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Responding to Foreclosures in Cuyahoga County 2014 Update: Ninth Annual Report January 1 - December 31, 2014

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Responding to Foreclosures in Cuyahoga County 2014 Update

**Ninth Annual Report
January 1 - December 31, 2014**

October 7, 2015



Prepared for:

Cuyahoga County Department of Development

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Introduction

The Levin College of Urban Affairs has been the evaluation partner for the Cuyahoga County Foreclosure Prevention Program (CCFPP) since the program was adopted in 2006. This report is an update to the County for 2014. The evaluation provides metrics to track progress and provides feedback about the program that can be used to improve and adapt it to meet the rapidly changing state and national context surrounding foreclosures.

Since consistent tracking began in 2009, the Cuyahoga County foreclosure prevention program has served a total of 23,002 homeowners at the five participating counseling agencies. In 2014 alone, 2,751 households were counseled. More than half (51%) of all homeowners that have completed counseling through the program have had a successful outcome. That is, they have reached an agreement with their lender that enables them to stay in their home or, if they choose, they are able to transfer title through a short sale or other means to another individual owner and move to a more affordable home.

As noted in previous reports, Cuyahoga County was one of the first places in the country to develop a comprehensive response to the foreclosure crisis. The County's consistent role in funding, administering and evaluating the program over nine years has created a very effective system of agencies and programs, including foreclosure mediation, that have helped homeowners prevent foreclosure and contributed to stabilizing the housing market.

METHODOLOGY

In August 2006, the County entered into a contract with the Maxine Goodman Levin College of Urban Affairs, Cleveland State University to evaluate the program. Since that time, the CSU evaluation team has been gathering data to help the County:

- track progress
- understand the successes and barriers of the Initiative
- understand whether the program was accomplishing its goals and objectives
- improve and adapt the program going forward

This report on the 2013 program year is the eighth annual report on the progress of the initiative.

The evaluation team uses a continuous learning model of evaluation, with feedback provided to the County on a regular basis. Because of the County's longstanding interest in program assessment and evaluation, it has seven years of data about foreclosure prevention activities in Cuyahoga County.

The information used in this report is drawn from the following sources:

1. Interviews with directors and counselors from the participating housing counseling agencies, County Department of Development administrators, housing managers from the First Suburbs Consortium, the director of 211 First Call for Help and representatives of the Vacant Properties Advocacy Council. (Detailed list can be found in Appendix C.)
2. Monthly county foreclosure counseling agency coordinating meetings.
3. Agency data on foreclosure counseling client demographics and outcomes provided to the County Department of Development.
4. Data on foreclosures provided by the Northeast Ohio Data and Information Service of the Levin College and NEO CANDO at Case Western Reserve University.
5. 211 First Call for Help documentation of calls and referrals by service type and agency, a description of their referral process, and definitions of the service categories used.
6. Data on the Foreclosure Mediation Support Program provided by the Cuyahoga County Court of Appeals.

Two important notes about the data:

1. From March 2006 to March 2008, client outcome data was gathered from agencies through a data request from the County Foreclosure Prevention Program office. This early data was not reported consistently across agencies and was limited in scope. With strong encouragement and support from the evaluation team, in 2008, the participating counseling agencies adopted the common reporting format of the then-new National Foreclosure Mitigation Counseling (NFMC) program. Agencies used the NFMC reporting platform and the evaluators were able to collect much more consistent and detailed information electronically about the outcomes of the counseling. Thus, we have continuous, consistent client outcome information from March 2008 forward.
2. In 2009, the County requested that we switch the reports from a program year (March through February) to a calendar year (January through December). This change resulted in a two-month overlap (January and February) in the 2009 program year.

Our work would not be possible without the full cooperation and assistance of the numerous County departments, the Court of Common Pleas mediation program and the participating counseling agencies. We especially wish to thank Paul Herdeg, Housing Manager, Department of Development for his support.

FORECLOSURE TRENDS

The national foreclosure crisis hit Cuyahoga County residents earlier and the recovery is taking longer than other places. The rate of decline in the number of foreclosure filing in Cuyahoga County trails the national trend. As of February 2014, approximately 752,000 homes in the United States were in some stage of foreclosure, known as the foreclosure inventory, compared to 1.2 million in February 2013, a year-over-year decrease of 35 percent (compared with Cuyahoga County's 20 percent decline.)

The number of foreclosure filings in the County peaked in 2007 at 13,777; remained at over 13,500 for three years, and finally began to decline in 2010. In 2014, the number of foreclosure filings in the County had fallen to 7,162, about half of 2007 and the lowest number since 2005. This is good news for local housing markets, many of which are still in recovery mode throughout the County.

However, the crisis is not over and the effects are still profound. There are an estimated 20,000 vacant parcels countywide¹ and thousands of homeowners still facing foreclosure. Many more are more than 90 days delinquent, the County's overall housing market remains weak and values have not recovered in many areas. The result is an estimated 9-13% decrease in County property tax base and associated tax revenue receipts.² While values are recovering in some places, they continue to decline in others. Property tax foreclosure is becoming an increasing concern. Another concern is the increase in investor owned rental single-family homes.

While no one can predict the future, the crisis has fundamentally changed housing markets in Cuyahoga County.

