

# Mission

Provide the best non-profit community service dedicated to delivering professional consumer credit education, confidential counseling, and debt reduction programs to all segments of the community regardless of ability to pay.

## Message from the Chairman

Indiana consumers experienced many economic challenges during 2002 and Consumer Credit Counseling Service<sup>®</sup> of Central Indiana was there to help. CCCS<sup>®</sup> of CI continues to fill the needs of many in our communities who require assistance with their financial well-being. It is a service that we have been providing since 1965.

CCCS<sup>®</sup> of CI continued to provide an ever-increasing, valuable service to the consumers of Central Indiana. This was accomplished by offering financial counseling, education on money management and the wise use of credit, homebuyer education and counseling, and moral support to our clients. In addition to these services, we acted as a liaison between our clients and their creditors as they worked to repay their debts. In 2002, we returned over 16 million dollars to creditors on behalf of our clients.

CCCS<sup>®</sup> of CI continued to be responsive to the educational needs of our communities. In 2002, educational information and programs were provided to over 19,000 people. In addition, we implemented *Credit When Credit Is Due* (CWCID), which is a nationally standardized credit education program. All clients enrolled in the Debt Management Program were required to complete this education program. This allowed our clients to become more informed consumers by learning how to manage their money, rebuild their credit, and how to use credit wisely in the future. This educational program was also used with several community groups including the Julian Center and Coburn Safe Place.

The agency faced its own challenge with the passing of President Judith B. Lichtenberg in October. Judi had been with CCCS<sup>®</sup> of CI since January 1992. She had served in many capacities within the agency and was appointed President in November 2000. Under Judi's leadership, the agency broadened its funding base with an annual fundraising campaign, added new computer and phone technology and began merger talks with CCCS<sup>®</sup> of the Tri-State. Upon Judi's passing, Kenneth Shidler was named Interim President.

Our greatest achievement in 2002 was the services we provided to assist our clients during times of stress. These accomplishments were possible because of the dedicated staff and effective partnerships that improve our community. Working with the members of the board of directors and the staff of Consumer Credit Counseling Service<sup>®</sup> of Central Indiana has been a pleasure. Together, we are working to meet the challenges and make a difference in the lives of Hoosiers.

Richard R. King, II  
Chairman, Board of Directors

## Letter from the President

In 2002, CCCS<sup>®</sup> of CI experienced many changes. Creditors experienced increased needs and financial pressures while the economy placed pressure on the bottom line. At the same time, the needs and expectations of our clients grew due to things such as layoffs and job restructurings.

To improve the services we provide our clients and their creditors, we have signed a letter of intent to consolidate with CCCS<sup>®</sup> of the Tri-State. The approved accommodations will give us a stronger agency to better serve clients and

creditors with more locations, additional experience and dedicated staff. We will continue to conduct business in this area as CCCS<sup>®</sup> of the Tri-State. CCCS<sup>®</sup> of CI will support 29 counseling locations with access to state of the art technology to receive and process payments electronically. Over 70 percent of all payments to creditors are now disbursed electronically.

I would like to express my deepest thanks to Ken Shidler who ably and willingly served as Interim President for many months. Having been selected as the new President, I look forward to continuing to serve our existing clients through our excellent staff. I also have a strong vision for the future of CCCS<sup>®</sup> of CI which includes introducing new programs while improving access to our services to increase our agency's success in meeting the needs of the many clients who need help with their financial situation. I look forward to keeping you updated on these new things as they develop. In the meantime, I welcome your comments and suggestions.

Barbara N. Crane  
President

## Board of Directors

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Better Business Bureau, Inc.

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Assurance Partners Bank

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Don Spade

CSC Credit Services

Mickey J. Walden

Lincoln Federal Savings Bank

Kimberly A. Wise

Indiana Housing Finance Authority

Floyd Woodard, Jr.

The Woodard Group

## Clients we helped:

- A young couple buying their first home
- New immigrants navigating a foreign financial system
- A divorced single mom struggling to rebuild her credit
- Laid-off employees dealing with creditors and managing their debt
- A widow overwhelmed with the rising costs of medical prescriptions
- A single father with two small children facing possible home foreclosure
- An elderly couple wanting to use the equity in their home for needed repairs
- A young person establishing a realistic budget and moving into his first apartment
- A disabled individual developing a budget and savings plan after starting his first job
- Survivors of domestic violence learning how to manage their money to facilitate their move out of a shelter

## 2002 Client Data

Information calls	9,573
Appointments seen	7,964
DMP clients (as of 12/31/02)	3,964
Successful completions	375
Financial counseling clients	3,652

## Client Profile

Average Age	40
Sex:	55% Women, 45% Men
Marital Status	
Married	12%
Single	21%
Separated, Divorced, Widowed	67%
Average yearly income (gross)	\$30,361
Average outstanding debt	\$49,959
Average debt on DMP	\$16,319
Average number of DMP creditors	9
% of clients who are buying/own home	46%

## Highlights from 2002

Counseled over 7,000 people

Conducted 75 media interviews.

