In 1993, the Federal Reserve Bank of Cleveland joined with the Greater Cleveland Roundtable, the Cuyahoga County Department of Development, and the Ohio Civil Rights Commission in an effort to combat discriminatory practices in the home purchase process. The three-year effort, known as the Greater Cleveland Residential Housing and Mortgage Credit Project (Cleveland MCP), was designed to develop strategies to eradicate discriminatory practices through constructive problem solving.
Project participants included representatives from real estate firms, lending institutions, appraisal companies, credit bureaus, housing advocacy groups, property and mortgage insurance firms, and others involved in the home purchase process. These industry representatives organized into task groups which met regularly to discuss discrimination in each area of the home purchase process. They were guided by only two rules: “No finger pointing” and “no new laws.”

Through open discussion, the task groups generated nearly 30 recommendations and developed continuing education programs for appraisers, real estate agents, and lenders. In addition, the groups created four consumer education brochures and a reference directory for appraisers.

The Cleveland MCP, which formally concluded in April 1997, has received widespread recognition. In November 1997, the program was one of 14 projects designated as “Promising Practices” worthy of imitation by President Clinton’s Initiative on Race. The MCP has been replicated by Federal Reserve Banks in Boston, New York, Chicago, St. Louis, San Francisco, and Cincinnati.

To determine the long-term value of the Cleveland MCP, earlier this year, the project steering committee asked participants and others involved in the home purchase process to take part in a survey to gauge their perceptions of the program’s impact on the Greater Cleveland area.

The study indicated that the Cleveland MCPs accomplishments have endured. Six years after its inception, 97 percent of the participants interviewed still consider the program beneficial, and 81 percent reported that the program’s results had met or exceeded their initial expectations. Fifty-five percent reported that they had personally witnessed an improvement in their industry since the project concluded—a significant statistic because it shows that not only did the Cleveland MCP influence participants’ attitudes toward discrimination, it also had a positive impact on the way participants and their institutions conduct business.

There were no significant differences between the views of former participants and non-participants about the causes of mortgage discrimination. Both groups pointed to a lack of education among consumers and industry professionals as the most common reason for discrimination. A high rate of job turnover among program participants (revealed by the survey) may highlight a need for continuing education for industry professionals. As program participants leave the mortgage lending industry, they are often replaced by individuals who have not gone through the MCP program.

The steering committee is currently identifying its next steps. The study has revived interest in the MCP recommendations, and the committee has received several requests to revisit open issues.

The Greater Cleveland Residential Mortgage Credit Project shows what can be accomplished when people come together in good faith and engage in constructive problem solving. The goal is equal access to mortgage credit for all creditworthy individuals: any bias that interferes with the ability of individuals to pursue the American dream of home ownership cannot be tolerated.

Littman is a student at Cleveland State University and provided research assistance to Community Affairs on this project.
Microenterprise is alive and well across the Fourth District!

There are many organizations throughout the Fourth District that offer programs or services that help small businesses or entrepreneurs. These programs can be found in a wide range of places, such as local schools, community centers, or financial institutions. The programs can offer a variety of services, including workshops, counseling, or financial assistance.

One example is the Stark County–Canton area in the Fourth District. HHWP provides a wide range of services, including workshops on business planning and financial management. They work with entrepreneurs to develop feasible business plans and to employ the minimum amount for purchasing a home, education, or any other need.

Another example is the JFS program, which has yielded a 60 percent business startup rate since its inception. This program has been running for many years and has been very successful. The JFS program has also generated funds for the services they render, and it has become self-sufficient.

The events discussed earlier—the events of microenterprise development strategy must be rethought. These challenges represent opportunities for businesses and entrepreneurs to explore new strategies and ideas. It is important to remember that microenterprise development is a complex and multifaceted field, and there is much work to be done to improve the opportunities and resources available to entrepreneurs.
Microenterprise is alive and well across the Fourth District!

