



A Look Back

2015 ANNUAL REPORT



CONSUMER CREDIT
COUNSELING SERVICE

Making sense of finances for over 50 years



*Susan Keating, President of the NFCC, committing to being
our 50th anniversary keynote speaker*

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:

2015 was a time of celebration for Consumer Credit Counseling of the Savannah Area, Inc. (CCCS). November marked 50 years of CCCS serving the Savannah community.

Our history shows a group of insightful people that saw an unfulfilled community need and did something about it. It was about creating opportunity where there was none and our founding board members sought to improve the ability of every citizen in our community to manage their finances responsibly. We are still trying to meet that mission and have much work ahead of us as our community needs have continued to grow.



Over the last 50 years, CCCS conducted 3,962 workshops reaching 109,594 participants and provided 68,333 counseling sessions serving a grand total of 177,927 individuals who were empowered to independently manage their finances. Additionally, CCCS assisted families in repaying \$85,880,542.45 in debt to local and national creditors.

Since the great recession, CCCS assisted families who were unemployed or underemployed in securing \$8,723,267.90 in mortgage assistance through our state housing finance agencies. I am sure you will agree that CCCS' impact has been huge!

All of this would not have been possible without the efforts of a team of staff and volunteers, a committed board of directors, our generous funders and local community partners. Thank you for making CCCS' mission a continued success .

