



# HAVEN NEIGHBORHOOD SERVICES

*Annual Impact Report 2022*



## About Us



# HAVEN NEIGHBORHOOD SERVICES IS THE LEAD AGENCY IN FINANCIAL CAPABILITY AND HOUSING SERVICES IN LOS ANGELES COUNTY.

At Haven Neighborhood Services, we understand that Low- and Moderate-Income (LMI) individuals and families across Los Angeles county and beyond experience a great deal of financial hardship that impacts every dimension of their lives.

More than 30% of renter households are spending at least half of their monthly income on rent and utilities, leaving little discretionary income for other bills and expenses. Homelessness starts rising when median rents in a region exceed 22% of median income and rises even more sharply at 32%; in Los Angeles, the median rent is 46.7% or nearly half of median income. The chronic financial and housing instability not only imposes high degrees of day-to-day stress, but it also limits their abilities to improve their overall financial and housing outlook, especially during a global pandemic and economic recession.

Thus, we strive to integrate effective financial capability, housing, and supportive services that are essential for LMI individuals and families to achieve economic inclusion, mobility and, ultimately, financial security to combat poverty, prevent homelessness, and end their financial and housing crisis. This involves harnessing an array of resources, capabilities, and institutional support that enable vulnerable individuals and families to sustain themselves, thrive, and move up the economic ladder.

## *Our Mission*

**At Haven Neighborhood Services, our mission is to “financially empower vulnerable communities in Los Angeles County by providing no-cost financial /housing education and services to end their financial/housing crisis.”**

## *Our Vision*

**Our vision is to one day reach every underserved community in California to end their financial and housing crisis for good!**

# Our Core Values

**Our core values and commitment is the foundation of all that we do.**

Haven Neighborhood Services upholds the following (7) core values.



## **1/ Collaborative**

we champion cross-sector collaboration efforts to enhance programming and referral performance to meet the additional needs of our clients.



## **2/ Effective**

we maximize effectiveness of our programs by developing best practices to directly address financial and housing distress.



## **3/ Empowerment**

we financially empower communities through education/ direct services in reaching tangible goals.



## **4/ Excellence**

we ensure excellence of program performance and adhere to the financial and housing needs of the community.



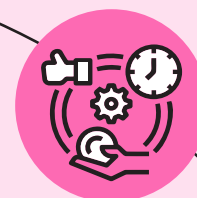
## **5/ Responsible**

we provide the highest quality of education and direct services in a manner that is responsible, respectful, and culturally sensitive to our clients.



## **6/ Integrity**

we implement the highest standards of commitment, ethical and moral practices to satisfy the trust of our community members.



## **7/ Stewardship**

we leverage our role as trusted stewards of essential resources/ services to improve the financial health of all of our clients.



# Our Work



## Organizational Background

For over a decade, Haven Neighborhood Services, a 501 (c)(3) nonprofit organization has maintained an unwavering commitment to the financial health, housing security, and education of our community members. All services that Haven Neighborhood Services provides are FREE at no-cost to our clients. Our organization, founded during the aftermath of the 2008 Economic Recession, addresses financial and housing crises among economically vulnerable individuals and families.

## Service Area

Haven Neighborhood Services is currently located in (7) sites across Los Angeles County and neighboring:

1. South Los Angeles: Mercado La Paloma (Headquarters)
2. South Los Angeles: 1736 Family Crisis Center-FamilySource Center
3. West Los Angeles: Latino Resource Organization-FamilySource Center
4. West Los Angeles: Department of Veteran Affairs
5. Pico Union: Central City Neighborhood Partners-FamilySource Center
6. San Pedro/Harbor City: Toberman Neighborhood Center-FamilySource Center
7. Inland Empire: UC Riverside

## Focus Population

Our focus population is 100% Low-and Moderate-Income (LMI) individuals / families. Haven Neighborhood Services provides educational workshops and direct services to the following focus groups:

- At-Risk Youth
- BIPOC
- Domestic Violence Survivors
- Justice-Involved Women/ Men
- LGBTQ+
- Seniors
- Transitional Age Youth (TAY)
- Undocumented Immigrants
- U.S. Military Veterans
- Homeowners/Renters

# Ana Paz



**“Muchas gracias Lindsey, a ti y a todo tu grupo que dan las clases, si no fuera por ustedes no sabría cómo cuidar mi crédito. Les agradezco mucho por el trabajo que hacen” - Ana Paz**

Haven Neighborhood Services has been working closely with Ana Paz since June, 2022. Ana came to Haven Neighborhood Services to obtain information regarding Zoom classes being offered at our satellite office-CCNP. She soon learned about the Financial Education Workshops and Financial Coaching Services being offered by Haven Neighborhood Services. She attended both Financial Literacy and Online Banking workshops which had a profound impact on her.