Many organizations offer programs that support microenterprise. Microenterprise assistance programs are found in every state and are available to small businesses and individuals who want to start their own businesses. As the industry has evolved, microenterprise assistance organizations have become more specialized, focusing on specific population groups. For example, the Washington County Council on Economic Development (WCCED) offers microenterprise assistance to low-income women, providing educational and financial assistance to help them start their own businesses. In addition, the Stark County Regional Planning (SCRP) incubator provides administrative support to microentrepreneurs, helping them to start and grow their businesses. The program has been running for more than 10 years and has supported more than 10 microenterprises.

Another challenge faced by microenterprise programs is access to capital. Many microentrepreneurs do not have access to traditional banking systems, and they may need to rely on alternative sources of funding. One solution to this problem is to provide access to below-market loans. Other opportunities for microenterprise programs include mentoring and technical assistance. For example, HHWP has blended the Individual Development Account (IDA) with its microentrepreneurship program. The program has been running for more than 15 years and has served more than 2,500 participants.

In spite of their successes, though, microenterprise programs face many challenges. The success of microenterprise programs cannot be measured simply by the number of businesses that start. It is important to understand what these programs can do and how they can help people to achieve their goals. Microenterprise programs provide a way for people to lift themselves out of poverty and create their own economic opportunities. However, it is important to understand the limitations of these programs. They cannot solve all of the problems faced by low-income women and men. They can help to reduce economic distress, but they cannot lift most families out of poverty by themselves. In order to be successful, microenterprise programs must be part of a larger strategy to address the root causes of poverty and economic distress.

I have interviewed many low-income women heads of household. Those who do engage in self-employment are often motivated by a desire to lift their families out of poverty. They have either lost a job, had an illness, or have better options, such as more stable employment. For many of these individuals, microenterprise programs are what I call “true opportunity” programs. They provide a way for people to create their own economic opportunities and to become self-sufficient. These programs are important even if a government program or a welfare program can help. As we continue to make progress in reducing poverty and economic distress, we must ensure that microenterprise programs are an important part of our strategy.
Microenterprise is alive and well across the Fourth District!

Lisa J. Servon
Senior Advisor
Corporate Communications and Community Affairs
216/579-2146

