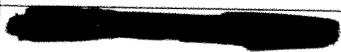
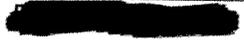


The Troy Rehabilitation and Improvement Program (TRIP), Inc. was founded in 1968 to provide affordable home ownership opportunities to low- and moderate-income families. Since then, TRIP has grown into a comprehensive community development corporation that is the premier provider of a continuum of affordable housing and neighborhood services in the City of Troy and throughout Rensselaer County in upstate New York.

TRIP became a chartered NeighborWorks® organization in 1991, thereby joining the stellar national network under Neighborhood Reinvestment Corporation d/b/a NeighborWorks® America. Consequently, we meet and exceed the high standards of quality assurance required of all NeighborWorks® organizations. Furthermore, we avail ourselves of the certification trainings, technical assistance, and peer networking opportunities available through NeighborWorks® America and its network of some 220 NeighborWorks organizations. TRIP has been a HUD-certified housing counseling agency for more than two decades.

**(1) Chart indicating responses to the following questions.**

<b>Housing Counselor or Program Manager</b>	<b>Full or Part-Time Providing Housing Counseling</b>	<b>Direct Experience</b>	<b>Related Experience</b>
	Program Manager	23	NA
	Program Mgr/Full-time Counselor	15	11

Housing Counselor or Program Manager	Full or Part-Time Providing Housing Counseling	Direct Experience	Related Experience
[REDACTED]	Program Manager	5	NA
[REDACTED]	Full-time	4	3
[REDACTED]	Full-time	.5	NA
[REDACTED]	Part-time	8	10
[REDACTED]	Full-time	.5	NA
[REDACTED]	Part-time	30	NA
[REDACTED]	Part-time	5	NA
<b>TOTAL NUMBER YEARS</b>		91	24
<b>AVERAGE NUMBER YEARS</b>		<b>10.1</b>	<b>3</b>

(1a) Number of full-time housing counselors: TRIP has a total of 3 full-time housing counselors, [REDACTED] Director of the TRIP NeighborWorks® HomeOwnership Center (HOC), [REDACTED] and [REDACTED]. [REDACTED] is also serving as a full-time counselor.

(1b) Number of part-time housing counselors: There are three additional staff that spend some portion of their work providing housing counseling, particularly on services related to post-purchase non-delinquency services and training. These three are listed as part-time housing counselors on the chart above.

(1c) Number of bilingual housing counselors: TRIP has one bi-lingual housing counselor, [REDACTED], who has a basic working knowledge of Spanish. Additionally, one of TRIP's rental managers is native Spanish-speaking and is available for translation assistance with HomeOwnership Center customers as needed.

(1d) Average years of housing counseling experience. 10.1 years. This is slightly lower than in past years because of several staffing changes in late 2007. However, the team that is at the HOC now is probably the strongest and most committed than we have had in years. See staffing chart at the beginning of this section; also attached.

(1e) Average years of housing counseling program management experience: 18 years. [REDACTED], TRIP's HOC Director, has worked in the housing field for twenty-six years, many of those as a lender before she came to the HOC in 2001. Patrick Madden has been at TRIP since 1985, becoming its executive director in the last '80's. [REDACTED], Director of Rural Programs, who oversees the rural homeownership services, has 10 years experience.

(1f) Average years of related experience. 3 years. See staffing chart.

(1g) The average hourly labor-rate for housing counselors is \$27.35 and for project managers, including TRIP's Executive Director, is \$42.31.



- ██████████, Director of the TRIP NeighborWorks® HomeOwnership Center (HOC). ██████████ has management responsibility for all facets of TRIP's HOC. She also provides one-on-one counseling as well as group counseling and education for pre-purchase and post-purchase customers, specifically for predatory lending cases. Prior to coming to TRIP in 2001, ██████████ was a lender for seventeen years at various local banks. In that position, much of her work involved one-on-one housing counseling.
- ██████████ Grants Administrator/Senior Housing Counselor. ██████████ serves as a housing counselor doing primarily delinquency/default and foreclosure prevention cases these days, as well as group financial literacy sessions using the MoneySmart curriculum. ██████████ also serves as TRIP's grants administrator. She was hired in February 2004, after her path in becoming a first-time homebuyer through a sister organization of ours fueled her passion to do this kind of work. ██████████ had three years of related services in her previous position.
- ██████████ Housing Counselor. ██████████ joined the staff in November 2007 and as such, is our newest staffmember. ██████████ has primary responsibility for pre-purchase counseling, both individually and through group education, and by all accounts is doing a terrific job. ██████████ worked in real estate briefly, which is where ██████████ learned about TRIP, leading to her interest in working with us.

- ██████████ Housing Rehabilitation Specialist. ██████████ administers TRIP's housing rehabilitation programs, does home inspections, and develops and facilitates home maintenance courses in conjunction with Home Depot and is working on a similar partnership with Sears. In these roles, ██████████ provides both one-on-one and group education sessions. ██████████ has 9 years of direct housing counseling experience and ten years of related experience prior to that.
- ██████████ Director of Community Affairs. ██████████ has primary responsibility for providing TRIP's post-purchase Landlord Training Program, which she created in collaboration with many other partners. ██████████ has thirty years of direct experience, twelve years while employed at TRIP and seventeen years as a community educator with several other not-for-profit housing organizations locally. She also is an instructor at NeighborWorks® America's Community Leadership Institutes teaching "Dealing with Absentee Landlords."
- ██████████ Director of Rental Management. ██████████ is a primary trainer for the Landlord Training Program based on her experience and qualifications as director of rental management of TRIP's 210 scattered-site rental units. In addition to the training sessions, ██████████ assists private landlords, particularly around fair housing issues. ██████████ has five years of direct experience.

- ██████████ Director of Rural Programs. ██████ has been with TRIP and its rural subsidiary Rensselaer County Housing Resources for almost ten years. ██████ oversees the rural homeownership programs, including doing fundraising and outreach for them.

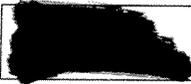
(2b) Trainings received within the past two years:

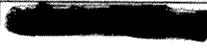
	<p><b>Trainings:</b>  <b>2008:</b> HUD on FHA Mortgage products 6/08; SONYMA Train the Trainer 5/29/08; HUD Fair Housing Seminar 4/29/08. <b>2007:</b> Chase Foreclosure training 4/07; HUD Going Green Conference 9/07. <b>2006:</b> DHCR HOME program design and implementation 5/06 by NYS, Certified Post Purchase Housing Counselor/Educator 7/06 by NWA, Certified Foreclosure Prevention Specialist 3/06 by NWA, HUD Certified HECM counselor 12/06 by NWA/HUD/ FDIC.</p>	<p><b>Certifications:</b>          Full Cycle Lending Certified through Neighborworks America, Money Smart Train the Trainer, Section 8 Voucher Program Counselor, Professional Certification Mortgage lending 5/01, Neighborworks America professional Certified Housing Counselor 7/05, Professional Certified Housing Educator 8/05, Certified Post Purchase Housing Counselor/Educator 7/06 by NWA, Certified Foreclosure Prevention Specialist 3/06 by NWA Certified HECM Counselor 12/06, Certified Post Purchase Systems Management 7/2006, Certified Mortgage Lending 8/05, Certified Portfolio Management 7/06</p>
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Troy Rehabilitation and Improvement Program (TRIP), Inc.  
 Rating Factor 1: Capacity of Applicant and Relevant Organizational Staff

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	<p>Trainings:          HUD on FHA Mortgage products 6/08; SONYMA Loan Products 3/08 and 5/08 by SONYMA &amp; Genworth; Freddie Mac 5/08 by NW; FHA Loss Mitigation Training &amp; FHA Mortgage Products 6/08 by HUD; First Home Club Training 7/08 by FHLB</p>	<p>Certifications:          NWA: Intro to Housing Counseling 2/08; Understanding Credit Scoring 2/08; Credit Counseling Max Results 2/08; Lending Basics for HO Counselors 3/08; Foreclosure Basics 3/08; Train the Trainer 8/07</p>
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	HECM Certification 4/08
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	HUD Visual Assessment Course 9/07; Going Green HUD Conference 9/07; HUD Fair Housing Seminar 4/08
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	<p>Trainings:          HUD on FHA Mortgage products 6/08; First Home Club training 7/08; NFMC Web Training 4/08; SONYMA Train the Trainer 5/08; NW Freddie Mac Loan Prospector, 5/08; HUD Fair Housing Seminar 4/08; NW Foreclosure Intervention &amp; Default Counseling, Part 1, 3/08; Going Green HUD Conference 9/07; Client Benefits and EITC 9/07.</p>	<p>Certifications:          From NeighborWorks America: Foreclosure Intervention &amp; Default Counseling, Part 1, 3/08; Loan Prospector Training Freddie Mac 5/08; Post Purchase Education Methods 2/06.</p>
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TRIP meets the National Industry Standards for Homeownership Education and Counseling and has applied to NCHCEC to adopt the standards.

(2c) The following TRIP NeighborWorks Center staff have been certified as indicated:

<b>NAME</b>	<b>CERTIFIED AS HOUSING COUNSELOR</b>	<b>CERTIFIED AS FINANCIAL COUNSELOR</b>
	NeighborWorks America, 2005	FDIC, 2005
	NeighborWorks America, 2005	FDIC, 2005
	In process	

(2d) TRIP has utilized the on-line Client Management System "NStep" and its predecessor iterations for many years. NStep was developed by NeighborWorks® America and closely mirrors HUD's Client Management system. TRIP's HOC Director, , regularly inputs local mortgage products' rates and terms so that housing counselors can easily access this information when counseling customers, thereby helping them determine which product best meets their individual needs.

### **(3) Grant and Program Requirement Compliance**

(3a) Grantee Requirements: TRIP has received HUD Housing Counseling grants as a LCHA for the past three years (Federal Fiscal Year 05, starting October 1, 2005,

FFY 06, and FFY 07). Prior to that we were a subgrantee through the Neighborhood Reinvestment Corporation. HUD should find that we satisfied and completed all grant requirements in a timely way.

(3b) Form HUD-9902: TRIP submits its Form HUD-9902s as required in a timely manner.

(3c) Expending Grant Funds: TRIP fully expended its Housing Counseling funds during the grant period October 1, 2006 - September 30, 2007.

(3d) Performance Reviews: There were no findings on biennial performance reviews conducted by HUD on TRIP's records. HUD staff continues to report that they are extremely pleased with our files and grant reporting.

(e) Housing Counseling System: TRIP validates and updates our information in the Housing Counseling System as needed and in a timely way.

#### **(4) Management – Goals and Results**

TRIP met 100% of its goals from Federal Fiscal Year 2006-07 as per the following chart.

<b>FFY 2006-07 ACTIVITIES</b>	<b>GOALS</b>	<b>OUTCOMES</b>
Pre-Purchase Homebuyer Education; One-on-One counseling sessions	275	401
Homebuyer Club Graduates	100	129
New Homebuyers	50	78
Post-Purchase Default/Delinquency; One-on-One Counseling sessions	30	39
Total Number of Customers	555	627

TRIP's Home Ownership Center continues to assist first-time homebuyers as well as existing homeowners through a variety of pre- and post-purchase services, including financial counseling, grant programs, HomeBuyers Clubs, foreclosure prevention counseling, landlord training, and home maintenance training, among other services. Services are provided both as group sessions and individual sessions, as needed and/or requested by our customers. In 2007, TRIP's HOC created 59 first-time homebuyers, 112 homebuyer club graduates, 163 people attended orientations, and 476 individuals received one-on-one counseling.

TRIP is responsive to changing community needs and is able to be flexible if we find that we are not meeting our goals through current strategies. Due to what we perceive as growing needs of our local community, we recently expanded services at different ends of the homeownership spectrum. On the pre-purchase side, we know that many prospective homebuyers are experiencing increased difficulty in purchasing housing due to increased market values, rising interest rates, poor quality of the housing stock, and changes in the City's Homebuyer Incentive Program. To address this, we expanded our financial literacy program and our Individual Development Accounts Program, recognizing that people will need much better financial management skills and some savings in order to achieve home ownership.

