

Annual Report

2023



**Consumer Credit
Counseling Service**
OF THE OZARKS

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Management Team

Holly Wilson	Executive Director
Delores Maples	Director of Housing
Mark Stallings	Director of Financial Counseling
Mycroft Holmes	Director of Operations and Compliance

Board of Directors

Vicki Karlovich, President
Riley Daniels, Vice President
Stephen Evens, Treasurer
Joyce Wong, Secretary
Alex Graham
Katy Velasquez
Kris Keller
Jon Gold

CCCS Credentials

- Non-Profit 501c (3) organization, providing consumer education and resources for finance and housing needs.
- Member of the National Foundation of Credit Counseling (NFCC).
- Counselors are certified through the NFCC.
- Accredited Business through the Better Business Bureau (BBB).
 - Winner of “Torch for Ethics” 2023
- Housing and Urban Development (HUD) approved housing counseling agency.
- Counsel of Accreditation (COA) accredited counseling agency.
- Consumer Credit Counseling of Springfield, MO, Inc is licensed to do business in Missouri and Kansas.

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Letter from the Executive Director

It is always fun to look back over the past year and see what we have accomplished. For CCCS, 2023 was a pivotal year. As a contributor to the Emergency and Rental Assistance grants, we finished strong. Over the course of the pandemic, CCCS helped 1396 families remain in their homes by providing over \$7,600,000 in assistance for rent and utilities.

It was during this time we began to hear from our clients their request for additional and ongoing financial education. It was no longer a news story; it was their personal story. We reworked our Education Department to develop new programs to help families move from financial crisis to financial wellness.

We also became an Organization Representative Payee, approved by the Social Security Administration, as a direct result of the increased prey on those receiving SSI and SSDI payments. This afforded the vulnerable an additional layer of protection against financial abuse and scams.

As a certified HUD Housing Counseling agency, we continued to work with clients who required assistance from the HAF program. The result of helping homeowners stay in their homes is one of the highlights of the year.

In 2023, we were honored to receive the Torch Award for Ethics from the Better Business Bureau. With so many great organizations, it was a humbling experience.

Finally, our Outreach Team was excited to be doing what they do best: listening and collaborating. We recognize we are but one organization making a difference. Working with others to lift many is how we celebrate success. Engagement with our community partners helps those we serve become stronger.

In 2024, we will launch our Say YES to the Address Program helping those in temporary housing become permanently housed building their future. We look forward sharing our process in the future.

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Consumer Credit Counseling History

Founded in 1969 as an organization to help people in the community with financial difficulties. In 1989 we incorporated and became a non-profit 501c (3) in August of that year. We focus on financial wellness and counseling with a holistic approach. CCCS was the first nonprofit organization in Missouri to provide Bankruptcy counseling and education. In 2005, CCCS became a HUD certified housing agency. In 2020, CCCS began providing rent and utility assistance during the pandemic. In 2023, CCCS was approved by Social Security to become an Organizational Representative Payee.

Mission of our organization

Improving economic security through financial education and coaching.

Vision of our organization

Financial freedom for all.



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Who are our clients?

- **Average household gross income:** \$2,964.62 Monthly
- **Average amount of unsecured debt:** \$23,775.82
- **Average length of time on a Debt Management Plan:** 19 months
- **Average number in each household:** 2
- **Average Age:** 51 Years Old
- **Percentage of Rural Clients:** 46%
- **Average Housing Costs:** \$1,691.82 Monthly



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Community Partners

CCCS works with several amazing partners and groups in our communities. We work with them in our goal of further education about individual's finances and reaching a equitable housing situation.

- Habitat For Humanity
- Community Partnership of the Ozarks
- MERS EXCEL
- Harmony House
- KY3 News
- Drew Lewis Foundation
- OTC Table Rock Campus
- Pregnancy Care Center
- Life House
- Victory Mission
- Life 360 Resource Center

Performance and Quality Objectives (Averages)

- 98% of surveyed customers were surprised at the knowledge they gained to help themselves get more financial control over their lives.
- 58% of debt management finished successfully.
- 97% of surveyed clients believed they had input into how to make their financial and housing situations better.
- 92% of clients on debt management plans were able to stay within the budget they helped create.



