

HAVEN NEIGHBORHOOD SERVICES

ANNUAL REPORT 2021





ABOUT US

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.

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



MISSION STATEMENT

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.”

VISION STATEMENT

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:



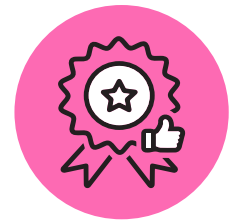
Collaborative: we champion cross-sector collaboration efforts to enhance programming and referral performance to meet the additional needs of our clients.



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



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



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



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



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



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



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

THE GAMBOA FAMILY

“Eres nuestro angelito, Diana.”



Yovana and Robert Gamboa are a working class family that live in the San Fernando Valley. Yovana is a stay home mother of three while Robert works as a butcher at a meat market. For the longest time, the Gamboa family had been a victim of a fraud debt management company that promised to reduce 50% of the balance they owed in debts and increase their credit score. However, the Gamboa family soon realized that their monthly payments made to the company only covered fees associated with the service and were not used to cover any of their outstanding debts. The Gamboa family desperately needed assistance since they were also receiving lawsuit threats from a debt collection agency.

In May of 2021, the Gamboa family was referred to Haven Neighborhood Services by our community partner, Pierce Community

College. The Gamboa family met with Haven Neighborhood Services' Financial Coach, Diana Arciniega, who conducted a full financial assessment and customized a comprehensive action plan to address the family's financial hardships. With a sense of urgency, the Financial Coach performed mitigation tactics to avoid lawsuits, set payment arrangements, and guided the family to pay off their largest accounts owed. The Financial Coach contacted the fraudulent company to discontinue the services and cancel automatic payments. Within this timeline, the Financial Coach educated the Gamboa family on the importance of establishing a healthy payment credit history in the effort to improve their credit score. The Financial Coach was able to help Yovana and Robert Gamboa apply for a Capital One Secured Card which both were approved within 10 business days.

To date, Yovana and Robert Gamboa have increased their credit score more than 60 points combined with a debt-to-income ratio below 30%. Recently, the Gamboa family had to request an auto loan since their car broke down and was approved on the spot! The Gamboa family have come a long way but are excited to continue their financial journey to increase their credit score in hopes to one-day purchase a home for their children.

PROGRAM OVERVIEW

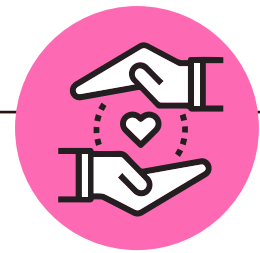
Haven Neighborhood Services has a three-prong approach to financially empowering communities through financial capability work and housing security efforts:



1) Financial and Housing Education Workshops, concerning In-person, Virtual, and Computer-Based Instruction (CBI) Financial Literacy, First-Time Homebuyer, 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.



2021 ANNUAL TIMELINE HIGHLIGHTS

February 8

VITA Program Launch

Haven Neighborhood Services launches its first ever Volunteer Income Tax Assistance Program (VITA) at Toberman Neighborhood Center located in Harbor City/San Pedro Area.

February 24

Mayor's Youth Council - Financial Literacy Workshop

Haven Neighborhood Services proudly partners with the Mayor's Youth Council to teach Virtual Financial Literacy to over 250 Youth Leaders across the City of Los Angeles. The biggest workshop event of the year!

March 24-26

4th Annual CCNP Women's Wellness Conference

In collaboration with CCNP, Executive Director, Erika Toriz presented on Financial Wellness for Women.

July 1

Family Source Center Contract Renewal Announcements for FY: 2021-2022

Haven Neighborhood Services continues a new contact year with Toberman Neighborhood Center, Latino Resource Organization, and CCNP to Financially Empower their clients via Financial Coaching, Financial Education workshops, and VITA.

