

Credit
Counseling
Centers of
Oklahoma, Inc.

2008
Annual
Report



*Knowing the difference
can make all the difference.*



Margo Mitchell, President & CEO

When I think about 2008, I just shake my head. I had anticipated an increase in the number of foreclosures in our community and an increase in bankruptcy filings but I never anticipated the economic crisis our country is now experiencing.

Needless to say, 2008 was a difficult year for consumers. Increased costs for food, energy, medical and housing caused many families and individuals to struggle to meet their basic living expenses. Too often consumers were living paycheck to paycheck with one emergency crisis causing financial chaos.

In 2008, more than 4,000 families sought the agency's counseling services. We helped people reduce their debt, we explained the consequences of filing for bankruptcy and we assisted people facing foreclosure. We taught financial skills to 3,294 people through our community education efforts. We believe financial literacy is the key that enables people to make wise financial decisions.

These accomplishments should be attributed to our dedicated staff and our Board of Directors. Their commitment to our mission statement and our vision statement insures we focus on consumers.

The support we have received from the Tulsa Area United Way, The George Kaiser Family Foundation, the E. Phil and Roberta Kirshner Foundation, Founders of Doctors' Hospital, Citi, Chase, Bank of America, the Cherokee Nation, the Ruth K. Nelson Revocable Trust, major credit grantors and other special friends truly helped us make a difference in our community. We owe them our sincerest thanks.

In 2009, we will continue providing the highest quality of credit counseling and financial education programs.

Sincerely,

A handwritten signature in black ink that reads "Margo Mitchell". The signature is fluid and cursive.

Margo Mitchell

Credit Counseling Centers of Oklahoma, Inc. has been helping people improve their quality of life since 1968 with the support from people like you. Each year your support allows CCCS of Oklahoma to train and provide certified credit counselors who offer financial management and credit education services from five locations throughout Tulsa and northeastern Oklahoma.

Senior Financial Service

Our Senior Financial Service Program provides financial counseling to homebound seniors, and those faced with transportation limitations in the Tulsa area. Since 1986, this outreach program has served Tulsa's rapidly growing senior population by providing a variety of services including: personal budgeting, monthly bill paying, balancing checkbooks and other related services.



This year's Tulsa Area United Way Day of Caring Project took CCCS Staff and 18 Volunteers from Wilbros Engineering directly to two of our own Senior Financial Service clients.

CCCS Locations

Tulsa

4646 South Harvard
Main Office

Broken Arrow

317 South Main

Claremore

104 South Missouri
Suite 205

Muskogee

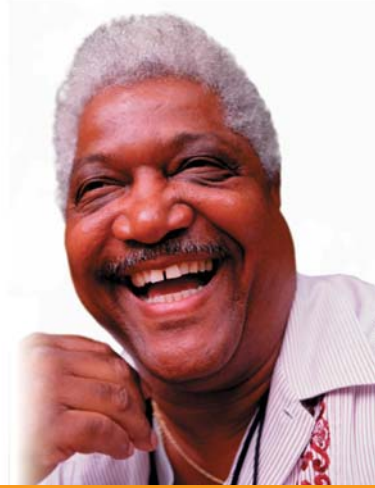
323 West Broadway
Suite 404

Sapulpa

19 North Main
Community Resource
Center

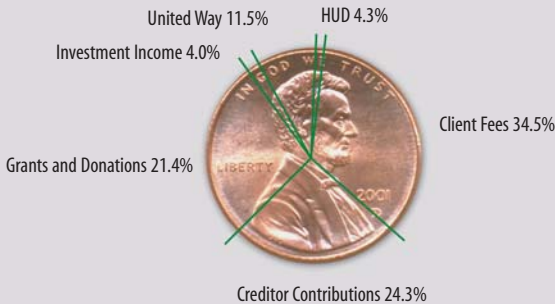
Major Accomplishments of 2008

- Provided financial counseling to 4,176 families
- Made 294 home visits to 131 senior and homebound clients
- Returned over \$8.3 million to the credit community on our clients' behalf
- Administered over 1,200 debt management plans
- Facilitated 178 education programs on credit and money management reaching 3,294 individuals



