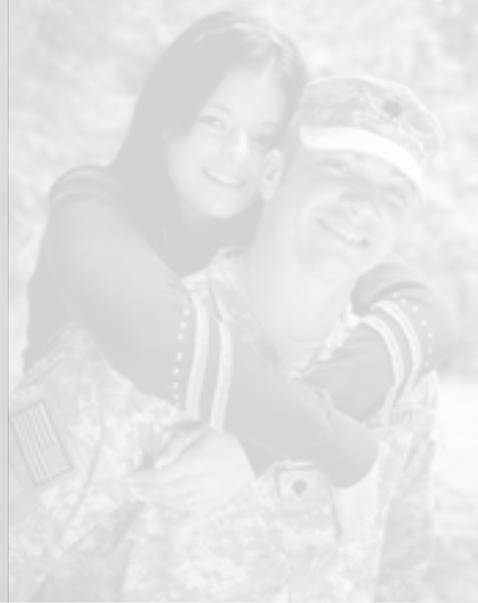


Financial Education



Credit & Debt Counseling



Bankruptcy  
Counseling & Education

[www.credit.org](http://www.credit.org)  
**Springboard**<sup>®</sup>  
Nonprofit Consumer Credit Management, Inc.

Housing Counseling





Fresno County | Kern County | Los Angeles County | Orange County  
Riverside County | San Bernardino County | San Diego County

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# A Message from the President

At Springboard, our mission is to help people move up in the world. We strive to achieve this objective on a daily basis through confidential budget counseling, educational programs, seminars and materials, created to prepare people for a financial crisis before it strikes or to teach them how to face life after it does.

As a result, we have touched the lives of numerous families and individuals throughout the nation, many of which were low-to-moderate income. Our unyielding commitment to enriching these people's lives is driven by three core principles, each of which have made 2007 a successful year for Springboard.

**EDUCATION** is the foundation upon which Springboard is built. In 2007, more than 106,000 individuals nationwide benefited from our counseling services in the areas of: bankruptcy pre-filing counseling and debtor education, foreclosure prevention, reverse mortgage, and credit and debt counseling. Additionally in 2007, we conducted more than 180 free educational seminars, reaching in excess of 3,800 individuals, in order to promote sound financial principles to live by. Our counseling programs and education department have enabled us to help community members by delivering sound financial advice specifically tailored to meet their needs.

Springboard is committed to educating all individuals regardless of their ability to pay. We are a community-based organization with a national reach, which enables us to reach out to all demographics and locations, regardless of an individual's current financial situation and required level of service. In addition to our superior counseling model, we also offer assistance to the countless individuals who simply need to ask a question or access our various on-line financial tools that can be found on our web site, [www.credit.org](http://www.credit.org).



**BEST PRACTICES** in a world of perpetually changing landscapes is what sets Springboard apart in the industry. We are constantly improving and upgrading all aspects of our service delivery model, IT infrastructure, client services department, and continuing education programs for our certified counselors and senior staff. We are members of three separate credit counseling industry trade associations — the National Foundation for Credit Counseling, the Association of Independent Consumer Credit Counseling Agencies, and the American Association of Debt Management Organizations as well as being a U.S. Department of Housing and Urban Development (HUD) approved housing counseling agency and accredited by COA, Council on Accreditation.

Not only does Springboard look to be a leader in the financial literacy and counseling industry, but also an innovator. We are constantly adopting new programs and practices that best suit community members' needs in our fast changing economy and as a founding member of the Credit Counseling Resource Center (CCRC) now known as the Homeownership Preservation Foundation, Springboard was ready to respond to the call to action to help troubled homeowners amidst the current foreclosure crisis that has grappled the United States economy.

**OUR PEOPLE** are our greatest asset. This resonates throughout our organization and guides the ways in which we accomplish our goals. Simply stated, employees are our single greatest investment. In order to deliver a class of service that is second to none in the industry, our counselor qualifications, rigorous training and quality assurance program helps to ensure that community members are getting the best possible financial guidance with regard to their unique situation. Our certified counselors provide all individuals with a realistic client action plan that is specifically tailored to their current situation with the ultimate goal of overcoming their current obstacles and achieving sound money management skills.

I am very excited about the opportunities that await us in 2008. Springboard is focused on educating community members and providing quality counseling to those who need it most, and we will always strive to be a leader in the industry regardless of the landscape in order to improve the lives of the individuals and families we serve. We will remain focused and vigilant in our constant pursuit of providing first class counseling and education by staying at the forefront of our ever changing times.