Similarly, our post-purchase services are expanding to meet the need of homeowners who are facing possible default due to any number of reasons – health issues,

*Troy Rehabilitation and Improvement Program (TRIP), Inc.*

*Rating Factor 1: Capacity of Applicant and Relevant Organizational Staff*

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unemployment, rising property taxes and energy costs, divorce, or subprime mortgage products including ARMs. Several years ago we began requiring our homebuyers to meet with us at 3, 6 and 12 months post-purchase and attend a number of group education sessions to proactively help people anticipate possible problems. It speaks to the strength of our program that the customers who come to us for default counseling are not those who went through our homebuying program initially.

**(1) Needs Data**

Rensselaer County is a large, primarily rural county located in eastern New York State, bordered by Vermont and Massachusetts to the east and by the Hudson River to the west. Across the river lies Albany, the State Capitol and hub of the Capital Region. New York City is one hundred twenty miles due south. The county's population, 154,429 in 1990, is distributed among two cities, fourteen towns and five villages. The City of Troy is the county's seat and is home to about one-third of the county's population or 49,170 people, according to the 2000 U.S. Census.

Rensselaer County contains a significant proportion of low- and moderate-income households. Forty-nine percent of all households residing in the County are low- or moderate-income, representing incomes that are 80% or less of the MSA median family income. Of these, 29.1% are very low income, earning 50% or less of the MSA median. Excluding the City of Troy, 41.2% of Rensselaer County households are low- or moderate-income and 22.1% are very low-income. The corresponding statistics are significantly greater in certain communities; for example, 60.7% of households in the City of Rensselaer and 60.1% of households in the Town of Hoosick are low- or moderate-income. (U.S. Census 2000).

Rensselaer County has a slightly higher rate of poverty (9.3%) than the overall upstate rate (8.7%), and ranges from a low poverty rate of 2.9% in the Town of Sand Lake versus a high of 14% in the City of Rensselaer. Nearly two-thirds of individuals affected by poverty live in the City of Troy. Elderly homeowners account

for 62.8% of the county's low-income owner households outside the City of Troy. Approximately 22.4% of them are severely cost-burdened while 48.8% of them are paying more than thirty percent of their income toward housing. Approximately 16% of the county's population (5 years and older) has a disability (2006 American Community Survey).

For 2007, unit sales of existing homes dropped 10.7% throughout the county from last year; in the City of Troy, unit sales dropped 21.5% between 2006 and 2007. The average number of days on the market increased by 24% in the county and 10% in Troy. The median constant-dollar selling price rose by 10.5% throughout Rensselaer County between 2006 and 2007 from \$176,907 to \$195,463. In the City of Troy the constant-dollar selling price dropped by 2.3% or from \$145,999 to \$142, 250. Overall, however, it rose by 51.8% between 2001 and 2007. (Data from the Capital District Regional Planning Commission; [www.cdrpc.org](http://www.cdrpc.org))

In other words, Troy's housing market, which was quite strong for several years, has slowed but not totally tanked. We know anecdotally that many of the people who have bought over the past few years are out-of-towners who are tempted by the relatively low housing costs (compared to larger urban markets such as New York City or the West Coast, from which many of the new buyers hail). The challenge is that Troy's locals are limited by relatively flat incomes and consequently have even less of an opportunity to become a first-time homebuyer than in the past. Therefore, we believe that the need for pre-purchase education and counseling -- including financial

management and individual development accounts savings – is more critical than ever to assist low- and moderate-income households achieve home ownership.

According to a survey conducted by River Street Planning and Development in 1999 of municipal officials, service providers, realtors, and lending institutions, “Affordable housing is generally perceived as a need throughout the County. . . the most frequently mentioned need was for the rehabilitation of existing homes.” Furthermore, “Nearly all of the survey participants identified a need for lower end homes in the market.” Issues raised by bankers included: “Not enough money for downpayment or closing; bad credit; inability to afford payments; standards too high; problems of owning a home; finding the right lender; and interest rates.” *Rensselaer County Housing Market Analysis and Feasibility Study*, River Street Planning and Development, June 1999.

Troy’s homeownership rate is much lower than the national average of 65%. According to the *City of Troy Consolidated Plan 2005: Draft Five Year Strategic Plan* dated April 1, 2005, Troy’s homeownership rate was at 40.1% in 2000, up slightly from 1990’s rate of 39.6%.

There are several reasons why Troy’s homeownership rate is so low:

- Troy’s housing stock is primarily small multi-family dwelling units, typically two or three-unit properties, thereby limiting the potential rate of homeowners compared to the overall population.

- A majority of Troy's population is low-to moderate income: 58.3% of the City's 49,170 people are low- to moderate-income. The median household income is \$29,844 and the per capita income is \$16,796. Furthermore, Troy's median family income and median household income declined between 1990 and 2000.
- Troy has experienced a long period of disinvestment and outmigration, evidenced by a 9.4% decrease from 1990 (population 54,269) and overall since 1950.
- Troy's population is relatively youthful. According to the 2000 Census, the median age in Troy is 31.7 years, compared to the county median age of 36.7 and the state median age of 35.9 years.
- Troy's population is growing in diversity. There has been a 55.4% increase of minorities since 1990. According to the 2000 U.S. Census, Troy is comprised of white, non-Hispanics at 78.7%; Black, non-Hispanics at 11%; 6% other races, non-Hispanic; and 4.3 % Hispanic.

Additionally, a critical impediment to homeownership in the City of Troy is the extremely poor quality of its housing stock. 58.2% of Troy's housing was built prior to 1940. Although some of the properties are valuable as historic buildings, the market values and the high cost of needed renovations, typically including asbestos and lead remediation, requires capital in excess of what conventional financing – limited to loan-to-value ratios -- will provide.

Based on HUD's analysis that an estimated ninety percent of pre-1940 housing units contain lead-based paint as well as eighty percent of housing built between 1940 and 1959, approximately 14,850 units in Troy contain potential lead-based paint hazards.

The City of Troy's Specific Housing Objectives in its 3-5 Year Strategic Plan are consistent with Troy Rehabilitation and Improvement Program (TRIP), Inc.'s plans under the HUD Housing Counseling program. The City intends to "Increase owner-occupancy" and to implement several grant programs for housing rehab in order to enable existing homeowners to bring their homes up to code. Homeownership skills training is another service that the City is promoting in their plan in order to promote "tenant transition to self-sufficiency." Page 30.

TRIP provides the services necessary to ensure the success of the City's goals. Pre- and post-purchase counseling are key to increasing owner-occupancy with knowledgeable, mortgage-ready buyers. Furthermore, we assure the ongoing sustainability of homeowners through several services geared to assist homeowners make needed repairs and deal with contractors. We offer Home Maintenance training programs in conjunction with Sears and Home Depot to provide needed skills to homeowners so they can either do repairs themselves or knowledgeably supervisor hired help. We have a rehab specialist on staff to assist homeowners who seek information about needed repair work and the contracting process. The "Take Stock in Your Block" program that we created several years ago in conjunction with The

Community Preservation Corporation (CPC), a not-for-profit consortium of private lenders, assists homeowners in South Troy purchase nearby properties from absentee owners and become responsible investors. To date CPC has committed \$250,000 as deferred second mortgages to provide gap financing for needed repairs. TRIP's Landlord Training Program, which has trained 813 landlords in the past six years, provides information to homebuyers and homeowners about public and private financing available for home repairs and renovations as well as a variety of strategies to protect their investment.

We have seen a growth in the demand for post-purchase default services and expect that trend to continue as homeowners face a myriad of financial difficulties related to increased property taxes, energy costs, and gasoline and food costs. Unemployment in the county jumped almost one percent to 4.6% from 3.8% at this time last year (NYS Department of Labor, 2008). Our post-purchase program was expanded two years ago to ensure the long-term success of our homebuyers. We now require our customers to report back to us at 3, 6 and 12 months after closing for individual one-on-one counseling sessions and to participate in several of our group education programs.

Furthermore, we expect that a wave of ARM resets that may send homeowners to our HOC for financial counseling and foreclosure prevention assistance. The Empire Justice Center ([www.empirejustice.org](http://www.empirejustice.org)), a not-for-profit that provides support to Legal

Services offices around the state outside of New York City, analyzed Federal Reserve Bank data from October 2007 which shows that Rensselaer County is in the top 20 counties (outside of New York City) of subprime loans overall, as well as those in foreclosure and those that are more than 30 days late. Here is a brief breakdown:

- 1 in 98 of all owner housing units in the county is either in foreclosure or 30 days late.
- In the 12180 zip code, there are 369 subprime loans held by owner-occupants and 186 by investor-owners.
- In the 12182 zip code, 167 owner-occupants and 34 investor-owners have subprime loans.
- In 12180, 31% of owner-occupant loans were already in foreclosure or were more than 30 days late.
- In 12182, 39.5% of the owner-occupant loans were already in foreclosure or were more than 30 days late.
- Rensselaer County was rated 17<sup>th</sup> of all counties outside of NYC for subprime loans more than 30 days late, at a total of 307 loans.

Furthermore, we did some research re foreclosure action in the County and found that:

- In the past three months, more than 93 legal notices of lender-foreclosure auctions were listed for cases throughout Rensselaer County.

- A review of records in Rensselaer County shows that over 130 mortgage foreclosure actions were commenced in the county in April and May 2008.
- October 2007 data from the Federal Reserve Bank indicates that in the 12180 and 12182 zip codes alone there are hundreds of subprime loans with ARMs (adjustable rate mortgages), more than 25% of which are expected to reset by September '09.

**(2) Departmental Policy Priorities:**

Our proposed housing counseling activities are directly consistent with and supportive of most of HUD's policy priorities, as follows:

2(a) Providing Increased Homeownership and Rental Opportunities for Low- and Moderate-Income persons, Persons with Disabilities, the Elderly, Minorities, and Families with Limited English Proficiency. TRIP's target market for housing counseling is the non-traditional, underserved population who do not typically have equal access to traditional lending opportunities, including low- and moderate-income people, people with disabilities, the elderly, minorities, and families for which English is a second language. We have been successful in reaching this market as evidenced by our customer profile in 2007, when 15.3% of our first-time homebuyers were African American, 8.8% were Hispanic, 1.5% were Asian, and 19.3% were female head-of-household. Furthermore, the average income of our homebuyers was \$36,226, which is 55% of area median income.

There are several strategies that we employ to ensure that this target market is served:

- We are able to provide information and translation into Spanish since Bobbi Carter is bi-lingual and a rental management staff person's native language is Spanish.
- One of our newest HOC staff has been HECM-certified so that she can best assist elderly homeowners about their options.
- Last year we formed a partnership with the Independent Living Center of the Hudson Valley and secured an Access to Home grant from New York State to enable us to make home modifications for people with disabilities. Furthermore, we are partners with the State Office of Mental Retardation and Development Disabilities which has a first-time homebuyer program for downpayment and closing cost assistance to help their customers achieve home ownership.
- TRIP has a rental portfolio of 210 scattered site units in Troy's most impoverished neighborhoods; one-half of these units are subsidized for low- and moderate-income families. We continually promote our homebuyer programs, including matched savings and financial literacy, to our tenants.
- We work quite closely with the Troy Housing Authority to market our programs among its constituency.
- TRIP utilizes a broad, grassroots marketing approach, sending customer-friendly flyers and other materials to area churches, senior centers, the Weed

and Seed program, the Community Action Agency and other social services organizations, public markets, libraries, neighborhood associations, and more.

