



2014 Annual Report



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Springboard[®]

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San Diego County



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SOUTH CAROLINA

Richland County



TEXAS

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President & CEO's Message

“Great is the art of beginning, but greater is the art of ending”

– Henry Wadsworth Longfellow

Before every act of greatness or change, comes turmoil and transition. We are not measured by the environment in which we are working, but only by the attitude and hard work that goes into changing that environment. The transition from 2013 through 2014 has tested our strength as a company many times, and on many levels, but yet we always come out on the other side better than when we started. From accounting to counseling, operations to education, quality assurance to training, human resources to IT, and everything in between.

Springboard is stronger today, than when we began this year. I can't remember a single time in my tenure of 9 years, when companies in our industry are restructuring work environments and downsizing because of economic uncertainty and shrinking funding models at any other time. Leadership is never an easy task during tough times, but when you add the elements of emotion and people, it complicates matters ten-fold. This year has been a time of hard work and pure grit on many levels, but also a very necessary exercise in order to fulfill a vision or create change. We are doing both.

We have much to be proud of during 2014, but I am most proud of the employees of Springboard, and their willingness to “show up” everyday, with the sole purpose of helping individuals who have put their faith in the abilities of our company. A rare thing in life; giving of one's self, with the expectation of nothing in return. That's who we are, that's what we do. We are, Springboard.

I am both grateful and thankful for the employees of Springboard, for both their insight and willingness to roll up their sleeves in an effort to make Springboard a stronger company. With 2015 on the horizon, I am confident in our abilities to manage through this time in our industry with strength and professionalism. And when we are done, we will be that much closer to fulfilling our mission, being a catalyst for change, and creating something that means so much to so many.

Todd Emerson
President and CEO



Company Overview

Springboard Nonprofit Consumer Credit Management, Inc. (“Springboard”) is an IRS 501(c)(3) nonprofit public benefit corporation founded in 1974, whose mission is dedicated to strengthening communities and improving the lives of consumers by offering services that promote financial literacy, sustainable housing and a healthy economy.

Throughout the nation, Springboard has touched the lives of over 4 million individuals and families with personal financial education and assistance in credit counseling, housing counseling and debt and money management through seminars, workshops, educational materials and programs, financial counseling, and a variety of services that help empower Americans remain financially viable.

Springboard is accredited by the Council on Accreditation, signifying the highest standards for agency governance, fiscal integrity, counselor certification and service delivery policies. The organization is a United States Department of Housing and Urban Development (“HUD”) approved housing counseling regional intermediary and a member of both of the nation’s largest and oldest industry trade associations, the Association of Consumer Credit Counseling Agencies and the National Foundation for Credit Counseling where our counselors receive designation as certified housing counselors. Springboard is committed to educating all individuals without judgment or regardless of their economic status, and helps low-to-moderate income families become self-sufficient and financially independent.

The agency’s public awareness initiatives are designed to provide members of the community with educational information and focus on access to the highest quality financial education and counseling services.

“Springboard is a premier housing and credit counseling agency. As a nonprofit organization, we understand the importance of fiscal responsibility that permits our agency to continue delivering services to individuals and families nationwide.”

*Joanne Cordero, Springboard’s Senior Vice President,
Operations and Corporate Administration*



2014 Counseling and Education Stats

Springboard's counselors provided financial and budget counseling to more than 55,000 individuals in 2014. Springboard's highly trained team of financial coaches provided assistance to consumers nationwide in the areas of foreclosure prevention, consumer credit and debt, reverse mortgage, bankruptcy pre-filing and debtor education.

Springboard's education and community outreach counselors conducted financial literacy workshops in-person with mostly low-to-moderate income households on topics including, budgeting, money management, understanding credit reports and scores, and identity theft prevention. The team delivered interactive workshops to youth and adults combined.

As the community has come to rely on Springboard, we've expanded the ways consumers can reach us nationwide. Through Springboard's Financial Instructional Training "FIT" Academy, the agency's new e-learning portal, consumers nationwide signed on to gain important financial knowledge.