Ana is a single mother of two who has accumulated a significant amount of debt due to her credit cards. She has struggled to make ends meet and was constantly stressed about her financial situation. Ana was determined to turn her life around and decided to seek out one-on-one Financial

**Ana was determined to turn her life around and decided to seek out one-on-one Financial Coaching services after the workshops.**

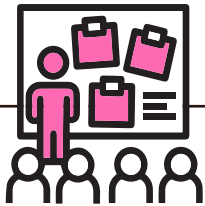
Coaching services after the workshops. She met her Financial Coach, Lindsey Flores, who conducted a financial assessment on Ana and created a debt reduction and savings plan to help reduce her debt and maximize her savings. The Financial Coach also helped her create a budget plan which improved her spending habits. Ana Paz joined the MESA program (a match savings program offered by CCNP) and now has emergency savings.

Ana looked for ways to increase her income such as taking on freelance work during her spare time. She utilized her extra income towards paying off her credit card.. Ana started bringing down her debt so she was able to set more aside in her savings, the MESA program really helped her to be more disciplined when it came down to saving money. Ana also signed up for the Save2Build program which helped increase her credit score from 582 to 620. Ana continues to work with her Financial Coach to continue her pathway towards financial wellness.



# *Program Overview*

**Haven Neighborhood Services has a three-prong approach to financially empowering communities through financial capability work and housing security efforts:**



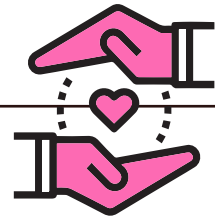
## *1* **Financial and Housing Education Workshops**

concerning In-person, Virtual, and Computer-Based Instruction (CBI) Financial Literacy, First-Time Homebuyer, Tax Principles 101, Online Banking;



## *2* **Financial Capability and Housing Services**

such as Volunteer Income Tax Assistance (VITA), Bank Account Enrollment Assistance, Debt Relief, Foreclosure Prevention, Identity Theft Recovery, Credit Management, Pre-Purchase Home, Rental Assistance, Refinance; and



## *3* **Supportive Services**

including organization collaboration that streamlines referrals to over 75+ local partners, to provide financial intervention and supportive services to address the immediate needs of our clients.

# 2022 Annual Timeline Highlights

## February

### **VITA Program Launch**

Haven is proud to announce that we have expanded our VITA services this year at 1736 Family Crisis Centers in South Los Angeles and renewed our VITA contract with Toberman Neighborhood Center located in Harbor City/San Pedro Area.

## April

### **Haven Neighborhood Services Becomes an UnidosUS Affiliate**

With this new partnership, Haven Neighborhood Services will be able to drive a deeper impact in serving the Latino population, among other communities of color within our service areas and apply for new funding opportunities to increase program capacity and improve the quality of services.

## June

### **Major Press Release - Capital One**

Capital One published an article called, “Building Credit: A Gateway to Financial Well-being”, where they highlighted Haven Neighborhood Services utilization with the Capital One Credit Building Program. The program seeks to build financial resilience among those with mismanaged credit or who are deemed credit invisible. Find the full article at Haven Neighborhood’s website or the Capital One website.

## July

### **FamilySource Center’s Contract Award Announcements for FY: 2022-2023**

Haven Neighborhood Services renews its contract with Toberman Neighborhood Center, and CCNP to financially empower their clients via financial coaching services, financial education workshops, and VITA services. In addition, Haven Neighborhood Services landed a new service contract with El Nido Family Center to conduct VITA services in the South Los Angeles area for the 2023 tax season making El Nido our newest contractual partner!

## August

### **CalMoneySmart Grant Awarded 2022**

Haven Neighborhood Services received its biggest grant award of the year! CalMoneySmart is a grant program created by Senate Bill 455 (Ch. 478, Stats. 2019), which established the Financial Empowerment

Fund. Through this program, the Department of Financial Protection and Innovation (DFPI) offers grants to develop and deliver free financial education and empowerment programs to help unbanked and underbanked communities.

## September

### **Haven Neighborhood Services’ Fiesta Gala Night**

Haven Neighborhood Services celebrated its 12 years of Financial Empowerment and Housing Services in Los Angeles County! With over 300 community partners and funders, Haven Neighborhood Services was able to achieve its fundraising goal to support our ongoing financial empowerment and housing services.

