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**THE FORECLOSURE PREVENTION  
SERVICES PROGRAM**

**STATUS REPORT AS OF DECEMBER 31, 2008**

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## NYS FORECLOSURE PREVENTION SERVICES PROGRAM

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With tens of thousands of New York homes at risk of foreclosure, borrowers are in greater need than ever for housing counseling and support. Yet, the foreclosure crisis has strained the already limited capacity of housing counselors, legal services attorneys and other advocates to provide borrowers with the necessary help to prevent foreclosures. The availability of trained mortgage counselors, attorneys and advocates is an important element in supporting and educating New Yorkers. As caseloads have grown, the sustained ability of these agencies to respond to this increasing demand for services is a critical issue.

There is an urgent need among local non-profit counseling and advocacy organizations for 1) additional resources to expand their ability to deliver necessary foreclosure prevention assistance to borrowers and 2) training regarding the foreclosure process and foreclosure prevention strategies. In response to this need, the state has made substantial commitments to support capacity for these community organizations via grant programs offered through the following agencies:

1. The Division of Housing and Community Renewal. DHCR administers the state's \$25 million Subprime Foreclosure Prevention Services Program, which provides grants for direct consumer services, as well as training and technical assistance.
2. The Banking Department. The Banking Department is providing an additional \$2 million in grants for foreclosure prevention, recouped from fines based on prior predatory lending enforcement actions.
3. The State of New York Mortgage Agency. SONYMA is offering \$120,000 in matching funds, as it facilitates the award of the federal National Foreclosure Mitigation Counseling grant of approximately \$750,000.

### The Division of Housing and Community Renewal – NYS Subprime Foreclosure Prevention Services Program

The 2008-09 NYS budget included \$25 million to help homeowners in NYS, who entered into a subprime or unconventional mortgage, by providing counseling and legal services. The budget directed that the NYS Housing Trust Fund Corporation ("HTFC"), in consultation with the NYS Division of Housing and Community Renewal ("DHCR"), the NYS Banking Department and the Office of Court Administration,

*“administer a subprime foreclosure prevention services program which shall provide assistance related to foreclosure prevention to homeowners who entered into subprime or unconventional mortgages, including grants and aid to non-profit organizations to provide counseling, mediation, legal representation, and negotiation on behalf of borrowers facing default or foreclosure.”*

In addition to the grants to non-profits, the budget provided that such funding would also provide “*training and support for counselors, mediators, and lawyers regarding such assistance to homeowners, and credit counseling.*”

*Request for Proposals Process for Grants to Not for Profits*

On June 18<sup>th</sup>, 2008, the NYS Housing Trust Fund Corporation (“HTFC”)/NYS Division of Housing and Community Renewal (“DHCR”), in consultation with the NYS Banking Department and the Office of Court Administration, released a Request for Proposals (RFP) seeking organizations to provide outreach and education, counseling, mediation, legal representation and court-based services on behalf of New York homeowners who hold a subprime or unconventional mortgage. Under the RFP, \$20 million of the \$25 million budget allocation was offered in a continuous, open window submission process whereby applications would be accepted and funded until all of the funding had been disbursed.

Eligible applicants under the RFP must be non-profit entities with active New York State Charities registration numbers, or an approved exemption thereof, which have experience or are partnering with an entity that has experience providing community outreach, education, direct housing counseling, mediation, legal services, and court-based services.

An overriding goal of the RFP was to create a continuum of necessary foreclosure prevention services in every part of the state. The continuum of services sought in the RFP included outreach/education, counseling, legal representation, and court-based services.

The RFP strongly encouraged collaborative proposals by multiple applicants to achieve coverage of all necessary services in an efficient manner that decreased duplication and maximized the impact of public resources. The most successful proposals support the goal of preserving homeownership and strive to stabilize communities that face a high rate of foreclosures.

Additionally, the RFP sought applicants that could demonstrate an ability to quickly make proposed services available to the community. Proposals were required to provide services for a period of 24 months. Those proposals which build sustainable organizational capacity are preferred.

