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Message from Deputy Comptroller Barry Wides

Last summer, the Community Affairs Division transferred from the Chief Counsel’s Office to the newly formed Compliance and Community Affairs (CCA) Department. Through its three divisions (Compliance Supervision, Compliance Risk, and Community Affairs), CCA will improve policy development, examiner guidance, training, quality assurance, and outreach. This affords new opportunities to align Community Affairs’ functions, resources, and publications with the OCC’s broader compliance and supervisory responsibilities, while continuing its mission of helping national banks and federal savings associations to be leaders in providing safe and sound community development financing and making financial services accessible to underserved communities and consumers.

Under the new structure, District Community Affairs Officers (DCAOs) will continue to evaluate community development activity for Community Reinvestment Act (CRA) examinations and data integrity reviews. DCAOs also support banks, examiners, and community groups by providing training, convening outreach meetings and roundtables, and answering questions concerning community development and the public welfare investment (PWI) authority. In addition, DCAOs provide consultation services to banks transitioning to other types of CRA examinations.

In Washington and beyond, Community Affairs will continue to collaborate with regulatory agencies, policymakers, and community development professionals on such topics as age-friendly banking (see page 3), bank involvement in Indian Country (see page 10), and financial inclusion (see page 12). As an outstanding example of this commitment, Community Affairs staff helped coordinate the largest National Interagency Community Reinvestment Conference that energized more than 1,200 bankers and community development leaders to network and share best practices and emerging challenges in community development (see page 4).

Community Affairs staff also contributed to the revised “Interagency Questions and Answers Regarding Community Reinvestment” issued by the OCC, the Federal Reserve Board, and the Federal Deposit Insurance Corporation. The guidance published in July addresses questions raised by bankers and others regarding such areas as economic development, retail banking services, and innovative, responsible, and flexible banking. These and other clarifications should expand opportunities for CRA consideration.

To address one of the foremost challenges facing older communities, Community Affairs assisted in drafting the OCC’s proposed guidance on high loan-to-value mortgage lending in areas targeted for revitalization (see page 9). This risk management guidance addresses circumstances under which banks could establish programs to originate these mortgages and provide funds to purchase and rehabilitate targeted properties, helping communities deal with their inventories of foreclosed and abandoned homes.

As part of the OCC’s efforts to support responsible innovation in the federal banking system, Community Affairs joined the team developing the OCC’s policy framework and paper outlining principles and initiatives to encourage responsible financial products, services, and technology that hold the potential to improve access to the financial system, particularly for the unbanked and underbanked. I was privileged to
participate on a panel at the OCC-sponsored “Forum on Responsible Innovation” held in Washington in June that shared regulatory perspectives with the financial industry. The publications, events, and activities undertaken this year demonstrate the value of such collaboration and accomplishments. Working together with the financial industry, banks, and communities, Community Affairs is well positioned to focus its mission, strengths, and priorities on the community development challenges and opportunities that lie ahead.

To learn more please join our distribution list, visit our web page, or contact us (see page 15).

Community Affairs Outreach

Collaborative Events Highlight Older Americans and Banking

In FY 2016, Community Affairs staff participated in two events that highlighted the financial and banking needs of older Americans. Both events showcased efforts by government, nonprofits, and the private sector to meet these needs.

District Community Affairs Officer Denise Kirk-Murray, who presented closing remarks at the ‘Meeting the Needs of Older Adults’ event held March 2 in Philadelphia, encouraged banks to use available resources, and offered bank consultations to the OCC-regulated banks in attendance. The OCC, Federal Reserve Bank of Philadelphia, and National Community Reinvestment Coalition (NCRC) co-sponsored the day-long forum, which focused on the economic security of older adults in the Philadelphia, Southern New Jersey-Delaware metropolitan area.

“Panelists discussed opportunities for collaboration among community development, health, and aging service providers to address issues related to older adults, including income, social security, and medical expenses,” said Kirk-Murray. Afternoon sessions shared research on the banking and financial decision-making habits, and innovative age-friendly banking programs and practices that build the financial capability skills of older adults.