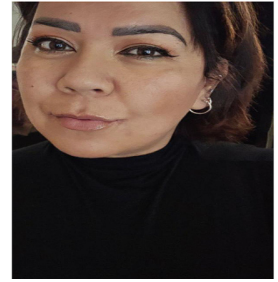
### **Executive Director, Erika Toriz, presented at the Her Health Now**

Haven Neighborhood Services celebrated its 12 Worksite Wellness LA hosted “Her Health Now,” a special Women’s Health Conference at the California Endowment. The conference focus is to educate and provide resources on women’s wellness such as preventative care, nutrition, physical activity, mental health, environmental health, and financial well-being. Erika was able to present on critical issues that impact the financial wellness of women and their mental health.

### **Executive Director, Erika Toriz, presented at the Promising Practices for Innovative Account Access Panel.**

The goal of the panel was to Showcase effective strategies supporting account access and improving financial health through models and strategies that the FDIC can facilitate similar efforts across the country. A key takeaway from the panel was: connecting access to responsible products quickly increases financial health. The session highlighted technology, programming, and product solutions that can equitably transform economic mobility for LMI households.





# *Eunice Valencia*

**“Thank you so much Haven Neighborhood Services for being such a resource to the community and to my family.” - Eunice Valencia**

Eunice Valencia is a single mother from San Pedro/Harbor City who was able to use VITA services to file multiple taxes for prior years. In using VITA, Eunice was able to claim her state and federal Earned Income Tax Credits (EITC) as well as the Child Tax Credit totalling her a refund well over \$4,500. Eunice learned through VITA that Haven Neighborhood Services offers one-on-one financial coaching services and has been able to take advantage of it. Since working with a financial coach, Eunice was able to identify SMART goals to improve her monthly budget and savings. The Financial Coach was also able to assist Eunice with her credit by reducing her total debt making monthly payments on time.

**Eunice has completed the Save2Build program and saw an increase over 30 points in her FICO Score.**

The Financial Coach was also able to enroll Eunice in a credit builder program called Save2Build. Eunice has completed the Save2Build program and saw an increase over 30 points in her FICO Score. Now that Eunice's daughter is 18 and working she has been able to invite her to file taxes for free and also for her to take advantage of our Save2Build program in order to start building a healthy credit history. Eunice is a continuing financial coaching client, her and her daughter continue to participate in services including our financial literacy workshops.

*Our Community Impact Report*

## **Educational Workshops**

**1,625**

**Total Number  
of Enrollments**



**980**

Financial Literacy  
Workshop



**298**

Online Banking  
Workshop



**347**

First-Time Homebuyer  
Workshop

**88%** 

Total Percentage Rate  
of Graduates

**84%** 

Total Percentage Rate of Graduates  
Enrolling in Financial Coaching  
or Housing Counseling Services