Warmest Regards,



Todd Emerson  
President and Chief Executive Officer

# Company Overview

Established in 1974, Springboard is a 501(c)(3) non-profit community service organization that works to strengthen communities and improve the lives of consumers by offering services that promote financial literacy, homeownership and a healthy economy. Throughout the nation Springboard offers assistance with money and credit management through educational programs and confidential credit counseling in both English and Spanish. Springboard is committed to educating all individuals regardless of their ability to pay.

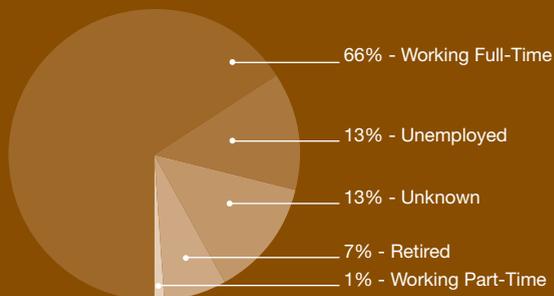
Springboard is accredited by the Council on Accreditation (COA), certified by the U.S. Department of Housing and Urban Development (HUD) as a comprehensive housing agency and recognized by the National Foundation for Consumer Credit (NFCC).

The agency's public awareness initiatives are designed to provide members of the community with educational information and access to counseling services and financial literacy programs that focus on financial and bankruptcy education and credit, debt and housing counseling.