Application scoring criteria included applicant experience, needs proposed to be served, collaboration among non-profits to provide all necessary services, and the efficiency of the proposal. Since the RFP is an open window, continuous process applications that are not selected to receive funding may resubmit following technical assistance from HTFC/DHCR.

In July, DHCR staff held eight (8) application workshops in Albany, Kingston, Syracuse, Rochester, Buffalo, Hauppauge, Manhattan, and Saranac Lake to ensure that not for profits understood the process for applying for funds. More than 220 people attended the informational sessions.

*Grants to Not for Profits – Applications and Awards to Date*

Since release of the RFP on June 18<sup>th</sup>, 2008, HTFC has received sixty-one (61) direct services proposals totaling \$33.9 million. From the proposals received, fifty-three (53) grant awards have been made totaling \$21.2 million. Awards to date have funded foreclosure prevention services in fifty-eight (58) counties including the ten (10) counties in New York which accounted for eighty-one (81%) of all lis pendens filings for the 18 month period ending June 30, 2008. By February of 2009, HTFC expects to have funded prevention programs in each county.

With the emphasis on collaboration among non-profit organizations in the RFP, the funding awards made to date actually are providing funding resources to more than one hundred-twenty (120) non-profit organizations through partnership arrangements among the organizations. In addition to the direct funding partnerships, there are countless more collaborations where non-profits are sharing resources, information, and services to leverage their ability to assist homeowners within their geographic service areas.

Many proposals receiving funding have developed very entrepreneurial approaches to providing the full spectrum of services to homeowners including education/outreach, counseling, and legal services through partnerships and collaborations among non-profits who possess different expertise and provide different types of services. Many of the awardees or their partners have received funding for foreclosure prevention services from other sources including the NYS Banking Department, the Center for New York City Neighborhoods, the National Mitigation Foreclosure Counseling Program, or HUD. Eighteen (18) out of fifty-three (53) awardees, as well thirty-one (31) partners in foreclosure proposals, are Neighborhood or Rural Preservation companies under the Preservation Program administered by DHCR.

The following chart summarizes the grant awards made to date. For full descriptions of the proposals which have received funding to date, please go to the DHCR web site at [www.nysdhcr.gov](http://www.nysdhcr.gov).

2008 Subprime Foreclosure Prevention Services Program			
Name of Awardees	Service Areas	Award	Partners/ Collaborators
ACORN Housing Inc.	5 Boroughs, Nassau & Suffolk counties	\$365,000	ACORN Housing Corp. & NY ACORN Housing Corp.
Albany County Rural Housing Alliance	Albany, Columbia, Fulton, Montgomery, Rensselaer, Schenectady	\$357,000	Affordable Housing Partnership, Better Neighborhoods, Inc., Troy Rehabilitation & Improvement Program
Asian Americans for Equality	5 boroughs	\$600,000	AAFE Community Development Fund
Bridge Street Development (Coalition for the Improvement of Bedford Stuyvesant)	Brooklyn	\$480,000	Pratt Area Community Council, Bedford-Stuyvesant Restoration Corp., NHS Bedford Stuyvesant, Bedford Stuyvesant Legal Services
Brooklyn Cooperative Federal Credit Union	Brooklyn and Queens	\$75,000	South Brooklyn Legal Services

