

Colorado

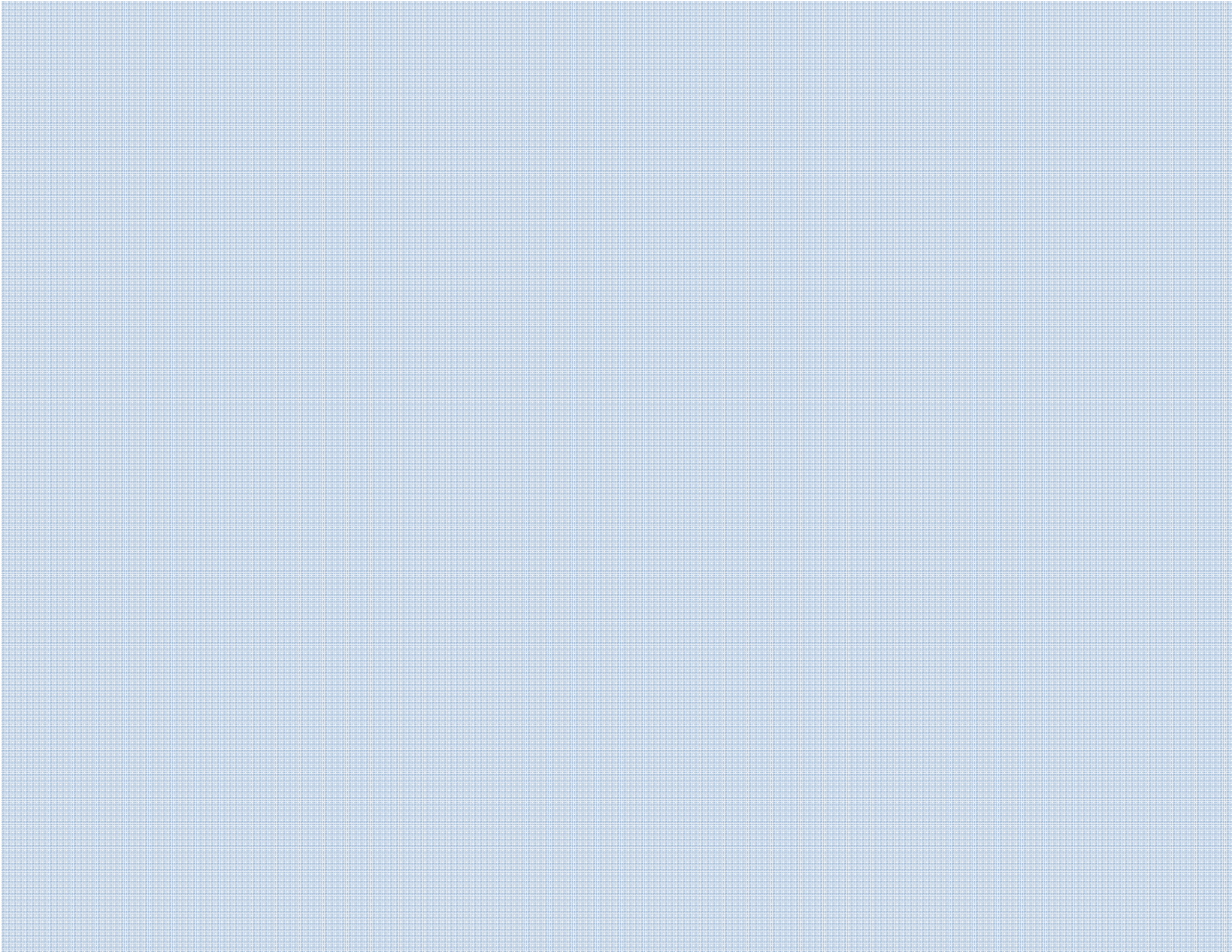
Foreclosure Hotline

1-877-601-HOPE

helping more than **16,000** homeowners
successfully avoid foreclosure.

