

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) 788-2821

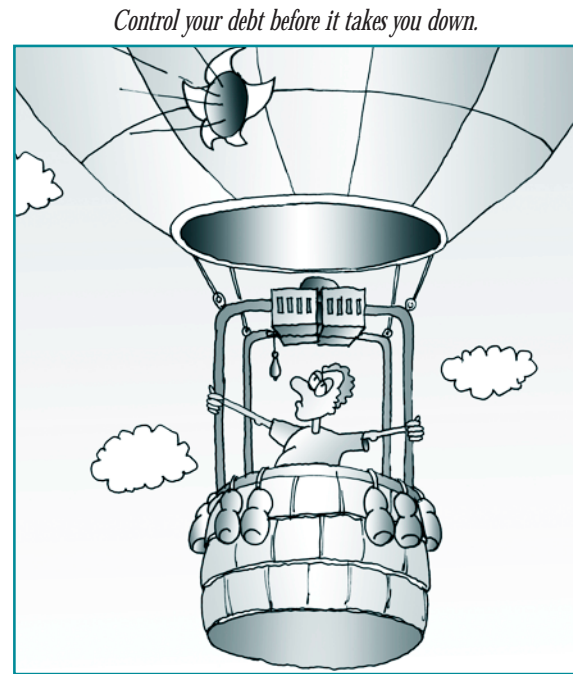
WWW.CREDITHELPNY.ORG

TOLL FREE (800) 479-6026



NATIONAL FOUNDATION FOR
CREDIT COUNSELING

*Knowing the difference can
make all the difference.*



2009 ANNUAL REPORT

Proudly Serving Our Local Communities Since 1972



CONSUMER CREDIT COUNSELING SERVICE

OF

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



FROM THE DESK OF
MARYANN STARK,
PRESIDENT & CEO

2009 started exactly where 2008 ended, with the continued erosion of the national economy. The year was quite alarming in many respects. For us at Consumer Credit Counseling Service of Central New York, we saw it in the faces and heard it in the voices of the over 56,000 consumers we served throughout the state. Simply put, rising prices and job losses pushed individuals and families that were already on the edge into financial crisis. In 2009, not only did we see a dramatic increase in the number of homeowners who came to see us, but consumers in general noted reduced income and/or unemployment as the main reasons for their concern. These factors resulted in the average debt increasing by nearly \$12,000 from 2008. Making matters worse, the typical consumer also waited much too long to get the help they needed. For many, bankruptcy was their only option.

We were quick to respond by calling our community leaders together in a variety of Call to Action sessions and by conducting a grass roots campaign to increase awareness and educate those in need. In 2009, we added 10 new community partners with organizations that share our vision for financial literacy and employers who demonstrated care for their employees by offering our services as a benefit. We all acknowledged the value of getting consumers in for help three to six months earlier than usual. This will help them avoid bankruptcy and get them on the road to financial recovery with sound budgeting techniques, customized action plans, and realistic and timely debt repayment programs. We also know that the key to long term success is financial education. In 2009, we conducted more than 220 workshops to over 3,400 attendees.

In 2009, it was obvious how the lack of financial education made consumers easy prey. 2009 was plagued with highly unregulated and growing debt settlement companies going after these vulnerable consumers. This resulted in way

too many desperate people looking for any way out, signing up for what they believed was the quick and easy fix to their problems with no understanding of the terms or consequences. Deceptive advertising led consumers astray and blurred the playing field, making it very difficult to distinguish between the good guys and the bad.

So our Call to Action in 2009 was about early intervention, debt reduction and education, a call we continue to take very seriously. This is supported by a dedicated and long-serving staff, a client satisfaction rating of 4.4 out of 5.0, 37 years of experience, and the re-accreditation of our quality standards by the Council on Accreditation. In fact, in 2009, our agency grew to the 11th largest CCCS, National Foundation for Credit Counseling (NFCC) member agency in the country. For the second year in a row, we were once again proud to receive our industry's highest honor, the 2009 PACE (Professional Achievement and Counseling Excellence) award for having the Most Outstanding Counselor of the Year. There are nearly 3,000 NFCC certified counselors across the country, so this is quite an honor and speaks volumes about the quality of our services and our employees.