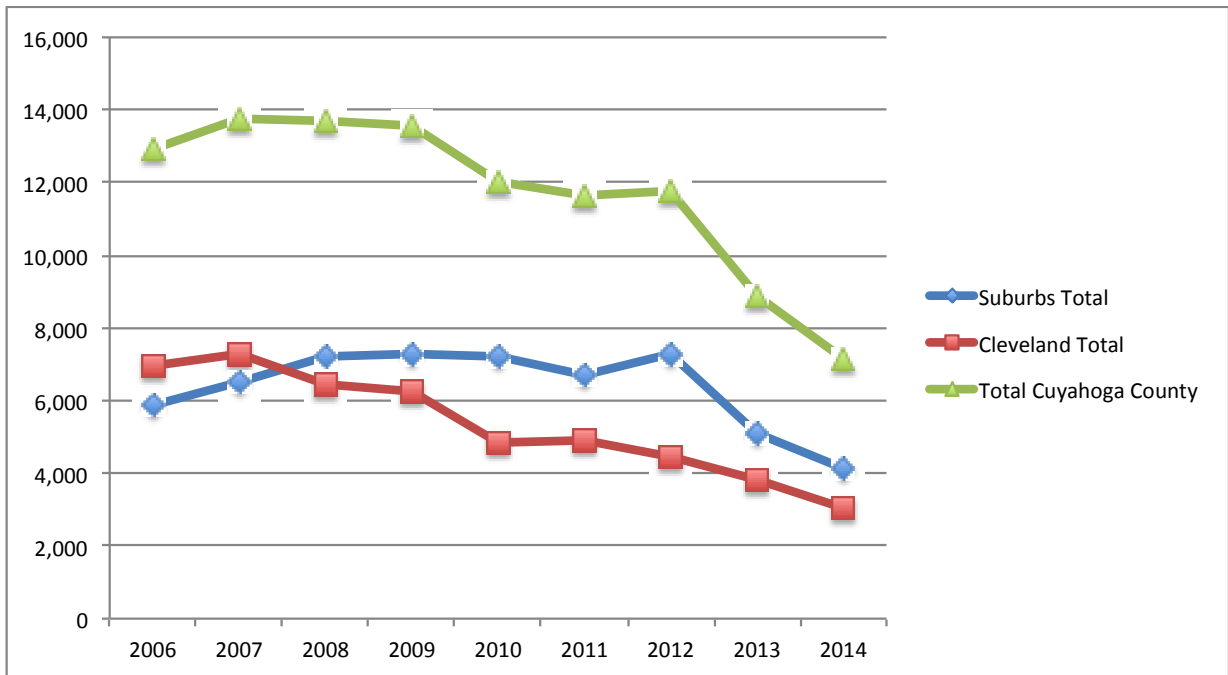
The following tables explain these trends in more detail for Cuyahoga County.

CHART 1: FORECLOSURE FILINGS, RESIDENTIAL PROPERTIES, CUYAHOGA COUNTY 2006 - 2014

¹ Ford, Frank, Vacant Property Trends in Cuyahoga County, 1995-2013, Thriving Communities Institute, September 22, 2013.

² County Council member Sonny Simon, addressing the Ohio Fair Lending Conference, June 27, 2014.

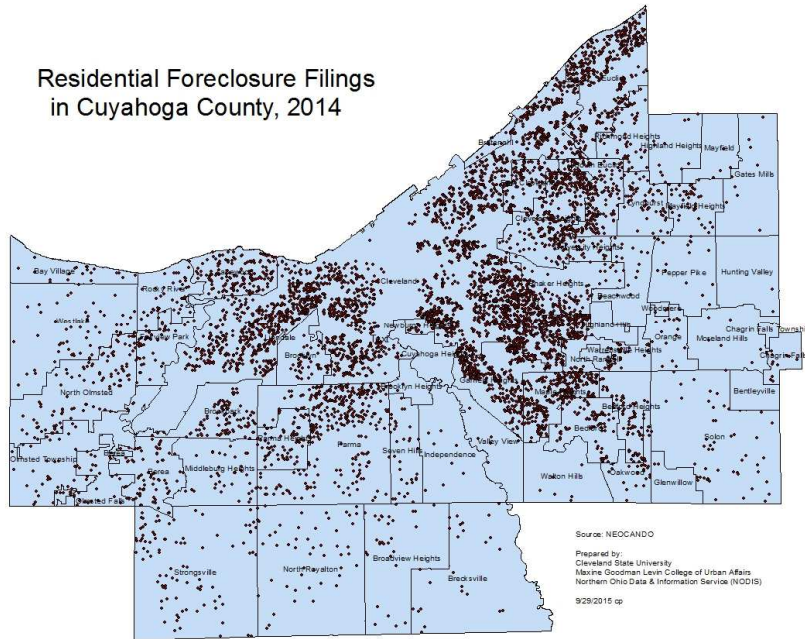
RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY



From 2013 to 2014, the number of residential mortgage foreclosure filings countywide declined by 20%. In 2013, the largest percentage annual decline (33%) was in the eastern suburbs, but that shifted from 2013- 2014. Foreclosures on the west side of Cleveland declined by 28%, while the rate in the western suburbs declined by 25%.

