

# 2020 PROGRAMS & SERVICES

## COUNSELING

### FORECLOSURE COUNSELING

HELP offers individual foreclosure prevention counseling to households at risk of losing their home. The goal is to assess each homeowner's ability to repay their mortgage and determine the best course of action. We work with homeowners and their lender/servicer to attempt to cure any delinquency and create a sustainable payment arrangement. If this cannot be accomplished, we assist the homeowner in their transition out of the property.

A counseling session includes:

- Review and sign authorization agreement and privacy policy
- Create hardship letter and budget
- Review of current income and available assets
- Determination of available retention options
- Submission of intake and financial package to lender
- Referral to additional services if necessary

***Counseling Sessions in 2020 = 90***

### FINANCIAL CAPABILITY and PRE-PURCHASE COUNSELING

Financial Capability and Pre-purchase counseling sessions are offered for individuals who want a review and assessment of their credit rating and overall financial goals. Sessions are tailored to the individual household needs and may include such topics and actions as:

- Obtain and review copy of the credit report with scores
- Determine how scores can be improved
- Creation of budget and spending /savings plan
- Financial Planning
- Savings and investing ideas
- Homeownership Resources
- Learning about Power Payments
- Understanding Debt

***Counseling Sessions in 2020= 164***



**"I really appreciate the time you've taken to educate me and guide me to make such a big decision which is to buy my first home. Thank you so much for your support. People like you really know how to make difference in others lives." Lisa**

### HOMEBUYER EDUCATION

The Home Buying seminar focuses on how real estate transactions work, qualifications for home financing, and the responsibilities of home ownership. The workshop is broken into 2 4-hour sessions. Session One will help participants determine whether they are ready to purchase a home, and offer information on managing money and credit. Session Two focuses on obtaining a mortgage, shopping for a home, and managing your home and finances after closing. Due to Covid-19, we were unable to offer live workshops after February of 2020. We were able to provide comprehensive education through our online platform developed by eHome America.

***Live workshop participants in 2020 = 48***

***eHome America participants in 2020 = 114***

### COLLIER CARES

The Covid-19 pandemic caused significant financial hardship for many members of our community throughout 2020. Our agency partnered with the United Way of Collier and the Keys and our local Salvation Army to assist Collier County government in administering emergency funding to cover rent, mortgage, and/or utility payments for households with a verified Covid-related hardship. The program was titled Collier CARES. Funds through this program were paid directly from our County Clerk of Courts to landlords, mortgage servicers, or utility companies. HELP was proud to directly provide the following assistance in 2020:

***Total Households receiving assistance = 273***

***Total assistance amount = \$1,942,227.66***