Finally, I wish to acknowledge and thank the following groups for their ongoing support with helping us answer our 2009 Call to Action: 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 to 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 Bank USA, N.A., Community Development Department, Vulcraft Corporation, Continuum of Care: Herkimer and Oneida Counties, City of Utica, North Utica Senior and Community Center, WCNY-Help Wanted, 9WSYR, WSTM Channel 3, Bank of Greene County, Mohawk Valley Community Action Agency, Catholic Charities of Tompkins & Tioga Counties, and the Commercial Funding Network, Inc.

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

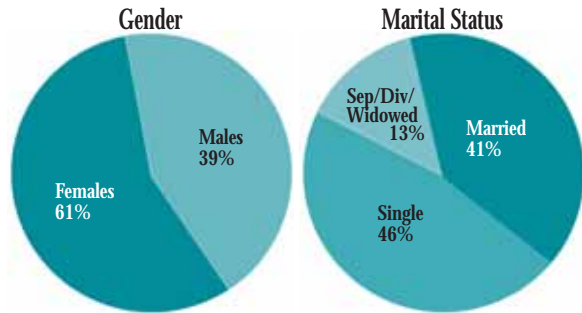
To be the most respected credit counseling agency for consumers, creditors, and the community by:

- 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

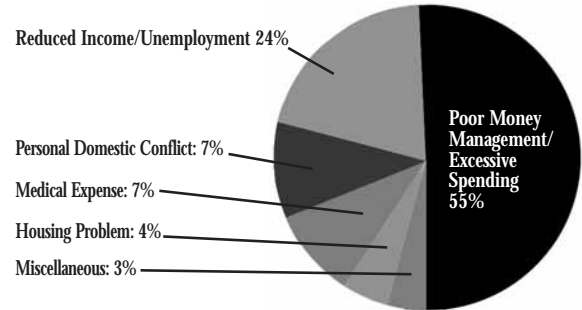
Compassion
Respect
Ethics
Dependability
Integrity
Teamwork
QUALITY

New Client Profile



Average age47.52 % Buying or own a home.....53%

PRIMARY CAUSE OF FINANCIAL PROBLEMS



NEW CLIENT PROFILE INCOME VS. DEBT

Income (Annual Gross):.....	\$44,206.08
Average Debt:.....	\$68,077.60
Average # Creditors:.....	9.89
Monthly Net:.....	\$2,861.73
Average Monthly Expenses:.....	\$1,156.48

DISTRIBUTION OF CLIENT DOLLARS

Total: \$33,163,338	
Major Credit Cards:	\$25,164,314
Retailers:	\$3,845,745
Consumer Finance:	\$1,701,764
Collection Agencies/Attorneys:	\$1,095,703
Bank Loans:	\$616,888
Credit Unions:	\$595,867
Medical/Hospital:	\$73,112
Utilities/Oil Co:	\$41,829
Student Loans/Gov't Agencies:	\$8,699
Auto Finance:	\$18,153
Miscellaneous:	\$1,264

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Operations & Facilities

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Rose Perkins
Counseling-Watertown

Valerie Sherwood
Counseling-Binghamton

Gary Thurber
Community Relations & Education

TESTIMONIALS

"I would like to thank CCCS for helping me get on track almost 2 years ago. You really helped me cut down on unnecessary spending and got the creditors off my back, making it extremely less stressful on a daily basis" – Gansevoort, NY

"Thank you for everything! I think you have the best customer service employees I have ever dealt with. I was always taken care of and treated with respect. Through your programs and advice, we have learned a change in lifestyle that we now share with others." –Syracuse, NY

"I want to acknowledge that the staff at CCCS were always helpful whenever I called. No one was ever intimidating and that made it more comfortable for me to be able to talk about my situation and needs as they came up throughout my program. I am VERY grateful for this program." –Adams, NY

"I was desperate and my bills were starting to get out of control. CCCS helped me to reduce my interest rates and get my credit cards paid off faster. Thank you! Now that they are paid off, I am able to save money for things I need. Thanks to CCCS I am in control of my life again." –Oswego, NY



Don't let monster debt creep up on you.