MAP 1: RESIDENTIAL FORECLOSURE FILINGS IN CUYAHOGA COUNTY, 2014

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY



As Map 1 illustrates, 64% of all foreclosures in the county are concentrated in the predominantly African American neighborhoods on the east side of Cleveland and the inner-ring eastern suburbs. This is an increase in concentration from 2013.

TABLE 1. FORECLOSURE FILING TRENDS, EAST -WEST COMPARISON

Area	2007	2012	2013	2014	Percent Change, 2013-2014
East Side Clev	5,255	2,791	2,282	1915	-16%
West Side Clev	2,024	1,677	1,539	1111	-28%
East Suburbs	4,329	4,668	3,110	2647	-15%
West Suburbs	2,169	2,611	1,981	1489	-25%
EAST Cuy. County	9,584	7,459	5,392	4,562	-15%
WEST Cuy. County	4,193	4,288	3,520	2,600	-26%
Clev Total	7,279	4,468	3,821	3,026	-21%
Suburbs Total	6,498	7,279	5,091	4,136	-19%
TOT. Cuy. County	13,777	11,747	8,912	7162	-20%

Foreclosures are heavily concentrated in the eastern portion of the county. From 2006 to 2014, 35% of properties with one or more foreclosures were one the east side of the city of Cleveland and another 28% were in the eastern inner ring suburbs.

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

The following two tables show the number of parcels in the County that had one or more foreclosure filings from 2006-2014 for jurisdictions on the east and west sides of the County. (No matter how many foreclosure filings there might have been, a parcel was counted only once, and the type of foreclosure shown in the table corresponds to the last foreclosure filing for each parcel.) This table further demonstrates the long-term, disproportionate impact of foreclosures on the eastern portion of the county compared with the western portion.

Table 2. Number of parcels with at least one Foreclosure Filing, by Type of Filing, Eastern Cuyahoga County, 2006-2014

	Type of Foreclosure (most recent*)					Avg. Number of Residential Parcels, 2006-2014	Pct. Resid. Parcels w/at Least 1 Forcl. Filing
	Mortgage	Vacant & Abandoned & Tax Delinq. (BOR)	Tax Delinquent (Judicial)	Other	Total		
East Cleveland	1,365	220	491	323	2,399	5,743	41.77
Maple Heights	2,819	60	72	221	3,172	9,802	32.36
Warrensville Heights	913	23	49	148	1,133	3,872	29.26
Garfield Heights	2,429	82	94	237	2,842	11,004	25.83
Euclid	3,799	50	79	224	4,152	16,646	24.94
Newburgh Heights	153	4	15	16	188	793	23.70
Highland Hills	27		3	7	37	157	23.52
Oakwood	274	2	7	19	302	1,319	22.89
Bedford	915	5	9	46	975	4,553	21.41
Cleveland Heights	2,740	66	144	216	3,166	15,247	20.77
North Randall	27			4	31	150	20.70
South Euclid	1,716	17	33	73	1,839	9,023	20.38
Bedford Heights	573	2	4	38	617	3,110	19.84
Woodmere	23		1	4	28	145	19.27
Glenwillow	47		2	1	50	295	16.96
Richmond Heights	521		6	22	549	3,506	15.66
Shaker Heights	1,304	35	94	56	1,489	9,617	15.48
University Heights	482	5	11	38	536	4,255	12.60
Bratenahl	87	1	2	6	96	780	12.30
Orange	124		2	4	130	1,340	9.70
Lyndhurst	531	3	7	22	563	6,486	8.68
Mayfield Heights	473	1	3	39	516	6,033	8.55
Cuyahoga Heights	16			1	17	222	7.67
Solon	559	3	4	18	584	7,896	7.40
Chagrin Falls	101	1	2	5	109	1,665	6.55
Gates Mills	54			6	60	975	6.16
Valley View	41			5	46	756	6.08
Pepper Pike	127		1	11	139	2,343	5.93
Bentleyville	19				19	325	5.85
Beachwood	189		1	11	201	3,520	5.71
Mayfield	63		2	1	66	1,213	5.44
Moreland Hills	72	1		1	74	1,377	5.37
Highland Heights	161		1	6	168	3,322	5.06
Walton Hills	45			2	47	968	4.85
Hunting Valley	7				7	222	3.15
Chagrin Falls Township	1				1	43	2.35
EASTERN SUBURBS	22,797	581	1,139	1,831	26,348	138,724	18.99
Cleveland East	15,786	1,720	4,185	2,199	23,890	67,943	35.16
Cleveland	26,267	2,166	5,020	3,018	36,471	125,945	28.96
Cuyahoga East	38,583	2,301	5,324	4,030	50,238	206,667	24.31
CUYAHOGA COUNTY	63,343	2,786	6,288	5,455	77,872	439,455	17.72

Source: NEOCANDO (foreclosure filings), Cuyahoga County Auditor (residential parcels)

* If a parcel was associated with more than one foreclosure filing, the most recent filing was used to determine the type of foreclosure.