2008 Financials

2008 Sources of Funding



Revenue

Creditor Contributions.....	\$371,601
Client Fees.....	527,130
United Way.....	175,239
HUD.....	65,354
Grants and Donations.....	327,012
Investment Income.....	60,100
Total.....	\$1,526,436

2008 Board of Directors

Officers

- Chairman** Phil Mulkins, *Tulsa World*
- Chair Elect** Floyd Schulte, *Public Service Company of Oklahoma*
- Vice Chair** Phil Hart, *Tulsa Federal Employees Credit Union*
- Secretary** Julie Linhardt, *CSC Credit Services*
- Treasurer** Curt Daniel, *OK Dept. of Consumer Credit*

Directors

- Bruce Adkins, *Regent Bank*
- Sandy Bayles, *Tulsa Police Dept.*
- Christina L. Birch, *Alliance Resource Partners, L.P.*
- Michelle Choquette
- Craig Denslow, *First United Methodist Church*
- DJ Morrow Ingram, *Oklahoma Credit Union League*
- David Leifeste, *Brittany Park Counseling Service*
- Sissy Osteen, *OSU*
- Richard Parker, *Retired*
- Mike Patterson, *UAW Local 1895*
- Sheryl St. George, *American Airlines*
- Victor Schock, *Retired*
- Shirley Seiden, *Retired*
- R. Mark Solano, *Leblang & Solano, Attorneys at Law*
- Brian Eason – *Intern, Northwestern Mutual Financial Network*

Staff

Julie Bailey	Jerri Henderson	Hugh Roberson
Mary Bell	Wayne Kindrick	Tom Simpson
Don Boschee	Randy McKenney	Mary Thomas
Don Davis	Margo Mitchell	Suzanne Warren
John Dessauer	Dennis Neibling	Sandy Wilkins
Duane Dunham	Judy Raley	
Norman Gootee	Dennis Reecher	

Community Education

Our Education Department provides quality educational programs to all segments of the community. We offer a choice of courses, each dedicated to delivering specific information to help participants identify current spending habits, establish a budget for their current income level, understand credit and its related laws, and make a plan for savings. These courses are taught utilizing a variety of teaching methods including interactive games, case studies, role playing and practical exercises to best serve the audience.



Bankruptcy Counseling

For the first time in history, a federal law, the Bankruptcy Abuse Prevention & Consumer Protection Act of 2005, includes provisions for financial counseling and education. Our agency is “Approved to issue certificates in compliance with the Bankruptcy Code. Approval does not endorse or assure the quality of an agency’s services.”

Mission Statement: *Credit Counseling Centers of Oklahoma, Inc. is an educational, not for profit agency that offers money management and credit education through confidential counseling sessions and community workshops.*



NATIONAL FOUNDATION FOR
CREDIT COUNSELING

*Knowing the difference can
make all the difference*



Tulsa Area United Way



Council on Accreditation of Service
for Families & Children

Credit Counseling Centers of Oklahoma, Inc.

4646 South Harvard • Tulsa, OK 74135-2908

918-744-5611 • www.cccsofok.org

Consumer Credit Counseling Service

Our Consumer Credit Counseling Service (CCCS) includes a credit and budget counseling program designed to assist families and individuals to better plan their spending and learn to budget funds in the most efficient manner possible. We provide several convenient counseling options for our clients. These choices include: face-to-face counseling in one of our offices, telephone counseling for those who cannot come into our offices and counseling on our website. Each of our counselors is certified as a consumer credit counselor. They provide the guidance and support necessary to help each client through this very difficult time in their lives.

The Debt Management/Repayment Program serves a dual role of helping our clients repay their debt and helping creditors receive the money owed to them. The program involves establishing and administering a strict and realistic budget for our clients. Our counselors handle payment negotiations with creditors. With the funds the client deposits with us, we make the monthly payments in an agreed upon amount.

CCCS also provides counseling about all aspects of housing including pre-purchase, default mortgages, delinquent rent and reverse mortgages. This program is HUD certified.

First Row – left to right: Margo Mitchell, Julie Bailey, Sandy Wilkins, Mary Thomas, Mary Bell, Dennis Neibling, Don Boschee. Second Row – Dennis Reeher, Norm Gootee, Jerri Henderson, Duane Dunham, Hugh Roberson, Suzanne Warren. Third Row – Wayne Kindrick, Tom Simpson, Randy McKenney, John Dessauer.