The January 15 Baltimore event was convened as an ‘Age-Friendly Banking Roundtable’ by the Maryland Consumer Rights Coalition and the NCRC, which directs the National Neighbors Silver program and age-friendly banking initiatives to build economic security and wealth for vulnerable older adults. “The guiding principles of age-friendly banking include

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protecting older Americans from financial abuse, developing customized financial products and facilitating aging-in-place, and improving the accessibility of banking locations and services,” said Community Development Specialist Denise Murray, who participated in the event.

“Age-friendly banking strives to ensure that older Americans have access to safe and affordable banking products and services. For example, one bank offers a ‘view-only’ transaction account that allows a trusted individual to view account activities while control of the accounts remains with the accountholder,” said Murray. “This allows early intervention in the event of diminished capacity or financial fraud.”

The CEO of Eversafe provided an overview of how older adults can be protected from fraud, identity theft, and telemarketers by using technology to monitor financial accounts and credit cards. During other presentations, representatives from the Consumer Financial Protection Bureau highlighted its Managing Someone Else’s Money handbooks, published to help those acting as financial caregivers, and research on the banking habits of older Americans based on the information found in the Federal Deposit Insurance Corporation’s (FDIC) “2013 Survey of Unbanked and Underbanked Households.”

The event closed with presentations from the FDIC on its Model Safe Account, the Social Security Administration on its research showing that older Americans do not like to ask for financial advice, and the Maryland Bankers Association and Maryland Department of Aging on Maryland’s age-friendly banking initiatives. “Community Affairs is working to support age-friendly banking through the OCC’s membership on the Financial Literacy Education Commission and in our outreach to banks and community organizations,” said Community Development Manager Karen Bellesi. “We look forward to further dialogue and engagement in this important area of policy and practice.”

National Interagency Community Reinvestment Conference Examines Challenges to Economic Opportunity

More than 1,200 bankers, financiers, nonprofit leaders, and other professionals met at the 2016 National Interagency Community Reinvestment Conference held February 7-10 in Los Angeles to examine the challenges and opportunities facing the community development sector. The Federal Reserve Bank of San Francisco, the Federal Deposit Insurance Corporation, the OCC, and the Community Development Financial Institutions Fund sponsor the bi-annual event. The conference drew the largest-ever number of participants from 47 states, the District of Columbia, and a number of U.S. territories to network, learn about community development best practices, and participate in Community Reinvestment Act (CRA) training.

Mayor Eric Garcetti welcomed the conference’s participants with a stirring account of downtown Los Angeles’ transformation and the challenges of...
sustaining that progress throughout the metropolitan area. Deputy Comptroller for Community Affairs Barry Wides introduced keynote speaker Comptroller Tom Curry, who spoke on new ways to create and sustain economic opportunity in neighborhoods across the country, the 2016 conference’s theme.

In his plenary remarks, the Comptroller said, “We all know that economic opportunity does not happen in a vacuum. Indeed, the pathway to economic opportunity is lined with people and organizations working to build better communities and improve the financial lives of low- and moderate-income individuals. We have much to learn from their work.”

He stated that the OCC engages in and encourages this kind of dialogue and suggested that bankers should also consult with stakeholders in their communities to discuss opportunities and issues of concern.

The conference included 49 breakout sessions and four community tours.

**Community Development and Policy Track**

As part of the Community Development and Policy track, a number of break-out sessions detailed inventive economic development strategies focusing on:

- Remediating brownfields and vacant properties and transforming them into healthy and useful community assets serving lower-income families.
- Utilizing outcomes-based financing and the new opportunities for community development organizations to expand their impact through “pay for success” financing and impact investing.
- Attracting institutional investors to capitalize Community Development Financial Institutions.
- Taking advantage of opportunities for financial institutions to invest in community-serving developments and to leverage public and private resources for the preservation and construction of affordable housing, community facilities, and small businesses.

Deputy Comptroller Wides led a session on using historic tax credits to preserve cultural assets and reposition properties and communities toward sustainable economic value. Panelists focused on the performance of historic tax credits as an investment and the important role that banks have played in financing historic tax credit renovations.

Another session examined cross-sector approaches on using the Low Income Housing Tax Credit to benefit “housing plus” strategies that link housing to such areas as health care and transportation.