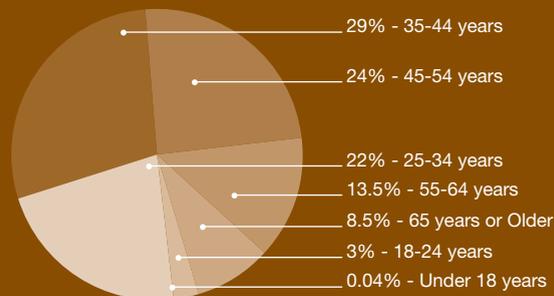
## 2007 Financial Overview

INCOME	\$9,182,420
EXPENDITURES	\$8,262,466
EXCESS/DEFICIENCY	\$919,956

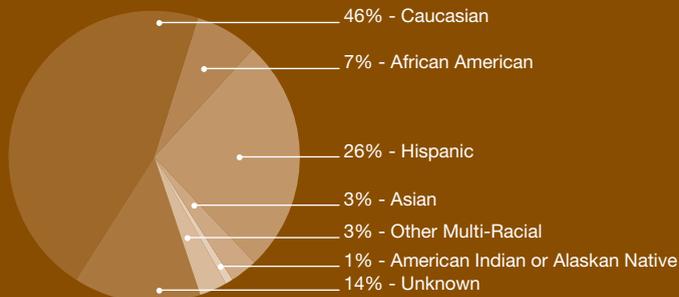
# Client Profiles



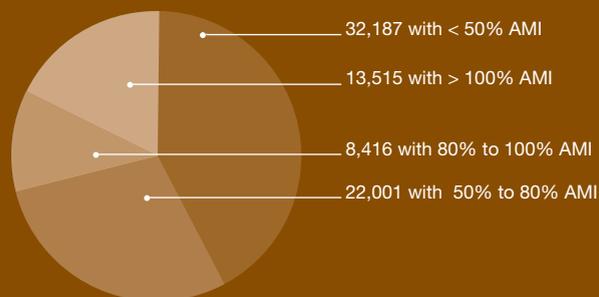
EMPLOYMENT STATUS



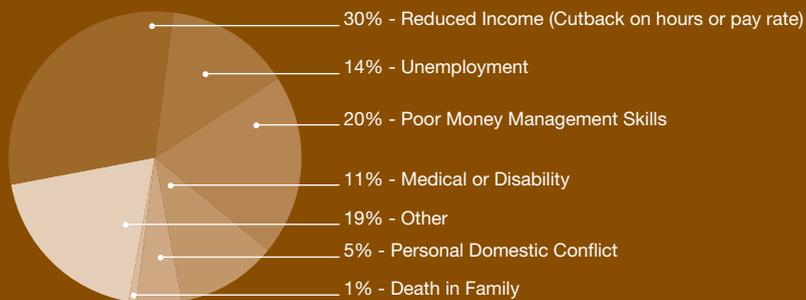
AGE



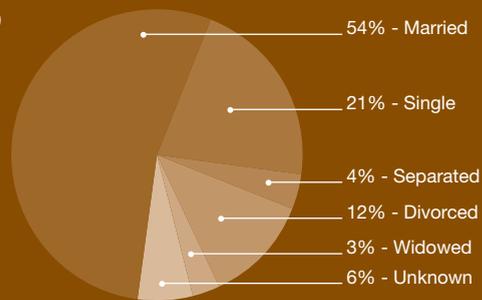
ETHNICITY



AREA MEDIAN INCOME (AMI) STATUS



REASON FOR COUNSELING



MARITAL STATUS

*“I was put at ease by the manner of the counselor and guided through what is a very stressful situation in a way that made me feel better than when I first called. Thanks.” Seattle, WA*



# Annual Dianne Wilkman Scholarship/Employee of the Year Award

The Dianne Wilkman Scholarship/Award was established in 2007, to honor Springboard's former President and Chief Executive Officer. Dianne Wilkman held this position from 1992–2007, leaving a legacy of passion, vision, and dedication, attributes which also guide the recipients of her reward. This year's honorees include Springboard's employee of the year, Justin Waller and Erin Martinez, a student from California State University, San Bernardino.

## 2007–2008 DIANNE WILKMAN SCHOLARSHIP AWARD

The scholarship portion of the award promotes education by rewarding \$2,500 to students entering their junior or senior year at California State University, San Bernardino's College of Business and Public Administration, the school where Dianne earned her MBA. Preference is given to students who are among the first generation in their family to attend college and who are working while pursuing an education.

Springboard's student co-recipient for the 2007–2008 academic year is Erin Martinez, a junior at California State University, San Bernardino pursuing a bachelor's degree in business administration with a concentration in economics. As a home-schooled student, Erin had to pass her high school equivalency exam to enter college and immediately adjust to the formal classroom setting. A first-generation college student, Erin's dedication to her studies quickly became clear as she maintained a 3.8 GPA and made Dean's List for four consecutive quarters. In addition to maintaining her successful academic career, Erin also works two jobs to help pay for education and living expenses.

Erin's long-term goal after earning her degree is to embark on a career that will, in her words, "have a positive effect on the community." According to Erin, "I strongly believe that I must endeavor to leave a mark of excellence in my work and that [it] must be beneficial to others."

## 2007 DIANNE WILKMAN EMPLOYEE OF THE YEAR AWARD

This year's employee of the year award goes to Springboard's Vice President of Operations, Justin Waller. Justin is a self-motivated, hard-working individual who always seeks opportunities to stretch his talents, both professionally and personally. He is known for exhibiting the qualities that are necessary to be a winner and leader in all walks of life.

Justin maintains a strong personal discipline, a sense of purpose, and is an excellent role model for his peers at Springboard.

For these reasons and many more, Justin Waller is the 2007 recipient of the Dianne Wilkman award.



# Counselor of the Year

Springboard's 2007 Counselor of the Year is Marsha Bonacich. Marsha continues to perform at a high level year-after-year. Her initiative and tenacity have contributed to her counseling, educating and helping hundreds of troubled homeowners in 2007. Marsha is a consummate professional demonstrated by her sound communication skills, ability to listen to and evaluate each individual's unique situation, and aptitude to speak and write both clearly and persuasively.

Marsha has been consistent in recognizing the root cause of financial stress and effectively presenting a path of resolve for each individual or family she counsels. She consistently "goes the distance" with both individual and lender to help save the individual from imminent foreclosure.