Participated in 35 various community initiatives.

Provided education to more than 19,000 people.

Conducted more than 500 online counseling appointments.

Utilized direct deposit for 24 percent of clients for fund transfer.

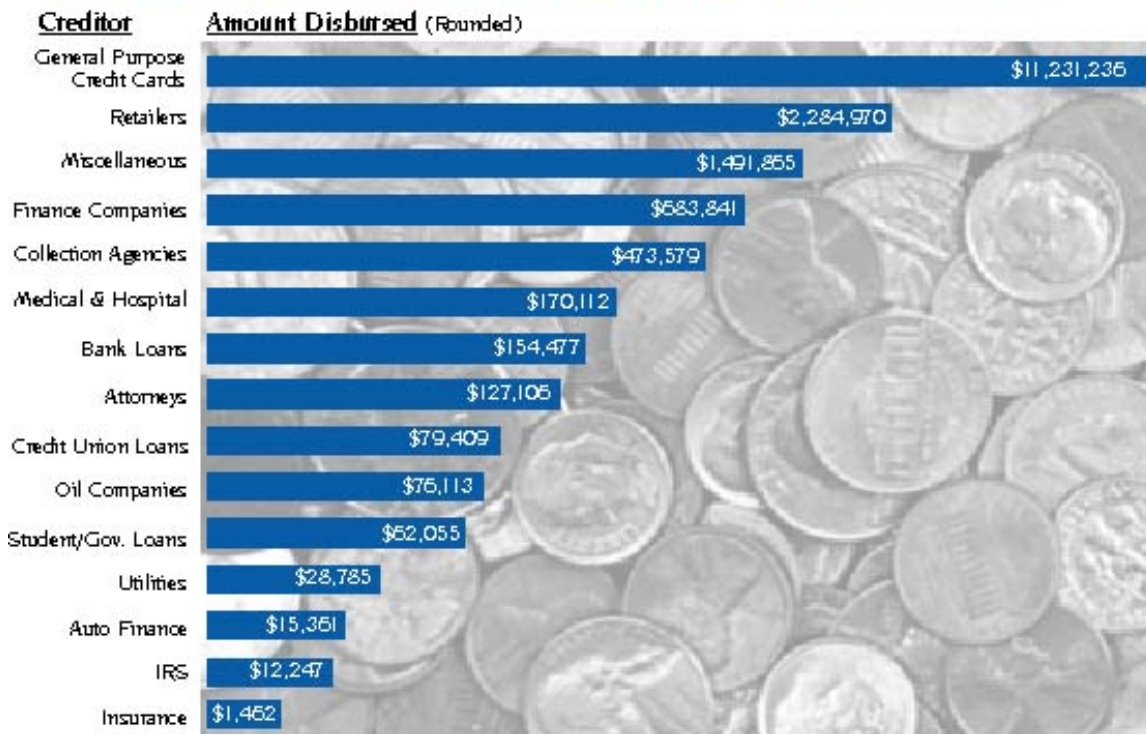
Disbursed 74 percent of client's funds to creditors electronically.

Introduced *Credit When Credit Is Due*, a nationally standardized credit education program.

Conducted *Credit When Credit Is Due* education program for clients of Coburn Place and Julian Center.

Participated on the Indiana Mortgage Fraud Task Force.

# Total Disbursements to Creditors = \$16,892,618



## Thank you for your support

CCCS® of CI was established in 1965 to “provide the best non-profit community service dedicated to delivering professional consumer credit education, confidential counseling, and debt reduction programs to all segments of the community regardless of the ability to pay.” In 2002, we were able to deliver that professional consumer credit education to over 19,000 Hoosiers. This education was delivered in the form of presentations, homebuyer workshops, informational booths at major events, and the distribution of educational materials.

Through our educational initiatives, we help people learn to manage their money and use credit wisely while empowering them to make good financial choices. These efforts were made possible through the generous support of our donors and sponsors.

We thank you for your continued support and commitment to our educational mission and hope that you will help us expand our educational programs in the future.