District Community Affairs Officer (DCAO) Tim Herwig moderated a session on the crisis in rural housing related to the expiring covenants of Section 515 Rural Rental Housing properties. DCAO Denise Kirk-Murray led a session on addressing the shortage of affordable rental housing fueled by slow job growth, the loss of assisted units, and the increasing costs of construction. “The mismatch is most acute in rural areas and in gentrifying neighborhoods that once were affordable,” said Kirk-Murray.

Community Development Manager Karen Bellesi led a session on innovations in public welfare investment opportunities to address local capital and credit needs and increase access to credit and capital in underserved urban and rural areas.

“National banks, state member banks, and federal savings associations have the legal authority to make public welfare investments that result in long-term impact in the communities they serve,” said Bellesi. “Community Affairs manages the OCC’s review and approval of these investments.”

Community Development Expert David Black moderated a general session panel presentation on affirmatively furthering fair housing and community development practice that included representatives from the U.S. Department of Housing and Urban Development and the PolicyLink Center for Infrastructure Equity. Black also moderated a session on mission-oriented banks and their efforts to achieve sustainable social benefits while realizing commercial success.

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Joyce Cofield, executive director of OCC’s Office of Office of Minority and Women Inclusion, participated in a session that discussed best practices in ensuring a diverse workforce and suppliers. “My remarks examined how regulatory agencies and financial institutions are cultivating employee talent and new suppliers,” said Cofield.

Director of Community Affairs Outreach Ammar Askari led a panel on how banks are lending to businesses in Indian Country, including Native American Veterans, and what steps banks should take to share in this opportunity utilizing programs from a number of federal agencies.

Askari also led a session on investing in small business investment companies (SBIC) licensed and regulated by the U.S. Small Business Administration.

“SBICs are considered qualified community development investments that provide competitive returns and may be eligible for CRA consideration,” said Askari.

CRA Compliance Track

The CRA Compliance track featured learning and networking opportunities. To gain understanding of the Community Reinvestment Act examination process and supervisory policy, Bobbie Kennedy, Associate Deputy Comptroller for CRA/Fair Lending Supervision, and other presenters shared best practices regarding data collection and presentation, effective communications, and getting senior bank management involved.

DCAO Lisa Mifflin participated in a session designed for CRA officers from small/intermediate small banks with up to $1 billion in assets. Director for CRA and Fair Lending Policy Vonda Eanes offered tips on how banks can understand community development needs and create their own performance context.

Other participants gave examples of successful CRA programs and how banks of all sizes can ensure that their CRA goals are integrated into bank operations, mission, and lines of business.

Community Tours

Four tours afforded the opportunity to visit local communities undertaking unique community development projects and programs in downtown, metro, and East Los Angeles, including the Little Tokyo Service Center, affordable housing developments, and job-creating social enterprises.

A tour of South Los Angeles focused on creative placemaking in Los Angeles County. Community Development Expert Letty Shapiro participated in a related session on art as a resource for community development. The session discussed the impact that both artists and their art can have on a community.

Tour guides and community representatives narrated the area’s rich history and the changing social and economic dynamics of both the African American and Hispanic cultures of its residents.

Another tour visited a highly successful community facility and its programs to support the reintegration of formerly incarcerated people back into society. DCAO Michael Martinez underscored the importance of CRA-eligible activities and investments in these efforts.
OCC Receives Warm Community Welcome in New York

Long Island, New York enjoys a diverse population attracted to its suburban life-style and planned communities. Yet, many of its older areas are showing their age. Each year, the Community Development Corporation of Long Island (CDCLI) lender’s forum brings together a group of bankers, business leaders, and nonprofit representatives to discuss these challenges and examine solutions possible with the collaboration of government, the nonprofit sector, and real estate and financial institutions. Sponsors by Hofstra University, New York Community Bank, Citi, and Bethpage Federal Credit Union, the June 30 forum held at Hofstra University featured a keynote address by Comptroller Curry.

The day before the forum, Comptroller Curry met with New York’s 5th Congressional District Representative Gregory W. Meeks and representatives from local housing developers and community development groups working in Jamaica Queens and surrounding communities. After discussing the current housing market, the Community Reinvestment Act (CRA), branch closings, and recovery from the foreclosure crisis, Congressman Meeks led participants on a tour of residential and commercial revitalization projects in his district that stopped at the downtown Jamaica branch of Carver Federal Savings Bank, a minority depository financial institution regulated by the OCC. Several of the developments they visited received financing from local banks.