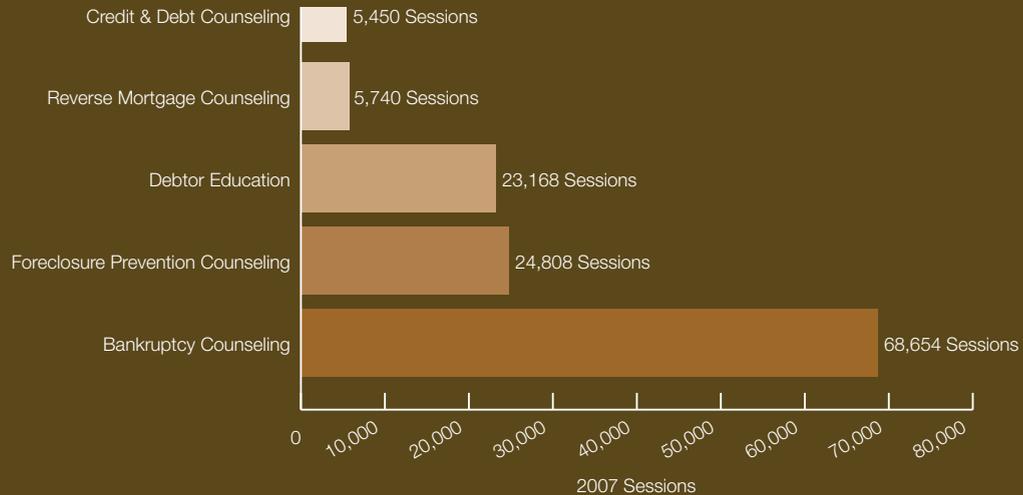
Marsha has exceptionally sound problem solving ability. Her sensible approach allows her to identify underlying causes of and generate practical solutions to problems from simple to complex. Marsha conducts comprehensive sessions in an efficient and timely manner following Springboard's quality counseling session model.

Marsha excels in virtually all aspects of her work. She conducts business with courtesy and tact in order to maintain productive relationships with individuals, lenders, and fellow employees. Her attendance is impeccable. She has reached the ultimate performance on a sustained basis, which is why Marsha is a four time Counselor of the Year recipient.



## 2007 Counseling Stats

In 2007, Springboard's counselors conducted a record number of counseling sessions in the areas of foreclosure prevention, credit and debt counseling, bankruptcy pre-filing counseling and debtor education.





*“The [debtor education] course was very rewarding to me. I have gained a tremendous amount of knowledge and confidence to better my financial skills. I have already started working on budgets in accordance with the system that I have learned from this course to rebuild my financial stability and to bring peace back into my life. Thank you.” Springfield, MA*

# Governor Schwarzenegger Hosts Homeowner Foreclosure Prevention Roundtable



California Governor, Arnold Schwarzenegger and Springboard's President and CEO, Todd Emerson.



Governor Schwarzenegger's press conference to address California's foreclosure crisis.

Springboard was one of the three original nonprofit agency partners of the Homeownership Preservation Foundation (HPF) network, formerly called the Credit Counseling Resource Center, which provides counseling to distressed homeowners nationwide, seven days a week, through a 24-hour hotline, 888-995-HOPE. Today, the network has expanded to include 10 dedicated non-profit counseling agencies with more than 450 counselors committed to foreclosure intervention, a top priority following Congressional leadership's charge to address the current housing crisis.

In November 2007, California Governor Arnold Schwarzenegger held a roundtable meeting to discuss the continuing foreclosure crisis in the State and to kick off an important leg of his comprehensive solution to the home mortgage foreclosure crisis.

The roundtable meeting was immediately followed by Governor Schwarzenegger's announcement of a public awareness campaign focused on communicating a message of hope to distressed homeowners that they have help in avoiding foreclosure including housing counseling.

With Springboard playing a key role in the foreclosure prevention counseling program, the agency's President and Chief Executive Officer, Todd Emerson, was invited to serve on the roundtable which included mayors of the cities of Riverside, San Bernardino, Corona, and Murrieta.

Given that families are facing a period of high uncertainty, the HOPE hotline will endeavor to provide every possible opportunity for both California and nationwide homeowners to avoid foreclosure. Springboard's team of dedicated counselors are proud to play a vital role in the campaign to stave off foreclosure and to help sustain the vibrant population of homeowners.

# “Be Money Wise” Annual Youth Poster Contest

Springboard’s ongoing financial education program took the message of financial literacy to local elementary, middle and high school students to participate through the nationwide annual youth poster contest. This year’s theme was “Financial Responsibility Begins with Me.”

The contest offers an outstanding opportunity to work with and educate teachers, students, and parents about the importance of wise money management and savings, while offering students a creative outlet to express their newfound knowledge.