August 1st

CARES Financial Coaching Launch

Haven Neighborhood Services contracted with City of Los Angeles' Community Investment for Families Department (CIFD) to launch Financial Coaching Services.

August 15

Save2Build Product Launch

In Partnership with Capital One, Credit Building Nation, Great Rivers Community Capital, and Justine PETERSEN, Haven Neighborhood Services launched a credit-building program called "Save2Build." This innovative product will help hundreds of clients

improve their credit score, encourage banking, and develop good savings habits.

August 30

CalMoneySmart Grant Award

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 30

ACES LA Network

Haven Neighborhood Services joins ACES-LA Network of Care to improve and promote the integration of both health care services and CBOs services in Los Angeles County

October 12 - November 4

Family Source Center's Train-the-Trainer Financial Capability Program

In partnership with the Community Investment for Families Department, Haven Neighborhood Services launched a Train-the-Trainer Financial Capability Program to train FamilySource Center's Case Managers on the essentials of Financial Coaching and Empowerment.

November 16

Consumer Action Award Ceremony in D.C

Consumer Action awarded Haven Neighborhood Services (one of three awards for Consumer Excellence in the Nation) in celebration of our significant work in ensuring that all Angelenos receive quality financial capability and housing services.

SARMEN ESSAGHOLIAN

**“Thank you and god bless you
for helping me.”**



Sarmen Essagholian is a homeless U.S. Army Veteran attending the Rehabilitation Program at West Los Angeles Veteran Affairs (WLAVA). For many years, Haven Neighborhood Services has had a satellite office at WLAVA and forged an alliance to better serve the local veterans. In January 2021, Sarmen contacted Financial Coach, Diana Arciniega, to enroll in Haven Neighborhood Services' Financial Coaching Program. At the time, Sarmen was waiting to receive his housing voucher and needed assistance with increasing his credit score.

He knew that soon he would be applying for an apartment and did not want to be declined for not having a strong credit score. Sarmen was working as an Uber Driver, and did not have a steady source of income. He was in desperate need of assistance and guidance to establish and build his credit.

The Financial Coach conducted a full financial assessment on Sarmen. The Financial Coach was able to request and review his credit reports and credit scores. During the credit review, the Financial Coach determined that Sarmen had a 590 credit score with some late payments and a couple collection accounts reported. The Financial Coach guided the client to make all payments on time and maintain credit utilization under 30%. The Financial Coach also noticed that some payments were reported late while Sarmen was on active duty. The Financial Coach immediately notified the credit bureaus to dispute the errors on Sarmen's credit reports.

Since then, the Financial Coach has continued to monitor Sarmen's credit scores every month. In April 2021, Sarmen was able to increase his credit score by a whopping 102 points improving his likelihood of becoming a future tenant. With a credit score of 692, and a debt balance of \$0, Sarmen felt confident in searching for a place to rent. In June 2021, Sarmen was able to move into his own apartment and find a permanent job at a local warehouse. Sarmen is beyond grateful for all the help and guidance he received from his Financial Coach. He is excited to continue his journey of increasing his credit score and eventually, have a credit score above 800. His ultimate financial goal is to one-day purchase a home through the VA Home Loan program, and will participate in Haven Neighborhood Services' Pre-Purchase Counseling in the near future.

OUR IMPACT

Community Impact Report 2021

Education Workshop Reporting

EDUCATION WORKSHOP ENROLLMENTS

1,643 TOTAL NUMBER
OF ENROLLMENTS



1,328 Financial
Literacy
Workshop

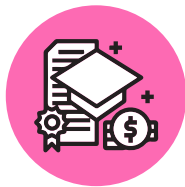


134 Online
Banking
Workshop



181 First-Time
Homebuyer
Workshop

ADDITIONAL EDUCATION WORKSHOP REPORTING



91% Total Percentage Rate
of Graduates



66% Total Percentage Rate of Graduates
Enrolling in Financial Coaching
or Housing Counseling Services

JOSEPH AGUIRRE

“Thank you for being the reason I smile today.”