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Google Reviews



M Jones

Local Guide · 47 reviews · 97 photos

★★★★★ a year ago

My experience with Senior Advisor Doug Watson was stellar. After arriving for my appointment with Doug, he walked me through all sorts of budgets and projected budgets. Twice I have used CCC for financial issues, and both times I have been assisted through difficult times with very good financial advice, a debt repayment plan and/or a printed file for sharing with my debt holders. CCC seemed to truly care, and even validated the beginnings of my financial woes back to a divorce where my ex "got the goldmine", and my children and I got the "shaft" ... I highly recommend anyone facing divorce or life change to first consult a financial advisor such as CCC. Thanks Doug!



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Jason Gerding

Local Guide · 35 reviews

★★★★★ a year ago

Outstanding people, and a very relaxed atmosphere. Very helpful in times of hardship.



1

Facebook Reviews



JulieJerry Farnsworth recommends CCCS of the Ozarks.

May 16, 2021 · 🌐

I can't say enough about CCCS, they are an amazing service that really cares. We had almost \$20,000 in credit card debt and they helped us get it completely paid off with only one small monthly payment. Our account manager Doug was amazing, he helped us with everything to make the process very simple, he was kind and courteous throughout the whole process! Thank you CCCS for helping us get debt free!

J & J



2



Like



Comment



Share



Pamela Splettstoesser recommends CCCS of the Ozarks.

May 27, 2020 · 🌐

Very personal and go out of their way to see that you get the assistance you need.



1

3 comments



Like



Comment



Share

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Consumer Credit Counseling Service of the Ozarks Receives BBB TORCH Award

Springfield, Mo., Nov. 9, 2023 - Consumer Credit Counseling Service of the Ozarks is a 2023 Better Business Bureau (BBB) TORCH Award winner for BBB Serving Eastern & Southwest Missouri & Southern Illinois.

The TORCH Awards recognize organizations that exemplify high ethics in their treatment of customers, employees, and suppliers. Five Springfield- region businesses are being recognized in 2023.

"These organizations are shining examples of marketplace trust. They make a positive impact on their customers and communities. Not only are they committed to exceptional service and high ethics, but they encourage others to follow their lead," said Pamela Hernandez, BBB Springfield Regional Director.

Consumer Credit Counseling Service of the Ozarks provides low-cost financial information, education and filing services to help individuals and families pay off debts and find financial stability.

The nonprofit's goal is to improve economic security in Southeast Missouri. It takes a holistic approach to provide education and resources to clients on a case-by-case basis, helping them to collectively pay down \$1M in debt each month.

"Winning the BBB TORCH award is a huge honor. We are dedicated to helping people pay off their debt through our debt management program, staying in their home and giving them tools to overcome their financial burdens," said Director Holly Wilson.



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2023 By the Numbers

- We issued 61 Pre-Filing Bankruptcy Certifications and 22 Pre-Discharge Filing Bankruptcy Certifications.
- We conducted 903 counseling sessions.
- We provided 56 financial workshops.

2022 Financials

Source of Funds

Program Service Fair Share and Fee Income	\$176,309
Grant Income	\$298,418
Other Income	\$94,379
Total Income	\$569,106

Expenses

Program Expenses	\$579,445
Administrative Expenses	\$155,074
Total Expenses	\$734,519

Net Income	-\$165,413
Net Assets - Beginning of Year	\$1,060,014
Net Assets – End of Year	\$69,073
Total Liabilities	\$728,029
Total Assets	\$728,029

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Creditor Contributions

CCCS works with several banks around the region and nation. With their generous grants and support, we can serve more.

- American Express
- Bank of America
- Capital One
- Discover
- Credit One
- First Premier Bank
- Citibank
- Chase Bank
- Synchrony Bank
- Wells Fargo
- Comenity Bank
- Multiply Credit Union

Statement of Thanks

CCCS wishes to thank all our clients, partners, and community members for the ability to offer these services and help our neighbors. Without our community partners, we would not be able to do what we love doing. We hope that through our contributions, the communities we serve will grow stronger.

CCCS wishes to thank our board and volunteers for all the time and effort they gave to us. It is through the guidance of those around us that we may move forward with our programs designed to reach out to others in the communities.