Springboard's 40th Anniversary

June 26, 2014 was proclaimed "Springboard Day" in the City of Riverside. Mike Gardner (pictured at left), Ward 1 Councilmember, presented Springboard's President & CEO Todd Emerson with the proclamation from the City Council and Mayor of Riverside.

Springboard Solutions LLC

People, Process, Systems...

Springboard Solutions LLC was established in 2010 as a full service entity providing outsourced services to government agencies, nonprofit organizations, and financial institutions assisting families and individuals who need help.

Today, Springboard Solutions has grown to more than 270 associates working on various programs for a diverse portfolio of clients. Our goal is to provide every client with efficient and effective outsourced solutions coupled with robust reporting and quality control.

The California Housing Finance Agency (“CalHFA”) was our first client and continues to be our largest project. Springboard Solutions is pleased to help the State of California rank first among the 18 Hardest Hit Fund® states in the total number of homeowners assisted and total funding allocated through the United States Treasury program.

EXPANDED SERVICE

We expanded our client roster and enhanced our services to deliver scalable high quality services.



Program

Client

Program	Client	Hotline Service	Application Intake	Document Intake	Eligibility Services	Program Software
Keep Your Home California	CA Housing Finance Agency	✓	✓	✓	✓	✓
Nevada Hardest Hit Funds	NV Affordable Housing Assistance Corporation	✓	✓	✓	✓	✓
Arizona Hardest Hit Funds	AZ Department of Housing	✓	✓			
Fannie Mae	Homeownership Preservation Foundation			✓		
Freddie Mac	Homeownership Preservation Foundation			✓		
Home Means Nevada	NV Attorney General					✓
Keep Your Home New Mexico	NM Attorney General	✓				✓

Solutions continues to find new ways to deliver outsourced services to government and financial institutions. This matrix is an overview of the programs, clients and services provided.

IMPRESSIVE RESULTS

Our associates strive to deliver high impact, high quality results. We are pleased to celebrate the following results for 2014:

- ✓ Call Center Services – handled over 449,000 inbound calls to assist financially distraught consumers
- ✓ Document Services – processed over 5 million documents and compiled over 43,000 workout packages for distressed mortgages
- ✓ Eligibility Services – reviewed documents and Hardest Hit Fund® program criteria to decision over 23,000 files
- ✓ Software Services – provided software for the Hardest Hit Fund® and Attorney General Settlement programs

With an experienced management team and proven processes and systems, Springboard Solutions is just getting started. We will continue to expand our services, impress our clients and exceed industry expectations. Count on it.

Jamie Deason, Springboard's Senior Vice President of Operations, and Springboard Solutions LLC's Program Director



Financial Literacy Education

Empowering Lives Through Knowledge...

During and shortly following the financial crisis families struggled to stay in their homes, pay back debt, and put aside savings. In the aftermath of the Great Recession, consumers are still recovering and in dire need of financial guidance and education. As a result, a dialogue has been opened from the local to the national level about the need for increased financial literacy understanding in this country. Springboard has responded by seeking new methods and opportunities to educate more youth and adults on basic financial concepts.

In 2014, Springboard's team of certified financial educators presented 185 interactive seminars and workshops and educated 2,750 youth and adults on various financial topics, including basic budgeting, understanding credit reports, and using credit wisely. The team traveled throughout Southern California (and beyond) delivering presentations to wide ranging community organizations, military personnel and their families, and the faith-based community. In addition to face-to-face group presentations, Springboard provides nationwide web-based education through its Financial Instructional Training ("FIT") Academy. This portal is available to consumers 24/7 and can be accessed from any mobile device, approximately 2,000 consumers signed on to gain important financial knowledge. In total, the team provided free financial education to more than 4,700 consumers.

MILITARY OUTREACH

Springboard has a long history of working with all branches of the military and the veteran community at all levels. Springboard is a certified USA Cares military housing specialist organization. In 2014, Springboard had the honor of supporting Military Saves Week (part of America Saves) at U.S. Marine Corps Camp Pendleton.