For all eastern jurisdictions, almost 1 in 5 properties have had at least one foreclosure filing over the past 8 years. Three jurisdictions – East Cleveland (41.77), Maple Heights (32.36), and Warrensville Heights (29.26), had the highest rates of properties with one or more foreclosure filings. Twelve jurisdictions had rates higher than 20%, and nineteen had rates higher than 10%.

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

Table 3. Number of parcels with at least one Foreclosure Filing, by type of filing, Western Cuyahoga County, 2006-2014

	Type of Foreclosure (most recent*)					Avg. Number of Residential Parcels, 2006-2014	Pct. Resid. Parcels w/at Least 1 Forcl. Filing
	Mortgage	Vacant & Abandoned & Tax Delinq. (BOR)	Tax Delinquent (Judicial)	Other	Total		
Linndale	9			1	10	38	26.55
Lakewood	1,960	6	30	96	2,092	16,634	12.58
Olmsted Falls	402	1	2	11	416	3,365	12.36
Brook Park	823	1	9	26	859	7,274	11.81
Berea	704	5	10	24	743	6,312	11.77
Parma Heights	711	1	8	24	744	6,561	11.34
Parma	3,055	16	16	132	3,219	29,753	10.82
Brooklyn	358	1	3	16	378	3,658	10.33
North Olmsted	1,006	1	5	40	1,052	11,908	8.83
Olmsted Township	368		2	15	385	4,604	8.36
Fairview Park	447		4	23	474	6,459	7.34
Brooklyn Heights	36		3	3	42	603	6.97
Broadview Heights	468		5	18	491	7,098	6.92
North Royalton	637		3	26	666	10,235	6.51
Strongsville	952	2	6	30	990	15,453	6.41
Bay Village	371	1	4	20	396	6,252	6.33
Middleburg Heights	341	2	6	12	361	5,811	6.21
Rocky River	460		4	16	480	8,221	5.84
Westlake	581		1	37	619	11,417	5.42
Seven Hills	239		4	21	264	5,099	5.18
Brecksville	231	2	2	11	246	5,194	4.74
Independence	120		2	4	126	2,837	4.44
WESTERN SUBURBS	14,279	39	129	606	15,053	174,786	8.61
Cleveland West	10,481	446	835	819	12,581	58,002	21.69
Cleveland	26,267	2,166	5,020	3,018	36,471	125,945	28.96
Cuyahoga West	24,760	485	964	1,425	27,634	232,788	11.87
CUYAHOGA COUNTY	63,343	2,786	6,288	5,455	77,872	439,455	17.72

Source: NEOCANDO (foreclosure filings), Cuyahoga County Auditor (residential parcels)

* If a parcel was associated with more than one foreclosure filing, the most recent filing was used to determine the type of foreclosure.

The overall rate for the western suburbs – 8.61% -- is less than half the rates for Cuyahoga County as a whole (17.72%), and for the eastern suburbs (18.99%). Linndale is the only western jurisdiction with a rate over 20% (but it is important to note that the number of parcels in Linndale is very small), and only eight western suburbs have rates over 10% (compared to 52.78% with rates over 10% in the eastern suburbs).

CUYAHOGA COUNTY FORECLOSURE PREVENTION PROGRAM (CCFPP) 2014

Over the past nine years, Cuyahoga County has employed a range of programs and policies to address foreclosures including: foreclosure prevention counseling, mortgage payment assistance, mortgage modification, mediation through the Court, principal reduction to help

homeowners negotiate for affordable monthly payments; early intervention; and advocacy for additional funding and programs. Keeping people in their homes on the front end helps the homeowner, the neighborhood and the County while saving tax dollars that would otherwise have to be spent on code enforcement or cleaning up or tearing down the vacant and abandoned properties on the back end.

The County program operates within the context of state and federal programs, policies and settlement agreements. These programs and policies vary from year to year, as illustrated in the timeline in Figure xx. The programs are also described in Appendix B.

Local and national research has demonstrated that the centerpiece of this program, face-to-face foreclosure prevention counseling resulting in a loan modification, is an effective option in terms of helping homeowners stay in their homes. However, it is important to note that the shift observed in 2013 continued in 2014, as the type of successful outcome shifted from “mortgage modified” to “brought mortgage current”. The causes and implications of this will be discussed further in the outcomes section of the report but it raises concerns about the long-term sustainability of the intervention.

It is important to keep in mind that the end goal is long-term housing stability, which benefits homeowners, neighborhoods, cities and the entire county. Foreclosure prevention counseling works best when there is early contact with motivated but vulnerable homeowners as it helps them understand their options, develop a sustainable budget and navigate the foreclosure process.

The counseling services are supported, in part, by funding from the County and provided by a network of local nonprofit counseling agencies. In 2014, five agencies participated in the program. The agencies employ trained counselors to work directly with homeowners at risk of or facing foreclosure. Ongoing evaluation by Cleveland State University has validated the success of this service delivery model. The objectives of the Cuyahoga County Foreclosure Prevention program for 2014 were to:

1. Coordinate outreach to homeowners in Cuyahoga County and connect them to foreclosure counseling and/or court mediation resources.
2. Conduct research on and provide publicly available information concerning the nature and scope of the evolving foreclosure crisis.
3. Advocate for and support legislative initiatives at the state and federal level that better address the local foreclosure crisis.