4TH DISTRICT
HHWP provides a wide range of services to rural residents. This article will provide an overview of some of the initiatives that support microentrepreneurs, providing each client with personalized assistance. In addition, HHWP provides a wide range of services to rural residents. This article will provide an overview of some of the initiatives that support microentrepreneurs, providing each client with personalized assistance. Additionally, HHWP provides a wide range of services to rural residents. This article will provide an overview of some of the initiatives that support microentrepreneurs, providing each client with personalized assistance. Additionally, HHWP provides a wide range of services to rural residents. This article will provide an overview of some of the initiatives that support microentrepreneurs, providing each client with personalized assistance. Additionally, HHWP provides a wide range of services to rural residents. This article will provide an overview of some of the initiatives that support microentrepreneurs, providing each client with personalized assistance. Additionally, HHWP provides a wide range of services to rural residents. This article will provide an overview of some of the initiatives that support microentrepreneurs, providing each client with personalized assistance. Additionally, HHWP provides a wide range of services to rural residents. This article will provide an overview of some of the initiatives that support microentrepreneurs, providing each client with personalized assistance. Additionally, HHWP provides a wide range of services to rural residents. This article will provide an overview of some of the initiatives that support microentrepreneurs, providing each client with personalized assistance. Additionally, HHWP provides a wide range of services to rural residents. This article will provide an overview of some of the initiatives that support microentrepreneurs, providing each client with personalized assistance. Additionally, HHWP provides a wide range of services to rural residents. This article will provide an overview of some of the initiatives that support microentrepreneurs, providing each client with personalized assistance. Additionally, HHWP provides a wide range of services to rural residents. This article will provide an overview of some of the initiatives that support microentrepreneurs, providing each client with personalized assistance.
Pyramid offers clients options for self-employment, providing each client with resources, along with an eight-week Pyramid Career Services, extending business assistance. Moreover, some organizations offer loans up to $25,000. Some offer loans as small as $5,000 and others to groups of at least five persons, including the Stark County–Canton area in Ohio. HHWP provides a wide range of services, including workshops to help aspiring entrepreneurs with credit and training—especially important for microenterprise development. Microloans to be collateralized are available in those areas that can borrow up to $10,000 at prime rate. SCRP's program, which has participated in the Ohio Department of Development in Columbus area, with the goal of being income packagers, generating funds for businesses, and the ability to work with numbers. Those who choose not to participate in unemployment because they believe it is not necessarily those of the Federal Reserve Bank of Cleveland or of the Board of Governors of the Federal Reserve System. The Stark County Regional Planning (SCRP) is an integral part of the microenterprise program, allowing microentrepreneurs, providing them with one-on-one technical assistance and training. They are ready to start operating a business—often lack these resources and the ability to work with numbers. People looking for the capability to earn a decent living must be able to compete successfully in the marketplace. So, JFS developed microenterprise programs and community development programs in the community. Banks and other organizations, therefore, have an interest in these programs, especially in the nature of microenterprise development. HHWP also provides one-on-one technical assistance and training. Many low-income household heads cope with the challenge of budgeting a business, they helped them to believe in themselves. The mandate of recent welfare legislation, to help low-income families become economically self-sufficient. Many low-income household heads cope with the challenge of budgeting a business, they helped them to believe in themselves. The mandate of recent welfare legislation, to help low-income families become economically self-sufficient. Many low-income household heads cope with the challenge of budgeting a business, they helped them to believe in themselves. The mandate of recent welfare legislation, to help low-income families become economically self-sufficient. Many low-income household heads cope with the challenge of budgeting a business, they helped them to believe in themselves. The mandate of recent welfare legislation, to help low-income families become economically self-sufficient. Many low-income household heads cope with the challenge of budgeting a business, they helped them to believe in themselves. The mandate of recent welfare legislation, to help low-income families become economically self-sufficient. Many low-income household heads cope with the challenge of budgeting a business, they helped them to believe in themselves. The mandate of recent welfare legislation, to help low-income families become economically self-sufficient. Many low-income household heads cope with the challenge of budgeting a business, they helped them to believe in themselves. The mandate of recent welfare legislation, to help low-income families become economically self-sufficient. Many low-income household heads cope with the challenge of budgeting a business, they helped them to believe in themselves. The mandate of recent welfare legislation, to help low-income families become economically self-sufficient. Many low-income household heads cope with the challenge of budgeting a business, they helped them to believe in themselves. The mandate of recent welfare legislation, to help low-income families become economically self-sufficient. Many low-income household heads cope with the challenge of budgeting a business, they helped them to believe in themselves. The mandate of recent welfare legislation, to help low-income families become economically self-sufficient.
Community Development Resources

www.chi.frb.org/cedric
Consumer and Economic Development Research and Information Center (CEDRIC). The principal mission of CEDRIC is to foster research related to consumer and economic development issues. This site is a great place to begin a search on community and economic development events and data resources. Additionally, it is a repository for abstracts and full text of articles, reports, working papers, and other studies generated by Federal Reserve researchers and analysts as well as academicians, government agencies, and other nonprofit organizations. The Federal Reserve Bank of Chicago developed the CEDRIC site.

www.statelocal.gov
This Web site was developed to give state and local government officials and employees access to federal information in easy-to-understand language.

www.welfareinfo.org/individu.htm
Here you can find general information on Individual Development Accounts, a policy tool that enables low-income families to build assets and achieve economic well-being, and a listing of other resources for IDAs.

www.cfed.org
The Corporation for Enterprise Development's Web site lists a wide array of information on various community development topics.

www.liscnet.org and www.ruralisc.org
Local Initiatives Support Corporation (LISC) and Rural Local Initiatives Support Corporation (Rural LISC).

www.ffiec.gov/default.htm
Federal Financial Institutions Examination Council
This Web site is great for geocoding, CRA information and ratings, and Y2K issues.

www.bog.frb.fed.us/
Federal Reserve Bank Board of Governors (BOG)
Look under “Community Reinvestment” for ratings and selected performance evaluations.