<b>Name of Awardees</b>	<b>Service Areas</b>	<b>Award</b>	<b>Partners/ Collaborators</b>
Brooklyn Housing & Family Services	Brooklyn (Flatbush, E. Flatbush, E. New York, Bushwick, Brownsville, Williamsburg, Cypress Hills & Canarsie)	\$720,000	Brooklyn Legal Services Corp A
CAMBA, Inc.	Brooklyn, Staten Island & Queens	\$500,000	MFY Legal Services
Center for New York City Neighborhoods	5 boroughs	\$645,000	
CDC of Long Island	Nassau & Suffolk counties	\$516,000	Central Islip Civic Council & Nassau Suffolk Law Services Committee, Inc.
CHANGER	Brooklyn (East New York & Canarsie) & Queens (Springfield Gardens, St. Albans, Rosedale, and South Ozone)	\$300,000	Common Law
City Bar Justice Center	5 boroughs	\$380,000	New York County Lawyers Association, Brooklyn Bar, Association Volunteer Lawyers Project, Queens County Bar Association, MFY Legal Services, and the Center for New York City Neighborhoods
Community Action of Wyoming County	Genesee and Wyoming counties	\$85,000	Oak Orchard Legal Services
Community Housing Innovation (CHI)	Westchester County	\$240,000	
Economic Opportunity Council of Suffolk, Inc.	Suffolk & Nassau counties	\$475,000	Economic Opportunity Council of Nassau
Empire Justice Center - Rochester	Monroe, Livingston, Ontario, Orleans & Wayne counties	\$700,000	The Housing Council & The Legal Aid Society
Erasmus Neighborhood Federation	Brooklyn (Northeast Flatbush, Flatbush, Rugby, East New York, Highland Park, New Lots, Starrett City, Crown Heights, Prospect Heights, Wingate, Canarsie and Flatlands)	\$475,000	NHS of East Flatbush
Greater Sheepshead Bay Development Corp.	Brooklyn (Gerritsen Beach, Gravesend, Homecrest & Sheepshead Bay)	\$446,000	Midwood Development Corporation & Legal Services of NYC
Home Headquarters, Inc.	Onondaga, Oswego, Cortland, Cayuga	\$350,000	NorthEast Hawley Development Association, Syracuse Cooperative FCU, Legal Services of Central New York, Hiscock Legal Aid Society, Syracuse United Neighbors
Hudson River Housing, Inc.	Dutchess, Orange, Sullivan & Ulster counties	\$660,000	Rural Ulster Preservation Company, Rural Sullivan Housing Corp. & Legal Services of the Hudson Valley
Human Development Services of Westchester	Westchester county	\$175,000	Westchester County Bar Association
La Fuerza Unida, Inc.	Nassau & Suffolk counties	\$370,000	Hispanic Brotherhood of Rockville Centre
Legal Aid Society of Northeastern New York (Capital District)	Albany, Columbia, Fulton, Montgomery, Rensselaer, Schenectady	\$310,000	The Legal Project of the Capital District Women's Bar Association & Empire Justice
Legal Aid Society of Northeastern New York (North Country)	Clinton, Essex, Franklin, Hamilton, Saratoga, St. Lawrence, Warren and Washington Counties	\$140,000	Housing Assistance Program of Essex County, St. Lawrence Housing Council, Friends of the North Country, Albany County Rural Housing Alliance