PROGRAM ADMINISTRATION AND CONVENING

Cuyahoga County funds and administers the program and convenes the partners. The administrative structure has evolved since the program began in 2005. From 2005-2008, the program had a dual administrative structure within both the County Treasurer’s Office and the Department of Development (DOD) as described in previous reports. From 2008-2010, the

program was housed and administered in the offices of County Treasurer. In 2011, with the transition to the new form of County government, the program administration remained in the treasurer's office.

As the transition continued however, in 2012, the DOD took over all aspects of management of the program. Responsibility for the program fell under County's housing manager, Paul Herdeg. The DOD works closely with the counseling agencies, serves as convener of the agencies' monthly meetings, coordinates the counseling plus mediation program with the court, monitors state and federal legislation and advocates for issues that impact the industry.

In 2014, directors of other County departments with an interest in housing or consumer issues were invited to attend the meetings. In addition to the County's Department of Consumer Affairs, the County office on aging and the newly appointed County housing director began to regularly attend the monthly coordinating meetings along with representatives from the County finance office, United Way's 211 First Call for Help, the County Court of Appeals Mediation program and the representatives from the Counseling Agencies: Cleveland Housing Network (CHN), Community Housing Solutions (CHS), Empowering and Strengthening Ohio's People (ESOP), Neighborhood Housing Services of Greater Cleveland (NHS GC), the Home Repair Resource Center (HRRC) in Cleveland Heights.

The DOD has consistently provided funding from its Community Development Block Grant funds for counseling services to clients in the "urban county."³ DOD also ensures compliance with County and Federal funding rules. This compliance is ensured through annual monitoring.

Eligibility. County residents are eligible to receive counseling and legal services through the County Foreclosure Prevention Program provided the property in question is the principal residence, the resident has the means to meet monthly obligations going forward, and the resident wants to stay in the home. Clients who do not meet these eligibility requirements are referred to other assistance programs. Residents do not have to have either a mortgage or a tax foreclosure filing in order to apply. In fact, they are encouraged to apply at the first signs of trouble, before the foreclosure filing occurs.

Foreclosure Prevention Counseling. The hallmark of the County's Foreclosure Prevention program continues to be face to face counseling. All of the agencies are HUD certified housing counseling agencies and most of them provide a range of other programs aimed at successful homeownership and/or budget counseling. Homeowners at risk of foreclosure can request counseling through a variety of methods, including United Way's 211 First Call for Help, the

³ The Cuyahoga County Department of Development serves as the entitlement agency for 51 of the smaller suburban communities. As the entitlement agency for these communities, the County is responsible for administering federal Community Development Block Grant funds and HOME funds. The six larger cities located in Cuyahoga County - Cleveland, Cleveland Heights, East Cleveland, Euclid, Lakewood and Parma - are also considered entitlements, and are responsible for administering and distributing their direct allocation of these funds on behalf of their residents.

regional resource and referral network, which has been an integral part of the program since its inception. The earlier a homeowner at risk of foreclosure seeks mortgage payment counseling assistance, the more effective the counseling can be.

With the County CCFPP office serving as the “backbone support” organization, providing staff, funding and the skills needed to bring all the groups together, the system functions as a model of “Collective Impact.” The evaluation provides the shared measurement system necessary to make this model work; measuring results consistently across all participants.⁴

Funding Sources. The County has drawn on a number of funding sources over the life of the Foreclosure Prevention Program:

- County General Funds
- Community Development Block Grant Funds
- Grants and donations

From 2006 to 2014, a total of \$6.8 million has been raised to support the program (Table 2.) Annual or program year funding has fluctuated from a high of close to \$1 million in the first year of the program, to a more sustainable \$250,000 from 2012 and 2014. In 2014, the only source of funding was a portion of the County’s Community Development Block Grant dollars to support foreclosure prevention counseling for clients living in the ‘Urban County,’ e.g. those cities in the County that are not direct entitlement cities.

TABLE 4. SOURCES AND COMMITMENTS OF FUNDS, MARCH 2005 – DECEMBER 2014

⁴ For more information about Collective Impact see Hanleybrown, F. et. al. “Channeling Change: Making Collective Impact Work,” *Stanford Social Innovation Review*, 2012.