(continued)

Melinda Opperman, Springboard's Senior Vice President of Community Outreach and Industry Relations



Financial Literacy Education

MILITARY OUTREACH (continued)

In 2014, Springboard continued as a briefer for the command financial specialist program, and Transitional Assistance Program (TAP) for those transitioning from military service. Springboard has been repeatedly invited back to speak to service members and veterans on important financial wellness topics from Springboard's curriculum, including: budgeting perspectives, improving credit and debt management, identity theft prevention and awareness, pre-purchase home buyer education, and the necessary steps in exercising their option to work with lenders to reduce the risk of foreclosure, including the warning signs for foreclosure rescue scam artists that claim to be helping families save their homes.



Springboard's President and CEO, Todd Emerson, served honorably in the United States Marine Corps. Emerson became a war veteran, having served in Kuwait for the first Gulf War in Operations Desert Shield and Desert Storm.

Springboard's programs have made a positive difference in our military community and veterans' lives.

Left Photo: Springboard had the honor of supporting Military Saves Week (part of America Saves) at U.S. Marines Camp Pendleton.

Right photo (l to r): Beth Middleton BA, AFC CITRMSR, Personal Financial Specialist at U.S. Marines Camp Pendleton with Jennifer Rodriguez, Springboard Education & Outreach Coordinator.

S.E.R.V.I.C.E.

Integrity, Quality, Excellence, Compassion

Springboard's S.E.R.V.I.C.E. Committee is comprised of volunteer team members who are dedicated to making a difference in the community above and beyond their day-to-day job responsibilities at Springboard. S.E.R.V.I.C.E. stands for Springboard Employees Recognize Volunteerism In our Community & Environment. The committee reflects Springboard's core values – Integrity, Quality, Excellence and Compassion.



The S.E.R.V.I.C.E. Committee participated in the 24th annual Children's Hospital of Orange County Walk in the Park.



The S.E.R.V.I.C.E. Committee has coordinated the Annual Back Pack Event, and served 250 students this year. The poster board on the left is where Springboard associates adopt students from Kindergarten through High School grades who are in need of backpacks and school supplies for the new school year.

For the past four years, the committee has coordinated the purchase and delivery of new backpacks and school supplies for needy students receiving assistance from Family Development Programs in Riverside and San Bernardino County. During the holidays, the committee has helped put a smile on children's faces by partnering with the U.S. Marine Corps Reserve Toys for Tots program to collect new, unwrapped toys for children living in Southern California's Inland Empire Region.

Bea Cortes Counselor of the Year Award

“Our people improve the lives and financial well-being of individuals and families by providing access to quality financial education, counseling, assistance and affordable housing.”

Since 2010, Springboard has named its Counselor of the Year award in memory of Bea Cortes, a financial counselor who exemplified Springboard’s core values of Integrity, Quality, Excellence and Compassion.

This year, the honor goes to Gus Acevedo who has been making a difference in people’s lives with Springboard since 1997. As a bilingual counselor, he has delivered outstanding assistance to thousands of clients, with consistently high customer service and quality assurance reviews frequently scored at 100%. Not only does Gus humbly achieve high performance marks consistently in his work his clients, but Gus affects his fellow counselors too. He has built a strong rapport with his fellow counselors whom he is happy to jump in and help.

Gus brings a high degree of commitment, flexibility, and professionalism to his work, he is a team player and has demonstrated his dedication and willingness to go the extra mile for his clients, co- workers and supervisors.

“His almost ever-present smile and positive demeanor makes working with this high-achiever pleasant and inviting,” said Gus’ manager.

Gus has earned certifications with the National Foundation for Credit Counseling (NFCC) as a Certified Consumer Credit and Housing Counselor, and the U.S. Department of Housing (HUD) as a reverse mortgage counselor. He is also certified in the Fair Debt Collection Practices Act and Fair Credit Reporting Act.

After 18 years of full-time and exceptional service to Springboard, Gus retired in early 2015.