<b>Name of Awardees</b>	<b>Service Areas</b>	<b>Award</b>	<b>Partners/ Collaborators</b>
Legal Assistance of Western New York, Inc.	Allegany, Cattaraugus, Chautauqua, Chemung, Livingston, Ontario, Schuyler, Seneca, Steuben, Tioga, Tompkins, Wayne & Yates counties	\$370,000	ACCORD Corporation, Catholic Charities of Chemung/Schuyler, Cattaraugus Community Action, Chautauqua Home Rehabilitation and Improvement, Keuka Housing, Rural Opportunities, Rural Revitalization Corp., Seneca Housing, Inc., Tri County Housing Council
LIFE, Inc.	portions of Queens and Nassau	\$700,000	First Baptist Church Education Outreach Center
Long Island Housing Partnership	Nassau & Suffolk counties	\$575,000	Nassau Suffolk Law Services Committee, Inc.
Marketview Heights Association	Part of Monroe including Rochester, Irondequoit, Greece, Gates, Henrietta, Brighton	\$170,000	Empire Justice Center
Metro Interfaith Housing Management Corp.	Broome & Tioga Counties	\$65,000	Legal Assistance of Western New York, Inc. Tioga Opportunities, Inc.
Nassau Suffolk Law Services Committee, Inc.	Nassau & Suffolk counties	\$705,000	Long Island Housing Partnership, CDC of Long Island, Nassau County Office of Housing and Homeless Services, & Long Island Housing Services
Nassau Suffolk Partnership Housing Development Fund Company	Nassau County	\$425,000	Nassau County Home Ownership Center
Neighborhood Economic Development Advocacy	Brooklyn and Queens	\$580,000	Asociacion Tepeyac BWICA Educational Fund Chhaya CDC Jamaica Service Program for Older Adults Margert Community Corporation Neighbors Helping Neighbors
New York Legal Assistance Group	5 Boroughs	\$475,000	West Bronx Housing & Resource Center, NHS Jamaica, Council of Jewish Community Orgs.
New York Mortgage Coalition	Nassau, Suffolk, Kings, Queens, Richmond, New York, Bronx, Orange, Rockland, Dutchess, Putnam & Westchester counties	\$575,000	Association for Neighborhood & Housing Development New York Legal Assistance Group AFE Community Development Fund Cypress Hills Local Development Corporation Housing Action Council Long Island Housing Partnership Margert Community Corporation Neighbors Helping Neighbors NHS of Jamaica Pratt Area Community Council 1199 SEIU Benefit and Pension Fund
NHS of Jamaica, Inc.	Queens	\$510,000	NHS of Northern Queens, Queens Community House, Queens Legal Services, New York Legal Assistance Group
NHS of NYC	Bronx	\$525,000	NHS North Bronx & South Bronx, Mount Hope Housing Co., Neighborhood Initiative Dev. Corp., Insight for New Housing Inc.

<b>Name of Awardees</b>	<b>Service Areas</b>	<b>Award</b>	<b>Partners/ Collaborators</b>
Niagara Falls NHS	Niagara	\$205,000	Niagara County Legal Aid, The Legal Aid Bureau of Buffalo, Legal Services for the Elderly, Disabled or Disadvantaged of WNY
Nos Quedamos	Bronx	\$210,000	
Opportunities for Chenango, Inc.	Chenango, Otsego, Delaware, Broome & Madison counties	\$180,000	The Legal Aid Society of Mid-New York
Putnam County Housing Corp.	Putnam county	\$195,000	Legal Services of Hudson Valley
Queens Legal Services	Queens	\$417,000	NHS Jamaica
Regional Economic Community Action Program, Inc.	Orange county	\$175,000	Rural Development Advisory Corporation
Ridgewood Bushwick Senior Citizens Council Inc.	portions of Brooklyn and Queens	\$540,000	Queens Multi-Service Center, Northern Bushwick Residents Association & Southside Williamsburg Task Force
Rockaway Development and Revitalization	Queens & Nassau counties	\$435,000	Roosevelt Assistance Corp.
Rockland Housing Action Coalition, Inc.	Rockland & Orange counties	\$350,000	Legal Services of Rockland County
South Brooklyn Legal Services	Brooklyn	\$475,000	Brooklyn Bar Association Volunteer Lawyers
Staten Island Legal Services	Staten Island	\$440,000	New York ACORN Housing Corp.
The Legal Aid Society	Bronx, Brooklyn, Staten Island, and Queens	\$750,000	NEDAP, NHS of NYC, NHS Jamaica, NHS Bronx & North Bronx, Queens Legal Services for the Elderly
The Parondeck Foundation	5 Boroughs	\$150,000	Queens Legal Aid Society, Legal Services of New York, South Brooklyn Legal Services, St. Johns Elder Law Clinic
United Tenants of Albany	Albany, Columbia, Fulton, Montgomery, Rensselaer, Schenectady counties	\$68,000	Affordable Housing Partnership, Better Neighborhoods, Inc., Troy Rehabilitation & Improvement Program, Albany County Rural Alliance
Utica NHS	Oneida, Herkimer & Madison counties	\$170,000	Legal Aid of Mid-New York
West Bronx Housing and Neighborhood Resource Center	Bronx	\$175,000	University Neighborhood Housing Program
Westchester Residential Opportunities, Inc.	Westchester	\$545,000	Legal Services of the Hudson Valley
Western New York Law Center, Inc.	Erie County	\$700,000	Homefront Inc., The Legal Aid Bureau of Buffalo, Legal Services for the Elderly, Disabled & Disadvantaged of Buffalo