Joseph Aguirre is a 22 year-old Transitional Age Youth (TAY) who recently separated from his partner and one-year-old baby. Joseph is currently homeless and is staying short-term at his friend's house. Recently unemployed due to the pandemic, he is currently receiving unemployment benefits which will expire in November 2021. Joseph's friend (who is also receiving services at Haven Neighborhood Services) convinced Joseph to seek out support. In June 2021, Joseph met Financial Coach, Francisco Valenzuela, who conducted a full financial assessment leading to a comprehensive action plan to address Joseph's financial, housing, and unemployment insecurities. Determined to address these issues, Joseph attended Haven Neighborhood Services's Financial Literacy workshop which resulted

in him opening up his first bank account. Joseph shared with the Financial Coach the knowledge gained during his participation at the workshop, and felt empowered to improve his future outlook. However, this would require him to find employment and housing first to achieve this objective. The Financial Coach prioritized wrap-around services and referred Joseph to local FamilySource Centers, Youth Source Centers, Work Source Centers, among other institutions. While monitoring the client's progress overtime, the Financial Coach was successful in helping Joseph manage his monthly budget and minimized his unnecessary expenses. Joseph shared that he started to trust his budget and was learning how to better make use of his money by spending less. Although he was not having a lot of success finding employment, he continued to make his car payment which was his biggest worry.

As of Mid-October 2021, Joseph met with his Financial Coach and expressed that due to wrap-around services, he is now gainfully employed full-time and is in contact with an organization that provides housing and financial assistance for former foster youth. He intends to continue to meet with his Financial Coach and work on his Financial SMART goals.

OUR IMPACT

Community Impact Report 2021

Financial Capability and Housing Services Report

FINANCIAL CAPABILITY AND HOUSING SERVICES ENROLLMENTS

1,602 TOTAL NUMBER
OF ENROLLMENTS



411

Financial
Coaching
Enrollments



667

Housing
Counseling
Enrollments



524

Volunteer
Income Tax
Assistance(VITA)
Enrollments

ADDITIONAL CAPABILITY AND HOUSING SERVICES REPORTING

76 Total Number of Bank
Account Enrollments

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

1076 Total Number of Clients who
Completed a Monthly Budget Sheet

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

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

2 Total Number of Homes Purchased

321 Total Number of Homes Prevented
from Foreclosure

310 Total Number of VITA Tax Filers who
obtained EITC Tax Credit, Child Tax
Credit, and/or Other Tax Credits

228 Total number of VITA Tax Filers who
obtained CalEITC:

\$715,515 The Total Dollar Amount of Tax
Refunds Given Back to the Community

87% Overall Percentage of Financial and
Housing Crisis Intervention Success

HELEN BRACKMAN

**“Lindsey, you put the ‘you’ in thank you!
I’m truly blessed.”**



Helen Brackman is a hardworking mom raising three young children with her husband. She makes food to sell occasionally as a side hustle. In August 2021, Helen met Financial Coach, Lindsey Flores. She expressed her concern regarding the amounts of debt she had collected throughout the years. Her worries were so great that she was terrified to even check her credit report, let alone her credit scores. The client had accumulated a ton of credit card debt and student loans. Upon conducting a full financial assessment, the Financial Coach noticed inaccurate information on Helen's credit reports. The Financial coach requested more information regarding these invalid accounts and later, submitted debt validations to the credit bureaus and creditors as part of Helen's strategic debt-reduction action plan.