2(b) Providing Full and Equal Access to Grassroots, Faith-Based and Other Community-Based Organizations in HUD Program Implementation. One of TRIP's core values is to collaborate wherever and whenever possible because we recognize that we cannot achieve our mission alone. Additionally, we value the synergy that working with other agencies or individuals can create. Furthermore, many of the residents with whom we work have strong connections to their churches or social organizations; partnering with those institutions thereby strengthens, supports and reinforces our marketing efforts as well as the work that we do. We believe that working with this layer of "trusted community advisors" (i.e. church leaders, school counselors, etc.) will be especially effective in reaching those people who are at risk of or in foreclosure since evidence indicates that they typically do not contact their lenders to discuss the situation and often don't know where else to turn for good guidance.

2(c) Participation in Energy Star. TRIP staff keeps abreast of Energy Star materials and practices and promotes the program via our housing counseling program. Information is and will continue to be provided at Homebuyer Clubs, home fairs, pre- and post-purchase counseling and TRIP newsletters. Furthermore, for the past five years we have served as the Energy Star's local application intake and processing center in order to accommodate those people who are interested in participating in its programs. Our Rental Management unit works very closely NYSEERDA (NYS Energy

Research and Development Authority) to utilize Energy Star programs in our rental units in order to benefit our tenants.

2(d) Utilization and Promotion of FHA-Insured Mortgages, Products and Programs.

We promote these products and programs in our homebuyer ed classes as well as in one-on-ones with our customers. Part of our homebuyer education class curriculum includes a comparison of different mortgage products. We also invite a speaker from the local HUD office to speak at several of our Homebuyer Clubs each year.

2(e) Removal of Regulatory Barriers to Affordable Housing. Neither the City of Troy nor Rensselaer County has a current Comprehensive Plan, although Troy is in process of updating their 1978 Plan. The City does have a *Consolidated Plan: Five-Year Strategic Plan*, which served as the basis for responses on Form HUD-27300.

The TRIP NeighborWorks® Home Ownership Center serves all of Rensselaer County including the City of Troy, as well as the larger Capital District. The Center was chartered by Neighborhood Reinvestment Corporation d/b/a NeighborWorks® America as its 55<sup>th</sup> center nationwide in 2001. In its seven years, programs have grown to meet local needs, both to assist potential homebuyers as well as to ensure the long-term success of current homeowners.

TRIP has always been committed to the long-term sustainability of homeowners since successful homeownership supports our broader neighborhood revitalization mission. Consequently, we aim to improve the lives of our customers by providing them the skills, knowledge and assistance to increase their financial security now and well into the future. As a result, we establish what we expect to be long-term, trusting relationships with our customers to guide them both pre- and post-purchase. This increases the likelihood that a struggling homeowner will seek assistance at the earliest sign of difficulty and also helps protect customers from the advances of predatory lenders or other unscrupulous solicitations.

Our post-purchase services have resultantly expanded in the past few years so that we may help homeowners identify and resolve issues as early as possible, particularly as they face increased heating costs, property taxes, and resets on adjustable rate mortgages.

**(1) Historical Performance – Quality and Complexity of Services**

As a member of the national NeighborWorks® network and its Campaign for Home Ownership Initiative, TRIP successfully meets NeighborWorks® America’s quality-assurance standards and is subject to the rigors of a bi-annual comprehensive program review. The homeownership service model we use is the NeighborWorks® Full-Cycle Lending® approach, which incorporates community outreach, intensive educational services, inspection and rehabilitation services, as well as affordable financing and housing counseling activities related to financial planning, delinquency prevention and home maintenance. Consequently, TRIP offers a continuum of pre- and post-purchase services designed to create and sustain successful homebuyers and homeowners.

*(a) Average Hours of Direct Housing Counseling and Education Services*

<b>Type of Service</b>	<b>Average Number Hours/Service</b>
(i) Pre-purchase Counseling	
• Orientation session	1
• One-on-One Counseling	3.5
• Financial Literacy Workshops	4
(ii) Homebuyer Education (Group)	8
(iii) Delinquency/Default One-on-One Counseling	11.5
(iv) Non-Delinquency Post-Purchase Counseling	3
(v) Reverse Mortgage (HECM) Counseling	4
(vi) Non-Delinquency Post-Purchase Education	
• Home Maintenance Training	16
• Landlord Training	4
• Predatory Lending Counseling	1
• Financial Fitness Counseling	1.5

(i) Pre-purchase Counseling:

- *Orientation Session* (1 hour): We require all potential homebuyers to attend an orientation session, a group introduction to the various programs and services available to first-time homebuyers and existing homeowners. At the conclusion of each orientation session, all participants are encouraged to schedule an initial one-on-one counseling session with a homeownership counselor at which their financial situation is analyzed and various paths to home ownership are laid out for them.
- *One-on-One Counseling* (3.5 hours): The individual counseling sessions serve as intake interviews, discussing the customer's desires and needs and analyzing his/her finances. These sessions result in a plan that is tailored to meet the needs of the individual customer which may include enrollment in a Homebuyers Club or Fast Track session; application to any of the relevant grant or loan programs for income-qualified people (such as one of the downpayment and closing cost subsidy programs or the matched savings program); credit repair; and/or a continuation of one-on-one counseling.
- *Financial Literacy/Money Smart Workshops* (4 hours): This course, offered several times annually, is an entry point to anyone who wants to improve their financial position by learning how to better manage their finances. Participants are welcome regardless of their housing status or interest as a potential homebuyer because we

are committed to helping people improve their situations in life, whether that path leads to homeownership or not.

- *Homebuyer Education (8 hours):* This group training program is held over two sessions where participants learn about the homebuying process, life as a homeowner, and how to avoid being taken in by predatory lenders. To familiarize homebuyer club participants with different housing industry professionals we include a variety of our partners as presenters about their particular area of expertise -- as educators, not as salespeople.
- *Delinquency/Default Counseling (11.5 hours):* We provide individual one-on-one counseling to assist people who are at risk of foreclosure. We typically serve as the liaison between the lender and the homeowner, collecting and completing the needed paperwork and wherever possible negotiating modification agreements, work-outs or any number of other options.
- *Non-Delinquency Post-Purchase Counseling (3 hours):* We offer non-delinquency post-purchase counseling to Individuals, typically those who are looking to refinance, either to get cash out or to obtain a reduced rate or term. This gives us the opportunity to restructure their budget and/or ensure that the homeowner will avoid subprime lenders. Through this, we also provide info on creating wealth through various savings vehicles, thereby encouraging homeowners to save for imminent repairs to ensure the long-term viability and sustainability of their homes.
- *Reverse Mortgage Counseling (4 hours):* HECM counseling is provided on an individual one-on-one basis to seniors.

- *Non-Delinquency Post-Purchase Education:* We offer a variety of post-purchase education services including:
  - *Home Maintenance Training* (16 hours): This eight-session program teaches homeowners how to do needed repairs and/or home improvements themselves, thereby saving themselves money as well as limiting their dependence on contractors. TRIP facilitates and markets this program twice annually; classes are taught by Sears and/or Home Depot employees.
  - *Landlord Training* (4 hours): This program is particularly useful to those who purchase a small multi-family property which are quite prevalent in the City of Troy. It is designed to ensure the long-term success of first-time owner-occupant homebuyers who must rely upon rental income to pay their mortgages. Another goal of the training is to assist landlords improve the quality of life in their neighborhoods so that market values will increase, thereby increasing the assets of our homebuyers.
  - *Predatory Lending Counseling* (1 hour): This information is intended to assure that homebuyers or homeowners are not taken advantage of by unscrupulous subprime lenders, who exploit homeowners with poor credit or financial difficulties by enticing them to unwittingly put their house at risk by getting a high cost loan.
  - *Financial Fitness Counseling* (1.5 hours): TRIP requires one-on-one individual counseling sessions at three months post-purchase to see how customers are doing financially and if they need ongoing counseling or

additional services. Additionally, a follow-up contact by phone call or letter will be made at six months post-purchase as a "check-up." By twelve months, customers will have been required to take the home maintenance training and/or landlord training session if applicable. Individual counseling is also offered at any time to anyone who has need of this. Since we are a HUD Housing Counseling Agency, we also handle many post-purchase counseling cases from outside our primary target area by those who find our services listed on HUD's website.

We did not provide the following services as part of our Housing Counseling program.

- Rental Counseling
- Homeless/Displacement Counseling
- Fair Housing Education

*(b) Types of Counseling and Services Offered:* TRIP's HUD-9902s are accurate.

*(c) Group Education and One-on-One Counseling:* TRIP values one-on-one's and consequently focuses much of its pre- and post-purchase housing counseling efforts toward that end. The entry into our HOC, however, more typically begins with a one-hour group orientation session (offered monthly) where we can provide an overview of all the programs and services that we offer in a timely, efficient way. All attendees are then urged to a follow-up one-on-one counseling session at which his/her financial situation is analyzed and various paths to home ownership are laid out for the client.

For example, those with credit issues are provided information and advice about credit repair and subsequent one-on-one sessions are scheduled in order to track a

customer's progress. Others who are not ready to purchase for whatever reason are encouraged to join the Capital District Individual Development Accounts Program, the matched savings program of which TRIP is a collaborative member. For others who are pre-qualified and anxious to purchase, we might enroll them in a Fast Track Homebuyers Education class. Those who are considering purchasing one of Troy's many multi-unit properties are encouraged to attend a four-hour Landlord Training class to ensure that they understand best practices in rental management; they also are enrolled in our standard Homebuyer Education class. Individual one-on-one sessions are available at any time for any customer, regardless of which path they take, upon request or recommendation of one of our housing counselors.

One hundred percent of our group session customers start with a one-on-one session; about 93% of those who do one-on-one counseling end up joining a group session.

*(d) Marketing and Outreach:* One of TRIP's most effective marketing strategies is through word of mouth from satisfied customers. In addition to that, however, we generally employ several broad, diverse and close-to-the-ground methods of outreach, including advertising in neighborhood newsletters; using a email list of 100 neighborhood leaders; local elected officials, and other leaders; posting meetings and other information on websites including the City of Troy's; and flyers hung in local markets. We also publicize our services and programs among our partners, such as other not-for-profit organizations, local churches, and local government. Since we use the services of our Community Affairs unit to do much of the marketing, we do not have a line item included in our Housing Counseling Program.

**(2) Historical Performance -- Impact and Outcomes**

As per TRIP's HUD-9902 for the period October 1, 2006 – September 30, 2007, we served a total of 741 customers who received the following services:

Type of Service	Customers Served
Pre-purchase Counseling (One-on-One)	401
Homebuyer Education (Group)	103
Delinquency/Default Counseling (One-on-One)	39
Non-Delinquency Post-Purchase Counseling	98
Home Equity Conversion Mortgage (HECM)	0
Post-Purchase Education (Groups):	
Landlord Training	67
Home Maintenance Training	20
Financial Literacy	13

(a) *Cost per Client:* TRIP's 9902 shows that we served 741 customers in FFY 06-07.

With a total housing counseling program budget of [REDACTED] (see chart below), the cost per client was \$343.

(i) *Total housing counseling budget for October 1, 2006 – September 30, 2007*

<u>Sources of Revenue</u>	
HUD Counseling Grant	\$ 37,967
NWA HOC Grant	[REDACTED]
HOME	[REDACTED]
Small Cities	[REDACTED]
NYS DHCR	[REDACTED]
HSBC	[REDACTED]
M&T Bank	[REDACTED]
The McCarthy Charities	[REDACTED]
Charitable Leadership Foundation	[REDACTED]
Trustco	[REDACTED]
Fundraise	[REDACTED]
Total Revenues >>>	\$ [REDACTED]

<u>Expenses</u>	
Total Personnel w/ Fringe	\$ 190,688
Travel	804
Equipment	1,858
Supplies	4,447
Training	10,036
Other (rent, utilities, phone, internet, postage)	46,678
Total Expenses >>>	\$ [REDACTED]

(ii) Indicate how factors may have affected client volume. Justify expenses. We believe that our expenses were reasonable particularly in light of the number of customers that we served. Out-of-pocket training costs are in excess of \$ [REDACTED] but TRIP has long placed a high value on ensuring that our staff is well-trained and kept current in their field. This has benefited us immensely as we recently adopted the National Industry Standards for homeownership counseling and education.