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

Sources and Commitments of Funds for Foreclosure Prevention Program March 2005-December 2014							
Funds Source	2005-2013	2010	2011	2012		2013	Total Program Commitments
Community							
Neighborhood Progress, Inc.*	\$67,500						\$67,500
National City	\$75,000						\$75,000
PNC Foundation		\$47,500					\$47,500
Key	\$150,000	\$25,000	\$20,000				\$195,000
Freddie Mac	\$100,000						\$100,000
Fannie Mae	\$25,000						\$25,000
Miller Foundation	\$50,000						\$50,000
Chase	\$7,500						\$7,500
Ohio Savings/AmTrust	\$50,000						\$50,000
US Bank	\$10,000						\$10,000
Dominion Foundation	\$50,000						\$50,000
First Energy	\$10,000						\$10,000
Nord Family Foundation	\$50,000						\$50,000
Safeguard Properties	\$126,050	\$50,000					\$176,050
David S. Stein Foundation	\$1,000						\$1,000
Dollar Bank Foundation	\$12,500	\$12,500					\$25,000
Third Federal Foundaion	\$50,000						\$50,000
First Merit Bank, NA	\$500						\$500
Owren Loan Servicing		\$5,000					\$5,000
Eaton Charitable Fund		\$10,000					\$10,000
St. Lukes Foundation**		\$50,000		\$100,000			\$150,000
The Cleveland Foundation	\$125,000	\$125,000					\$250,000
Subtotal	\$960,050	\$325,000	\$20,000	\$100,000			\$1,405,050
County							
General Fund	\$572,500						\$572,500
CDBG	\$450,000	\$156,536	\$93,464	\$250,000	\$250,000	\$248,250	\$1,448,250
TANF	\$400,000						\$400,000
DTAC	\$2,800,000	\$230,000					\$3,030,000
Subtotal	\$4,222,500	\$386,536	\$93,464	\$250,000	\$250,000	\$248,250	\$5,450,750
Total	\$5,182,550	\$711,536	\$113,464	\$350,000	\$250,000	\$248,250	\$6,855,800

* NPI pledged an additional \$75,000 that was redirected to another County Initiative at the request of the County Treasurer
 **2012 St. Luke's Foundation funding was for July 15, 2012-July 15, 2013

TABLE 5: ALLOCATION OF FUNDS

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

Allocation of Funds, Foreclosure Prevention Program (March 2005-December 2014)										
	PY 1 (2005-06)	PY 2 (2006-07)	PY 3 (2007-08)	PY 4 (2008-09)	2010	2011	2012	2013	2014	Total
Counseling and Legal Services Agencies										
Community Housing Solutions	\$125,000	\$42,500	\$87,000	\$91,000	\$76,072	\$61,450	\$53,000	\$61,200	\$62,500	\$659,722
ESOP	\$125,000	\$112,500	\$148,000	\$110,000	\$92,168	\$69,550	\$53,000	\$60,000	\$50,000	\$820,218
Cleveland Housing Network	\$62,500	\$72,500	\$75,000	\$85,000	\$64,588	\$52,050	\$60,000	\$20,600	\$62,500	\$554,738
Neighborhood Housing Services of Greater Cleveland	\$87,500	\$112,500	\$100,000	\$97,500	\$80,088	\$57,650	\$60,000	\$81,200	\$63,250	\$739,688
Home Repair and Resource Center					\$17,500	\$12,300	\$24,000	\$27,000	\$10,000	\$90,800
Counseling Plus Mediation						\$37,128	\$9,108	\$29,766	\$0	\$76,002
Housing Advocates				\$15,000	\$15,000					\$30,000
Cleveland Legal Aid Society	\$75,000	\$10,000	\$0	\$0						\$85,000
Cleveland Consumer Credit Counseling Services	\$12,500	\$0	\$0	\$0						\$12,500
Spanish American Committee	\$70,000	\$0	\$0	\$0						\$70,000
Consumer Protection Association	\$20,000	\$0	\$0	\$0						\$20,000
Subtotal	\$577,500	\$350,000	\$410,000	\$398,500	\$345,416	\$290,128	\$259,108	\$279,766	\$248,250	\$3,158,668
Operating and Program Expenses										
Foreclosure Prevention Program Administration and Operations	\$267,000	\$292,400	\$250,000	\$160,000	\$230,000	\$132,480	in-kind	in-kind	in-kind	\$1,331,880
Rescue Funds	\$75,000	\$176,873	\$695,842	\$178,262	\$100,408	\$376,457				\$1,602,841
Other Expenses	\$9,606				\$40,883	\$11,850				\$62,339
211 First Call for Help		\$15,000	\$15,000	\$10,000	\$20,000					\$60,000
Subtotal	\$351,606	\$484,273	\$960,842	\$348,262	\$391,291	\$520,787				\$3,057,061
TOTAL	\$929,106	\$834,273	\$1,370,842	\$746,762	\$736,707	\$810,915	\$259,108	\$279,766	\$248,250	\$6,215,729

PROGRAM COMPONENTS

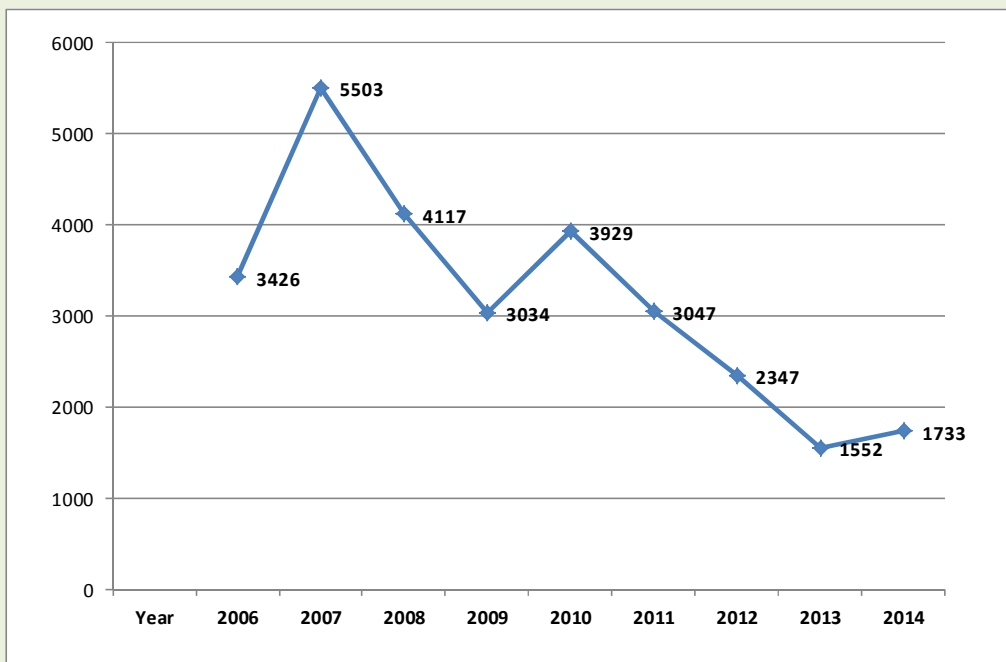
2014 Program Year Report
Center for Community Planning & Devel

