

2004



NATIONAL CREDIT UNION ADMINISTRATION
OFFICE OF CREDIT UNION DEVELOPMENT

Enhanced Technology Assistance Initiative

Technical Assistance Guidelines

NATIONAL CREDIT UNION ADMINISTRATION

Technical Assistance Program Guidelines

Enhanced Technology Assistance Initiative

© National Credit Union Administration
Office of Credit Union Development
1775 Duke Street
Alexandria, Virginia 22314
Phone 703-518-6610 • Fax 703-519-4080

Table of Contents

Section 1

Introduction

Enhanced Technology Assistance

Section 2

Eligibility and Evaluation Criteria

Funding Limitations

The Funding Cycle

Application Submission

Notification of Award Decisions

Section 3

Reimbursable Expenditures

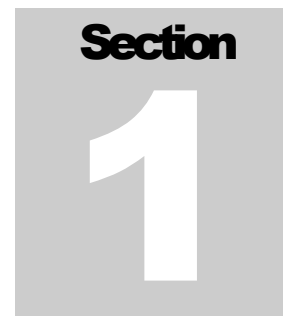
Section 4

Reporting & Reimbursement of Expenditures

Section 5

Check lists

Dates



Introduction

The Community Development Revolving Loan Fund (CDRLF) was established by an Act of Congress to stimulate economic development in low-income communities.

The National Credit Union Administration (NCUA) makes low – interest loans/deposits available to assist credit unions in delivering financial services to their members and improving their long-term growth and stability. The interest generated from the loans is used by NCUA to provide technical assistance grants to credit unions. Congress, for fiscal year 2004, has also appropriated \$1 million dollars for the NCUA technical assistance grant program. These grants are provided to improve the quality of services to members and make more efficient the operations of low-income credit unions.

Enhanced Technology Assistance

The National Credit Union Administrations (NCUA) Office of Credit Union Development (OCUD) has been working with other government and private sector agencies to identify opportunities for credit unions where there are common interests and more importantly, where resources may be combined to achieve the mutual objectives of providing financial service to credit union members and potential members, specifically those in underserved areas.

Increasingly, people are using technology and connecting to the internet to conduct business and banking transactions. The convenience of viewing an account status, performing an on-line account reconciliation or paying a bill electronically has become common place and for many, the preferred means of conducting financial business.

**ENHANCED TECHNOLOGY
TECHNICAL ASSISTANCE PROGRAM**

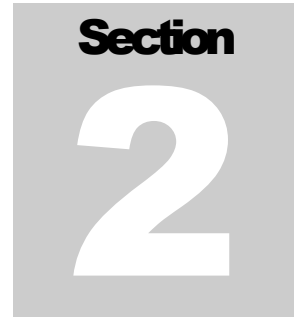
While technology has created opportunity for many people, it is a barrier to success for those who do not have access to it. As the dependence on computers to access information increases, it correspondingly increases concern for those without access and the fear that they will become further isolated from the general economy.

To that end, we are inviting low-income designated credit unions to apply for grant funding to cover the operational and administrative costs specifically associated with establishing and/or maintaining initiatives that offer greater access through technology. These programs should make available to low and moderate income families enhanced on-line access to financial information (e.g. Internet Banking, Automated Response system, Debit Card, ATM's, etc.).



The following guidelines address the specifics of the funding opportunities available to credit unions interested in developing and implementing training programs designed to provide members with the enhanced technological services necessary to perform banking and financial transactions on-line and make informed decisions about important financial and money matters.

Please review them carefully and make sure you qualify. You may direct any questions to the Office of Credit Union Development at the NCUA at 703-518-6610.



Eligibility and Evaluation Criteria

A credit union must be low-income designated to be eligible to participate in the program.

- Federal credit unions must have a current low-income designation from the National Credit Union Administration (NCUA) regional director where they reside.
- State credit unions must have a current low-income designation from their state supervisory authority (SSA) with NCUA regional director concurrence.
- Low-income student credit unions are not eligible to participate in the Technical Assistance Program.
- Credit unions must have sufficient infrastructure to offer enhanced financial services.

Funding Limitations

Funding limitations are a function of available dollars. For this funding initiative, NCUA is making \$150,000 available to assist credit unions in the development, implementation and maintenance of enhanced technological services. It is anticipated that the individual awards will average approximately \$10,000 per credit union.

The Funding Cycle

This program is funded under Congressional appropriation for fiscal year 2004 which ends September 30, 2004. Accordingly, all funds requests must be evaluated and obligated by that date. For that reason, we will open the application period for this initiative on May 1, 2004. All applicants must have completed applications submitted by close of business on August 31, 2004. This will allow sufficient opportunity to review, evaluate and award grant funding.

Technical assistance is a reimbursable award. Accordingly, credit unions will be required to submit evidence of qualifying expenditures along with other pertinent evidentiary program statistics to substantiate their request for reimbursement. All

**ENHANCED TECHNOLOGY
TECHNICAL ASSISTANCE PROGRAM**

requests for reimbursements must be submitted no later than December 31, 2004. The credit union will subsequently be reimbursed up to the extent of the approved technical assistance grant.

Application Submission

Applications must be submitted by close of business August 31, 2004. Credit unions **must** complete the appropriate NCUA technical assistance application form (see enclosed form). Application packets must also include sufficient information to justify the necessity of all projected expenditures in the development / implementation / maintenance of the new technological initiatives. Applications received after the application period will not be processed or considered.