*Services to be Provided to Homeowners*

Following the release of the RFP on June 18<sup>th</sup>, the first proposals were approved for funding in August and grant agreements were executed by the end of September. Therefore, most organizations receiving funding under the Program had not begun to offer services by the end of the 4<sup>th</sup> quarter as they were filling staff positions. Under the Program requirements, awardees will be providing quarterly reports to DHCR outlining the services provided to homeowners and the eventual outcomes resulting from such services. The first quarterly report from awardees is due on January 15, 2009.

Each proposal was required to state the proposed services they would provide under the Program and to identify the number of homeowners to receive each type of service. Below please find a chart which identifies services proposed by grant awardees.

<b>Homeowners to be Served Under the NYS Subprime Foreclosure Prevention Program</b>				
<b>Awardees</b>	<b>Education/ Outreach</b>	<b>Counseling</b>	<b>Legal Consultation</b>	<b>Legal Representation</b>
Acorn Housing Inc.	1,385	1,385	*	*
Albany County Rural Housing Alliance (Capital District)	400	400	*	*
Asian Americans for Equality	5,000	750	*	*
Brooklyn Cooperative Federal Credit Union	560	480 240 in Loan mods	*	*
Brooklyn Housing & Family Services	*	1,000	75	*
Bridge Street Development	2,000	2,000	200	200
CAMBA, Inc.	*	*	300	300
CDC of Long Island	*	760	*	30
Center for New York City Neighborhoods C.H.A.N.G.E.R.	575	575	*	*
City Bar Justice Center	*	200	200	16
Community Action of Wyoming County	100	100	30	30
Community Housing Innovations, Inc.	400	400	265	
Economic Opportunity of Suffolk, Inc.	2,375	2,375	*	*
Empire Justice Center, Rochester	*	240	150	180
Erasmus Neighborhood Federation	3,000	500	100	100
Greater Sheepshead Bay Development Corp.	*	275	35	*
Home Headquarters	140	140	*	*
Hudson River Housing	1,296	1,296	75	*
Human Development Services of Westchester	300	300	*	*
La Fuerza Unida, Inc.	480	984	*	*
Legal Aid Society of Northeastern New York (Capital District)	*	*	225	225
Legal Aid Society of Northeastern New York (North Country)	*	*	75	75
Legal Assistance of Western New York LIFE, Inc.	3,200	300	200	200
Long Island Housing Partnership	redevelopment of website	675	*	*
Marketview Heights Association	220	220	6	6
Metro Interfaith Management Corp.	216	216	*	*
Nassau/Suffolk Law Services Committee	*	*	300	300
Nassau/Suffolk Partnership Housing Development Fund Co.	2,540	2,540	300	300
Neighborhood Development Economic Advocacy (NEDAP)	11,500	1,152	*	*
New York Legal Assistance Group	300	*	550	550
New York Mortgage Coalition	8 workshops per month	3,600	*	*
NHS of Jamaica, Inc.	600	600	*	*
NHS of NYC	3,000	400	*	*
Niagara Falls NHS	1,030	1,030	150	150
Nos Quedamos	3,000	3,000	*	*
Opportunities for Chenango	90	90	*	*
The Parodneck Foundation	650	650	*	*
Putnam County Housing Corp.	300	300	300	300
Queens Legal Services Corp.	*	*	1,300	1,300
Regional Economic Community Action Program, Inc.	500	500	*	*
Ridgewood Bushwick Senior Citizens Council	*	250	200	50