Gus Acevedo, Springboard’s 2014 Counselor of the Year with Springboard President & CEO Todd Emerson.



National Award Winning Education

Since 2006 Springboard has received more than a dozen awards for their work in the financial literacy field, including a total of four national PACE Outstanding Educator of the Year awards.

The Outstanding Educator of the Year awards are for Springboard's impressive work in the financial literacy field, the award is part of the National Foundation for Credit Counseling's Professional Achievement and Counseling Excellence ("PACE") Awards program which only recognizes one educator each year.

Springboard has received the prestigious award four times, most recently in 2014, which recognizes individuals and organizations for their significant contributions to the community.

Springboard's Senior Vice President of Community Outreach and Industry relations, Melinda Opperman (L), and Paul Atkinson, NFCC Chair of the Member's Operating Committee, and President & CEO, CCCS of Buffalo, Inc.



Youth Poster Contest

Springboard's annual youth poster contest provides a teachable moment to impart lifelong financial lessons to young people. Since 2006, Springboard has offered youth in grades 3rd through 12th an opportunity to participate in this highly anticipated contest that combines creative expression with important lessons on financial matters. The contest offers an excellent opportunity to work with teachers, students and parents on the importance of wise money management. The poster contest is one way Springboard actively responds to studies that confirm adult money habits are set by the age of seven. The lessons students learn by participating will follow them into adulthood. This initiative is chaired by Springboard's team of financial educators and a new contest theme is chosen each year. The theme for this year's contest was "To Be Money Smart, I Will ..." The posters are judged on expression of theme, artwork, style, content and overall creativity.



Elementary School Category

1st – Sukhmanpreet Kaur – 4th grade – Success Academy

2nd – Mia Mihara – 4th grade – Real Journey

3rd – Roberto Camberos, Jr. – Village Elementary School

Middle School Category

1st – Jennifer Florez – 7th grade – Loma Vista Middle School

2nd – Nataly Nunez – 7th grade – Loma Vista Middle School

Senior High School Category

1st – Dulce M. De Leon' – 12th grade – Moreno Valley High School

2nd – Kevin Olea – 12th grade – Redlands East Valley High School

3rd – Kacey Haro – 11th grade – Norte Vista High School



The student winners are pictured with their award plaques, trophies and ribbons. Springboard President & CEO Todd Emerson (second from left), along with Springboard Education & Outreach Coordinator Lacy Houze (fourth from left, top row) and contest judges Cathy Paredes, Bank of America (fifth from left, top row); next Veronica Vergne, Altura Credit Union; next Michael Elkins, Community Action Partnership of Riverside County; and Caasi Algazi, United Way of the Inland Valleys (far right, top row). Not pictured, Judith Farnham, Community Action Partnership of San Bernardino.

Board of Directors

Todd Emerson

President and CEO of Springboard

Rev. Dr. Steve Wright, Chair

Pastor, Village Presbyterian Church

Curtis Paradzick, Vice Chair

Vice President of Sales for Vector Resources, Inc.

Ethan A. Horn, Treasurer

Attorney; Napoli, Bern, Ripka, Shkolnik

Meredith Chillemi, Secretary

Senior Director of Social Services; LifeSTEPS, Inc.

Sonny Sarabia

Vice President Sales; James Perse Enterprises, Inc.

Stacie Anctil, At Large

Senior Vice President; Pacific Investment Management Company, LLC

Steven Clark

Account Executive; Bedford Laboratories

Mike Fraschilla

Vice President Lending; Solano First Federal Credit Union

Denis Gitschier

Retired; Huntington Beach Union High School District

Top Contributors



Homeownership Preservation Foundation



National Foreclosure Mitigation Counseling (NFMC)



Citibank, N.A.



U.S. Department of Housing and Urban Development (HUD)



JPMorgan Chase & Co.



Bank of America



HSBC



Capital One



Wells Fargo & Co.



Discover



US Bank



Citi Residential Lending



Association of Independent Consumer Credit Counseling Agencies (AICCCA)



National Foundation for Credit Counseling (NFCC)

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