(b) Training Expenditures. TRIP spent \$ [REDACTED] on training our housing counseling staff. Staff attended NeighborWorks Training Institutes in order to get their certifications where necessary. As a NeighborWorks organization, Institute fees, hotel costs, and travel expenses were all subsidized by NeighborWorks America.

(c) Percentage of Grant Funding. TRIP spent 100% of its HUD grant on salaries and fringe benefits for our housing counseling staff. Seventy-five percent of all funding sources go to salaries and benefits of housing counselors and project directors. Other funds were spent on equipment, overhead, training, supplies, and travel as indicated in the above table.

(d) *Geographic Coverage:* TRIP's housing counseling activities cover all of Rensselaer County.

**(3) Projected Performance/ Work Plan – Quality and Complexity of Services**

Pre-purchase Counseling (One-on-One)	405
Homebuyer Education (Group)	100
Homebuyer Counseling & Education – disabled	5
Delinquency/Default Counseling (One-on-One)	45
Delinquency/Default Counseling (Group)	12
Non-Delinquency Post-Purchase Counseling	50
Home Equity Conversion Mortgage (HECM)	5
Post-Purchase Education (Groups):	
Landlord Training	100
Home Maintenance Training	20
Financial Literacy	12

Total number of customers to be served in FFY 08-09 is 620.

(a) *Counseling and Education Services* TRIP will continue to provide the

comprehensive pre- and post-purchase housing counseling and financial literacy education services that were described under the Historical Performance section earlier in this narrative. Generally, this includes:

- Pre-purchase services: community presentations, outreach, distribution of materials, individual counseling, orientation sessions, and group Homebuyer Education classes which include predatory lending information and basic financial management.
- Post-purchase delinquency/default counseling: individual, one-on-one counseling.
- Post-purchase delinquency/default counseling: Group sessions entitled "Preventing Default and Foreclosure."

- Post-purchase non-delinquency counseling: one-on-one counseling as requested; HECM counseling; required one-on-one counseling for recent homebuyers; financial fitness training; home maintenance training; and landlord training.

To address the rising costs faced by local potential homebuyers, as described in Rating Factor 2, we hope to get more customers to participate in the Individual Development Accounts program. We believe that this terrific program is generally underutilized because by the time they seek our services, hopeful homebuyers do not want to wait the required minimum ten months savings period. Our approach will be to find potential homebuyers earlier in the process so that we can enroll them and assist them to save for a larger downpayment to reduce their monthly payments. Establishing a pipeline of longer-term prospective homebuyers will also enable us to engage in more frequent one-on-one counseling sessions with them, thus ensuring a well-prepared homebuyer.

- (b) *Average Hours of housing counseling time estimated per client for each of the activities listed above, excluding follow-up.* We have increased the time spent on most of our housing counseling services to reflect reality. Here is the average time we expect to spend per client in Federal Fiscal Year 08-09:

Services Provided	# Hours per Client
(i) Pre-purchase Counseling <ul style="list-style-type: none"> <li>• Orientation session</li> <li>• One-on-One Counseling</li> <li>• Financial Literacy Workshops</li> </ul>	1 4 5
(ii) Homebuyer Education (Group)	9
(iii) Delinquency/Default One-on-One Counseling	12
(iv) Non-Delinquency Post-Purchase Counseling	3
(v) Reverse Mortgage (HECM) Counseling	1
(vi) Non-Delinquency Post-Purchase Education <ul style="list-style-type: none"> <li>• Home Maintenance Training</li> <li>• Landlord Training</li> <li>• Predatory Lending Counseling</li> <li>• Financial Fitness Counseling</li> </ul>	9 4 2 4

As a result of the increasing numbers of foreclosures and potential foreclosure cases coming our way, we anticipate spending more time with less customers; that is, the foreclosure cases are complicated and take quite a bit of time, particularly since people are still coming in late in process, which makes it more difficult to negotiate a work-out or other acceptable situation.

(c) *Sufficient Staff: Names and titles of employees, allocated to each proposed activity, staff hours per task.* The following chart indicates which staff will provide the following services at the average number of hours per service:

Type of Service	Performed by	Average # Staff Hrs
Pre-Purchase Counseling <ul style="list-style-type: none"> <li>• Orientation session</li> <li>• One-on-One Counseling</li> <li>• Financial Literacy Workshops</li> </ul>		1 4 5
Homebuyer Education		9

Delinquency/Default One-on-One Counseling		12
Non-Delinquency Post-Purchase Counseling		3
Reverse Mortgage (HECM) Counseling		1
Post-Purchase Education: Home Maint.		9
Post-Purchase Education: Landlord Training per session		4 each
Predatory Lending Counseling		2
Post-Purchase Financial Fitness		4

(d) *Training: Proposed amount to be spent on formal staff training during the period October 1, 2008 – September 30, 2009 from all sources.* We expect to send staff to four sessions of the five-day NeighborWorks Training Institutes (NTIs) to ensure that our newest staff get the certifications needed as soon as possible. Of the \$12,500 we have allocated for training, \$10,000 of that will be from NeighborWorks America discretionary award and the balance will come out of several lender donations.

(e) *Persons with Disabilities/LEP:* Bobbi Carter at TRIP’s HOC and a rental management staff both speak Spanish and are available for translation services if necessary. Through NeighborWorks America and/or the national NeighborWorks network, we also have access to written materials in languages other than English. Regarding accessibility, our group sessions are held in accessible meeting spaces and individual sessions will be located at the most convenient site to the customer upon request. We will continue to partner with NYS Office of Mental Retardation and Development Disabilities (OMRDD) on a first-time homebuyer program for five of its clients this year.

**(4) Projected Performance/Work Plan – Impact**

(a) *Cost Per Client:* With a projected customer base of 620 in Federal Fiscal Year 08-09, the total cost per client is \$ [REDACTED] of which \$112.90 comes from HUD funds and \$ [REDACTED] comes from other sources. This cost per client is higher than last year and the overall projection of customers is lower due to the foreclosure cases that we expect to see. These generally are quite labor-intensive and take many more staff hours than usual to get to an acceptable outcome.

(b) *Projected Performance – Group Education and One-on-One Counseling:*

Before a customer can join a group education session, she or he must go to a one-on-one session first; therefore, 100% of our group session customers have at least attended one one-on-one session. This individual session enables our housing counselors to understand the customer's goal, gather information to determine the customer's financial position, and create an action plan for the customer to proceed. The plan could involve more one-on-one sessions, particularly if there are credit issues to clear up or other things that might take some time. If not, the customer can join the next Homebuyers Club, go on to Landlord Training, Home Maintenance training, etc. At any time during the process, and for whatever reason, a customer can schedule a one-on-one with a housing counselor. About 93% of those who start with a one-on-one session go on to join a group session as well.

(c) *Marketing and Outreach:* We have had no trouble reaching potential first-time homebuyers; both word of mouth and the local advertising that we do for our orientation sessions are bringing people in. We work closely with OMRDD to get to the disabled

community; likewise we find other agencies or social groups in order to gain access to different markets. The greatest challenge is to get to people who are facing foreclosure, and get to them early enough in the process that different viable strategies are still possible. Our strategy will be to appeal more to the “trusted advisors” of church leaders and other social heads who could help spread the word among their constituency, as well as doing more of a broad public marketing campaign through PSAs and late night TV ads.

**(5) Projected Performance/Work Plan – Coordination**

*(a) Partnerships:* TRIP is a long-time member of a Capital District HomeOwnership Collaborative which includes four other local housing counseling agencies, an attorney from the Empire Justice Center (legal services back-up), and a Legal Aid attorney. This is a very effective model that allows for shared planning and coordinated program development across several counties. It also is a venue that lenders and others can communicate with in an efficient way. TRIP partners with many other organizations based in Troy and Rensselaer County as well from which it gets many referrals. Several resources that TRIP has to offer customers include repair grants and loans, downpayment and closing costs assistance, Individual Development Accounts, affordable rental housing, and neighborhood organizing and support

*(b) Conflict of Interest;* TRIP has a written anti-steering policy that makes it clear that this agency has no vested interest in any decisions and customers have the right to their own choices. Copy attached.

**(6) Projected Performance/Work Plan – Coverage/Efficient Use of Resources**

(a) *Percentage of Grant Funding to be passed through. 0%. Salaries and benefits of housing counselors and project directors.* Seventy-four percent of TRIP's total housing counseling budget (and 100% of a HUD housing counseling grant) will be spent on salaries and benefits of housing counselors and project directors. The balance will be spent on travel, equipment, supplies, production of outreach newsletters, training and overhead, as indicated by the Expense portion of the budget found below.

**HOC Housing Counseling Budget Proposed 10/1/08 – 9/30/09**

<i>Expenses</i>	
Total Personnel w/ Fringe	\$ 208,839
Travel	1,100
Equipment	850
Supplies	3,200
Newsletter	2,500
Training	12,500
Other (rent, utilities, phone, internet, postage)	53,500
Total Expenses >>>	\$ 282,489

(b) *Geographic coverage:* TRIP serves all of Rensselaer County. Additionally, as a HUD Housing Counseling Agency, we serve anyone who contacts us in need of housing counseling services regardless of their geographic area.

**(1) Comprehensive list of all leveraged funds and in-kind contributions.**

**TRIP'S Leverage for Housing Counseling for October 1, 2008 – September 30, 2009**

NWA HOC Grant	\$	[REDACTED]
HOME		[REDACTED]
Small Cities		[REDACTED]
<b>Total Federal Leverage</b>	<b>\$</b>	<b>[REDACTED]</b>
NYS Div. of Housing & Comm. Renewal		[REDACTED]
HSBC		[REDACTED]
M&T Bank		[REDACTED] 000
The McCarthy Charities		[REDACTED]
SEFCU		[REDACTED]
State Farm		[REDACTED] 000
Trustco		[REDACTED]
Fundraise		[REDACTED]
<b>Total Non-Federal</b>	<b>\$</b>	<b>[REDACTED]</b>
<b>TOTAL TO BE LEVERAGED</b>	<b>\$</b>	<b>[REDACTED]</b>

**(2) Demonstrate leverage by providing letters/copies of relevant grant agreements.**

Attached to TRIP's application package are copies ("Leverage Letters," "Small Cities contract," "HOME Program Contract," "HSBC Support Letter") from the following:

- NeighborWorks America. This Grant Award Letter shows that NeighborWorks America's expendable grant funding to TRIP in FFY2008 is [REDACTED]. Of this, we expect to use \$ [REDACTED] to support our housing counseling program.

- The McCarthy Charities, Inc.: Attached is a recent letter indicating that the McCarthy Charities Board is providing a general operating grant of \$ [REDACTED] in addition to a \$ [REDACTED] grant specifically for foreclosure mitigation counseling.
- New York State Division of Housing and Community Renewal. Attached is:
  - a copy of TRIP's contract letter indicating a \$88,400 contract from July 1, 2008 through June 30, 2009; and
  - a copy of Rensselaer County Housing Resources' (RCHR) contract letter indicating a \$90,900 contract from July 1, 2008 through June 30, 2009.
  - In the above budget table, TRIP intends to use \$90,339 of these combined contracts for our housing counseling program during the Federal fiscal year.
- Trustco Bank: a letter from Trustco accompanied a [REDACTED] check to TRIP to be used "in a manner that best benefits the organization's current needs," which we will put toward our homeownership counseling programs.
- SEFCU: a letter from SEFCU indicates its [REDACTED] support of TRIP's NeighborWorks HomeOwnership Center.
- M&T Bank: M&T's letters confirm that it made another \$ [REDACTED] commitment to the TRIP NeighborWorks HOC.
- State Farm Insurance Companies: the letter refers to State Farm's 15 year partnership with TRIP, that its 2007 grant to TRIP was \$ [REDACTED] and that it will offer ongoing support to our homebuyer counseling program. We typically receive a charitable donation from SF in the fall of each year.

