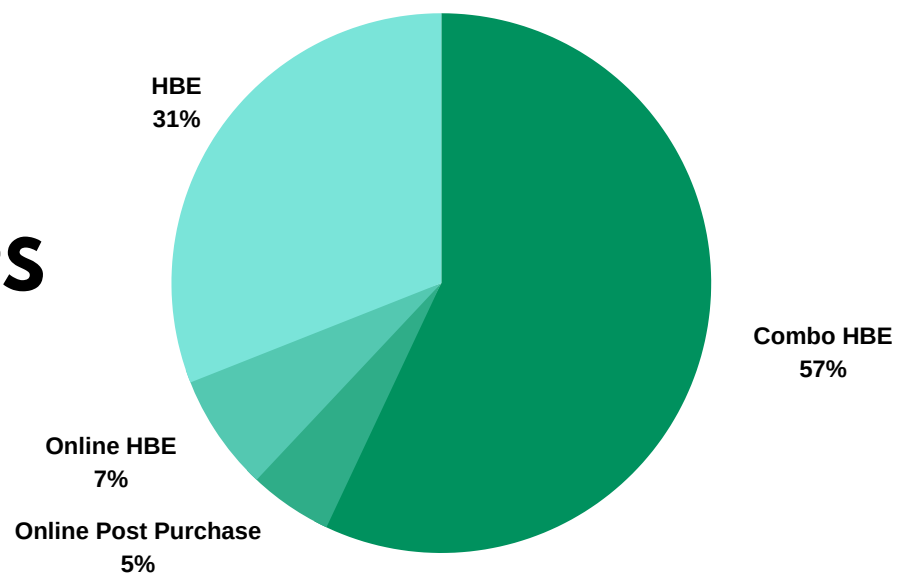




2019 REPORT HOUSING COUNSELING PROGRAM

**The Frayser CDC is a HUD-certified Housing Counseling Agency*

GROUP EDUCATION WORKSHOPS



In 2019, we offered a total of **37 workshops**, both in person and online.

Home Buyer's Education: Is a traditional 8-hour pre-purchase curriculum course.

Combo HBE: An 8-hour combined curriculum of pre-purchase and post purchase topics.

Online HBE: An online pre-purchase course that is completed at the pace of the user and requires a minimum of a 1-hour follow-up counseling session.

Online Post-Purchase Education: An online post-purchase course that is completed at the pace of the user and requires a minimum of a 1-hour follow-up counseling session.



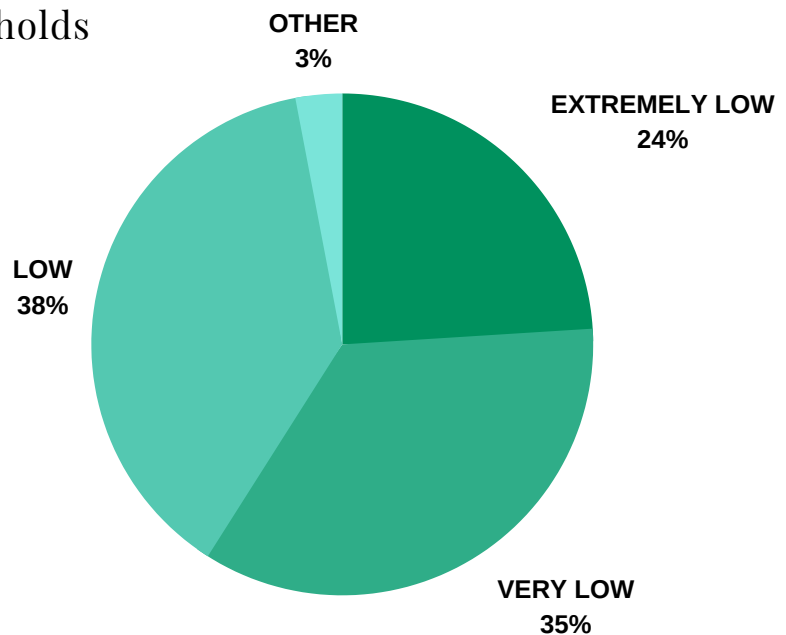
TOTAL WORKSHOP PARTICIPANTS: 226

Our mission is to provide community residents with access to home ownership opportunities, resources and tools through our programs.

- 42% of workshop participants are residents of Frayser, 38127
- 58% of the workshop participants are from the Memphis MSA.

Income: The majority of the clients served through our home buyer education workshops have incomes that are below the median family income of the Memphis Metropolitan Statistical Area (MSA) which is at \$65,900. The largest groups of participants are low-income households, on average that's a four person household with annual income of \$52,700.

- 24% Extremely low income households
- 35% Very low income households
- 38% Low income household
- 3% Other income level



OUR ONE-ON-ONE HOUSING COUNSELING PROGRAMMING SERVED **118** INDIVIDUAL HOUSEHOLDS.



The main two counseling service types most requested are Pre-Purchase Counseling, and Foreclosure Prevention.

- 36% of one-on-one clients are residents of Frayser, 38127
- 64% of one-on-one clients are residents from the Memphis MSA.

Pre-Purchase Counseling served a total of **57 participants**. These clients all have goals of becoming home owners. They work with a counselor to overcome obstacles towards achieving their home ownership goals, and to connect with resources and tools, ensuring that they are comfortable with the complete process of buying a home.

- 58% of pre-purchase clients are residents of Frayser, 38127
- 42% of pre-purchase clients are residents from the Memphis MSA.

Income: Most of the clients working with a counselor to achieve home ownership have extremely low income levels, which averages to a four person household earning \$25,750 to \$32,949 annually.

- 40% Extremely income households
- 30% Very low income households
- 26% Low income households



Foreclosure Prevention Counseling served a total of **61 participants**. These clients are homeowners currently going through a financial hardship and are threatened with losing their homes. These clients work with a counselor to consider their available options, resources and tools to assist them in avoiding foreclosure.

- 16% of mortgage default clients are residents of Frayser, 38127
- 84% of mortgage default clients are residents from the Memphis MSA.

Income: Most of the clients working with a counselor to avoid foreclosure have extremely low and very-low income levels, which averages to a four person household earning between \$25,750 to \$32,950 annually.

- 39% Extremely low income households
 - 38% Very low income households
 - 18% Low income households
-

CONCLUSION: IMPACT AND SCOPE OF COUNSELING

Our Housing Education services played numerous roles in the lives of our clients and their households. Below are some examples of the impact on households, as a result of these services being utilized by the community.

- Households that received one-on-one counseling also **received group education services.**
- Households received information on fair housing, fair lending and/or accessibility rights.
- Our Housing Counselor developed **sustainable household budgets** through the provision of financial management and/or budget services.
- Households **improved their financial capacity**, increasing discretionary income, decreased debt load, increased savings, increased credit score.
- Households **gained access to resources** to help them improve their housing circumstances such as down payment assistance, rental assistance and utility assistance.
- Households were **provided with information** and access to non-housing resources, such as social service programs, legal services, public benefits such as Social Security or Medicaid.
- Many households that **received Pre-Purchase Counseling** went on to purchase housing after receiving individualized counseling.
- Households that received non-delinquency Post-Purchase Counseling were able to **improve housing conditions or home affordability.**
- Housing Counseling Services enabled numerous households to **prevent or resolve a mortgage default.**