With Regards,



John Wills



CCCS Staff

Elaine Burnett - SC HELP/HomeSafe GA Processor

Diane Green - Operations Assistant

Shaquita Harris - Certified Counselor

Catrice Hellen - AmeriCorps VISTA

Jessica Kight - Operations Assistant

Karen Lavery - Financial Capability Coordinator

Quenton Linyear - Certified Counselor

Sarah Lundquist-Harger - Certified Counselor

Shelby Newsome - AmeriCorps VISTA

Katie Oglesby - Director of Operations

Richard Reeve - Director of Financial Education

Cindy Roy - Operations Assistant

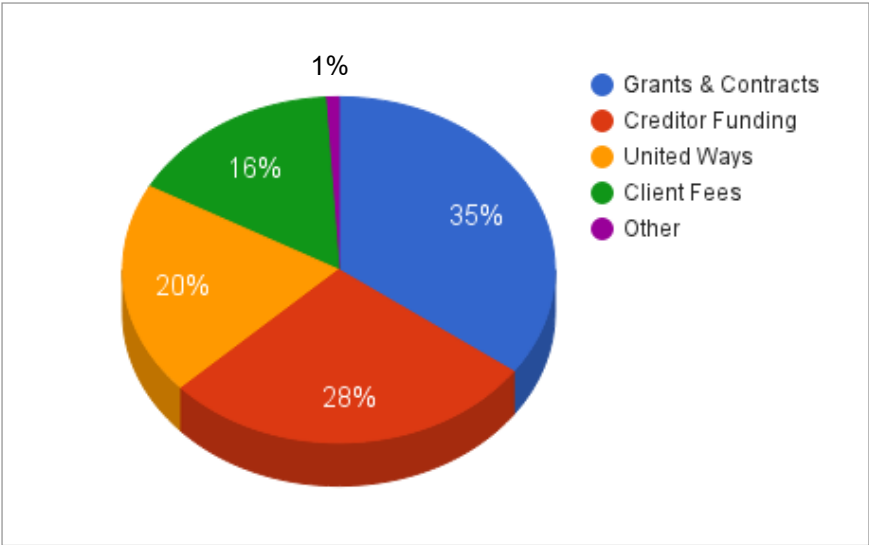
Bethany Rushing - Operations Assistant

Jennifer Sikes - Director of Counseling

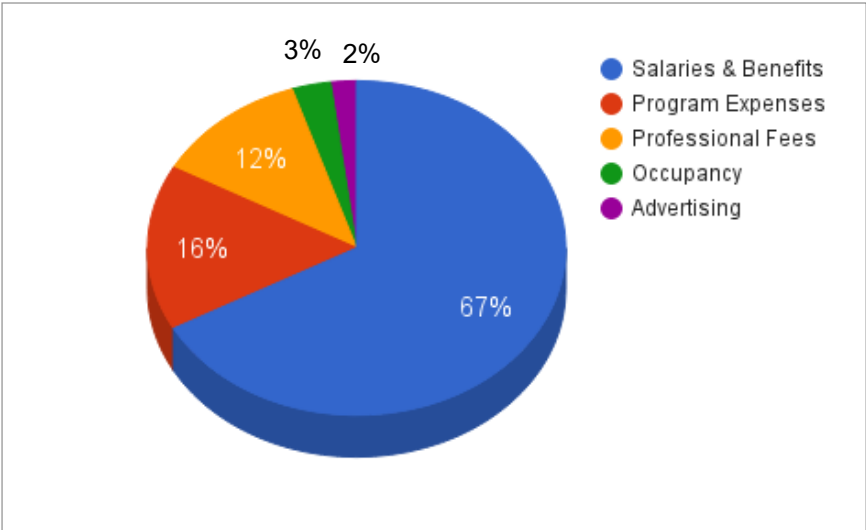
John Wills - President

2015 Budget

Revenues



Expenses



Board of Directors

Mary G. Bell
Imperial Sugar

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

*Dr. Sandra McCord Best
Savannah State University

Joe R. Brannen
Retired - City of Statesboro

Judge Thomas L. Cole
Chatham County Juvenile Court

Edward Cox III
Commercial Lender

*James E. Davis, Jr.
Georgia Southern University

*Ruth M. Foster
LCSW, CEAP

Judson L. Hendry
Retired - Hospice Savannah

Alfreda Goldwire
Retired - Savannah Federation of Teachers

Joan E. Hillman
Franklin Funding Reverse Mortgages

Terry L. Lemmons
Optim Healthcare

Olga L. Lopez
Wells Fargo & Co.

*Chris A. Miltiades
Workmen's Circle Credit Union

*Marsha D. Scott
Savannah Schools Federal Credit Union

Robert B. Whitmarsh
City of Richmond Hill

Charlesetta E. Worlds
First Chatham Bank

*Member of the Executive Committee



CCCS Board of Directors

Counseling Services

CCCS has been making sense of finances in the community for over 50 years. Counselors provide professional advice on money management, building a household spending plan, improving credit scores, establishing credit, disputing credit report errors, shopping for credit, and developing a savings plan.

As a HUD-approved housing agency, CCCS assists families in achieving successful homeownership through home buying, foreclosure prevention, and reverse mortgage sessions.

2015 Counseling Outcomes

Surveys show that one year after receiving services:

- There was a 184% increase in the number of clients following a budget.
- There was a 130% increase in the number of clients who feel in control of their financial situation.
- There was a 182% increase in the number of clients saving money.

Services Provided:

- 225 Foreclosure prevention sessions
- 84 First-time homebuyer sessions
- 109 Reverse mortgage sessions
- 166 Hardest Hit Fund applications processed
- \$1,249,012 in mortgage assistance for families

My credit score was 572 and is now 709. I wanted to thank you for your advice. It took just a little nudge from you for me to continue to being proactive. It's a great feeling. Thank you very much Jennifer Sikes.

- Margaretta

Debt Management Solutions

CCCS helps clients become debt free within three to five years by working with clients and creditors to establish a debt repayment plan that provides a consolidated way to repay debt. The benefits include lowered monthly payments, reduced interest rates, and waived fees.

CCCS also provides counseling on the options, alternatives and consequences before filing for bankruptcy and education is provided before bankruptcy discharge so that individual can regain a sense of financial well-being.

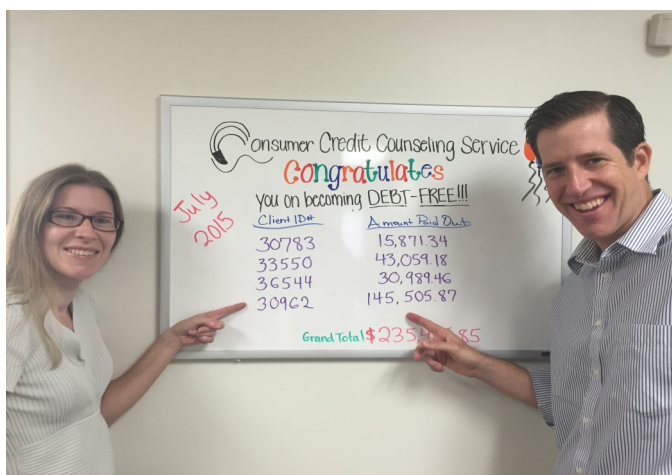
2015 Debt Management Outcomes

Surveys show that one year after receiving services:

- There was a 82% increase in the number of clients who are reducing their debt levels.
- There was a 59% reduction in clients receiving phone calls from creditors or collectors.
- There was a 81% increase in clients who are current on their bills.