- HSBC: HSBC was the first and largest supporter of the TRIP NeighborWorks HOC. Included is a support letter indicating HSBC's commitment to a [REDACTED] grant to TRIP.
- Governor's Office for Small Cities: Rensselaer County Grant Agreement with Rensselaer County Housing Resources provides operational funding for our homeownership program.
- HOME: Rensselaer County Grant Agreement with Rensselaer County Housing Resources provides operational funding for our homeownership program.

**(3) Applicant Resources.** TRIP will appropriate \$ [REDACTED] from our fundraising activities to support the housing counseling program. The funds will be raised primarily from our Annual Dinner which promotes TRIP's homeownership activities and accounts for about \$ [REDACTED] in net profits each year.

**(4) Fee Income:** TRIP is not charging fees to counseling recipients at this time.

**(5) Not applicable for LCHAs.**

**(6) Amount of Leveraging.** TRIP anticipates that a [REDACTED] Comprehensive Housing Counseling Grant from HUD will represent 24.8% of our entire Housing Counseling budget of [REDACTED] from October 1, 2008 through September 30, 2009. Based on TRIP's history and current funding, we expect the counseling program revenues for that period to be as follows:

HOUSING COUNSELING PROGRAM BUDGET 10/1/08 – 9/30/09

NWA HOC Grant	\$	[REDACTED]
HOME		[REDACTED]
Small Cities		[REDACTED]
<b>Total Federal Leverage</b>	\$	[REDACTED]
NYS Div. of Housing & Comm. Renewal		[REDACTED]
HSBC		[REDACTED]
M&T Bank		[REDACTED]
The McCarthy Charities		[REDACTED]
SEFCU		[REDACTED]
State Farm		[REDACTED]
Trustco		[REDACTED]
Fundraise		[REDACTED]
<b>Total Non-Federal</b>	\$	[REDACTED]
<b>TOTAL TO BE LEVERAGED</b>	\$	[REDACTED]

(1) Program Outcome Logic Model, Form HUD-96010, is attached.

**1(a) Outputs and 1(b) Outcomes**

1(a) Outputs and 1(b) Outcomes expected for the period October 1, 2008 through September 30, 2009 are summarized in the table below.

COUNSELING ACTIVITIES	OUTPUTS	OUTCOMES
Pre-Purchase Counseling: <ul style="list-style-type: none"> <li>• Community presentations</li> <li>• One-on-One Counseling</li> </ul>	<ul style="list-style-type: none"> <li>• 18 events</li> <li>• 405 households receive one-on-ones</li> </ul>	<ul style="list-style-type: none"> <li>• 80 households work towards becoming mortgage ready</li> <li>• 50 will purchase homes</li> <li>• 75 long-term pre-purchase counseling</li> </ul>
Post-Purchase Default/Delinquency	<ul style="list-style-type: none"> <li>• 45 households will receive one-on-one counseling</li> </ul>	<ul style="list-style-type: none"> <li>• 31 households will bring mortgages current</li> <li>• 20 currently receiving counseling</li> <li>• Mortgage modifications</li> </ul>
Post-Purchase Non-Delinquency <ul style="list-style-type: none"> <li>• HECM outreach and counseling</li> <li>• Landlord Training</li> <li>• Financial Fitness</li> </ul>	<ul style="list-style-type: none"> <li>• 50 households counseled in one-on-ones</li> <li>• 5 HECM cases</li> <li>• 3 classes for 100 total participants</li> <li>• 30 households in group</li> </ul>	<ul style="list-style-type: none"> <li>• 3 HECM mortgages</li> <li>• 2 home equity loans; 45 other home repair assistance</li> <li>• 30 plan to screen tenants better, improving quality of life in neighborhoods</li> <li>• 30 learn about financial fitness</li> </ul>

**2. Projected Performance/Work Plan – Impact**

Based on our experience, we expect that the proposed outputs and outcomes are sound and realistic. What is hard to anticipate, however, is the actual number of foreclosures that may walk in the door which – because of the labor intensiveness of

handling those cases – can often have a negative effect on an agency’s capacity to carry out the first-time homebuyer programs.

## **2. Evaluation Plan**

### (2a) Information Collection

Data is collected at each stage that a customer interacts with our Home Ownership Center, beginning with registration for an orientation session. The majority of orientation attendees proceed to the next step, which is scheduling a one-on-one counseling session with a HOC staff. Data is entered again at this point and at all future contacts with HOC staff, including a home purchase closing. If an attendee does not schedule an appointment within three months after attending an orientation session, we send a letter asking if she is interested in doing so. If there is no response, we deem that person’s file “inactive,” which can change once a customer contacts us again. Two years ago we instituted new procedures to contact homebuyers at three, six and twelve months post-purchase for follow-up including required one-on-one counseling and relevant group counseling. We will also continue to monitor grant recipients for compliance. Finally, our customers are all entered into our mailing database for periodic newsletters, etc., which is another method for keeping track of current residences.

### (2b). Data Analysis and Work Plan Adjustments

TRIP's Home Ownership Center staff meet together weekly to evaluate their progress, identify issues or concerns, or discuss trends or emerging needs in the community. Bobbie Carter, TRIP's HOC Director, pulls her HUD-9902s regularly to evaluate our numbers and identify any glaring discrepancies between last year's performance, our projected performance, and the real picture. Analyzing the HUD-9902s frequently enables TRIP to track its progress in order to impose mid-stream corrections as needed. Given the relatively small size of the Center staff and its autonomy within TRIP, it is able to be flexible and nimble enough to make such changes. Furthermore, there is great integration and collaboration among TRIP's primary business lines, so that the TRIP HOC works closely with our Rental Management unit and the Community Affairs unit. Those relationships help bring some "fresh eyes" and different perspectives to issues and strategies including possible HOC work plan adjustments if warranted. The directors of all TRIP's units or business lines meet twice monthly within an administrative team structure, so communication amongst the different functions is now regularly built in to our organizational culture.



Applicant Name: Rehab & Improvement Program  
 Project Name: Sustaining Homeownership  
 Project Type: Housing Counseling  
 Construction Type:

HUD Program: HUD Program:  
 Period: Start Date: End Date:

**Housing Counseling**

HUD Goals	Policy Priority	Problem, Need, Situation	Services or Activities/Outputs	Measure			Outcome
1	2	3	4	5	6	7	8
				Pre	Post	YTD	
	Policy	Planning	Outreach community presentations – Predominantly Financial literacy – Group workshop participants	18			Impact
A.1	A	Need for information and advice regarding home buying and homeownership.	Pre-Purchase/Home buying – Group workshop participants	25			Counseled on pre-purchase – Home buying – Mortgage Ready within 90 days
A.2	B.1		Pre-Purchase/Home buying – One-on-one counseling	100			Counseled on pre-purchase – Home buying – Purchased home
A.3	B.7		Policy Priority – Provided Fair Lending information	405			Counseled on pre-purchase – Home buying – Receiving long-term (> 180 days) counseling
A.4	I.1		Outreach advertisements, PSA's, or other form of media	100			Policy Priority – Elected to obtain an FHA insured mortgage (Households counted elsewhere on this form)
			Mortgage delinquency – Group workshop participants		Advertisements		Policy Priority – Elected to obtain other mortgage instrument (Households counted elsewhere on this form)
A.6	A	Need for information and advice regarding resolving or preventing mortgage delinquency or default.	Mortgage delinquency – One-on-one counseling participants	25			Counseled on mortgage delinquency – Brought mortgage current
	B.1		Policy Priority – Provided Fair Lending information	45			Counseled on mortgage delinquency – Currently receiving counseling
	B.7		Policy Priority – Provided FHA insured mortgage information	25			Counseled on mortgage delinquency – Forbearance agreement/repayment plan
	I.1				Households		Counseled on mortgage delinquency – Mortgage foreclosed
	I.2				Households		Counseled on mortgage delinquency – Mortgage modified
	H.1				#N/A		Counseled on mortgage delinquency – Mortgage refinanced
			Financial literacy – Group workshop participants		#N/A		Counseled on mortgage delinquency – Mortgage refinanced
A.6	A	Need for information and advice regarding non-delinquency post-purchase issues.	Other – Group Workshop Participants	25			Counseled on post-purchase – Non-delinquency – Currently receiving counseling
	B.1		Post-purchase, non-delinquency – Group workshop participants	100			Counseled on post-purchase – Non-delinquency – Other outcome
	B.7		Post-purchase, non-delinquency – One-on-one counseling	15			Counseled on post-purchase – Non-delinquency – Received home equity loan
	C.1		Predatory lending – Group workshop participants	50			Counseled on post-purchase – Non-delinquency – Received other home repair assistance
	H.1			25			Counseled on post-purchase – Non-delinquency – Received other home repair assistance
					Households		Counseled on post-purchase – Non-delinquency – Sold house or chose alternative housing solution;
					#N/A		Counseled on post-purchase – Non-delinquency – Sold house or chose alternative housing solution;











Component Name:

Year 1			
Measure	Evaluation Tools		
6	7		Accountability
Pre	Post	YTD	
Households			
90			A. Tools for Measurement
Households			Database
50			Intake log
Households			Interviews
50			Mgt. Info. System-automated
Households			
75			B. Where Data Maintained
Households			Agency database
5			Individual case records
Households			Specialized database
45			
Households			
31			C. Source of Data
Households			Counseling reports
20			Work plan reports
Households			Loan monitoring reports
6			Mortgage documents
Households			Progress reports
5			D. Frequency of Collection
Households			Daily
20			Weekly
Households			Quarterly
2			Annually
Households			Upon incident
50			E. Processing of Data
Households			Flat file database
			Manual tallies
Households			Relational database
2			Statistical database
Households			
45			
			#N/A
Households			
3			











Troy Rehabilitation and Improvement Program (TRIP), Inc.  
Staff Training and Certification Profiles