www.occ.treas.gov/
Office of the Comptroller of the Currency (OCC)

www.ots.treas.gov/
Office of Thrift Supervision (OTS)

www.fdic.gov/
Federal Deposit Insurance Company (FDIC)

www.otg.pueblo.gsa.gov/crh/respref.htm
Consumer’s Resource Handbook

www.compliancedesk.com
Compliance Issues, Regulation Reference and Regulatory Issues

www.federalreserve.gov/community.htm
Proceedings of the Federal Reserve System Conference, “Business Access to Capital and Credit,” is now available online. Topics include the Community Reinvestment Act (CRA), data on small business lending, minority-owned business credit, microenterprise lending, credit scoring, and speeches by Federal Reserve Bank Chairman Alan Greenspan and Federal Reserve System Governor Edward Gramlich.

Metropolitan Statistical Area (MSA) Listing provides lists of MSAs, CMSAs, and multistate MSAs. No statistical is data supplied.

www.ffiec.gov/default.htm
Federal Financial Institutions Examination Council
This Web site is great for geocoding, CRA information and ratings, and Y2K issues.

www.bog.frb.fed.us/
Federal Reserve Bank Board of Governors (BOG)
Look under “Community Reinvestment” for ratings and selected performance evaluations.

www.occ.treas.gov/
Office of the Comptroller of the Currency (OCC)

www.ots.treas.gov/
Office of Thrift Supervision (OTS)

www.fdic.gov/
Federal Deposit Insurance Company (FDIC)

www.otg.pueblo.gsa.gov/crh/respref.htm
Consumer’s Resource Handbook

www.compliancedesk.com
Compliance Issues, Regulation Reference and Regulatory Issues

www.cramarketplace.com
Community Reinvestment Act and Fair Lending News Service

Consumer Resources

Metropolitan Statistical Area (MSA) Listing provides lists of MSAs, CMSAs, and multistate MSAs. No statistical is data supplied.

www.ffiec.gov/default.htm
Federal Financial Institutions Examination Council
This Web site is great for geocoding, CRA information and ratings, and Y2K issues.

www.bog.frb.fed.us/
Federal Reserve Bank Board of Governors (BOG)
Look under “Community Reinvestment” for ratings and selected performance evaluations.

www.occ.treas.gov/
Office of the Comptroller of the Currency (OCC)

www.ots.treas.gov/
Office of Thrift Supervision (OTS)

www.fdic.gov/
Federal Deposit Insurance Company (FDIC)

www.otg.pueblo.gsa.gov/crh/respref.htm
Consumer’s Resource Handbook

www.compliancedesk.com
Compliance Issues, Regulation Reference and Regulatory Issues

www.cramarketplace.com
Community Reinvestment Act and Fair Lending News Service

www.access.gpo.gov/su_docs/aces/aces140.html

www.etak.com/
ETAK, Inc. is a single source for positionally accurate street map data, software tools for mapping and geocoding, navigation technology, consumer products, and real-time traffic information. May be used as a backup geocoding to Fastrax and the FFIEC’s software.

www.odod.ohio.gov/osr/profiles/default.htm
Ohio County Profiles
Demographic information, including major employers (click on the particular county).

www.consumer.gov/
U.S. Consumer Gateway
Your link to consumer information such as home lending issues

www.pueblo.gsa.gov/crh/respref.htm
Consumer’s Resource Handbook

www.compliancedesk.com
Compliance Issues, Regulation Reference and Regulatory Issues

www.cramarketplace.com
Community Reinvestment Act and Fair Lending News Service
17 Dayton Regional Neighborhood Network Conference
   Topic  "Creating Reinvestment Alliances with Banks"
   Speaker Karen Mocker, Senior Advisor, Community Affairs
   Federal Reserve Bank of Cleveland – Cincinnati office
   Location Crowne Plaza, Dayton, Ohio
   Time  10:30 a.m.