Since the program began in March 2006, United Way's 211 First Call for Help (211) has served as the primary point of contact for County residents seeking foreclosure assistance. From March 2006 through December 2014 "211" received 28,688 calls for foreclosure prevention

211 FIRST CALL FOR HELP



CHART 2: 211 FIRST CALL FOR HELP CALL VOLUME, 2006 - 2014



Source: United Way of Greater Cleveland, 211 First Call for Help

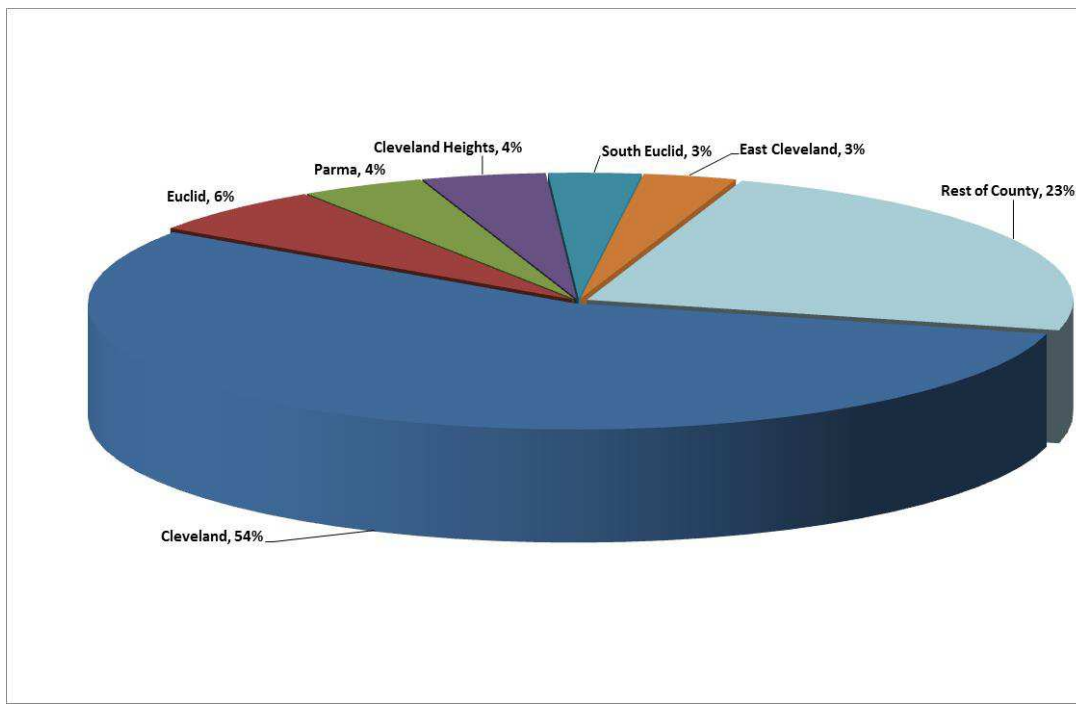
As Chart 2 illustrates, in 2014, “First Call for Help” received 1,733 calls for foreclosure assistance. This is a slight increase from 2012 when 211 received its lowest number of calls. This is the first year that 211 has experience an uptick in calls since the steady declines first began in 2010.

The overall decline in the number of calls for foreclosure prevention assistance since the 2007 peak continues to be due to a number of factors. In addition to “211” there are several other entry points to the system for homeowners needing assistance. In 2014 agencies were still taking large numbers of referrals from state and federal toll free numbers (such as Ohio’s Save the Dream program, Hope for Homeowners, the National Foreclosure Mitigation Counseling Program and the Ohio Hardest Hit Fund). Further, some clients call the agencies directly or contact agencies through web portals. Since 2008, the Cuyahoga County foreclosure mediation program became a source of referrals. The program, described on page 31, is a resource for

homeowners in foreclosure (every homeowner receives information about the mediation program and the counseling program along with the notice of foreclosure filing).