Awardees	Education/ Outreach	Counseling	Legal Consultation	Legal Representation
Rockland Housing Action Coalition	600	600	600	600
Rockaway Development and Revitalization	400	50	*	*
South Brooklyn Legal Services	*	*	3,376	3,376
Staten Island Legal Services	450		108	108
The Legal Aid Society	*	*	280	280
United Tenants of Albany	400	100	*	*
Utica NHS	1,250	1,250	125	*
West Bronx Housing & Neighborhood Resource Center	200	200	*	*
Westchester Residential Opportunities	750	750	75	75
Western New York Law Center, Inc.	4,000	4,000	200	200
* Service being provided by partner or collaborator				

### *Training for Non-Profit Foreclosure Prevention Service Providers*

In addition to the direct services grants to non-profits, the 2008-09 NYS budget directed that training and support be provided to foreclosure prevention service providers. In response to the budget directive, the HTFC has developed a two-year training plan to increase the capacity and collective skill set of non-profit agencies engaged in foreclosure prevention activities on behalf of New York homeowners.

The direct services RFP identified a continuum of foreclosure prevention services that includes education/outreach, counseling, and legal/court-based services. Because these services are primarily provided by housing counseling and legal services organization, HTFC determined that a training plan needed to be developed for both counseling and legal service organizations.

### *Housing Counseling Training*

For housing counseling agencies, HTFC has entered into a two-year contract with Neighbor@Works America. Developed by Congress in 1978, Neighbor@Works is a nationally recognized non-profit which provides training, support and technical assistance to non-profits throughout the U.S. who are engaged in various community development efforts. The NeighborWorks Center for Homeownership Education and Counseling (NCHEC) is the premier source for homeownership and foreclosure prevention counseling. NCHEC provides training to thousands of homeownership counseling professionals each year at various locations across the country.

The two-year single source contract, executed in July of 2008, has been crafted as a comprehensive foreclosure/default counseling training program that will provide housing counselors and their sponsor agencies with the expertise to design, develop and implement effective foreclosure mitigation programs and services in response to local community needs. Additionally, the training regimen will ensure that the foreclosure prevention services provided to New York homeowners is consistent, uniform and professional. Neighbor@Works was selected as a single source contractor because of their extensive national experience, outstanding copyrighted foreclosure curriculum, as well as the fact that DHCR was not able to identify any other contractor that was currently providing the required, comprehensive foreclosure mitigation training.

To develop the most appropriate training curriculum for counselors, Neighbor®Works America commissioned a survey of all counseling organizations in New York to determine their existing skill level as well as to determine their need for specific training. A copy of the report can be found at [www.nysdhcr.gov](http://www.nysdhcr.gov). Prior to the completion of the report, the first two training events (“*Homeownership Lending Basics*”) were offered during the first two weeks of November. Both events, one in Syracuse and one in New York, were sold out events.

The first training that will be offered as a result of the survey will be a week-long session to be held in Albany during the week of January 12<sup>th</sup>. Courses to be offered at the training will include:

- *Advance Foreclosure Intervention and Default Counseling Intervention Certification, Part 1*
- *Advanced Foreclosure Case Study*
- *Effective Group and Telephone Foreclosure Counseling*
- *Credit Counseling for Maximum Results*

Planning is underway for future courses that will meet the needs identified in the survey. In addition to the live courses, DHCR is able to offer the Neighbor®Works’ “Foreclosure Basics” E-Learning course to any housing counselor in the state. To see a full description of the content of the courses to be offered, please go to [www.nw.org/foreclosuresolutions/counseling/counseling.asp](http://www.nw.org/foreclosuresolutions/counseling/counseling.asp)

DHCR will maintain a complete listing of all training opportunities for counselors on its web site at [www.nysdhcr.gov](http://www.nysdhcr.gov).

#### *Legal Services Training*

To meet the training needs of legal service providers, on July 14, 2008, the HTFC sought proposals from qualified applicants to provide training to attorneys. The RFP required that submissions demonstrate expertise and experience providing training to practicing attorneys. Consistent with the training for housing counselors, HTFC required that the training be provided throughout the state for a period of two years.