The Financial Coach asked Helen about her Financial Goals in order to better assist her throughout her Financial Coaching journey. Helen expressed to the Financial Coach her dream of owning a home in the near future. The Financial Coach mentioned the importance of attending first-time home buyer workshops offered by Haven Neighborhood Services and to start saving money towards her goal of homeownership. Helen agreed and will attend the workshop next year with her husband. The Financial Coach educated Helen on a helpful Matched Saving Account program being offered by our community partner, Central City Neighborhood Partners (CCNP). In order for Helen to participate in the program, she needed to open her first ever savings account. The Financial Coach was able to conduct a comparison analysis of banking products and services within Helen's neighborhood. From there, Helen was able to open a savings account and finalized her enrollment for the Matched Savings Account program. Helen is now on her second month of saving towards her financial goal. Currently, the Financial Coach is monitoring the client's debt reduction progress. The Financial Coach is currently waiting on the Creditor's response regarding the debt validations and soon will begin to negotiate on those delinquent accounts.

OUR IMPACT

Community Impact Report 2021

Supportive Services

COMMUNITY SERVICE REFERRALS

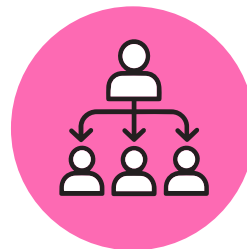
96%

TOTAL PERCENTAGE
OF REFERRAL SUCCESS



622

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



338

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

CALVIN WORTHY

“Thank you, dear for helping me establish my credit.”



Calvin Worthy is a Vietnam Veteran attending the Rehabilitation Program at West Los Angeles Veteran Affairs (WLAVA). Currently, his only source of income is his monthly Veteran benefits. In need of credit counseling, his Veteran Affairs' Case Manager referred him to Haven Neighborhood Services where he met his Financial Coach, Diana Arciniega in the month of September, 2021. Calvin expressed to his Financial Coach that he needed guidance on establishing credit, since he has always preferred to save his money and pay at the time of purchase. His interest in establishing his credit for the first time was due to his vehicle breaking down and because he is on a fixed income, he was not able to purchase a vehicle.

He even applied for an auto loan and was denied due to not having any credit history. Upon his initial intake, the Financial Coach conducted a full financial assessment and reviewed his credit report. The Financial Coach was able to determine that Calvin was credit invisible and immediately designed an action plan with a set of SMART Goals to establish and increase his credit score to 700. To establish a good credit reporting to the credit bureaus, the Financial Coach enrolled Calvin to the Save2Build Program. In partnership with Capital One, Justine PETERSEN, and Credit Building Nation, the Save2Build Program is a credit-building locked-in savings Account designed to establish or improve the clients' credit score, encourage banking, and develop good savings habits. This one-year program is perfect for clients who are deemed credit invisible or who have mismanaged credit. Calvin will make his first payment to Save2Build in the beginning of November 2021, and will become credit visible. Soon, the Financial Coach will assist Calvin with finding an auto loan to purchase a new vehicle. Calvin is excited to participate in the Save2Build Program and to continue his journey to improve his credit wellness.

FINANCIAL REPORT

Operating Budget Sheet (2021)

Program Revenue

GRANTS/CONTRACTS	\$ 370,000
CORPORATE CONTRIBUTIONS	\$160,500
MEMBERSHIP	-
INDIVIDUALS	\$13,000
FUNDRAISERS, EVENTS, SALES	\$89,000
ENDOWMENT	-
IN-KIND	-
TOTAL PROGRAM REVENUE	\$ 632,500

Program Expenses

STAFF SALARIES AND WAGES (EXCLUDES ADMINISTRATIVE)	\$ 424,000
FRINGE BENEFITS	\$ 76,000
OCCUPANCY AND UTILITIES	\$5,600
RENTAL/MORTGAGE ASSISTANCE	-
EQUIPMENT/SUPPLIES	\$ 25,000
PRINTING AND COPYING	\$ 9,600
TELECOMMUNICATIONS	\$ 3,400
TRAVEL AND MEETINGS	\$ 5,500
MARKETING AND ADVERTISING	\$ 3,500
STAFF AND VOLUNTEER TRAINING	\$ 32,000
CONTRACT SERVICES	\$ 20,000
OTHER: INSURANCE	\$11,255
TOTAL PROGRAM EXPENSES	\$ 615,855
PROGRAM REVENUE OVER PROGRAM EXPENSES	\$ 16,645