2008-2009 annual report

*The Colorado Foreclosure Hotline is a project of **Brothers Redevelopment**.*



from the manager.

In our third year of operation, the Colorado Foreclosure Hotline network continued to successfully assist thousands of homeowners across the state. During the 2008-2009 fiscal year, despite challenges, we achieved many goals in our continued fight against Colorado's foreclosure crisis.

Comprised of 26 HUD-approved housing counseling agencies, and with support from local government, industry experts, and community groups, the Hotline network fielded more than 30,000 calls this past fiscal year. Although past predictions foretold a downturn in foreclosures, the Hotline continued to receive more than 3,000 calls per month. Since there is no way to determine what the future holds, the Colorado Foreclosure Prevention Task Force and the Colorado Foreclosure Hotline network are committed to remaining united until an end is in sight.

In addition to the tireless efforts of housing counselors, other Hotline partners have lent a hand to increase the network for maximum effectiveness. Thanks to this assistance, we were able to host several counselor trainings and events this year, including regular updates on legislative, regulatory, and industry changes, such as Colorado's House Bill 1276, the Foreclosure Deferment bill.

In 2008-2009, Hotline staff and partners also participated in more than 30 foreclosure assistance fairs and workshops spanning the entire state. Additionally, we had the opportunity to work in conjunction with local media outlets to promote the Hotline and its effectiveness. This included a special partnership with Rocky Mountain PBS and several public radio stations as part of the national "Facing the Mortgage Crisis" campaign.

Since 2006, when the Colorado Foreclosure Hotline began, and after more than 90,000 calls that translated into more than 16,000 positive resolutions for Colorado homeowners, we've collectively increased the visibility of housing counseling and underscored its importance to the housing industry.

And as we continue to field thousands of calls, we know that this job is far from over. With filings on the rise, thousands of families will still need assistance in the coming months.

Therefore, we will continue to improve our processes, continue to empower housing counseling agencies, and continue to promote the successes of our effective partnership.

The Colorado Foreclosure Hotline staff and management at Brothers Redevelopment would like to thank our partners, sponsors, and growing number of supporters. Together we're providing homeowners with the knowledge needed to overcome this crisis. This is a program that thrives on partnership. When we say, "We couldn't do this without you," it is as true today as it was in the beginning.



Stephanie Rizzo

the hotline team.



Stephanie Riggi has been a member of the Colorado Foreclosure Hotline team since August 2006. Formerly the Colorado Foreclosure Prevention Office supervisor, and now manager of the Colorado Foreclosure Hotline, Stephanie's roles and responsibilities include outreach and support to all existing partner agencies; review of potential partner agencies; and working with current and potential private funders to the Hotline. In addition, Stephanie provides information to Brothers Redevelopment management and board of directors as they serve as the lead consultant for the Colorado Foreclosure Hotline.

Kait Thompson arrived at the Colorado Foreclosure Hotline in July 2006, first to assist in establishing the Hotline, then serving as a Call Center representative and the Partner Agency Relations Representative. Kait is responsible for the oversight of 26 partner agencies across Colorado, including their reporting, referral database placement, and understanding of the Hotline. Kait also assists in updating the entire Task Force on industry changes, as well as monthly updates on the Hotline.



the hotline team.



Germán Zárata has been with the Hotline since October 2006, representing both housing counseling, as well as the Hotline's Spanish-speaking clients. Everyday tasks for German include support for English and Spanish housing counseling across the state; translation of foreclosure-related materials and explanations of foreclosure law; representation to the Spanish-speaking community through media and foreclosure events; and creation of several reports regarding the monthly success of the Colorado Foreclosure Hotline.

In June 2009, the Colorado Foreclosure Hotline welcomed Estela Zuniga, serving as a representative in the Call Center. With Estela's skills and capabilities, the Call Center is able to directly field more calls; collect more specific information from callers; and make a harder referral to each agency. Estela has increased the level of customer service at the Colorado Foreclosure Hotline, working with both English and Spanish-speaking clients. She also assists with caller-specific reports and both English- and Spanish-speaking events.