On October 21<sup>st</sup>, 2008, HTFC authorized the execution of a contract for legal services training with Empire Justice Center. Partners to the Empire Justice Center proposal include Legal Services NYC, Neighborhood Economic Development Advocacy Project and the Western New York Law Center.

The following courses will be offered as part of the contract:

- *How to Set Up a Foreclosure Prevention Unit*
- *Issues and Concerns in Newly Created Foreclosure Prevention Units*
- *How to Set Up a Pro Bono Foreclosure Prevention Panel*

- *Foreclosure Basics I/Dealing with Foreclosures*
- *Foreclosure Basics –Part II and III*
- *Litigation Issues/Updates*
- *Finding the Owner of the Loan- the Securitization Process*
- *Representing Homeowners at the Mandatory Settlement Conferences*

The first training events for attorneys (“*How to Set up a Foreclosure Prevention Unit*” and “*How to Set up a Pro Bono Foreclosure Prevention Panel*”) occurred in December, and interest from both legal service and pro bono attorneys has been extremely strong. For a listing of upcoming trainings for attorneys, please see [www.nysdhcr.gov](http://www.nysdhcr.gov).

#### *Unmet Needs*

In addition to the information provided above, the 2008-09 budget directed that the year end report on the program should identify “*the unmet needs that exist in the state due to defaults on loans, foreclosures of homes, rates of foreclosures, the need for direct assistance to homeowners, and the ability of homeowners to successfully comply with mortgage terms or negotiate changes in their mortgages in order to remain in their homes.*”

As stated earlier in the report, many of the contracts with grant awardees were only executed within the last month and therefore there are no reporting results yet from not for profits on their foreclosure services provided to homeowners. Most programs have just begun to retain new staff funded through the program. As documented in chapter III of this report, it is apparent that the foreclosure crisis and instances of default continue, but it is too early to determine the outcomes based upon the foreclosure prevention services funded under the program or the remaining needs that exist.

DHCR has reached out to some of the not for profit counselors and attorneys funded under the program as a means to gather anecdotal information on what is happening “on the ground.” But, it is important to note that the information may not represent the experience or perspective of all foreclosure prevention service providers across the state.

Some recent issues raised and feedback provided by foreclosure prevention services providers includes:

- The vast majority of homeowners who they are seeing are facing foreclosure due to some type of economic situation (i.e. job loss, inability to pay taxes, emergency health care costs, etc.);
- Service providers are struggling with ways in which to reach homeowners to let them know that free, professional assistance is available; many homeowners are not responding to notices or direct mail.

- A public awareness campaign with a global message to consumers to urge them to respond to the letters they receive in the mail regarding their home mortgage and to seek assistance was suggested.
- They are struggling with finding a contact person at the lending institution or servicing entity who can discuss the potential for a loan modification on behalf of a borrower; providers, who are trying to assist homeowners, are experiencing three to six month delays in getting responses from lenders/servicers.
- Many awardees have been working to create an opportunity to share best practices including foreclosure prevention tools, negotiation strategies, positive outcomes, etc. They are also seeking efficient ways to regularly access quality, trustworthy, relevant and up-to-the-minute information about changes in the industry and foreclosure data, impact of federal and state legislation, new mortgage re-finance products, and changes in foreclosure court proceedings among other things.
- To assist housing counselors engaged in foreclosure prevention, the newly formed NYS Coalition for Excellence in Home Ownership Education (CXHE) has posted a temporary foreclosure prevention communications hub and created a blog at <http://cxhe.wordpress.com> for postings of current information and communication among and between housing counselors.
- Many providers are being requested to assist tenants who are being dislocated due to foreclosures.
- Many providers feel that the mandatory settlement conferences are going to provide very good opportunities for resolution for homeowners; a statewide coalition of providers has been organized to disseminate information and share information on the mandatory settlement conferences.

Once grant awardees begin providing their quarterly reports to DHCR beginning in January, DHCR will be able to provide better information on all reporting requirements outlined in the budget.