NAME	TRAINING	TRAINING	FTE	BI-LINGUAL
Staff Member	Relevant Training Received - By Whom and Date	Staff Certification Relevant to Housing Counseling (e.g., AARP HECM certified, AHECI)	100% FTE	Indicate Language, if Staff is Bi-Lingual
[REDACTED]	Law Degree: Albany Law School, 1983  2008: HUD on FHA Mortgage products 6/08; SONYMA Train the Trainer 5/29/08; HUD Fair Housing Seminar 4/29/08. 2007: Chase Foreclosure training 4/07; HUD Going Green Conference 9/07. 2006: DHCR HOME program design and implementation 5/06 by NYS, Certified Post Purchase Housing Counselor/Educator 7/06 by NWA, Certified Foreclosure Prevention Specialist 3/06 by NWA, HUD Certified HECM counselor 12/06 by NWA/HUD/ FDIC. 2005: Neighborworks America professional Certified Housing Counselor 7/05 by NWA, Professional Certified Housing Educator 8/05 by NWA, NYS Banking Dept on Predatory Lending 2/05 & HUD Financial Literacy 7/05, Chase Foreclosure Prevention 4/05 by Chase. 2004: Sections8/ADDI: Making Home a Choice 7/04. 2001: HUD Professional Certification Mortgage lending 5/01 by NWA.	Full Cycle Lending Certified through Neighborworks America, Money Smart Train the Trainer, Section 8 Voucher Program Counselor, Professional Certification Mortgage lending 5/01, Neighborworks America professional Certified Housing Counselor 7/05, Professional Certified Housing Educator 8/05, Certified Post Purchase Housing Counselor/Educator 7/06 by NWA, Certified Foreclosure Prevention Specialist 3/06 by NWA, Certified HECM Counselor 12/06, Certified Post Purchase Systems Management 7/2006, Certified Mortgage Lending 8/05, Certified Portfolio Management 7/06	Yes	Spanish
[REDACTED]	HUD on FHA Mortgage products 6/08; First Home Club training 7/08; NFMC Web Training 4/08; SONYMA Train the Trainer 5/08; NW Freddie Mac Loan Prospector, 5/08; HUD Fair Housing Seminar 4/08; NW Foreclosure Intervention & Default Counseling, Part 1, 3/08; Going Green HUD Conference 9/07; HSBC First Home Club 4/05; CHASE Foreclosure Prevention 4/05; NYS Banking Dept on Predatory lending 2/05; Sections8/ADDI: Making Home a Choice 7/04; NYS Division of Housing, Designing & Implementing Homebuyer Programs 6/04; HUD/FHA Loss Mitigation Training 6/04; FDIC Money Smart Train the Trainer 5/04/ Chase Foreclosure training 4/07; Client Benefits and EITC 9/07.	From NeighborWorks America: Foreclosure Intervention & Default Counseling, Part 1, 3/08; Foreclosure Prevention 12/04; Advanced Foreclosure Prevention Counseling 12/04; Homebuyer Education Train the Trainer 11/04. Post Purchase Education Methods 2/06, Compliance w/ State & Federal Regs 8/05, Certified in Residential Lending 8/05, From NeighborWorks America: Foreclosure Prevention and Default Counseling Certification Part 1 March 10-14, Loan Prospector Training Freddie Mac May 1st 2008	Yes	
[REDACTED]	HUD Visual Assessment Course 9/07; Going Green HUD Conference 9/07; HUD Fair Housing Seminar 4/08	HUD Lead Paint Renovators & Remodelers; EPA Lead Sampling Technician 2001; Lead Risk Assessor 2001 & 2003; Lead Inspector Technician 2000.	Yes	

Troy Rehabilitation and Improvement Program (TRIP), Inc.  
Staff Training and Certification Profiles

<p>[REDACTED]</p>	<p>M.A. Community Economic Dev, NH College, 1988</p>		<p>Yes</p>	
<p>[REDACTED]</p>	<p>NYS DHGR: Fair Housing update and Tax credit courses; 4/08. From NWA: Affordable Housing Development, Using CDBG, Real Estate Mgmt Nuts &amp; Bolts of Financing, and Managing Non-Profit Housing.</p>	<p>Manfred Real Estate Learning Center: Licensed Real Estate Salesperson; 2/07. Ross Business Development: Management &amp; Occupancy Review Specialist, 10/06. HUD 4350.3 REV 1 Change 2. From NWA: Housing Management License 2003; CHAM certification 2002, 2003 &amp; 2004.</p>	<p>Yes</p>	
<p>[REDACTED]</p>	<p>Homebuyer Education Methods; Train the Trainer; NW 2000.</p>		<p>No; 80%</p>	
<p>[REDACTED]</p>	<p>HUD on FHA Mortgage products 6/08; SONYMA Loan Products 3/08 and 5/08 by SONYMA &amp; Genworth; Freddie Mac 5/08 by NW; FHA Loss Mitigation Training &amp; FHA Mortgage Products 6/08 by HUD; First Home Club Training 7/08 by FHLB</p>	<p>NWA: Intro to Housing Counseling 2/08; Understanding Credit Scoring 2/08; Credit Counseling Max Results 2/08; Lending Basics for HO Counselors 3/08; Foreclosure Basics 3/08; Train the Trainer 8/07</p>	<p>Yes</p>	
<p>[REDACTED]</p>		<p>HECM Certification 4/08</p>	<p>Yes</p>	



**TROY  
REHABILITATION  
& IMPROVEMENT  
PROGRAM, INC.**

**TRIP MAIN OFFICE**  
415 RIVER STREET  
TROY, NEW YORK 12180  
TEL: 518.272.8289  
FAX: 518.272.1950

**TRIP NEIGHBORWORKS®  
HOMEOWNERSHIP  
CENTER**  
251 RIVER STREET  
TROY, NEW YORK 12180  
TEL: 518.690.0020  
FAX: 518.690.0025

**E-MAIL**  
info@triponline.org

**WEBSITE**  
www.triponline.org

**PRE-PURCHASE HOUSING COUNSELING  
CLIENT NOTICE AND ACKNOWLEDGEMENT OF  
ANTI-STEERING POLICY**

TRIP NeighborWorks® Home Ownership Center provides housing counseling services to prospective homebuyers that are designed to serve the customer's best interest.

Customers are encouraged to thoroughly evaluate mortgage loan products and lenders and are free to choose the lender, loan, realtor, home inspector, attorney and other professionals for their home purchase regardless of any recommendations made by TRIP NeighborWorks® HomeOwnership Center staff.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
TRIP NeighborWorks® HOC Housing Counselor

\_\_\_\_\_  
Date



**NeighborWorks®**  
CHARTERED MEMBER

**Certification of Consistency with the RC/EZ/EC-IIs Strategic Plan**

U.S. Department of Housing and Urban Development

I certify that the proposed activities/projects in this application are consistent with the strategic plan of a federally-designated empowerment zone (EZ), designated by HUD or by the United States Department of Agriculture (USDA), the tax incentive utilization plan for an urban or rural renewal community (RC) designated by HUD, or the strategic plan for an enterprise community (EC-II) designation in round II by USDA.

(Type or clearly print the following information)

Applicant Name TROY REHABILITATION + IMPROVEMENT PROGRAM

Name of the Federal Program to which the applicant is applying HUD HOUSING COUNSELING PROGRAM

Name of RC/EZ/EC-II ALBANY/SCHENECTADY/TROY

I further certify that the proposed activities/projects will be located within the RC/EZ/EC-II identified above and are intended to serve the residents of the designated area. (2 points)

Name of the Official Authorized to Certify the RC/EZ/EC-II HARRY J. TUTUNJIAN

Title MAYOR, CITY OF TROY

Signature 

Date (mm/dd/yyyy) 07/02/08

**Certification of Consistency with the RC/EZ/EC-IIs Strategic Plan**

U.S. Department of Housing and Urban Development

I certify that the proposed activities/projects in this application are consistent with the strategic plan of a federally-designated empowerment zone (EZ), designated by HUD or by the United States Department of Agriculture (USDA), the tax incentive utilization plan for an urban or rural renewal community (RC) designated by HUD, or the strategic plan for an enterprise community (EC-II) designation in round II by USDA.

(Type or clearly print the following information)

Applicant Name TROY REHABILITATION + IMPROVEMENT PROGRAM

Name of the Federal Program to which the applicant is applying HUD HOUSING COUNSELING PROGRAM

Name of RC/EZ/EC-II ALBANY/SCHENECTADY/TROY

I further certify that the proposed activities/projects will be located within the RC/EZ/EC-II identified above and are intended to serve the residents of the designated area. (2 points)

Name of the Official Authorized to Certify the RC/EZ/EC-II HARRY J. TUTUNJIAN

Title MAYOR, CITY OF TROY

Signature 

Date (mm/dd/yyyy) 07/02/08

**Certification of Consistency  
with the Consolidated Plan**

**U.S. Department of Housing  
and Urban Development**

I certify that the proposed activities/projects in the application are consistent with the jurisdiction's current, approved Consolidated Plan.  
(Type or clearly print the following information:)

Applicant Name: TROY REHABILITATION & IMPROVEMENT PROGRAM

Project Name: PROMOTING & SUSTAINING HOME OWNERSHIP

Location of the Project: RENSELAER COUNTY, NY  
\_\_\_\_\_  
\_\_\_\_\_

Name of the Federal Program to which the applicant is applying: HUD HOUSING COUNSELING PROGRAM

Name of Certifying Jurisdiction: CITY OF TROY

Certifying Official of the Jurisdiction Name: HARRY J. TUTUNJIAN

Title: MAYOR

Signature: 

Date: 07/02/08

NeighborWorks® America

GRANT AWARD LETTER

February 01, 2008

Neighborhood Reinvestment Corporation, doing business as NeighborWorks® America ("NeighborWorks® America") hereby authorizes the award of the following federal grant funds payable to the NeighborWorks® organization noted below ("the NeighborWorks® organization").

**TROY REHABILITATION & IMPROVEMENT PROGRAM, INC.**

2008 Expendable Grant Funds Provided by this Grant Letter: 

The following terms and conditions shall govern the disbursement and expenditure of these Grant Funds:

Definitions

- a. "Permanently Restricted Capital Grant Funds" shall mean grant funds used for purposes that will build assets for the NeighborWorks® organization and the community in which the NeighborWorks® organization operates. Permanently restricted capital grant funds require that the NeighborWorks® organization establish and maintain a *Permanently Restricted Revolving Loan and Capital Projects Fund* to account exclusively for their use.
- b. "Expendable Grant Funds" shall mean grant funds used without expectation of repayment or recovery by the NeighborWorks® organization. Occasionally, however, a real estate development and lending grant will be considered "expendable" (rather than "capital") because it incurs an expense that cannot be capitalized. Examples of this include some pre-development costs, grants for down payment and closing costs, interest-rate write-downs and investments that will likely be unrecoverable at sale.

Acceptance

By acceptance of these grant funds (either through check endorsement, automated clearing house "ACH" deposit or use of the funds in any manner), the NeighborWorks® organization hereby agrees to comply with the terms and conditions contained in the previously executed Grant Agreement between itself and NeighborWorks® America, incorporated herein by reference. This Grant Award Letter expressly limits acceptance to terms and conditions stated in this letter, and any conflicting terms, additional terms or waivers of these terms proposed by the NeighborWorks® organization are rejected unless expressly agreed to by NeighborWorks® America in writing.

*Sincerely,*



---

Robert Burns  
Director of Field Operations  
Neighborhood Reinvestment Corporation, dba NeighborWorks® America

THE MCCARTHY CHARITIES, INC.

POST OFFICE BOX 1090

TROY, NEW YORK 12181-1090

FOUNDED 1917

May 29, 2008

Mr. Patrick Madden  
TRIP, Inc.  
415 River St.  
Troy, NY 12180

Dear Patrick:

The McCarthy Charities Board was enthusiastic about the value of foreclosure mitigation counseling. It will help on all the levels you indicated in your May 12<sup>th</sup> request. Enclosed is a grant for [REDACTED] for this purpose and a general operating grant of [REDACTED]. No publicity thanks.

On the outreach there are a couple of other spots to consider. Fliers on Stewart's shops bulletin boards and perhaps handouts at food pantries. We certainly do not know how big the problem will be around here.

Keep me posted OK?

Sincerely,



Robert P. McCarthy  
Treasurer

---

David A. Paterson  
Governor



Deborah VanAmerongen  
Commissioner

**New York State Division of Housing and Community Renewal**

Hampton Plaza  
38-40 State Street  
Albany, NY 12207

April 11, 2008

Dear Executive Director:

We are delighted to inform you that on April 9<sup>th</sup>, Governor David A. Paterson signed the budget bill which provides \$88,400 for the fiscal year 2008-2009 portion of your Neighborhood Preservation Program contract. To ensure that all eligible preservation companies receive their first payment of \$44,200 on or about July 1, 2008, please submit your Annual Renewal Form (ARF) no later than May 30, 2008. This document can be found on our website at [www.dhcr.state.ny.us](http://www.dhcr.state.ny.us).

Last year's budget required the NYS State Division of Housing and Community Renewal (DHCR) to prepare a plan to "initiate program review and reform" of the Neighborhood and Rural Preservation Programs. As a result of this directive, DHCR and the Neighborhood and Rural Task Forces met with companies throughout the state to determine how to improve the preservation programs. The Neighborhood and Rural Coalitions together with DHCR staff will soon be conducting statewide meetings to discuss program changes and revisions to our forms. One change that will affect you is that we will be requiring that each company submit a Needs Assessment and a Strategic Plan. Minimum requirements for these documents will be provided to you and technical assistance will be available to help you fulfill this requirement. In addition, it is an eligible activity in your work plan.

