



2014 Annual Report



Mission:

To provide the best non-profit community service, dedicated to delivering professional and confidential counseling, debt management, housing counseling and consumer education to all segments of the community regardless of ability to pay.



Letter from the President

Dear Colleagues:

In 2014, we saw encouraging signs that our economy was improving with, among other things, a decrease in unemployment rates and a decrease in foreclosure rates. However, there were other signs that there is still a lot of work to be done to ensure that the families in our community are financially self-sufficient. CCCS continued to see a high demand for services as a result of poor credit, little change in income, an increase in everyday costs, lack of savings, and record high student loan debt. Guided by our long-term vision and a commitment to financially empowering our clients, this demand for services prompted us to look for more opportunities to develop new partnerships and expand our reach. I would like to highlight just a few of our efforts and the positive results here.

CCCS received numerous recognitions on a national scale as a direct result of the quality educational programming it offers, particularly relating to financial education in the workplace. Through these efforts, CCCS was not only invited to the Clinton Global Initiative, which is a great honor, but was also recognized at the Corporation for Enterprise Development (CFED) conference as an innovator in financial education. CCCS also partnered with the FINRA Foundation and United Way Worldwide to create a workbook for financial education in the workplace.

CCCS also established new local partnerships with the goal of improving the financial self-sufficiency of families in the community through counseling. CCCS partnered with the National League of Cities and the City of Savannah on the LIFT-UP project, a program intended to provide counseling services and options to families who were delinquent on their water bills to avoid having their water service cut off. CCCS also partnered with the Salvation Army by providing counseling services to their clients that were receiving rent and utility assistance in an effort to reduce their future dependency on such assistance. These efforts made an immediate and lasting impact for our partners and the families we collectively served.

As CCCS embarks on its 50th year, it is important to recognize our supporters. Without them, we would not be able to make such a significant difference in the community and in the lives of families that need it most. I am not only proud to be a part of an agency that has been a leading force in financial education and counseling services but I feel very privileged to work with a talented staff that do extraordinary work every day and a committed board that helps us fulfill our mission.

With Regards,

John Wills

Consumer Credit Counseling Service of the Savannah Area, Inc.



