



FACT SHEET – The Homeownership Preservation Foundation

HPF AND THE HOMEOWNER'S HOPE™ HOTLINE - FORECLOSURE PREVENTION EFFORTS IN 2008-09

In 2008, the Homeownership Preservation Foundation (HPF) and its Homeowner's HOPE™ Hotline (1-888-995-HOPE™) worked with almost 1.2 million American homeowners and helped hundreds of thousands avoid foreclosure. In addition to a committed partnership with HUD-approved network agencies with over 550 certified counselors, HPF and the Homeowner's Hope Hotline dramatically streamlined the process by which homeowners avoided foreclosure, connected with their servicers, and moved forward toward homeownership solutions.

- **HPF and the Homeowner's HOPE™ Hotline talks to and helps more struggling homeowners than any other service or organization.**

FACT: HPF's network of nine HUD-certified housing counseling agencies from across the U.S. offered free housing counseling to every caller in English and Spanish, as well as in 14 other languages by appointment.

- **HPF's Homeowner's HOPE Hotline is a key player in the prevention of foreclosures in the U.S.**

FACT: In the first quarter of 2009, the Homeowner's HOPE Hotline received a record number - 498,569 - of calls.

FACT: The Homeowner's HOPE Hotline received an average of nearly 7200 calls a day between January and March of 2009.

FACT: 124,000 callers participated in counseling sessions in Q1 2009 alone.

- **HPF's Homeowners HOPE™ Hotline provides homeowners with options and solutions for each unique situation and ultimately succeeds in providing to many struggling homeowners the keys, avenues, and options whereby they avoided foreclosure.**

FACT: Counselors analyze each caller's budget and financial situation, prepare a plan of action for moving forward and recommend the best solutions for each situation.

FACT: About 70 percent of homeowners avoided foreclosure one year after receiving counseling from HPF's Homeowner's HOPE™ Hotline¹.

- **The Homeowner's HOPE Hotline plays a key role in the prevention of foreclosure – standing out as a resource to which struggling homeowners continue to turn for help before they fall behind on their mortgage payments.**

FACT: 35 percent of callers counseled by the Hotline in Q1 2009 were either not delinquent or less than thirty days delinquent on their loan at the time of calling the Hotline.

HPF AND THE HOMEOWNER'S HOPE™ HOTLINE - FORECLOSURE PREVENTION GOALS IN 2009

HPF and its partner agencies are committed to providing quality housing counseling to help homeowners avoid foreclosure both now and in the future. By continuing to collaborate with key partners, HPF and the Homeowner's HOPE™ Hotline will remain the homeowner's ally and the source to which struggling homeowners turn for help and hope.

- **GOAL: Continue to meet the growing demand for free housing counseling. Work with more than 1.5 million homeowners in 2009.**

- ✓ Demand for the housing counseling services provided by HPF and the Homeowner's HOPE Hotline is on a steep upward trend. **HPF needs continued financial support to meet the growing demand.**
- ✓ Gather and report relevant data to discover further innovative efforts to educate and help homeowners.

- **GOAL: Continue to increase financial literacy through housing counseling.**

- ✓ Focus on providing quality housing counseling services that educate callers and enable them to set and obtain realistic homeownership goals.
- ✓ Arm every homeowner with the necessary tools to make informed choices, goals and plans for homeownership.

- **GOAL: Work closely with the Obama Administration, HUD, Treasury, legislators and regulators to continue to eradicate the existing foreclosure and economic crises.**

¹ September 2008 CCCS of Atlanta Research Department