THE LOPEZ FAMILY

**“En nombre de mi familia, gracias
con grandes abrazos!”**



Wilson Lopez is a father of three, working hard to provide for his family as an Uber Driver. Wilson, like many Angelenos affected by the Pandemic, fell behind on his bills which caused him to seek Haven Neighborhood Services' Financial Coaching Program. In April 2021, Wilson and his wife, Alejandra, met with Financial Coach, Lindsey Flores, to discuss their joint personal finances.

The Lopez family expressed concerns regarding their finances with the Financial Coach because they were unaware of how much debt they really owed and didn't know how to access their credit reports and credit scores. The Financial Coach was able to show the Lopez family how to access

this information and concurrently, conducted an extensive evaluation of their credit reports. The Financial Coach was able to identify multiple collection and charge-off accounts with high debt amounts. The Financial Coach then created a robust time-sensitive debt reduction plan which included debt mitigation tactics to resolve their collection accounts and dispute inaccurate information on their credit reports. Within a couple of months, the Financial Coach was able to reduce their consumer debts by 50%! The Lopez family also reported an increase in their credit score by 60 points since the recent negotiations.

The Lopez family are more confident today knowing the “know how” to navigate the credit arena. They are super happy and comfortable going to their financial coach for their credit needs. As of now, the Financial Coach is working together with the client to further negotiate the remaining charge-off accounts on their credit reports, and is determined to get the Lopez family a credit score above 750.

THANK YOU SPONSORS & DONORS



“To all of our sponsors and donors, our hearts have been touched by your readiness to fill the gap where it needs to be filled. Thank you for your donation and your significant help in supporting my team and the community we serve.”

- **Executive Director, Erika Toriz.**

- A.Z. Medical Corp.
- Beneficial State Bank
- California Department of Financial Protection and Innovation (DFPI)
- Capital One
- Cathay Bank
- Change Company
- CIT Bank
- City First Bank
- City National Bank
- Farmers and Merchant
- First Choice Bank
- First Foundation Bank
- J.P. Morgan Chase
- Pacific Mercantile Bank
- Pacific Western Bank
- Royal Business Bank
- State Bank of India
- UCLA
- Union Bank

THANK YOU COMMUNITY PARTNERS



“To all of our community partners, your support has helped us to get all that much closer to achieving that which we’ve set out to do. We thank you, and wholeheartedly appreciate your involvement in advancing our mission and community.” - **Deputy Director, Noel Lopez**

- 1736 Family Crisis Center
- Alliance for Economic Inclusion
- Alliance of Californians for Community Empowerment (ACCE)
- American Saves
- California Reinvestment Coalition
- Central City Neighborhood Partners (CCNP)
- Children’s Bureau
- Coalition for Responsible Community Development
- Community Investment for Families Department
- Consumer Action
- Credit Building Nation
- Crystal Stairs Inc.
- District Office of Councilmember, Curren D. Price Jr.
- Department of Veterans Affairs
- Eviction Defense Network
- FamilySource Centers
- Harbor-UCLA Pediatrics Clinic
- Housing Rights Center
- Inland Empire Banking Coalition
- Iris Cantor-UCLA Women’s Health Education & Research Center
- Justine PETERSEN
- Latino Resource Organization
- LIFT-Los Angeles
- Mayor’s Youth Council
- National Housing Resource Center
- NeighborWorks America
- OneGeneration
- Para Los Ninos
- Public Counsel
- Rural Community Assistance Corp (RCAC)
- South Central LAMP
- The Financial Clinic
- Toberman Neighborhood Center
- Venice Community Housing
- UCLA
- UC Riverside
- UnidosUS
- United Parents and Students (UPAS)
- Venice Community Housing
- White Memorial Hospital