If you do not have a current Needs Assessment and Strategic Plan, we hope you will strongly consider adding this to your work plan. If you have any questions, please contact your regional office; your regional representative will be able to assist you.

Sincerely,

A black rectangular redaction box covering the signature of Patricia Doyle.

Patricia Doyle  
Director  
Community Services Bureau

cc: J. Agostine

Web Site: [www.dhcr.state.ny.us](http://www.dhcr.state.ny.us)  
Email address: [dhcrinfo@dhcr.state.ny.us](mailto:dhcrinfo@dhcr.state.ny.us)

David A. Paterson  
Governor



Deborah VanAmerongen  
Commissioner

**New York State Division of Housing and Community Renewal**  
Hampton Plaza  
38-40 State Street  
Albany, NY 12207

April 11, 2008

Dear Executive Director:

We are delighted to inform you that on April 9<sup>th</sup>, Governor David A. Paterson signed the budget bill which provides \$90,900 for the fiscal year 2008-2009 portion of your Rural Preservation Program contract. To ensure that all eligible preservation companies receive their first payment of \$45,450 on or about July 1, 2008, please submit your Annual Renewal Form (ARF) no later than May 30, 2008. This document can be found on our website at [www.dhcr.state.ny.us](http://www.dhcr.state.ny.us).

Last year's budget required the NYS State Division of Housing and Community Renewal (DHCR) to prepare a plan to "initiate program review and reform" of the Neighborhood and Rural Preservation Programs. As a result of this directive, DHCR and the Neighborhood and Rural Task Forces met with companies throughout the state to determine how to improve the preservation programs. The Neighborhood and Rural Coalitions together with DHCR staff will soon be conducting statewide meetings to discuss program changes and revisions to our forms. One change that will affect you is that we will be requiring that each company submit a Needs Assessment and a Strategic Plan. Minimum requirements for these documents will be provided to you and technical assistance will be available to help you fulfill this requirement. In addition, it is an eligible activity in your work plan.

If you do not have a current Needs Assessment and Strategic Plan, we hope you will strongly consider adding this to your work plan. If you have any questions, please contact your regional office; your regional representative will be able to assist you.

Sincerely,

A black rectangular redaction box covering the signature of Patricia Doyle.

Patricia Doyle  
Director  
Community Services Bureau

cc: B. Sebastian

Web Site: [www.dhcr.state.ny.us](http://www.dhcr.state.ny.us)  
Email address: [dhcrinfo@dhcr.state.ny.us](mailto:dhcrinfo@dhcr.state.ny.us)

---



May 15, 2008

Mr. Patrick Madden  
Troy Rehabilitation and Improvement Program  
415 River St  
Troy, NY 12180

Dear Mr. Madden:

Trustco Bank is proud to support organizations, such as yours, that help turn people's dreams of owning a home into a reality. Many families in the areas in which we work and live have benefited greatly from the services provided by the Troy Rehabilitation and Improvement Program. Trustco wishes to recognize these achievements.

Enclosed please find a check in the amount of [REDACTED]. These funds may be used in a manner that best benefits the organizations current needs. We wish you success in your endeavors, and look forward to continuing this relationship in the future.

Sincerely,

[REDACTED]  
Thomas M. Poitras, Vice President  
Compliance



www.sefcu.com

Patroon Creek Corporate Center  
700 Patroon Creek Blvd.  
Albany, NY 12206-1067

Administration: 518-452-8234  
866-733-2880

Call Center: 518-452-8183  
800-727-3328

April 23, 2008

Patrick Madden  
415 River Street  
Troy NY 12180

Dear Patrick:

SEFCU is proud to support TRIP and RCHR and the NeighborWorks HomeOwnership Center's Partners, and your next event in October. Enclosed please find a check in the amount of \$[REDACTED]

Please do not hesitate to contact me with any questions you may have or if you need additional information. I can be reached at 518-464-5280 or via email at [smoseley@sefcu.com](mailto:smoseley@sefcu.com).

Best wishes for continued success in the community.

Sincerely,

A large, dark, handwritten signature, likely of Susan Moseley, written in black ink.

Susan Moseley  
Marketing Coordinator

Enclosure

# The M&T Charitable Foundation

327 Great Oaks Boulevard, Albany, NY 12203

April 30, 2008

Patrick Madden  
Executive Director  
TRIP  
415 River Street  
Troy, NY 12180

Dear Mr. Madden:

The M&T Charitable Foundation is pleased to enclose our check numbered 956186467 in the amount of \$ [REDACTED], payable to Troy Rehabilitation & Improvement Program, which represents our support of the Home Ownership Programs and the Home Coming Dinner.

In order for the M&T Charitable Foundation to be in compliance with The Omnibus Budget Reconciliation Act of 1993, please complete the acknowledgment below and return it to us in the enclosed self-addressed envelope. Your cooperation in this matter is greatly appreciated.

If you should have any questions, please call us at 464-6100.

Sincerely,

[REDACTED]  
Michael Keegan  
Regional President  
Albany/Hudson Valley Division

Nms  
Enc.

---

## TROY REHABILITATION & IMPROVEMENT PROGRAM, INC.

We hereby acknowledge receipt of \$ [REDACTED] and affirm our standing as a 501(c)(3) organization as defined by the Internal Revenue Code. In addition, we acknowledge The M&T Charitable Foundation has not received any goods and/or services in return for this contribution.

[REDACTED]  
Signature

EXECUTIVE DIRECTOR  
Title

5/5/08  
Date

GRANT AGREEMENT  
For  
RENSSELAER COUNTY FY2006 CDBG PROGRAM

THIS AGREEMENT, entered this *15<sup>th</sup>* day of *February*, 2007 by and between the County of Rensselaer, a municipal corporation organized and existing under and by virtue of the laws of the State of New York and having its principal office at the Rensselaer County Office Building, 1600 7th Avenue, Troy, New York 12180 (herein called the "Grantee") and Rensselaer County Housing Resources, a New York State not-for profit with offices located at 415 River Street, Troy, New York 12180 (herein called the "Subrecipient").

WHEREAS, the Grantee has applied for and received funds from the Governor's Office for Small Cities (GOSC) under Title I of the Housing and Community Development Act of 1974, Public Law 93-383; and

WHEREAS, the Subrecipient has proposed certain eligible activities under said application and funding award; said activities involving the administration and delivery of a homeownership program; and

WHEREAS, the Subrecipient has proposed a homeownership program to provide down payments and closing costs for purchasing homes in Rensselaer County outside the City of Troy limits, creating homeownership opportunities for Rensselaer County residents; and

WHEREAS, the Grantee wishes to engage the Subrecipient to assist the Grantee in utilizing such funds to effect said activities;

NOW, THEREFORE, the parties to this agreement hereto do mutually agree as follows:

I. SCOPE OF SERVICE

A. Activities

The Subrecipient will be responsible for the administration and delivery of a Community Development Block Grant (CDBG) Year 2006 activity (Rensselaer County Homeownership V Program) in a manner satisfactory to the Grantee and consistent with any standards required as a condition of providing these funds. Such program will include activities eligible under the CDBG Program related to the provision of a homeownership program as more fully described in Appendix A and which is incorporated herein and attached hereto.

B. Performance Monitoring

The Grantee will monitor the performance of the Subrecipient against goals and performance standards required herein. Substandard performance as determined by the Grantee will constitute non-compliance with this agreement. If action to correct such substandard performance is not taken by the Subrecipient within a reasonable period of time after being notified by the Grantee, contract suspension or termination procedures will be initiated.

II. TIME OF PERFORMANCE

Service of the Subrecipient shall start on January 1, 2007 and end on the 31st day of December 2008. The term of this Agreement and the provisions herein shall be extended to cover any additional time period during which the Subrecipient remains in control of CDBG funds or other assets including program income.

III. PAYMENT

It is expressly agreed and understood that the total amount to be paid by the Grantee under this contract shall not exceed Two Hundred Ninety Two Thousand Dollars (\$292,000). Drawdowns for the payment of eligible expenses shall be made against the line item budgets specified in Appendix A. herein and in accordance with performance.

Payments may be contingent upon certification of the Subrecipient's financial management system in accordance with the standards specified in OMB Circular A-110, Attachment F.

IV. NOTICES

Communication and details concerning this contract shall be directed to the following contract representatives:

<u>Grantee</u>	<u>Subrecipient</u>
Carol Cox Community Development Administrator County of Rensselaer 1600 7th Avenue Troy, New York 12180 (518) 270-2937	Gail Padalino Director Rensselaer County Housing Resources 415 River Street Troy, New York 1280 (518) 272-8289

V. SPECIAL CONDITIONS

The Subrecipient agrees to comply with the requirements of Title 24 Code of Federal Regulations, Parts 85 and 570 of the Housing and Urban Development regulations concerning Community Development Block Grants (CDBG) and all other applicable federal, state and local regulations and policies. The Subrecipient further agrees to utilize funds available under this Agreement to supplement rather than supplant funds otherwise available.

VI. GENERAL CONDITIONS

A. General Compliance

The Subrecipient agrees to comply and be bound with all applicable federal, state and local laws and regulations governing the funds provided under this contract, including but not limited to 24 CFR Parts 85 and 570. The Subrecipient will comply with all applicable standards, orders or

**NEW YORK STATE HOME PROGRAM  
SUBRECIPIENT AGREEMENT**

AGREEMENT made as of this **1<sup>st</sup> day of October, 2007**, between the New York State Housing Trust Fund Corporation (the "Corporation"), a public benefit corporation created and existing as a subsidiary of the New York State Housing Finance Agency pursuant to Section 45-a of the New York Private Housing Finance Law, with an office at Hampton Plaza, 38-40 State Street, Albany, New York 12207, and **Rensselaer County Housing Resources** (the "Subrecipient"), a not-for-profit corporation, having its principal place of business at **415 River Street, Troy, New York 12180**.

WITNESSETH

WHEREAS, pursuant to Subtitle A of Title II of the National Affordable Housing Act of 1990 (the "Federal Statute") and the regulations promulgated thereunder (the "Federal Regulations"), (collectively, the "Statutes"), the Corporation is authorized to enter into contracts to provide grants and loans for programs which qualify under the Statutes as eligible activities; and

WHEREAS, the Subrecipient applied to the Corporation to administer a program described in the attached Exhibit A (the "Program"); and

WHEREAS, the Corporation has agreed to make an award in the maximum amount of **five hundred thousand dollars (\$500,000)** (the "Award"), in consideration of, among other things, the Subrecipient undertaking to comply with all of the terms and conditions of this Agreement, the Statutes, the Rules and Regulations of the Corporation and policies and procedures promulgated by the Corporation, including the Capital Programs Manual of the New York State Division of Housing and Community Renewal, as amended from time to time.

NOW THEREFORE, the parties agree that the Program will be administered in accordance with the following terms and conditions:

1. Term.

The term of this Agreement (the "Term") shall commence on this date and shall expire on **September 30, 2011**, or upon satisfaction of all indebtedness required to be repaid, whichever occurs later, but in any event shall not expire prior to the end of the period of affordability specified in 24 CFR §92.252 or 24 CFR §92.254, if applicable, and not before the Subrecipient relinquishes control over any HOME funds provided pursuant to this Agreement.

2. Definitions.

The terms utilized herein shall have the meanings set forth in the Statutes unless otherwise defined in this Agreement. Any statute or regulation referenced or incorporated in this Agreement shall be considered to include all amendments thereto as may be made during the Term of this Agreement, such amendments being deemed made a part of this Agreement.

3. Scope of Work.

The Subrecipient shall (a) administer the Program in accordance with the administrative plan attached as Exhibit B (the "Administrative Plan"), (b) complete the Program in accordance with the schedule for completion attached as Exhibit D ("Program Schedule"), and (c) adhere to the budget attached as Exhibit C (the "Budget") and shall provide additional funds if the cost of the Program exceeds the Total Program Costs as set forth in the Budget.

