



CONSUMER CREDIT COUNSELING SERVICE

OF

CENTRAL NEW YORK,
THE CAPITAL REGION & HUDSON VALLEY,
THE CENTRAL SOUTHERN TIER,
THE MOHAWK VALLEY,
THE NORTH COUNTRY

2008 ANNUAL REPORT

Proudly Serving Our Local Communities Since 1972



Don't let monster debt creep up on you.



FROM THE DESK OF MARYANN STARK, PRESIDENT & CEO

It's possible that all we might recall from 2008 is that the year ended in financial turmoil. Here at Consumer Credit Counseling Service of Central New York we remember the nearly 50,000 consumers who turned to us for professional, ethical, confidential and personal service. During a most stressful, challenging and difficult time, we were the trusted source for genuine credit counseling and financial education.

From 2007 to 2008, we saw our clients' average debt rise over \$10,000. Certainly, job loss, family crisis and poor money management skills pushed many over the edge. CCCS of Central New York has been honored to serve our communities since 1972, and humbled by the trust and confidence our consumers place in us every day. Our new five-year plan aggressively and creatively shows our continued dedication to be the number one resource for financial counseling and education.

In 2008, we continued our outreach by welcoming six new community partners. We also made a strong commitment to our Hispanic community by translating our website and various agency materials into Spanish. I applaud the efforts of all our partners who truly share our vision for financial literacy, and have taken great strides in making our services available to their organizations and employees.

We also pride ourselves on maintaining a local presence. We want our clients to be able to come in and meet us face to face, if they desire, which is something you don't see very often now in a world of high tech and internet. Our studies show that consumers are more likely to turn to someone local, so in 2008 we "localized" our branches and renamed them

Consumer Credit Counseling Service of: *Central New York, Capital Region & Hudson Valley, Central Southern Tier, Mohawk Valley, North Country*, to further make that connection. This, we hope, will help consumers avoid turning to the wrong places for help. Deceptive advertising continues to be a threat as less reputable entities prey on weaknesses, and offer hopes and deals that are simply not true.

In 2008, we were proud to receive our industry's highest honor. The National Foundation of Credit Counseling (NFCC) awarded our agency and one of our clients the Most Outstanding Graduate Client of the Year Award. This PACE (Professional Achievement and Counseling Excellence) award marks the success of a consumer with our debt management program, and shows the support and service of the agency to educate and help clients get back on the road to financial stability.

The year ended with our Syracuse administrative offices moving from its 14-year home downtown to Widewaters Parkway. Our new home allows for efficiency, growth, and amenities for both our staff and clients.

No year should ever end without the acknowledgement of all of my staff, managers, our vendors, Board of Directors and partners. I want consumers to know that they are in excellent hands with all those who are so passionate and committed to our Mission, Vision and Values.

Finally, thanks to the following groups for their assistance with our strategic direction: Civil Service Employees Association (CSEA Local 1000 AFSCME, AFL-CIO), New York State United Teachers Union (NYSUT), Broome County CAP/TOP Program, United Health Services EAP, Oneida Indian Nation, Wheels for Work Programs in Onondaga and Schenectady Counties, Town of Union, Cornell University, Habitat for Humanity New York State, Dutchess Workforce, Broome County Habitat for Humanity, Entrepreneurial Assistance Program-Broome Community College, U.S. Army Garrison-Yongsan Army Community Service Financial Readiness Program, the U.S. Department of the Army at Fort Drum, SEFCU, EAPA: Central and Northeast Chapters, Visions Credit Union, Liberty Resources, Cornell Cooperative Extensions of Madison and Chemung Counties, Columbia-Greene Community College, Westminster Presbyterian Church, HSBC.

OUR MISSION

To provide the community with a non-profit, licensed and accredited agency dedicated to educate and empower consumers to obtain and maintain financial stability through personalized, superior service.

OUR VISION

To be the most respected credit counseling agency for consumers, creditors, and the community by:

- Delivering quality, confidential counseling, professional educational programs, and ethical, realistic debt reduction plans
- Providing services through accessible, certified counselors and supportive and experienced staff
- Maximizing access and delivery of services through the use of technological advances
- Developing community outreach initiatives and partnerships

OUR VALUES

Compassion

Respect

Ethics

Dependability

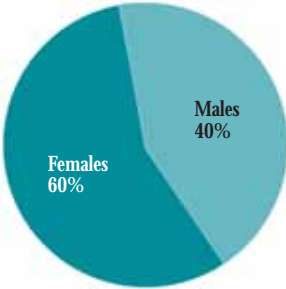
Integrity

Teamwork

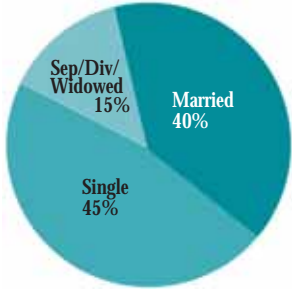
QUALITY

New Client Profile

Gender



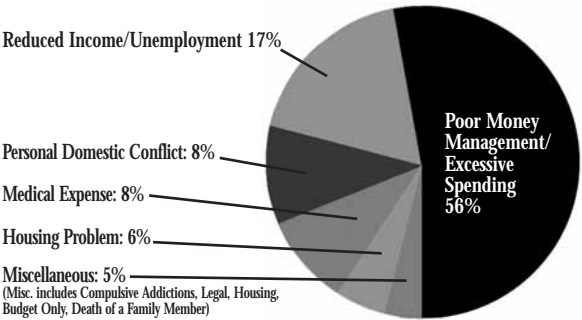
Marital Status



Average age46.70

% Buying or own a home.....46%

PRIMARY CAUSE OF FINANCIAL PROBLEMS



NEW CLIENT PROFILE INCOME VS. DEBT

Income (Annual Gross):.....	\$39,900.48
Average Debt:.....	\$56,363.00
Average # Creditors:.....	.95
Monthly Net:.....	\$2,647.61
Average Monthly Expenses:.....	\$1079.73