CCCS Employees

Elaine Burnett - SC HELP/HomeSafe GA Processor

Diane Green - Operations Assistant

Sarah Lundquist-Harger - Counselor

Shaquita Harris - Counselor

Jessica Kight - Operations Assistant

Karen Lavery - Financial Capability Coordinator

Shelby Newsome - AmeriCorps VISTA

Katie Oglesby - Director of Operations

Richard Reeve - Director of Financial Education

Cindy Roy - Operations Assistant

Sarah Phillips - Operations Assistant

Karen Sims - Operations Assistant

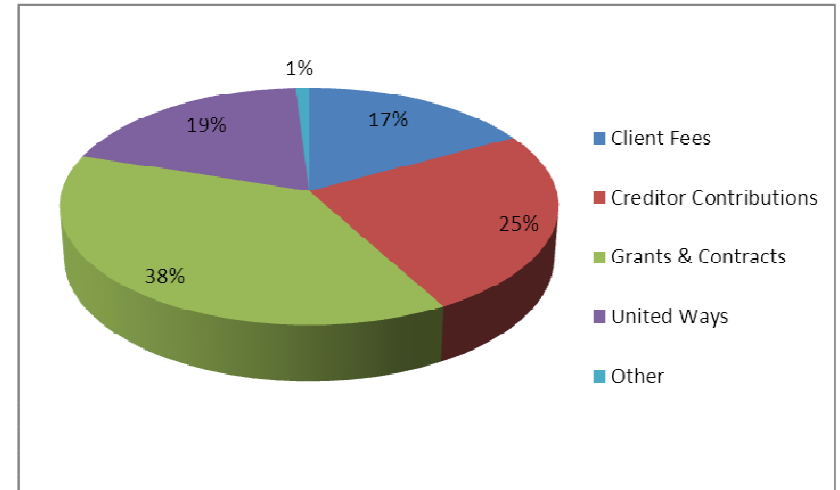
Jennifer Sikes - Director of Counseling

John Wills - President

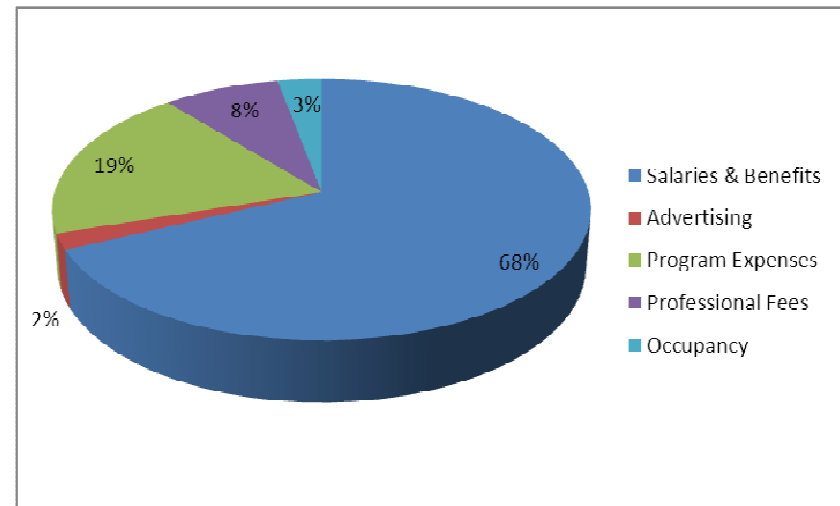


2014 Budget

Revenues



Expenses





Board of Directors

Mary G. Bell
Imperial Sugar

Alfreda Goldwire
Retired - Savannah Federation of
Teachers

J. Keith Berry, Jr.
Law office of J. Keith Berry Jr.

Joan E. Hillman
Franklin Funding Reverse
Mortgages

*Dr. Sandra McCord Best
Savannah State University

Terry L. Lemmons
Optim Healthcare

Joe R. Brannen
Retired - City of Statesboro

*Chris A. Miltiades
Workmen's Circle Credit Union

*Thomas L. Cole
Cole Fleming & Clark PC

*Marsha D. Scott
Savannah Schools Federal
Credit Union

Edward Cox III
Bank of the Ozarks

*James E. Davis, Jr.
Georgia Southern University

Robert B. Whitmarsh
City of Richmond Hill

*Ruth M. Foster
LCSW, CEAP

Charlesetta E. Worlds
First Chatham Bank

Judson L. Hendry
Retired - Hospice Savannah

No Board Member receives compensation for position held or has any percentage of ownership in CCCS.

*Member of Executive Committee.



Counseling Services



Budget and Credit Counseling: Assisting families in developing a budget, achieving their financial goals, and growing their savings. Instructing clients on understanding credit reports, credit scores, and how to use credit wisely.

Housing Counseling: Includes preparing a first time homebuyer in making the right decisions in purchasing their first home. Foreclosure prevention counseling assists homeowners in identifying options and resources to avoid foreclosure. CCCS further assists unemployed residents in applying for the HomeSafe GA and SC HELP mortgage assistance programs. Reverse mortgage counseling educates homeowners on the consequences and benefits of a Home Equity Conversion Mortgage.

2014 Counseling Outcomes

Surveys show that one year after receiving services:

- There was a 80% increase in the number of clients following a budget.
- There was a 167% increase in the number of clients who feel in control of their financial situation.
- There was a 77% increase in the number of clients saving money.

Services Provided:



- 290 Foreclosure prevention sessions
- 65 First-time homebuyer sessions
- 52 Reverse mortgage sessions
- 302 Hardest Hit Fund applications processed
- \$2,195,910 in mortgage assistance secured for families



Debt Management Solutions

Debt Management Plan (DMP): A DMP is a viable option to avoid bankruptcy and provide a consolidated way to repay debts. A DMP offers reduced/waived interest rates and the elimination of late/over the limit fees, thereby allowing clients to become debt free in four to five years and save thousands of dollars in unnecessary finance charges.