Opening the forum, Marianne Garvin, CDCLI’s President and CEO, introduced the Comptroller to more than 100 participants attending the forum. She thanked him for his long-standing support of low- and moderate-income people and communities and the financial institutions and organizations, like CDCLI, that serve them.

“CDCLI’s mission and vision is to invest in the housing and economic aspirations of individuals and families by revitalizing and building strong communities for all people,” said Garvin. “Through his tenure at the OCC and position as Chair of the NeighborWorks America Board of Directors, Comptroller Curry has demonstrated a personal commitment to our initiatives and the community development work being done across the country.”

The Comptroller’s remarks focused on opportunities to expand and stabilize homeownership in older communities. He discussed the vital role that community-based lenders and counseling agencies, such as CDCLI, play in promoting homeownership. “These organizations and the programs they offer help people buy homes that need rehabilitation and secure the financing needed to allow existing owners to repair their aging properties,” said the Comptroller. “We have great confidence that these initiatives, in conjunction with community and local government programs, will contribute to revitalizing some of our nation’s most distressed communities. We want to encourage banks to participate in programs that can reinvigorate neighborhoods and respond to the credit needs of individual borrowers.”

After the Comptroller’s remarks, (continued on next page)
District Community Affairs Officer (DCAO) Denise Kirk-Murray joined regional representatives from the Federal Reserve Bank of New York and Federal Deposit Insurance Corporation on a panel moderated by the head of the largest business group on Long Island, who co-chaired the Long Island Regional Economic Development Council. Kirk-Murray provided an overview of Community Affairs and described opportunities that the OCC’s public welfare authority and CRA offer to meet Long Island’s affordable housing and small business challenges.

At the close of the forum, Kirk-Murray joined DCAO Genevieve (Genny) Chow, Community Relations Expert Hershel Lipow, and Naomie Belony, a Bank Examiner on a Community Affairs rotation, on a tour of two CDCLI properties, Twin Oaks, a rehabilitated 94 unit multi-family property that was formerly graduate student housing, and Cathedral Place, 35 units of newly constructed affordable housing. “I was impressed by the quality and affordability of the units, especially because these were located on high-cost Long Island,” said Belony. “One of the CDCLI representatives said to me that she is thankful for CRA because she does not think she would have received funding for these projects otherwise.”

### Atlanta Tour Spotlights Historic Sweet Auburn’s Revitalization

As part of Operation HOPE’s global summit, the OCC has worked for the past three years with local leaders and the Atlanta banking community to support the redevelopment of the Dr. Martin Luther King, Jr. historic preservation district and area surrounding Atlanta’s Sweet Auburn neighborhood.

At banker roundtables and forums, Deputy Comptroller for Community Affairs Barry Wides and Community Affairs Officer Nancy Gresham-Jones shared how banks can use such tools as the OCC’s public welfare authority and the Community Reinvestment Act (CRA) in communities like Sweet Auburn.

Gresham, who went to college and lives in Atlanta, described opportunities to receive positive CRA consideration from the OCC for financing preservation projects defined as “community development” and investing in historic and other tax credits.

During a tour conducted January 13, Wides led a walk down Edgewood Avenue, where the once-segregated Sweet Auburn community became Atlanta’s first successful African American business district.

Today, the Avenue is bustling with new stores, restaurants, and professional offices. In an innovative partnership, a church is building a parking structure that will serve its congregation and the community without disrupting the historic character of the street. The neighborhood received a further boost in 2015 when the Atlanta streetcar system opened a stop conveniently linking the historic district to downtown Atlanta.

“Organizations like the nonprofit Sweet Auburn Works, Inc. and Central Atlanta Progress are using public and private improvements to bolster inclusive economic development and community reinvestment in this underserved community,” said Wides. “Such
collaboration has led to the resurgence of housing development, job creation, and economic prosperity. Community Affairs encourages banks and others to continue making safe and sound loans and investments to support these initiatives.”

OCC Guidance Encourages Innovation in Financially Underserved Communities

As part of its efforts to support banks and responsible residential mortgage lending, the OCC published in late 2015 and June 2016 drafts of risk management guidance for higher loan-to-value (LTV) lending programs in communities targeted for revitalization.