# *Our Community Impact Report*

## **Financial Capability and Housing Services**

### *Financial Capability and Housing Services Enrollments*

# 1,602

Total Number of Enrollments



## 478

Financial Coaching Enrollments



## 397

Housing Counseling Enrollments



## 908

Volunteer Income Tax Assistance(VITA) Enrollments

### *Additional Financial Capability and Housing Services Reporting*

**95** Total Number of Bank Account Enrollments

**28** Total Number of Clients Demonstrating at Least 3-Months of Saving Deposits

**478** Total Number of Clients who Completed a Monthly Budget Sheet

**101** Total Number of Clients who Improved their Credit Scores by 80+ Points

**65** Total Number of Clients who Reduced their Consumer Debt by 30%

**7** Total Number of Homes Purchased  
109 Total Number of Homes Prevented from Foreclosure

**\$347,300** Total Number of VITA Tax Filers who obtained EITC Tax Credit, Child Tax Credit, and/or Other Tax Credits

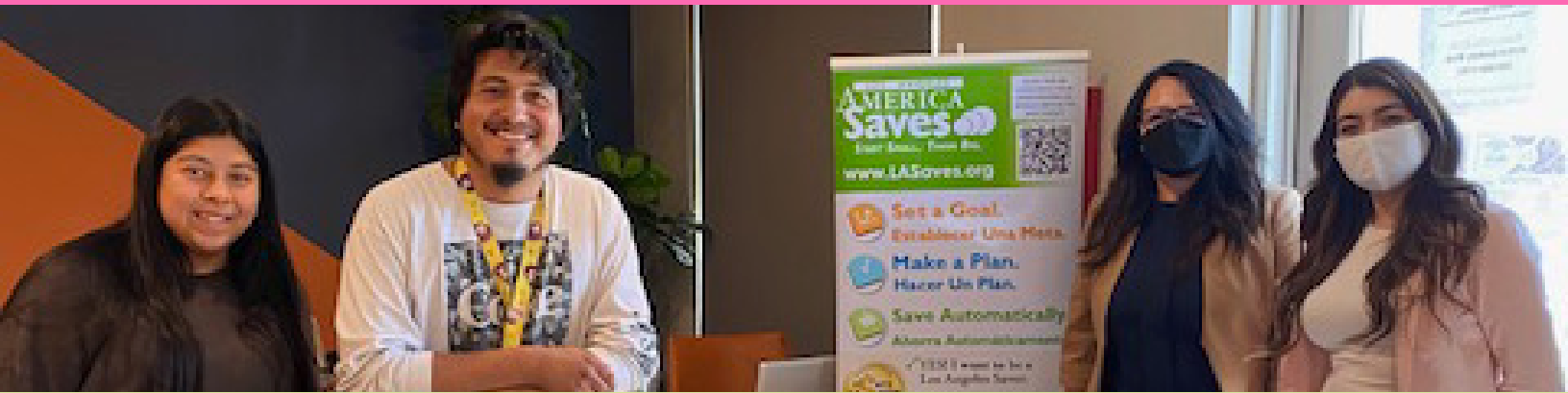
**\$477,562** Total number of VITA Tax Filers who obtained CalEITC:

**\$1,742,362** The Total Dollar Amount of Tax Refunds Given Back to the Community

**86%** Overall Percentage of Financial and Housing Crisis Intervention Success

# *Our Community Impact Report*

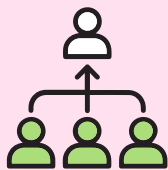
## **Supportive Services**



### *Community Service Referrals*

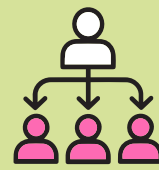
# 97%

## **Total Percentage of Referral Success**



# 549

Referrals Received from Community Partners  
(CBOs, Financial and Public Institutions, etc.)



# 226

Referrals Given to Community Partners (CBOs,  
Financial and Public Institutions, etc.)



# *Our Community Impact Report*

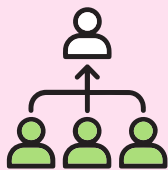
## **Supportive Services**



### *Community Service Referrals*

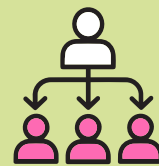
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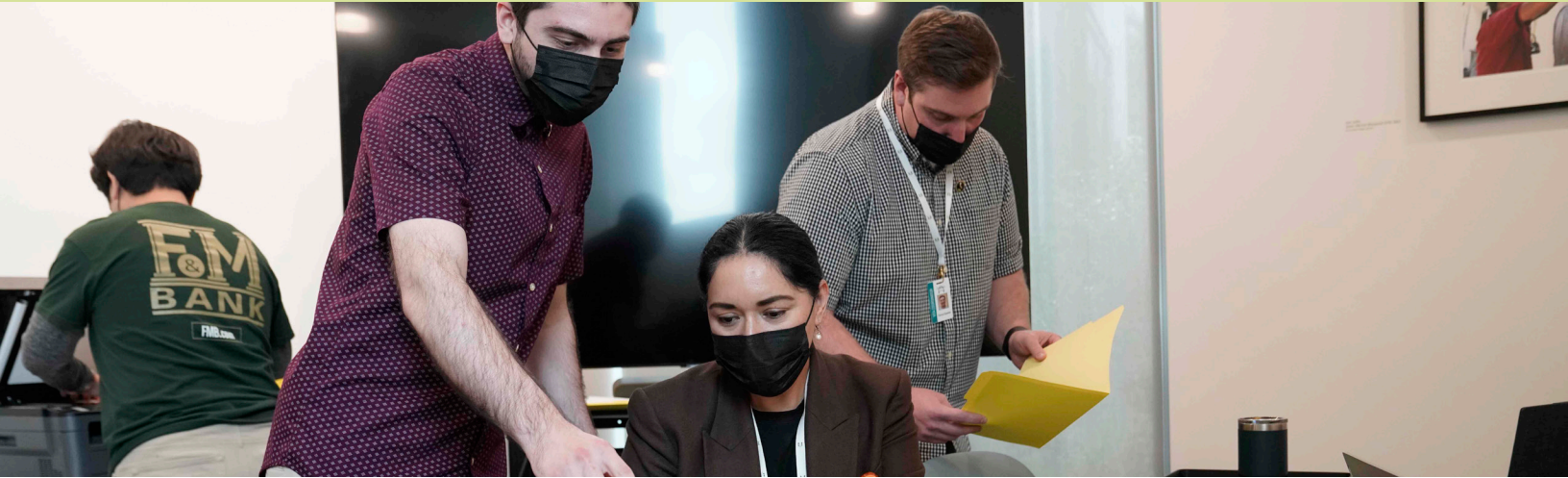