23 Economic Development Financing Conference
   Co-sponsors Ohio Department of Development
                U.S. Small Business Administration
                Columbus Countywide Development Corporation
   Location Fawcett Center, Columbus, Ohio

24 Conference on Small Business
   Sponsor Office of Congresswoman Stephanie Tubbs Jones
   Panel Speaker Ruth Clevenger, Community Affairs Officer
   Federal Reserve Bank of Cleveland
   Topic  "How to Work with Your Banker"
   Location Cleveland State University Convocation Center
   Cleveland, Ohio
   Time  9:30 a.m.
   Luncheon
   Speaker The Honorable Governor Edward M. Gramlich,
   Board of Governors of the Federal Reserve System
   Contact Richard Bolden
   (202) 225-7032

24 Making Cities Work
   Co-sponsor Pittsburgh History and Landmarks Foundation
   Topic  "What Makes Downtown Work"
   Speaker Stanton Eckstut
   Location Federal Reserve Bank of Cleveland – Pittsburgh office
   Time  11:45 a.m. – 1:30 p.m.
   Contact Althea Worthy
   (412) 261-7943

24 Making Cities Work
   Co-sponsor Pittsburgh History and Landmarks Foundation
   Topic  "Statewide Study on the Cost of Sprawl"
   Speakers Don Elliott and Michael Samuels
   Location Federal Reserve Bank of Cleveland – Pittsburgh office
   Time  11:45 a.m. – 1:30 p.m.
   Contact Althea Worthy
   (412) 261-7943

28 National Conference on Community Development Investments
   Sponsors Federal Reserve Banks of Richmond, Chicago,
   Dallas, and San Francisco
   Location Federal Reserve Bank of Chicago
   Time  8:30 a.m. – 4:00 p.m.
   Contact Community Affairs Department of the Federal
   Reserve Bank of Chicago
   (312) 322-5322
Checklist for Customers

From the smallest to the largest, federally insured financial institutions have been working hard to make sure their computer systems will operate smoothly in the Year 2000 (Y2K). In addition, federal and state regulators are closely monitoring the progress of the institutions they supervise to make sure Y2K issues are being addressed. Despite the best efforts of the industry and the regulators, no one can guarantee that everything will work perfectly. That’s why financial institution customers may want to consider taking steps in anticipation of the date change. You can refer to the following checklist to prepare yourself for Y2K.

**Educate yourself about Y2K**
Find out what your financial institution is doing to address consumer concerns. If you have questions, speak with a representative who knows about the institution’s Y2K program.

**Keep copies of financial records**
As always, keep good records of your financial transactions, especially for the last few months of 1999 and until you get several statements in 2000.

**Pay attention to your finances**
As always, balance your checkbook regularly. When you receive a transaction receipt from your institution, check it for accuracy and save it to compare against your statement. It’s also smart to review your credit report to make sure it doesn’t contain inaccurate information.

**Make prudent preparations**
Remember all your payment options (checks, credit cards, debit cards, ATMs, and tellers) in the event that one doesn’t work as planned. The Federal Reserve has plans to ensure that there will be sufficient cash available for consumers. If you withdraw money, make reasonable decisions based on solid information; don’t put yourself at risk of being robbed or losing valuable interest payments.

**Guard against Y2K scams**
Be skeptical if someone asks for your account information or tries to sell you a product, service, or investment that’s supposedly “Y2K safe.” Protect your personal information, including your bank account, credit card, and Social Security numbers.

**Review your deposit insurance coverage**
The federal government’s protection of insured deposits will not be affected by Y2K. If you have more than $100,000 in an insured bank, thrift, or credit union, you may want to make sure you understand the insurance rules. Check with your financial institution or call the Federal Deposit Insurance Corporation at 800-934-FDIC (for banks and savings institutions) or the National Credit Union Administration at 703-518-6330 (for credit unions).

- Federal Deposit Insurance Corporation
- Board of Governors of the Federal Reserve System
- National Credit Union Administration
- Office of the Comptroller of the Currency
- Office of Thrift Supervision

The Y2K Checklist for Customers may be downloaded from the FDIC’s Web site at www.fdic.gov/about/y2k/