“Distressed neighborhoods often trigger a decline in confidence that results in reduced property values and neighborhood instability, which in turn lowers sales prices and affects the assessed values of neighboring homes,” said Community Relations Expert Sharon Canavan. “The intent of the guidance is to complement a community’s longer term neighborhood revitalization strategy and commitment to concentrate resources.” In many neighborhoods, poor conditions and low valuations make it difficult to undertake necessary housing repairs without exceeding the home’s after-rehabilitation appraised value.

The guidance is intended to have a spillover effect on housing sales and values that boosts the confidence of future buyers and lowers the risks associated with home purchases in targeted neighborhoods.

After speaking with community leaders and elected officials in Detroit and other cities, Comptroller Curry stated, “We believe that engaging in higher LTV lending on a programmatic basis can be consistent with safe and sound lending, while having a positive impact in stabilizing and revitalizing communities.”

Existing regulations and guidelines permit a regulated institution to make loans in excess of the 90 percent supervisory loan-to-value ratio only on an individual basis with appropriate credit support. The new guidance applies to residential mortgage loans where the loan-to-value at origination exceeds 100 percent.

Credit factors for these borrowers may include the capacity to service the debt, overall creditworthiness and the level of funds invested in the property.

“Banks have expressed a desire to participate in these revitalization efforts by offering their own loan products, but the value of collateral when home values are depressed often presents challenges to bank lending,” said Deputy Comptroller for Community Affairs Barry Wides. “The OCC believes that this guidance encourages responsible, innovative lending and strikes a balance between the desire to encourage mortgage financing in distressed communities and the risks such financing may present to banks and mortgage loan borrowers.”

The guidance requires that the proceeds of a program loan should be used to finance the purchase, or purchase and rehabilitation, of an owner-occupied property located in an eligible community, one that has been officially targeted for (continued on next page)
revitalization by a federal, state, or municipal government entity or agency, or by a government-designated entity such as a land bank. At least annually, the OCC will evaluate the extent to which bank programs, on the whole, are contributing to the revitalization efforts in eligible communities.

Representatives from NeighborWorks America and several of their nonprofit affiliates met with Canavan, DCAO Norma Polanco-Boyd and Community Relations Expert Hershel Lipow on August 11 in Detroit to discuss the guidance and explore opportunities for NeighborWorks organizations to follow-up and partner with participating lenders. Banks may receive Community Reinvestment Act consideration depending on their involvement and the programs they design.

The participants recounted that many affiliates purchase at-risk properties, often from a land bank or at foreclosure, and renovate and resell them to new owner-occupants. Others offer a variety of affordable mortgages and loans to buyers who then purchase and repair their homes. These organizations may also offer homebuyer education, pre-purchase counseling, and assistance in arranging the rehabilitation work. “They are ideal partners with strong connections to the communities they serve,” said Lipow. “Many undervalued and distressed neighborhoods have experienced an increase in home values, a rising tax base, and increased equity investments as a result of their work and partnerships with local lenders.”

According to Wides, a pilot demonstration is being launched with up to nine participating banks to assess the impact of higher LTV loans that will be made under the new guidance and bulletin.

OCC Supports Bank Involvement in Indian Country

More than 100 attendees gathered September 13-15, on the Salt River Pima Indian Reservation to address critical need for mortgage lending in Indian Country. The event engaged a number of federal agencies, lenders, and national intermediaries in key aspects of accessing capital on Indian trust lands and kicked off a new three-year initiative to promote foundational investments and pathways to Native homeownership.

Participants heard from Indian housing leaders who shared information on their successful programs, including Indian Housing Authorities that have their own Tribal member construction crews, run their own land records title plant, issue trust land leases, and leverage federal programs and tax credits to create much needed housing on their reservations.

“The OCC has long supported more involvement by banks in Indian Country,” said District Community Affairs Officer Beth Castro, who participated in the event. “Community Affairs handed out a number of Insights Reports, Fact Sheets, and Community Development newsletters of interest to the participants.”

This year, Community Affairs published two guides of particular significance to Indian Country. Both publications contain success stories of tribes engaged in economic and community development gathered from bankers active in Indian Country.