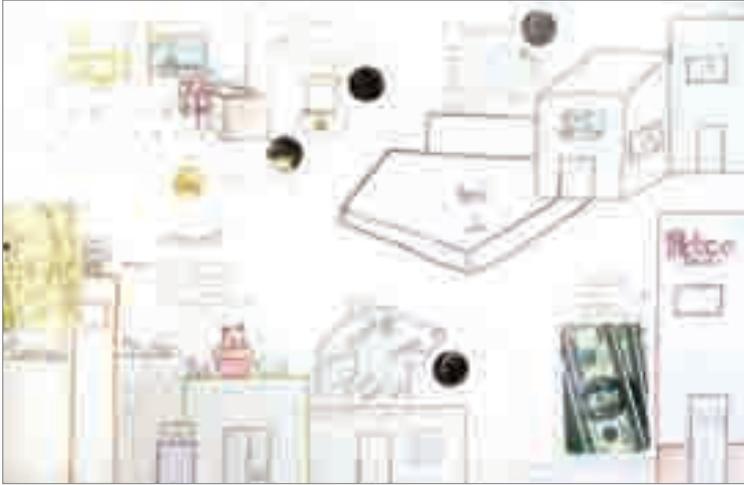
Springboard received more than 85 entries from Riverside County students, many of which reflected a commitment to savings and to manage money effectively. The posters were judged on theme, artistic style, and creativity. Each winner received a trophy, certificate and a \$100 savings bond from Springboard. Winning entries will go on to be judged at the national level.

Congratulations to third grade student, Kamryn Waller; eighth grade student, Isabel Meraz; and ninth grade student, Deshanea Smith.

01. High School Winner — Deshanea Smith, House of Praise Academy, 9<sup>TH</sup> grade

02. Middle School Winner — Isabel Meraz, House of Praise Academy, 8<sup>TH</sup> grade

03. Elementary School Winner — Kamryn Waller, French Valley Elementary, 3<sup>RD</sup> grade



01.



02.



03.

*“I received all of my paperwork and detailed explanation sheets quickly, as I was not capable of actually driving into the office because of the surgery. Everything to help me was done faster than I ever expected and I will be out of debt years before I could ever have done so on my own. THANK YOU, THANK YOU, THANK YOU.” Upland, CA*



## Executive Committee

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Rachel Ashwell Designs, Inc.,  
Director of Operations
- Curtis Paradzick, Vice Chairperson  
AT&T, Regional Vice President
- Ethan A. Horn, Treasurer  
Simon, Eddins & Greenstone, LLP, Attorney
- Meredith Chillemi, Secretary  
Life Steps, Senior Director of Social Services
- Debi Terwilliger, At Large  
Riverside Partnership in Homeownership
- Rev. Dr. Steve Wright, At Large  
Village Presbyterian Church



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Arrowhead Credit Union
- Steven Clark  
Bedford Laboratories
- Judy Weichers  
City of Escondido
- Mary Snyder  
EdFund
- Denis Gitschier  
K12 Education Consultant
- Daniel Ruiz  
National Association of Hispanic  
Real Estate Professionals (NAHREP)
- Trent Walker  
Pacific Investment Management Co., LLC
- Bill O'Laverty  
Provident Savings Bank
- Cyndi Pardee  
Riverside Community College
- Raul Medrano  
R.J. Medrano & Associates
- Rob Howard  
Southern California Edison
- Frank Brown  
State Farm Insurance
- Susan Allen Ortega  
UC Riverside
- Mike Fraschilla  
Ventura County Schools FCU
- Peter Villegas  
Washington Mutual Bank

## Top Contributors:

1. Homeownership Preservation Foundation (HPF)
2. Citibank, N.A.
3. Bank of America/MBNA
4. National Foundation for Credit Counseling/ U.S. Department of Housing and Urban Development (HUD)
5. Chase
6. U.S. Department of Housing and Urban Development (HUD)
7. Ameriquest Mortgage Company
8. Washington Mutual
9. HSBC
10. Capital One
11. Discover Financial Services

*“After my [counseling] with you last month something incredible happened. On Wednesday of this week I heard a loud crash ... the storm door had been blown open by a very strong wind. While closing the door I noticed an [overnight delivery] envelope on my porch. I picked it up and proceeded to read the most blessed news that I could have ever received. [My mortgage company] has modified my interest rate. Instead of it going up based on previous communications it had been reduced by 4.96 percent. I started crying and laughing at the same time... this is the breakthrough that I needed. My mortgage is going to be \$500 less each month. Your joyful homeowner.” Pontiac, MI*



[www.credit.org](http://www.credit.org)  
**Springboard**

Promoting Financial Literacy

4351 Latham Street, Riverside, CA 92501  
1.800.947.3752