# 226

Referrals Given to Community Partners (CBOs,  
Financial and Public Institutions, etc.)

# *Our Financial Report*

## **2022 Operating Budget Sheet**



### **Program Revenue**

Grants / Contracts

**\$512,000**

Corporate contributions

**\$176,000**

Membership

**\$0**

Individuals

**\$2870**

Fundraisers, events, sales

**\$28,635**

**Total**

**\$719,505**

**Program revenue over  
program expenses**

**\$3,698**

### **Program Expenses**

Staff salaries and wages\*

**\$526,591**

Fringe benefits

**\$44,125**

Occupancy and utilities

**\$12,937**

Fundraising Expenses

**\$34,158**

Program Supplies

**\$16,388**

Equipment/Supplies

**\$19,568**

Printing and copying

**\$3,450**

**Total**

**\$715,807**

Telecommunications

**\$5,033**

Travel and meetings

**\$2,890**

Marketing and advertising

**\$15,695**

Staff and volunteer training

**\$3,870**

Contract service

**\$23,812**

Other: Insurance

**\$7,288**

\*(excludes administrative)

# Christopher Malone



**“You have helped me so much with my credit!  
I wish there was a way to give back to you  
all for guiding me and getting me here.”  
-Christopher Malone**

Christopher Malone is a proud San Fernando Valley resident. He has been renting the condominium that he is currently living in since 2011. Unfortunately, he divorced his wife in 2017 and has been living on his own since then. In 2020, Christopher was impacted by COVID with loss of income and was forced to let go of some of his credit accounts which drastically lowered his credit score. He was also informed that his landlord had passed away and his family would be selling the property he has been living in. In March 2022, Christopher met Financial Coach, Diana Arciniega. He needed help with building his credit score. He was aware that they would be selling the property very soon and wanted to make an offer since it's been his home for 12 years. Christopher was in desperate need of assistance and guidance to begin building his credit. He would finally be making the big decision of becoming a homeowner. The Financial Coach conducted a full financial assessment and requested all credit reports. They were able to review credit reports and determined Christopher's credit score was 571. He had a couple accounts in collections and one credit card that was not being used. The Financial Coach informed Christopher of the importance of using credit cards to establish a solid credit payment history. She advised using his credit card under 30%

of his available credit. They both worked together to establish a plan to make sure all payments are made on time. The Financial Coach also advised clients to enroll in the Save2Build program which would report on his behalf for a total of 12 months. This program would allow him to save \$300 that he can use to pay off his closed accounts. The Save2build program will report to all 3 major credit reporting agencies which will help Christopher establish and increase his credit score.

Since then, the Financial Coach has met with Christopher to monitor his credit score. Christopher has made an amazing improvement and increased his credit score to a total of 88 points! Going from 571 to 659. He has been focused on his plan of making his payments on time as well as maintaining a healthy balance. Christopher will be completing his Save2build program in a couple of months which has made a tremendous difference on his credit score. He was able to attend Haven Neighborhood Services' Financial Literacy Workshop. He has been in full communication with the seller of the property and will begin the process of applying for the loan. The Financial Coach was also able to connect Christopher with Haven Neighborhood Services' pre purchase counselor which will be helping with purchase of his home.

**Christopher has made an amazing improvement and increased his credit score to a total of 88 points! Going from 571 to 659.**



## *Thank You Sponsors & Donors*

"To our gracious sponsors and donors, you are the lifeline we are able to strive upon. Our gratitude goes beyond words as your support allows us to better serve our team and community. Thank you for your endless generosity and support." - **Executive Director, Erika Toriz**







## Thank You Community Partners

"To our devoted community partners, you inspire us to never stop reaching towards achieving our mission for those we serve. With endless gratitude, we thank you for your commitment to our community and goal of uplifting those in need." - **Deputy Director, Noel Lopez**