Personnel Security Officer Dolores Hood (right) welcomes Sharice Davids, deputy director of the Thunder Valley CDC, which is located on South Dakota’s Pine Ridge Indian Reservation, to the Constitution Center on November 17 as part of the OCC’s annual celebration of National Native American Heritage Month.
lending. “Housing Financing in Indian Country: Spotlight on the HUD Title VI Program” provides additional sources of funding for Indian tribes receiving federal Indian Housing Block Grants for affordable housing activities. “By participating in the Title VI loan guarantee program, banks can expand their markets and make a critical difference in the lives of these Native communities,” said Community Development Expert Ammar Askari.

A second publication “Commercial Lending in Indian Country: Potential Opportunities in a Growing Market” explores the commercial lending environment in Indian Country, including the relationship between the commercial lending business and Native American governmental, legal, and institutional structures.

“Many of the 567 federally recognized tribes have adopted the necessary legal and commercial infrastructure to reduce the uncertainty banks might have about lending on Native lands,” said Askari. “To that end, we look forward to collaborating with our federal partners, continuing our research and publications, and sharing best practices and technical expertise with Tribal leaders and stakeholders.”

Public Welfare Investments Serve Diverse Communities

National banks and federal savings associations are continuing to be leaders in public welfare investments. During FY 2016, banks’ community and economic development investments have made a difference in diverse communities by providing affordable housing for vulnerable individuals and families; by financing small businesses that produce jobs and job opportunities; and by helping to sustain and revitalize low- and moderate-income neighborhoods.

In FY 2016, national banks made 1059 public welfare investments, totaling $12 billion. A key advantage of the public welfare investment authority is that it provides banks with investment powers that helps implement their Community Reinvestment Act (CRA) strategies and responds appropriately to the changing credit needs of their markets.

Many banks make public welfare investments that supplement their regular loans and services.

“Increasing access to equity capital is an important mechanism for helping to move businesses, organizations, and individuals into more traditional banking relationships,” said Community Development Manager Karen Bellesi.

During the year, several banks made public welfare investments that support manufacturing. One national bank, for example, made an investment involving New Market Tax Credits that provided financing to improve a manufacturing facility for the production of aerospace and medical device industries in Atmore, Alabama.

Another bank made an investment involving New Market Tax Credits that provided financing to a manufacturing facility that converts agricultural byproducts into livestock feed, in Dawson County, Nebraska. Both banks’ public welfare investments resulted in new jobs for those communities.

Several banks used the public welfare investment authority to support U.S. veterans. One bank, for example, made an equity investment to finance an affordable housing project that targets families and veterans at risk of homelessness. The project, located (continued on next page)
in Agawam, Massachusetts, received an allocation of Low Income Housing Tax Credits and also benefitted from a Section 8 project-based contract and Veterans Affairs supportive housing vouchers.

The controlling statute (12 USC 24(Eleventh)) and underlying regulation (12 CFR Part 24) require that a national bank public welfare investment must primarily benefit low- and moderate-income individuals, low- and moderate-income areas, or other areas targeted by a governmental entity for redevelopment; or the investment must be a “qualified investment” under 12 CFR 25.23 of the CRA.

These investments must not expose the bank to unlimited liability nor exceed 15 percent of its capital and surplus. Federal Savings Associations (FSAs) have a separate but similar authority to make public welfare investments.

More information about national bank and FSAs public welfare investments, including the process used to submit information to the OCC, can be found on the OCC’s Public Welfare Investments Web Resource Directory at www.occ.gov/pwi. The Directory includes questions and answers on public welfare investment activities, precedent setting cases, and highlights of public welfare investment and community development best practices related to national bank and thrift investments. The Directory also provides links to Community Development Investments E-Zines, Community Developments newsletters, fact sheets, and Insights Reports on a variety of public welfare investment topics.

Inquiries may be directed to the District Community Affairs Officers located around the country or Community Affairs headquarters staff.

District’s Community Forums Focus on Financial Inclusion

For the past two years, the OCC has joined the Federal Deposit Insurance Corporation (FDIC) and the Federal Reserve Bank of Richmond in a series of economic inclusion forums co-sponsored with a number of nonprofit groups and the District of Columbia. These events, held at the R.I.S.E. Demonstration Center located in southeast Washington’s Ward 8, focused on strategies to improve the financial health of local residents and businesses.