Methods of submission

Applications may be mailed to:

National Credit Union Administration
Office of Credit Union Development
1775 Duke Street
Alexandria, VA 22314-3428

Applications may be faxed to: 703-519-4080

Applications can be e-mailed to: ocudapps@ncua.gov

Time of Delivery and Withdrawals

Generally, applications must be submitted by close of business on the date specified in the announcement. Applications received after that time will **not be considered**.

Withdrawal of an application may be made at any time during the application process or prior to the time the grant is awarded. **All withdrawals must be made in writing.**

Notification of Award Decisions

Applicants whose proposals are approved will generally be notified in writing within 30 days of the date of receipt of their application. Those not approved will likewise be notified in writing within 30 days as to the reasons for denial.

Applicants may appeal decisions to the Director of the Office of Credit Union Development in writing.

Reimbursable Expenditures

The intent of the Technical Assistance program is to assist credit unions in defraying the costs of developing and implementing an enhanced technology program. Recognizing that credit unions incur administrative and operational expenses in starting up or maintaining the program, this assistance is being made available to offset some portion of those costs. Specifically, this assistance is aimed at providing relief with regard to the following:

Administrative Costs:

Consulting Costs (Development of Program)

Printing and Reproduction Costs (outside services)

Marketing & Advertising (brochures, radio & other media)

Training Related Expenses (Directly related to “New Program”)

Operational Costs:

Equipment Costs (Support Service units, computers)

Custodial Services (office clean up)

Installation Costs (wiring, phone lines, network servers)

While the above list is not all inclusive, it represents some general guidelines regarding the definition of acceptable reimbursable expenses. All expenses will be evaluated on a case by case basis. Applicants must explain fully all expenditures and justify their need in writing. *(Use separate sheet for Narrative Justification of Expenditures)*

Reporting and Reimbursement of Expenditures

When seeking reimbursement, credit unions must submit a final report of activities and provide justification for all authorized expenditures. This final report consists of a written narrative inclusive of statistics on the number of persons potentially impacted by the new service and any other information which describes how the program benefited the credit union and the general membership. The report should further show the actual expenses incurred by the credit union during the facilitation of the program. This section must also explain (justify) how and/or why expenditures were used or necessary to accomplish the objectives of the program. This information is critical to reimbursement.

A sample expense claim form is provided at the end of these guidelines. Applicants **must** submit their request for reimbursement along with this completed form and any other documentation supporting their claim for reimbursement.



All expense reports related to reimbursements must be submitted to NCUA by December 31, 2004. Failure to do so will result in non-reimbursement. Credit unions may request an extension from NCUA but must justify the need for more time in writing. Approval must be obtained to avoid forfeiture of eligibility for reimbursement. Documents supporting reimbursement may either be mailed or faxed.

Mail to:

***National Credit Union Administration
Office of Credit Union Development
1775 Duke Street
Alexandria, VA 22314-3428***

Fax to:

703-519-4080



Checklist of forms

- 1. NCUA Technical Assistance Application Form**
- 2. Narrative response to application questions. Also any supporting information needed to explain how the program will be developed and implemented.**
- 3. Projected budget (expenses) needed to operate program.**
- 4. Expenditure Report (submit w/reimbursement)**
- 5. Narrative Justification of Expenses (submit w/reimbursement)**
- 6. Copies of Receipts, Invoices and Cancelled Checks.**

Schedule of Due Dates

- 1. Program opens - May 1, 2004**
- 2. Reimbursement period – Through December 31, 2004.**

**National Credit Union Administration
 Community Development Revolving
 Loan Program for Credit Unions
 1775 Duke Street
 Alexandria, VA 22314-3428
 (703) 518-6610**

**Enhanced Technology Initiative
 APPLICATION FOR TECHNICAL ASSISTANCE**

Credit Union Name _____
 Charter/Ins. Number _____
 Mailing Address _____
 Credit Union Phone Number _____
 Fax Number _____
 Contact Person & Phone Number _____
 Credit Union Days/Hours Operation _____
 Employer Identification Number (EIN #) _____
 Dun & Bradstreet Number _____
 Email Address _____

AMOUNT REQUESTED _____

Year Organized _____	Assets _____ Last Month End
Number of Members _____	Potential Members _____

Signature required _____ **Date** _____
 Authorizing Official

Incomplete applications are not considered submitted until all information requested has been received.

Enhanced Technology Applications can be e-mailed to: ocudapps@ncua.gov

- I. Attach a signed copy of your most recent month end Statement of Financial Condition and a Statement of Income and Expenses. Provide any supplemental worksheet, footnotes or narratives necessary to explain or clarify the financial statements. Also include any budgets detailing projected costs associated with this initiative. **Failure to provide this information will disqualify your application.**

- II. Describe fully your plan for a new technology initiative and how the grant will be use to facilitate it. Please be concise but thorough. Include a prioritized list if funding will cover multiple items. Also, provide a list of vendors who will deliver the goods and/or services. Where appropriate, attach copies of bids, estimates, prices or other supporting documentation. Use additional sheets if necessary to fully describe the activity. **Failure to provide this information will disqualify your application.**

III. Discuss how the proposed grant will improve the credit union's operations and ultimately enhance service to the members and /or the community. **Failure to provide this information will disqualify your application.**

Enhanced Technology Technical Assistance Program
SAMPLE EXPENDITURE REPORT FORM for 2004

	Administrative Expenditures	Costs
Supplies		_____
Travel related expenses		_____
Program Consulting		_____
Marketing & Advertising		_____
Training Related Expenses		_____
Printing and Reproduction		_____
	Total Administrative Expenditures	_____
	Operational Expenditures	
Rent/Utilities/Custodial services		_____
Equipment Costs		_____
Equipment Installation		_____
	Total Operational Expenditures	_____

Attach receipts, invoices and proofs of purchase