



Display this question:

If Did your organization sell loans as a funding strategy from January 1, 2023 to December 31, 2024?? = Yes

What type(s) of loans did your organization sell as a funding strategy from January 1, 2023 to December 31, 2024?? *Select all that apply.*Small business loans

	Consumer loans (e.g., auto loans, personal loans)
	Home purchase/improvement loans
	Residential real estate loans (e.g., construction, rehabilitation)
	Commercial real estate loans
	Community facilities loans
	Intermediary loans to nonprofits and/or CDFIs
	Other (please specify)
Page Break	



Display this question:

If Has your organization considered selling loans as a potential funding strategy? = Yes

Or Has your organization considered selling loans as a potential funding strategy? = Not sure

Or Did your organization sell loans as a funding strategy from January 1, 2023 to December 31, 2024?? = Yes

Or Did your organization sell loans as a funding strategy from January 1, 2023 to December 31, 2024?? = Not sure

Have your sold or do you plan to sell loans as a funding strategy from January 1, 2025 to December 31, 2026?

O Yes			
○ No			
O Not sure			
Page Break ——			



Display this question:

If Did your organization sell loans as a funding strategy from January 1, 2023 to December 31, 2024?? = Yes

What challenges does your organization experience selling loans as a funding strategy? Select all that apply.		
	Not enough loan volume to sell	
	Not enough buyers	
Limited staff knowledge or capacity		
Limited interest in the types of loans we have to sell		
Regulations, stipulations or requirements		
	Other (please specify)	
	None	
End of Block: Special Questions: Secondary Market		
Start of Bloc	k: Conclusion	
Please use the space below for any additional comments about the CDFI industry or this questionnaire that you would like to share.		
End of Block	· Conclusion	
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