“Financial inclusion is at the cornerstone of the OCC’s efforts to promote fair treatment and access to useful and affordable financial products and services,” said Community Development Manager Karen Bellesi, who often works with the other federal agencies represented on the Financial Literacy and Education Commission. “It is especially challenging to deliver these products and services to disadvantaged segments of society. Financial inclusion strives not only to deliver them but also to teach households and businesses how to use them effectively.”

A recent study from the FDIC shared at the forums found that even with increased awareness, the percentage of unbanked and underbanked in America has remained about the same over the past few years. “The lack of banking knowledge and access is especially high in lower-income areas,” said DCAO Bonita Irving, who helped plan these forums. “Increasing financial inclusion and financial capability are key to reducing poverty and boosting prosperity in these communities.” Government representatives spoke of initiatives like myRA, the federal government sponsored IRA...
savings plan and other tools for building individual and community wealth.

At the November 2, forum, representatives from a number of organizations, including Bank On D.C., the District’s Department of Insurance, Securities, and Banking, and the Deputy Mayor for Greater Economic Opportunity, described a wealth of programs available to assist businesses and bolster the local workforce.

“The District is fortunate to have a multi-faceted financial literacy and asset building delivery system that has measurably improved the region’s financial well-being,” said Irving.

Speakers at other forums examined a number of promising innovations in mobile payments and digital-wallets and how technology is opening access to mainstream banking institutions. “The challenge is to afford the same consumer protections and security that traditional financial systems provide,” said DCAO Denise Kirk-Murray, who covers the Northeastern District along with Irving and DCAO Genevieve (Genny) Chow. Chow noted that many of the solutions to financial exclusion must come from local governments and organizations that encourage bank investment and support community-banking as a replacement to more costly and risky options.

“A number of these groups, like the United Way, the Capital Area Asset Builders, and the Coalition for Nonprofit Housing and Economic Development, are hard at work in the District promoting financial awareness and literacy at home and in the workforce,” said Irving. “They are making progress.”

Financial Inclusion Forums at the R.I.S.E. Center

District Community Affairs Officer Denise Kirk-Murray (far left) confers with participants and colleagues at a financial inclusion forum held at the R.I.S.E. Center.

District Community Affairs Officer Bonita Irving (right) moderates a panel at one of the financial inclusion forums.
Publications and Resources

Community Affairs publications and resources range from short summaries of community development programs and products called Fact Sheets to more detailed discussions of community development topics and best practices contained in Community Development Insights reports and newsletters. The Community Affairs Website is a one-stop reference guide and gateway to these resources, as well as the Financial Literacy Update.

Publications

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<td>• Financing Health Care Centers: Supporting Community Wellness (June 2016)</td>
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Remarks

In a number of speeches and public remarks, Comptroller of the Currency Thomas J. Curry and Deputy Comptroller for Community Affairs Barry Wides discussed how financial products and bank services are important to local communities and the nation’s economy. These remarks include:

- Senior Deputy Comptroller Discusses Efforts to Improve Financial Services to Members of the Armed Forces
  August 29, 2016
- Comptroller Discusses Efforts to Promote Community Revitalization
  June 30, 2016
- Remarks of Barry Wides, Deputy Comptroller for Community Affairs, Before the Veterans Association of Real Estate Professionals
  June 6, 2016
- Deputy Comptroller Discusses Small Business Lending
  May 2, 2016
- Comptroller Discusses Innovation and Community Development
  March 18, 2016
- Comptroller of the Currency Discusses Support for Revitalizing Communities
  February 9, 2016
**Community Affairs at Your Fingertips**

**OCC District Community Affairs Officers and Their Areas of Coverage**

![Map of the United States with states colored to indicate districts]

- **Western District**
  - Beth Castro
  - Michael Martinez
  - Michael Nield

- **Central District**
  - Paul Ginger
  - Tim Herwig
  - Norma Polanco-Boyd

- **Southern District**
  - Scarlett Duplechain
  - Nancy Gresham-Jones
  - Lisa Mifflin

- **Northeastern District**
  - Genny Chow
  - Bonita Irving
  - Denise Kirk-Murray

E-mail and telephone information for the OCC's District Community Affairs Officers is available at [www.occ.gov/cacontacts](http://www.occ.gov/cacontacts).