4. Repayments and Reversion of Assets.

The Subrecipient may retain interest or other income deriving from funds provided pursuant to this Agreement for additional eligible HOME activities and shall notify the Corporation of all such income retained and activities performed therewith. If the Program is terminated prior to completion, the Subrecipient shall repay all HOME Funds provided pursuant to this Agreement to the Corporation, as provided in 24 CFR §92.205 (except as provided in 24 CFR §92.301(a)(3) and 24 CFR §92.301(b)(3) for project-specific assistance to community housing development organizations).

5. Administrative and Project Requirements.

The Subrecipient shall, during the Term of this Agreement, a) comply with all federal laws and regulations described in 24 CFR Part 92, subpart H, except the provisions relating to environmental review or the intergovernmental review process in §92.359, but including, if



July 7, 2008

Patrick Madden, Executive Director  
TRIP NeighborWorks® HomeOwnership Center  
251 River Street  
Troy, NY 12180

RE: Letter of Support for Grant Application - HUD

Dear Madden:

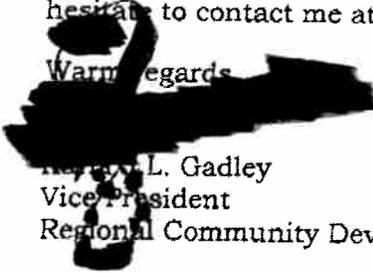
I am writing in support of Troy Rehabilitation & Improvement Program (TRIP), Inc.'s application for funding under the HUD Housing Counseling Program. TRIP's comprehensive housing programs are a key component of services for low-income individuals, and continued HUD funding is critical for their success.

As you know, the depressed economy has led to a decline in home ownership rates in recent years. Falling income levels have made it difficult for young families to purchase homes as well as increase the level of default and foreclosure among existing home owners. TRIP's combination of credit counseling, pre-purchase counseling, and default and foreclosure prevention counseling has proven to be an effective tool for making home ownership affordable and achievable.

Towards that end, HSBC's Community Development Department (CDD) is a dedicated unit in HSBC Bank USA that focuses on CRA performance, and managing the resources that help put community reinvestment to work on a daily basis. As such, the CDD is investing seven-thousand dollars in support of TRIP's comprehensive housing counseling program for the residents of Rensselaer County.

Should you have any questions regarding this letter of support, please do not hesitate to contact me at 716.841.1603.

Warm regards



Beverly L. Gadley  
Vice President  
Regional Community Development Manager

HSBC Bank USA, NA

Community Development Dept, One HSBC Center, 24th Floor, Buffalo, New York 14203

TOTAL P.01

## ATTACHMENTS FORM

**Instructions:** On this form, you will attach the various files that make up your grant application. Please consult with the appropriate Agency Guidelines for more information about each needed file. Please remember that any files you attach must be in the document format and named as specified in the Guidelines.

**Important:** Please attach your files in the proper sequence. See the appropriate Agency Guidelines for details.

1) Please attach Attachment 1	narrative complete.doc	Add Attachment	Delete Attachment	View Attachment
2) Please attach Attachment 2	logic model.xls	Add Attachment	Delete Attachment	View Attachment
3) Please attach Attachment 3	staffing certs 6_08.xls	Add Attachment	Delete Attachment	View Attachment
4) Please attach Attachment 4	Anti-Steering.pdf	Add Attachment	Delete Attachment	View Attachment
5) Please attach Attachment 5	Cert of Consistency.pdf	Add Attachment	Delete Attachment	View Attachment
6) Please attach Attachment 6	Leverage Letters.pdf	Add Attachment	Delete Attachment	View Attachment
7) Please attach Attachment 7	Small Cities Contract.pdf	Add Attachment	Delete Attachment	View Attachment
8) Please attach Attachment 8	HOME Program Contract.pdf	Add Attachment	Delete Attachment	View Attachment
9) Please attach Attachment 9	HSBC support Letter - TRIP (C	Add Attachment	Delete Attachment	View Attachment
10) Please attach Attachment 10		Add Attachment	Delete Attachment	View Attachment
11) Please attach Attachment 11		Add Attachment	Delete Attachment	View Attachment
12) Please attach Attachment 12		Add Attachment	Delete Attachment	View Attachment
13) Please attach Attachment 13		Add Attachment	Delete Attachment	View Attachment
14) Please attach Attachment 14		Add Attachment	Delete Attachment	View Attachment
15) Please attach Attachment 15		Add Attachment	Delete Attachment	View Attachment

**Grant Applications  
Detailed Budget**

U.S. Department of Housing  
and Urban Development

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About

OMB Approval No. 2501-0017  
(expires 01/31/2008)

\* Organization Name: Troy Rehabilitation and Improvement Program, Inc.

\* Project/Activity Name: Promoting and Sustaining Home Ownership

	Functional Categories									Column 9 Total (\$)
	Column 1 HUD Share (\$)	Column 2 Applicant Match (\$)	Column 3 Other HUD Funds (\$)	Column 4 Other Fed Share (\$)	Column 5 State Share (\$)	Column 6 Local/Tribal Share (\$)	Column 7 Other Share (\$)	Column 8 Program Income (\$)	Column 9 Total (\$)	
a. Personnel (Direct Labor)	58,600.00			41,000.00	77,000.00					176,600.00
b. Fringe Benefits	11,400.00			7,500.00	13,339.00					32,239.00
c. Travel										
d. Equipment (only items > \$5,000 depreciated value)										
e. Supplies (only items < \$5,000 depreciated value)										
f. Contractual										
g. Construction										
1. Administration and Legal Expenses										
2. Land, Structures, Rights-of- Way, Appraisals, etc.										
3. Relocation Expenses and Payments										
4. Architectural and Engineering Fees										
5. Other Architectural and Engineering Fees										
6. Project Inspection Fees										
7. Site Work										
8. Demolition and Removal										
9. Construction										
10. Equipment										
11. Contingencies										
12. Miscellaneous										
h. Other Direct Costs				23,150.00						
i. Subtotal of Direct Costs	70,000.00			71,650.00	90,339.00					262,489.00
j. Indirect Costs (% Approved Indirect Cost Rate: <input type="text"/> %)										0.00
Grand Total (Year <input type="text"/> 1):										262,489.00
Grand Total (All Years):										262,489.00

Next Year

Facsimile Transmittal

U. S. Department of Housing and Urban Development  
Office of Department Grants Management and Oversight

OMB Approval No. 2525-0118  
exp. Date (5/30/2008)

1214419920 - 3403

\* Name of Document Transmitting: Certification of Consistency with the RC/EZ/EC-II's Strategic

1. Applicant Information:

\* Legal Name: Troy Rehabilitation and Improvement Program, Inc.

\* Address:

\* Street1: 415 River Street

Street2:

\* City: Troy

County:

\* State: NY: New York

\* Zip Code: 12180

\* Country: USA: UNITED STATES

2. Catalog of Federal Domestic Assistance Number:

\* Organizational DUNS: [REDACTED] CFDA No.: 14.169

Title: Housing Counseling Assistance Program

Program Component:

3. Facsimile Contact Information:

Department: Home Ownership Center

Division:

4. Name and telephone number of person to be contacted on matters involving this facsimile.

Prefix: [REDACTED] \* First Name: Hilary

Middle Name:

\* Last Name: Lamishaw

Suffix:

\* Phone Number: 518 272 8289 x214

Fax Number:

\* 5. Email: hilary@trisonline.org

\* 6. What is your Transmittal? (Check one box per fax)

a. Certification  b. Document  c. Match/Leverage Letter  d. Other

\* 7. How many pages (including cover) are being faxed? 3

Application for Federal Assistance SF-424

Version 02

\* 1. Type of Submission:

- Preapplication
- Application
- Changed/Corrected Application

\* 2. Type of Application:

- New
- Continuation
- Revision

\* If Revision, select appropriate letter(s):

\* Other (Specify)

\* 3. Date Received:

07/09/2008

4. Applicant Identifier:

5a. Federal Entity Identifier:

\* 5b. Federal Award Identifier:

State Use Only:

6. Date Received by State:

7. State Application Identifier:

8. APPLICANT INFORMATION:

\* a. Legal Name:

Troy Rehabilitation and Improvement Program, Inc.

\* b. Employer/Taxpayer Identification Number (EIN/TIN):

14-1503655

\* c. Organizational DUNS:

d. Address:

\* Street1:

415 River Street

Street2:

\* City:

Troy

County:

\* State:

NY: New York

Province:

\* Country:

USA: UNITED STATES

\* Zip / Postal Code:

12180

e. Organizational Unit:

Department Name:

Home Ownership Center

Division Name:

f. Name and contact information of person to be contacted on matters involving this application:

Prefix:

Ms.

\* First Name:

Bobbi

Middle Name:

\* Last Name:

Carter

Suffix:

Title:

Director of HOC

Organizational Affiliation:

\* Telephone Number:

518 690-0020

Fax Number:

518 690-0025

\* Email:

bobbi@trionline.org

Application for Federal Assistance SF-424

Version 02

9. Type of Applicant 1: Select Applicant Type:

M: Nonprofit with 501C3 IRS Status (Other than Institution of Higher Education)

Type of Applicant 2: Select Applicant Type:

Type of Applicant 3: Select Applicant Type:

\* Other (specify):

\* 10. Name of Federal Agency:

US Department of Housing and Urban Development

11. Catalog of Federal Domestic Assistance Number:

14.169

CFDA Title:

Housing Counseling Assistance Program

\* 12. Funding Opportunity Number:

FR-5200-N-18A

\* Title:

Housing Counseling Program

13. Competition Identification Number:

HCP-18

Title:

14. Areas Affected by Project (Cities, Counties, States, etc.):

Rensselaer County

\* 15. Descriptive Title of Applicant's Project:

Promoting and Sustaining Home Ownership

Attach supporting documents as specified in agency instructions.

Add Attachments Delete Attachments View Attachments

## Application for Federal Assistance SF-424

Version 02

## 16. Congressional Districts Of:

\* a. Applicant NY-20

\* b. Program/Project NY-21

Attach an additional list of Program/Project Congressional Districts if needed.

Add Attachment

Delete Attachment

View Attachment

## 17. Proposed Project:

\* a. Start Date: 10/01/2008

\* b. End Date: 09/30/2009

## 18. Estimated Funding (\$):

* a. Federal	141,650.00
* b. Applicant	[REDACTED]
* c. State	90,339.00
* d. Local	0.00
* e. Other	[REDACTED]
* f. Program Income	0.00
* g. TOTAL	[REDACTED]

## \* 19. Is Application Subject to Review By State Under Executive Order 12372 Process?

- a. This application was made available to the State under the Executive Order 12372 Process for review on .
- b. Program is subject to E.O. 12372 but has not been selected by the State for review.
- c. Program is not covered by E.O. 12372.

## \* 20. Is the Applicant Delinquent On Any Federal Debt? (If "Yes", provide explanation.)

Yes  No

21. \*By signing this application, I certify (1) to the statements contained in the list of certifications\*\* and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances\*\* and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)

 \*\* I AGREE

\*\* The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions.

## Authorized Representative:

Prefix:  \* First Name: Wm Patrick

Middle Name:

\* Last Name: Madden

Suffix:

\* Title: Executive Director

\* Telephone Number: 518 272-8289 Fax Number: 518 272-1950

\* Email: patrick@triponline.org

\* Signature of Authorized Representative: Hilary Lamishaw

\* Date Signed: 07/09/2008

**Application for Federal Assistance SF-424**

Version 02

**\* Applicant Federal Debt Delinquency Explanation**

The following field should contain an explanation if the Applicant organization is delinquent on any Federal Debt. Maximum number of characters that can be entered is 4,000. Try and avoid extra spaces and carriage returns to maximize the availability of space.