Bankruptcy Services: Provide counseling on the options, alternatives and consequences before filing bankruptcy and education is provided before being discharged to regain a sense of financial well-being.

2014 Debt Management Outcomes

Surveys show that one year after receiving services:

- There was a 98% increase in the number of clients who are reducing their debt levels.
- There was a 112% increase in the number of clients who felt that they have a manageable debt level.
- There was a 94% reduction in the number of clients who are paying fees on their bills each month.

Services Provided:

- 1,322 Budget/Credit sessions
- 85 Bankruptcy counseling sessions
- \$2,586,503 disbursed to creditors

Consumer Credit Counseling Service
 Congratulates
 you on becoming DEBT-FREE!!!

Client ID	Amount paid out
38276	45,355.09
53853	9,241.90
52248	15,020.03
38228	34,484.10
28349	34,942.45
25249	37,327.80
29834	51,791.71
Total	\$197,283.28

October 2014



Education and Outreach

Serving The Community in 2014

Consumer Credit Counseling Service of the Savannah Area, Inc. (CCCS) had a 2014 goal to impact 3,500 individuals through financial workshops, outreach, and media interactions. CCCS exceeded this goal by educating 4,621 individuals through 283 events over 730 hours. Participants gained knowledge about pulling a free credit report, creating a household spending plan, setting financial goals, maximizing income, prioritizing expenses, and debt repayment options.



CCCS staff with the President of the NFCC.

In March, the City of Savannah was the first of four pilot cities to launch the LIFT-UP project created by the National League of Cities (NLC). The City of Savannah, Step Up Savannah, and CCCS developed a program for low-to-moderate income residents with outstanding water bills whose service has been cutoff in the previous 12 months. The program offered an extended repayment option, 25% down payment (instead of the usual 50%), a financial review, an automated payment option, and a \$50 incentive. In the year-long pilot, CCCS reached 99 participants.



Richard teaching a workshop.

In the summer, CCCS taught a financial literacy series to participants in the Horizons, Inc.'s summer enrichment program and to the West Broad Street YMCA summer camp. CCCS taught students about budgeting, banking, savings, borrowing, credit, and paying for college. Participants heard from professionals on Career Day, and took a field trip to Carver State Bank. For many students, this was their first experience with money management topics.



(Left) Katie and Sarah celebrate the United Way campaign with Wonder Woman.
(Right) CCCS teammates at the United Way Kickoff.



Shaquita hosting a booth at an outreach event.

2014 Education Outcomes

- Participants increased their financial knowledge by 106%.
- 97% approved of the overall programs.
- 87% said they would use the information to change their financial habits.
- 100% felt the materials provided were helpful.



Community Partners

Adventure Radio	Lowcountry Housing Trust
AmeriCorps Vista	Military OneSource
Capital City Bank and Trust Company	Moses Jackson Advancement Center
Carver State Bank	National Foundation for Credit Counseling
Chase Card Services	National League of Cities
Chatham County Health Department	NeighborWorks America
Citibank	Savannah-Chatham Fair Housing Council
City of Savannah	Savannah Herald
Clinton Global Initiative	Savannah Morning News
Community Service Organizations (CSO)	Savannah Savvy Shopper
Connect Savannah	Savannah State University
DIRTT	Savannah Technical College
Eastside Concerned Citizens, Inc.	Savannah Tribune
The FINRA Foundation	St. Mary's Community Center
Georgia Department of Community Affairs	Step Up Savannah
Georgia Department of Labor	SC Housing
Georgia Heritage Federal Credit Union	United Way of the Coastal Empire
Georgia Southern University	United Way of the Lowcountry, Inc.
Horizons, Inc.	Wells Fargo
Housing Authority of Savannah	West Broad Street YMCA
Hospice Savannah	WJCL
Kresge Foundation	WSAV
Live Oak Public Libraries	WTOC



Photos



John with former President Bill Clinton at the Clinton Global Initiative.



Richard and Robyn accepting a check for Financial Literacy Innovation.



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