



Consumer Credit Counseling Service of Nebraska

2009 Annual Report

Advice. Education. Solutions.

Our Mission...

It is the Mission of Consumer Credit Counseling Service of Nebraska to provide a nonprofit community service dedicated to delivering professional consumer credit education, confidential counseling and debt management to all segments of society, regardless of their ability to pay.

Purpose and Objectives...

To provide sound programs of education for the intelligent, safe use of consumer credit for the benefit of the general public through public and private school systems and colleges of the community and through adult and other proper channels of education, and

To provide individual and group advisory instruction and counsel when there is a need or request for consumer credit counseling, and

To cooperate with public and private companies, agencies, organizations and associations in an effort to fulfill our mission.

Affiliations.....

- 501 c3 organization as designated by the IRS
- Member in good standing of the National Foundation for Credit Counseling (NFCC)
- Accredited by the Council on Accreditation of Services for Families and Children (COA)
- EOUST approved agency for Pre-Bankruptcy
- HUD approved comprehensive housing counseling agency

Key Team Members. . .

Donald A. Leu, President and Chief Executive Officer

Cynthia J. Pierce, Vice President of Operations

Sharon L. Taubert, Vice President of Education and Housing

Michelle Tibbels, Controller

Tahnee Markussen, Education Director

Message from the CEO



Donald A. Leu, CEO

This year was different than most. As our country endured one financial crisis after another, we experienced a recession, accompanied by a jump in unemployment, a surge in bankruptcies and increased consumer demand for counseling.

As our national economy begins the long road to recovery we continue to see many individuals who need assistance. Regardless of the type of counseling need, consumers and counselors alike are faced with learning the intricacies of new programs brought about through legislation or adopted as a result of the recession.

I am happy to report that our dedicated educators, counselors and support staff stepped up to meet the challenge and provide quality assistance to those we serve.

During 2009 CCCSN became an active partner in the national "*Call to Action*" plan led by the National Foundation for Credit Counseling and the major credit card companies. This new plan is offered as an option for the consumer with credit card debt. In addition, CCCSN continued to provide foreclosure counseling for hundreds of families offering the National Foreclosure Mitigation Counseling Program to those in need.

On the local front we continue to work with area partners and I am happy to report that we entered into two new relationships, one with Neighborworks Omaha and another with the Omaha Housing Authority.

Our Fourth Annual "Swing for Financial Literacy" golf tournament was a success and I want to thank the participants and volunteers who come out each year and help us to raise money for our educational programs.

In closing, I want to recognize our Board of Directors, officers and dedicated staff members for making 2009 another successful year.

Education, Outreach, Service 2009

Community Education

Number of Participants 4702

Debt Counseling

Number Counseled 4652

Pre-Bankruptcy Counseling

Number Counseled 1620

Housing Counseling

Number Counseled 1896

Total DMP Dollars Returned \$14,415,034

2009 Board of Directors

Chairman of the Board

Maurice Mashek
The West Corporation
Omaha, Nebraska 68157

Treasurer

Jim Shanahan
Amerifirst Home
Improvement
Vice President

Directors

George Akers
First Mortgage Company
1st Vice President

Jeannette Seaberry
University of Nebraska,
Omaha
PhD. Cultural Diversity

1st Vice Chair

Butch Lecuona
Community Education
Foundation
Executive Director

Past Chairman

Barb Heineman
First Data Resources
Human Relations Manager

Secretary

Jeff Anderson, Sr.
The Waldinger Corp.
Project Manager

Chief Executive Officer

Donald A. Leu
CCCS of Nebraska, Inc.
President & CEO

Rev. Dr. Damon Laaker
Grace Lutheran Church
Pastor

Diane Ostrowski

Council Bluffs Public Schools
School Administrator

Office Locations

Executive Offices

8805 Indian Hills Drive, S. 105
Omaha, Nebraska 68114
Phone: 402-333-8609
Hours: 8:00 – 5:00 M-F

Customer Service Center

11225 Davenport Street, S. 108
Omaha, Nebraska 68154
Phone: 402-333-2227
Hours: 8:00 – 5:00 M-F

Lincoln Branch Office

1001 South 70th Street, S. 200
Lincoln, Nebraska 68505
Phone: 402-484-7200
Hours: 8:00 – 5:00 M-F

Grand Island Branch Office

2121 North Webb Rd., S. 307
Grand Island, Nebraska 68803
Phone: 308-381-4551
Hours: 8:00 – 5:00 M-F

North Platte Branch Office

509 East 4th Street, Suite "F"
North Platte, Nebraska 69101
Phone: 308-532-9760
Hours: 8:00 – 5:00 M-F

Norfolk Branch Office

700 ½ Benjamin
Norfolk, Nebraska 68702
Phone: 402-371-4656
Hours: 8:00 – 5:00 M-F

Des Moines, Iowa

6200 Aurora, Suite 402W
Urbandale, Iowa 50322
Phone: 515-225-2227
Hours: 8:00 – 5:00 M-F



MEMBER

Know the Difference

A proud member of the National Foundation for Credit Counseling since 1976.



CCCSN is accredited by the Council on Accreditation.



CCCSN is a HUD approved Housing Counseling Agency.

Please visit us on the web: www.cccsn.org or www.cccsdesmoines.com