Sarah Noel joined the Colorado Foreclosure Hotline in January 2008, serving as the communications coordinator for the Hotline and its partner agencies. Daily responsibilities include producing community outreach fliers, a monthly newsletter, and other promotional items. She also contributes by organizing large outreach events with legislators, banks, and local communities. Finally, Sarah serves as the Hotline grant writer, working closely with funders, Hotline staff, and Brothers Redevelopment to support administrative and outreach costs of the Hotline.

community partnership.

Outside of the network of sponsors, industry experts, and housing counseling agencies, the Colorado Foreclosure Hotline seeks partnerships to further promote housing counseling services across the state. During the 2008-2009 fiscal year, we had several opportunities for community involvement including more than 30 housing fairs statewide; assistance in the implementation of the Governor's Foreclosure Deferment Bill (HB1276); a promotional partnership with Rocky Mountain PBS; and other projects with various news networks.

Outreach Events

In 2008-2009, the Colorado Foreclosure Hotline and many of its partners participated in 36 public outreach events. This year we saw a shift in the attendance at events. Not only were homeowners who were concerned about falling behind seeking out assistance, but many first-time homebuyers began attending for information on responsibly purchasing a home. Due to this transformation, the network began planning "homeownership fairs" instead of limiting the services to foreclosure prevention.

Additionally, 2009 brought with it increased participation from the lending industry. The Chase Homeownership Center sent loss mitigation staff to **every** event the Hotline hosted. Wells Fargo, Freddie Mac, and Bank of America also actively participated in many of the events.

Foreclosure Deferment Bill

Governor Ritter's office introduced a bill in the 2009 legislative session, carried by Representative Mark Ferrandino. Through implementation, the Foreclosure Deferment Bill may allow qualified homeowners in default to "pause" a pending foreclosure sale on the home, given that they contact a HUD-approved housing counselor within certain time constraints and meet specific criteria.

The Colorado Foreclosure Hotline staff and many of the network housing counselors offered advice on the implementation of the bill, working closely with foreclosing attorneys and the Public Trustee Association. By growing these new relationships, the Hotline also partnered with the Adams County Public Trustee, and the office of Castle, Meinhold & Staviarsky to host a HB1276 training for housing counselors.

media partnership.

Since inception, the Colorado Foreclosure Hotline has relied on partnership with local news media to assist in promoting the success of housing counseling. In 2008-2009, we continued our relationship with 9News; became part of a special Rocky Mountain PBS project; and began detailing an outreach campaign with CBS 4 Denver and the Colorado Association of Realtors.

9News

In the past fiscal year, members of the Colorado Foreclosure Prevention Task Force and counselors from the Hotline's network participated in nearly ten 9News-sponsored Mortgage Line 9 and phone bank events, fielding calls from thousands of Coloradoans in danger of losing their homes, and directing them to the Hotline or a specific housing counseling agency.

Rocky Mountain PBS

Rocky Mountain PBS (RMPBS) was awarded grant funding in 2009 to be a part of the PBS national "Facing the Mortgage Crisis" campaign. Utilizing the Colorado Foreclosure Prevention Task Force's existing network, RMPBS brought in experts from all facets of the housing industry and conducted interviews for public service announcements (PSAs) directing troubled homeowners and first-time homebuyers to housing counseling.

Having seen great success from the program, it was extended with another set of PSAs. Additionally, RMPBS staff managed a website specifically for Facing the Mortgage Crisis, posting housing news, Hotline events, and links to the Colorado Housing and Finance Authority and our partner agencies.

Thanks to RMPBS, we had consistent and effective advertising through the summer months, and as a result saw steady call volume to the Hotline (where, typically, calls decrease from June through August).