DISTRIBUTION OF CLIENT DOLLARS

Total: \$33,815,670

Major Credit Cards	\$25,319,996
Retailers	\$4,348,943
Consumer Finance	\$1,677,599
Collection Agencies/Attorneys	\$1,315,717
Bank Loans	\$359,305
Credit Unions	\$573,589
Medical/Hospital	\$96,827
Utilities/Oil Companies	\$50,900
Student Loans/Government Agencies	\$28,209
Auto Finance	\$11,154
Miscellaneous	\$33,431

BOARD OF DIRECTORS

James Brulé, Chair

Chief Information Officer,
North Medical, PC

Estella Taylor-Greene,

Vice Chair
Asst. Vice President/Premier
Relationship Manager,
HSBC Bank USA, NA

Victor Jenkins, Treasurer
Wealth Manager, M&T Bank

Frank Fabiano, Esq.,

Secretary
Attorney, Fabiano &
Associates

Angelo Brindisi

Manager, Loan Workout &
Recovery Dept, AmeriCu
Credit Union

Thomas Fiscoe

Partner, Dannible & McKee

Andrew Ohstrom

Director, Crouse HelpPeople
Program

Eleanor Moran

Executive Director, Women's
Employment and Resource
Center, Inc.

Jane Stam

Associate Professor,
Onondaga Community
College

Thomas Spaulding

Marketing/Community
Relations, Samaritan
Medical Center

Stephen Starzer

Pastor, Conklin Presbyterian
Church

Lorraine Wynne

Executive Director, Albany
Center for Economic Success

MANAGEMENT TEAM

MaryAnn Stark

President & CEO

Sheryl Bowman

Human Resources &
Administrative Services

Michele Briggs

Operations & Customer
Care

Karyn Dettbarn

Counseling – Albany

John Grady

Counseling–Syracuse &
Watertown

David Kennedy

Finance

Richard Magnanti

Operations & Facilities

Patricia Manley

Counseling–Utica

Valerie Sherwood

Counseling–Binghamton

Gary Thurber

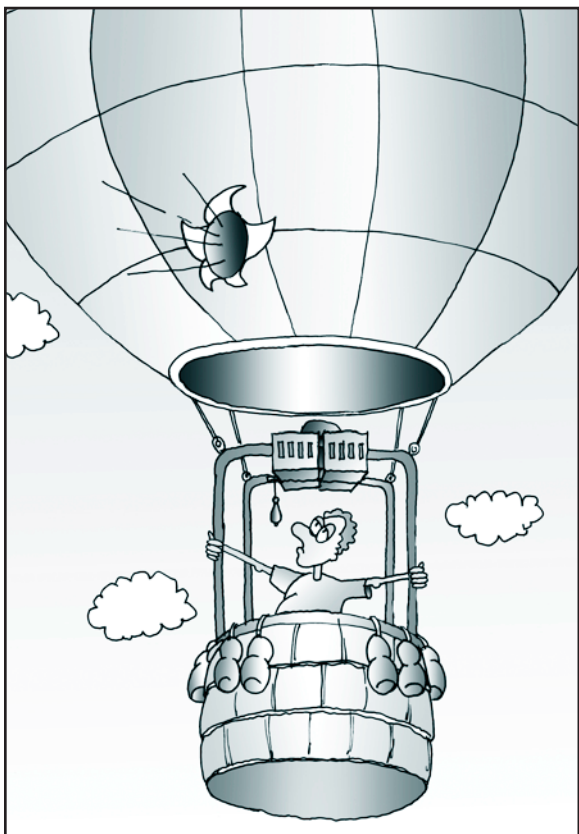
Community Relations &
Education

TESTIMONIALS

"Thank you CCCS for all the help and debt relief you have provided to me and my family. Your services were highly professional and reliable and it has always been reassuring to know you were there for us."—Albany, NY

"...words cannot express how much I appreciate the work and dedication of CCCS...you and your staff need to know you are truly great! You help to re-ignite hope, dreams and esteem to many..."—Rome, NY

"I was treated with respect. They were always available and let me ask a ton of questions...I highly recommend them. I always do when friends need help."—Fulton, NY



Control your debt before it takes you down.

Main Office

Consumer Credit Counseling Service of Central New York

5794 Widewaters Parkway, Syracuse, NY 13214

(315) 474-6026

Branch Locations

Consumer Credit Counseling Service of the Capital Region & Hudson Valley

2 Computer Drive West, Albany, N.Y. 12205

(518) 482-0203

Consumer Credit Counseling Service of the Central Southern Tier

The Metro Center, 49 Court Street, Binghamton, N.Y. 13901

(607) 723-2984

Consumer Credit Counseling Service of the Mohawk Valley

289 Genesee Street, Utica, N.Y. 13501

(315) 797-5368

Consumer Credit Counseling Service of the North Country

215 Washington Street, Suite B5, Watertown, N.Y. 13601

(315) 782-2821

WWW.CREDITHELPNY.ORG

TOLL FREE (800) 479-6026



NATIONAL FOUNDATION FOR
CREDIT COUNSELING

*Knowing the difference can
make all the difference.*