Services Provided:

- 1,197 Budget/ Credit sessions
- 75 Bankruptcy counseling sessions
- \$2,180,462 disbursed to creditors



Cindy and Richard congratulating clients on becoming debt free

Education and Outreach

CCCS had a goal in 2015 to educate 3,500 individuals through financial workshops, outreach, and media interactions. CCCS exceeded this goal by educating 6,419 individuals through 417 events over 873 hours. Participants gained knowledge about pulling a free credit report, creating a household spending plan, setting financial goals, maximizing income, prioritizing expenses, and options for debt repayment.

The two workers I met were a gift from God and I really appreciate their assistance. People need to go the sessions; they are very beneficial.

- Shirley

2015 Education Outcomes

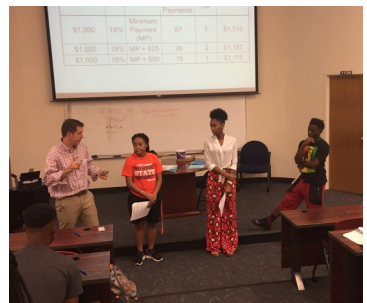
- Participants increased their financial knowledge by 125%
- 98% approved of CCCS educational programs
- 34% purchased a home within a year of the home buyer workshop

In 2015, CCCS launched a new project, "Smart Cents for Freshmen", which embedded a financial education series in Savannah State University's First Year Experience (FYE) program. Each section featured four workshops with a focus on positive financial behaviors with the hope that by establishing good financial behavior as a freshmen they will carry those behaviors for the rest of their lives. The program reached 378 freshmen with the following results:

Behavior Target Outcomes

60% knowledge increase	160%
10% increase in savings	12%
75% increase in pulling a credit reports	179%
80% increase in tracking expenses	143%
80% increase in written savings goal	115%

Result



Richard teaching Smart Cents for Freshman

Banking Access

You could be losing \$800

a year if you use check cashers and money orders to manage your money.

Get a bank account today!
It's easy as 1-2-3



1. Find an account that works best for you.
(See reverse side for a list of some accounts that might work for you.)



2. Gather the items you will need:

A Picture ID.
Your Social Security card, a bill with your name and address on it, or your birth certificate.
Money to open the account



3. Ask a bank representative about opening an account. Be sure to ask about:

- ATM, service, and overdraft fees
 - How to avoid fees
 - Locations
 - Hours
 - Services offered
 - Internet banking, online bill pay access and any costs
- CCCS recommends that customers opt out of overdraft on any account to avoid extra fees.

Everyone is Welcome.

Bank on
STATESBORO

For more information, contact Consumer Credit Counseling Service's Statesboro office:
(912) 489-2227, www.cccsavannah.org



With generous funding from the CFE Fund in 2015, CCCS launched a Bank On 2.0 Rural pilot to increase banking access in three rural communities in southeast Georgia and South Carolina. CCCS created three separate Bank On programs through its offices in Beaufort, SC, Hinesville, GA, and Statesboro, GA.

CCCS conducted a survey of banking options in all three communities and CCCS counselors conducted outreach to 33 local service agencies and engaged them on their unbanked and underbanked clients. Throughout 2015, CCCS

screened 644 clients on their banking usage and found 176 (27%) were unbanked or underbanked. After counseling those clients, CCCS surveyed those unbanked or underbanked clients and found 12% had opened new accounts and 42% had reduced their bank fees.

In 2015, CCCS worked with Step Up Savannah, The Filene Institute, and Georgia Heritage Credit Union to develop an employer sponsored small dollar loan program. The loan is a low cost alternative to predatory lending products for employees in good standing. Employees who have the capacity to repay the loan have the repayment drafted through their payroll. The credit union reports on-time payments to the credit bureaus to help them increase their credit score. Once the loan is repaid the employee must opt-out of the deduction, otherwise the deduction continues to go into the employee's savings account.

Financial Education in the Workplace

In 2015, CCCS continued to partner with employers to offer financial capability in the workplace. CCCS conducted 89 workshops reaching 1,235 employees and provided one-on-one counseling for 89 participants at nine employer sites and one workforce development program. After attending on-site financial education classes:



City of Savannah graduation ceremony

- 71% had obtained copies of their credit report
- 68% made a concrete plan to pay down debt
- 53% of employees reduced their debt
- 76% of the employees had talked to their family about how to work together towards financial goals
- 88% had started working towards their financial goals
- 53% of the employees surveyed reported that their savings had increased
- 29% had started contributing to an "Emergency Savings Fund"

As one client stated: "Loved the classes. I now know more about finances- what to do, what not to do, how to set and reach goals, and how to control spending and as a result, can now teach my kids how to have a much better financial future."