2008-2009 Hotline Features

9News	Denver Channel	KOAA
CBS 4 Denver	Denver Daily News	KRDO
Colorado Daily	Denver Post	KUNC
Colorado Public Radio	Examiner	La Voz Nueva
Colorado Real Estate Rama	Forbes Online	Longmont Times-Call
Colorado Springs Gazette	Grand Junction Sentinel	MSN Money
Coloradoan	Greeley Tribune	PBS-National
Daily Camera	KJCT	Rocky Mountain PBS
Denver Business Journal	KKTV11	Yahoo! Finance

long-term partnership.



More than 3,000 calls were placed to the Colorado Foreclosure Hotline in October 2006, its first month of operation. Since that time, call volume has soared above 90,000 calls, averaging anywhere between 2,000 to 4,000 calls per month.

"We had no idea what to expect when the Hotline began," said Stephanie Riggi, the Hotline's manager. Riggi was a key player in the founding of the Colorado Foreclosure Hotline. "But we've seen the Colorado Foreclosure Hotline successfully help homeowners since the day the phone lines opened."



To honor all of the partners involved throughout the Hotline's development, Hotline staff and Brothers Redevelopment hosted a three-year anniversary open house. Past and present Task Force members, funders, and counselors alike were invited to tour the Call Center's "living museum," which showcased the development and success of the Hotline network.



fundraising.

The 2008-2009 fiscal year marked the beginning of a contract between the Colorado Foreclosure Hotline and the Division of Housing, thanks to a settlement between the Colorado Attorney General and Countrywide, recently acquired by Bank of America. This contract vastly supported the administrative and operative costs of the Hotline for a portion of the 2008-2009 fiscal year and into the 2009-2010 fiscal year.

Colorado Foreclosure Hotline Gifts, Grants, and Donations

We always are grateful for the partners who continually contribute to the Hotline financially, including long-term partners such as Brothers Redevelopment, Citi, Colorado Association of Realtors, JP Morgan Chase, US Bank, and Wells Fargo.

October 1, 2008-September 30, 2009		
10/8/2008	Citi	\$ 50,000.00
10/14/2008	US Bank	\$ 20,000.00
10/20/2008	JP Morgan Chase	\$ 20,000.00
10/20/2008	Colorado Association of Realtors	\$ 1,249.63
2/16/2009	GMAC	\$ 15,000.00
2/10/2009	Wells Fargo-made payable to DOH	\$ 20,000.00
3/31/2009	BRI	\$ 66,000.00
6/29/2009	US Bank	\$ 20,000.00
9/30/2009	Division of Housing: Attorney General Funds; Countrywide Settlement	\$ 91,336.46
Total for FY 09		\$ 303,586.09



Additionally, we are pleased to continue an important partnership with the Federal Reserve Bank of Kansas City—Denver Branch, who regularly contributes in-kind donations to the Hotline. This year, the Federal Reserve hosted several Hotline-related events and provided new printed promotional materials now being used by public trustees, realtors, and other housing professionals across the state.

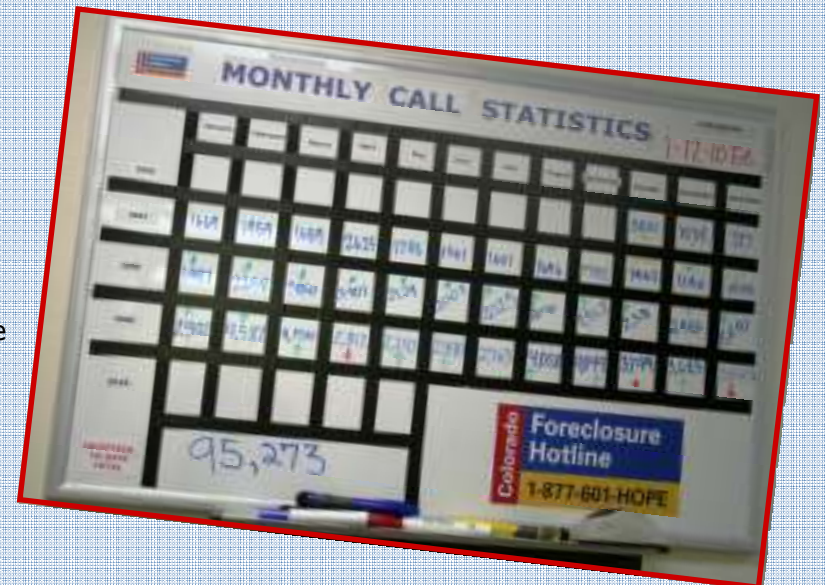
call volume.