## 2002 Donations

Kirk Adams

Bank One

Black-Carmichael-Klein Lumber Company

Laura Blackburn

Richard Booe

Gary Bright

Thomas Burke  
Linda Carmody  
Bill Chambers  
Gustanna Chaney  
Collection Associates Inc.  
Crossmann Communities Inc.  
CSC Credit Services  
Mark & Rochelle Effron  
Flagstar Bank  
Susan Foellinger  
Robert French  
Donald & Virginia Gamble  
Evan & Linda Goodman  
Henry C. Smither Roofing Co., Inc.  
Patrick Hogensen  
George Hopper  
Indiana Housing Finance Authority  
Indiana Members Credit Union  
Charles & Charlotte Kunz  
Tony Lee  
Hal Levine  
In memory of Judith Lichtenberg  
Link Federal Credit Union  
Louise Litwack  
Richard & Charlene Lugar  
Marsh Employees Federal Credit Union  
Andy McCurley  
Mortgage Credit Services  
National City Bank  
Old National Bancorp  
Owen County State Bank  
Peoples and Employees Federal Credit Union  
Perfect Circle Credit Union  
Teresa Roccaforte  
George Rubin

Tom Russell

SafeCo Foundation

Tom Scott

State Farm Foundation

Stacy Stuber

The National Bank of Indianapolis

The Women's Fund of Central Indiana

Melvin Tzucker

Jessica White

Janet Winecoff

## Community Education

In 2002, we provided education to over 19,000 people throughout Central Indiana. Educational information was provided on a variety of topics including budgeting, establishing credit, credit reports, dealing with debt, money skills for kids, and homeownership. This help was in the form of educational presentations, workshops, and information booths at major events.

Some of the people we helped include:

Survivors of domestic violence at the Coburn House and Julian Center developing the financial literacy skills necessary to get a job, an apartment and establish their independence.

Displaced workers from companies, such as United Airlines, in developing a budget and a plan to deal with their debt.

Homeless individuals working to put their life back on track and receiving support from Lighthouse Mission and Good News Mission.

Students learning about money and credit at Ben Davis, Lawrence Central, Pike, Southport and Tech High Schools.

Graduating seniors preparing for the challenges of real life at Butler University, IUPUI, and Ivy Tech.

Employers such as NCAA, Covantz, SMC Corporation, and Marion County Public Library providing educational opportunities for their employees.

Community groups helping society like AARP, Habitat for Humanity, Indy Reads, Training Inc. and Second Helpings

These are just a few of the 118 organizations that received educational services from CCCS® of CI in 2002.

Total number of educational presentations = 243

## 2002 Financial Statement\*

### Revenue

Creditor Service Fee	\$1,111,300	
Client Reimbursements	551,844	
Other Income	<u>119,384</u>	
TOTAL		\$1,782,528

Operating Expenses (\$1,929,095)

Other Income, Expenses, Adjustments (\$ 92,895)

Net Income (Loss) (\$239,462)

*\* Unaudited figure*

# Counseling Sites

## Anderson

(765) 640-0119

## Bedford

Hoozier Uplands  
(812) 279-0412

Also serving Mitchell, Paoli,  
Salem & Shoals

## Bloomington

(812) 333-6083

## Columbus

(812) 372-1015

## Connersville

(765) 827-0553

## Covington

Community Action Program  
(765) 793-488

## Crawfordsville

Community Action Program  
(765) 362-4096

## Danville

(888) 711-7227

## Greenfield

(317) 462-333

## Greensburg

(812) 662-6458

## Greenwood

(317) 865-4979

## Indianapolis

(317) 266-300

## Jasper

Tri-Cap

(812) 482-2233

## Lebanon

(765) 482-6396

## Madison

Ohio Valley  
Opportunities, Inc.  
(812) 794-9265

## Marion

Affordable Housing  
Corp. of Marion  
(765) 664-5194

## Muncie

(765) 284-7154

## New Castle

(765) 533-6390

## Noblesville

(317) 776-3480

## Scottsburg

Ohio Valley Opportunities, Inc.  
(812) 794-9265

## Seymour


(812) 341-0025

## Terre Haute

Community Action Program  
(812) 232-1264



 = CCCS of CI office locations

 = Area covered by CCCS of CI



Consumer Credit Counseling Service® of Central Indiana, Inc. is a non-profit community service delivering professional consumer credit and home ownership education, confidential counseling, and debt repayment programs. CCCS of CI is an accredited member of the National Foundation for Credit Counseling (NFC).

[www.cccsmidwest.org](http://www.cccsmidwest.org)