Community Partners

- AmeriCorps Vista
- Bank of the Ozarks
- Capital One
- Chase Card Services
- Citibank
- Cities for Financial Empowerment Fund
- City of Savannah
- Community Service Organization
- DIRT
- The FINRA Foundation
- Georgia Department of Community Affairs
- Georgia Heritage Federal Credit Union
- Horizons Savannah
- Hospice Savannah
- Live Oak Public Libraries
- National Foundation for Credit Counseling
- NeighborWorks America
- Salvation Army
- Savannah-Chatham Fair Housing Council
- The Savannah Community Foundation, Inc.
- Savannah State University
- Step Up Savannah
- SC Housing
- United Way of the Coastal Empire
- United Way of the Lowcountry, Inc.
- Wells Fargo
- West Broad Street YMCA
- WJCL
- WSAV
- WTOC

CCCS Turns 50

CCCS celebrated 50 years of serving the community in November and held a luncheon for 88 community partners and leaders. The keynote speaker for the event was Susan Keating, President of the National Foundation for Credit Counseling (NFCC). CCCS recognized the Berry family for 50 years of serving on the organization's board of directors and Walter Corrish, Jr. for being the longest serving board member of 31 years.



Dr. Best presenting Keith Berry with the Legacy Award



Dr. Best presents Walter Corrish with the Community Commitment Award



City of Savannah CCCS proclamation

Volunteers

CCCS continued to partner with the AmeriCorps VISTA program in 2015. In February, our first VISTA, Shelby Newsome, ended her service after making a positive impact on our agency. Our new VISTA, Catrice Hellen joined our team and further helped build our capacity to serve the community. CCCS' VISTAs manage the volunteer program, social media, and financial coaching. They also host booths in the community to spread the word about CCCS services.

CCCS also had four volunteers in 2015 that helped us by conducting surveys, doing outreach, updating our databases, and managing special projects. The VISTAs and community volunteers logged 2,457 volunteer hours which was a value of \$56,683 to our agency.

Thank you to Barry, Catrice, Miss Jackie, Neal, Shelby, and Yijuan who dedicated their time, effort, and experience to serve our community!



Volunteer Yijuan Wang



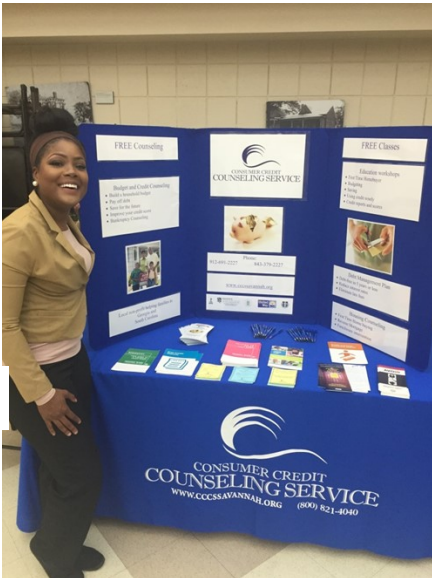
Volunteer Neal Stevenson



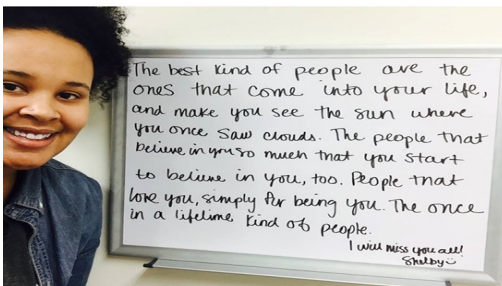
Volunteer Jacquelyn Sumpter

CCCS Goes Green

At CCCS, we believe in saving people green and going green. CCCS' AmeriCorps VISTA, Catrice Hellen, launched the Go Green Initiative in 2015. In the second half of 2015, CCCS recycled 228 lbs. of paper, cardboard, cans, and plastic bottles at the Chatham County Resource Conservation & Recycling Center . We will continue this work and were happy to keep these materials out of our landfills.



AmeriCorps VISTA Catrice Hellen



AmeriCorps VISTA Shelby Newsome



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