Every year, the Hotline sees at least a 20 percent increase in call volume. In the 2008-2009 fiscal year, the annual volume increased by an even great percentage—33 percent more calls to the Hotline than in 2007-2008.

FY	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	TOTAL
06-07	3,821	1,038	727	1,669	1,959	1,689	2,625	1,785	1,501	1,601	1,646	1,752	21,813
07-08	1,463	1,140	1,533	1,997	2,258	3,050	3,901	2,129	2,008	2,025	2,076	1,968	25,548
08-09	2,511	2,483	2,642	2,902	4,582	4,156	2,812	2,434	2,490	2,763	4,058	4,099	37,982

Call volume trends for the past fiscal year followed trends from previous years, with primary spikes from February through early April (typically post-holiday and pre-tax season traffic).

An additional call volume increase occurred in August and September, continuing through the end of the calendar year, most likely due to the implementation of House Bill 1276, the Foreclosure Deferment bill. The bill requires foreclosing attorneys to post a notice directly on a homeowner's door, directing them to the Colorado Foreclosure Hotline toll-free number.



four out of five.

Despite increasing call volume, Hotline partner agencies and housing counselors were able to manage the heavy traffic. With the creation of Estela Zuniga's position, the Call Center is now able, on a regular basis, to field 10-15 percent of calls to the Hotline and directly refer them to the nearest housing counseling agency. Additional callers are still routed through the Hotline's automated system. More than 20 percent of homeowners who call the Hotline are converted into face-to-face clients.

Of those 20 percent who meet with housing counselors, four out of five reach a positive resolution. Since inception, Colorado Foreclosure Hotline counselors have assisted 80 percent of clients avoid foreclosure. In the 2008-2009 fiscal year, 8,310 clients met face-to-face with a HUD-approved housing counselor; and 7,793 of those clients reached a positive resolution.



One of the most commonly utilized workouts this past fiscal year was a mortgage modification under the federal Making Home Affordable program, a plan to assist borrowers in reducing monthly mortgage payments to more affordable levels. The program first puts the borrower into a temporary modification. Mortgage companies may take between 30-90 days to assess the temporary modification for permanence. Due to the temporary modification process, there are a high number of clients classified as "currently receiving counseling."

Client Outcomes

Currently receiving counseling	41%
Mortgage modified	13%
Other	9%
Initiated forbearance/repayment plan	7%
Bought mortgage current	5%
Bankruptcy	5%
Pre-foreclosure sale	4%
Mortgage foreclosed	3%
Referred to other agency	3%
Withdrew from counseling	3%
Entered debt management	2%
Referred to legal assistance	2%
Sold property	2%
Mortgage refinanced	1%
Partial claim (FHA lender)	1%
Received second mortgage	0%
Executed deed-in-lieu	0%



Our past fiscal year, like the two before it, was both busy and successful. We continue to aid and educate homeowners across Colorado; and we continue to demonstrate the real sustainability of our public-private partnership.

In the coming year, we hope to continue to be a support to you as you have been to us. Remember to keep up with the Hotline online, or for further information, contact Stephanie Riggi at Stephanie@brothersredevelopment.org.

From all of us at the Colorado Foreclosure Hotline staff, the Colorado Foreclosure Prevention Task Force, and Brothers Redevelopment, to all of our wonderful partner agencies, funders, and supporters, thank you for making our 2008-2009 efforts such a wonderful success. We look forward to continuing to work with you.