**FY 2016 Year in Review**

- **Deputy Comptroller**
  - Barry Wides

- **Editorial Staff**
  - Hershel Lipow
  - Jason Bouleris
  - Karen Bellesi
  - Denise Murray

**How to Contact Us**

OCC’s Community Affairs staff comprises professionals with diverse expertise in all aspects of community development. District Community Affairs Officers are located throughout the country in district and field offices (see map above).

The Deputy Comptroller for Community Affairs and other Headquarters staff members can be reached at (202) 649-6420 or communityaffairs@occ.treas.gov. District Community Affairs Officers can be reached by calling the numbers listed on page 20.

For more information, visit our web site at www.occ.gov/communityaffairs.

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Washington, D.C. 20219
## Community Affairs Staff Directory

### Headquarters

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<td>Barry Wides</td>
<td>Deputy Comptroller for Community Affairs</td>
<td>(202) 649-6420</td>
</tr>
<tr>
<td>Ammar Askari</td>
<td>Director for Community Outreach</td>
<td>(202) 649-6389</td>
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<tr>
<td>Karen Bellesi</td>
<td>Community Development Manager</td>
<td>(202) 649-6376</td>
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<tr>
<td>David Black</td>
<td>Community Development Expert</td>
<td>(202) 649-6391</td>
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<tr>
<td>Jason Bouleris</td>
<td>Program Analyst</td>
<td>(202) 649-6382</td>
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<tr>
<td>Sharon Canavan</td>
<td>Community Relations Expert</td>
<td>(202) 649-6386</td>
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<tr>
<td>Michael Carrier</td>
<td>Community Development Expert</td>
<td>(202) 649-6430</td>
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<tr>
<td>Reggie Ellison</td>
<td>Senior Community Development Analyst</td>
<td>(202) 649-6542</td>
</tr>
<tr>
<td>Norman Hatton</td>
<td>Secretary to the Deputy Comptroller</td>
<td>(202) 649-6374</td>
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<tr>
<td>Hershel Lipow</td>
<td>Community Relations Expert</td>
<td>(202) 649-6387</td>
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<tr>
<td>Denise Murray</td>
<td>Community Development Specialist</td>
<td>(202) 649-6379</td>
</tr>
<tr>
<td>Juanita Page</td>
<td>Technical Assistant</td>
<td>(202) 649-6383</td>
</tr>
<tr>
<td>Letty Shapiro</td>
<td>Community Development Expert</td>
<td>(202) 649-6393</td>
</tr>
<tr>
<td>Taledia Washington</td>
<td>Secretary to Community Outreach Director</td>
<td>(202) 649-6381</td>
</tr>
<tr>
<td>Community Affairs</td>
<td>Main Telephone Line</td>
<td>(202) 649-6420</td>
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### District Community Affairs Officers

#### Northeastern

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Genny Chow</td>
<td>(917) 344-4487</td>
</tr>
<tr>
<td>Bonita Irving</td>
<td>(857) 415-3412</td>
</tr>
<tr>
<td>Denise Kirk-Murray</td>
<td>(212) 790-4053</td>
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#### Southern

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Scarlett Duplechain</td>
<td>(832) 325-6952</td>
</tr>
<tr>
<td>Nancy Gresham-Jones</td>
<td>(770) 280-4392</td>
</tr>
<tr>
<td>Lisa Mifflin</td>
<td>(813) 284-3203</td>
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#### Central

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Paul Ginger</td>
<td>(312) 360-8876</td>
</tr>
<tr>
<td>Tim Herwig</td>
<td>(312) 660-8713</td>
</tr>
<tr>
<td>Norma Polanco-Boyd</td>
<td>(216) 416-0808</td>
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#### Western

<table>
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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Beth Castro</td>
<td>(202) 649-6375</td>
</tr>
<tr>
<td>Michael Martinez</td>
<td>(720) 475-7670</td>
</tr>
<tr>
<td>Mike Nield</td>
<td>(913) 401-4436</td>
</tr>
</tbody>
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