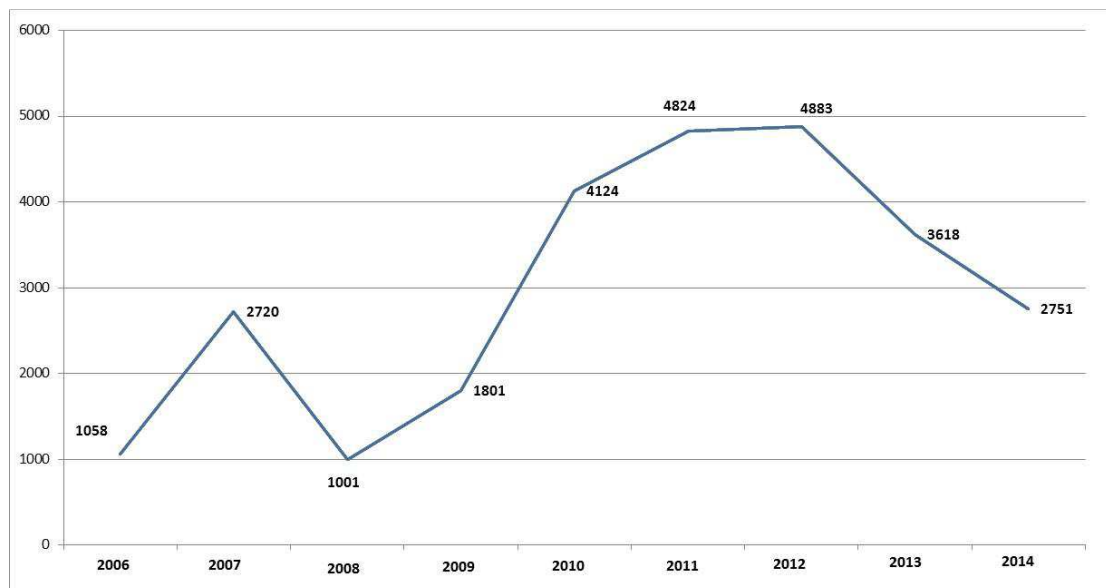
The majority of calls to 211 in 2014 were from the City of Cleveland, a pattern consistent with previous years. Calls to 211 from the rest of the county declined in 2014 from 32% to 23%.

CHART 3: 211 FIRST CALL FOR HELP TOP CITIES, 2014



FORECLOSURE PREVENTION COUNSELING CLIENTS

From March 2006 through December 31, 2014, participating agencies have served over 26,000 homeowners at risk of foreclosure. The number of clients peaked in 2011 and 2012 at 4,824 and 4,883 respectively. For the second time since 2009 the year over year number of foreclosure clients declined by 24%. A number of factors may explain this drop. First, while homeowners are not required to have a foreclosure filing in order to seek counseling, the 20% decrease in the number of foreclosure filings in 2014 appears to be one factor.

Chart 4: TOTAL HOMEOWNERS COUNSELED 2006 – 2014 (2008 is 9 months)

Another factor that appears to impact the number of clients seeking assistance both positively and negatively is the availability of funds to help with mortgage payments. As illustrated in Chart 4, the number of clients jumped in August 2007 when the County announced that rescue funds were available. A second surge came in September 2010 with the state's announcement of the "Hardest Hit Funds" which provided an unemployed homeowner with up to \$35,000 to help with monthly mortgage payments. Ohio's program to distribute hardest hit funds ended in July 2014.

Demographic Profile of Counseling Clients

The demographic characteristics of clients served by the foreclosure counseling agencies has changed somewhat, most notably in terms of racial composition. Tables 4-8 display the demographic characteristics of clients for the 3 most recent years of the program.

As illustrated in the following tables:

- The majority of clients seen by the agencies continue to be female-headed households, although the percentage has declined from 67% in the first program year (March 2006 to February 2007) to 63% in 2014.
- The percentage of clients that is African American declined from a high of 81% in the first program year to a low of 54% in 2009.⁵ Since 2009, the percentage has stayed in the 54-60% range. The percent Hispanic has consistently been small (between 4 and 7 percent) although in 2010 it reached a high of 12%.
- The percentage of clients age 62 or older is small but growing, more than doubling from 7% in the first year of the program to 17% in 2014 and increased 2% from 2013.
- The percentage of clients with incomes below 50% of Area Median Income (AMI) has stayed fairly consistent, ranging from 43-47%, indicating that the program is serving those with the lowest incomes. In 2014 the percentage was 47%.

TABLE 6: DEMOGRAPHICS OF CLIENTS SERVED, 2012 – 2014 (2006 – 2014 in Appendix D)

⁵ See 2012 report for demographic data 2006-2009.

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

	2012		2013		2014		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
RACE								
White	1501	31%	1232	34%	912	33%	3645	32%
African American	2941	60%	2071	57%	1649	60%	6661	59%
African American & White	18	0%	11	0%	15	1%	44	0%
American Indian/Alaskan	5	0%	0	0%	1	0%	6	0%
American Indian & White	2	0%	0	0%	2	0%	4	0%
American Indian & Black	6	0%	6	0%	3	0%	15	0%
Asian	21	0%	19	1%	19	1%	59	1%
Asian & White	4	0%	2	0%	2	0%	8	0%
Native Hawaiian/Other Pacific Islander	2	0%	1	0%	1	0%	4	0%
Other	193	4%	118	3%	96	3%	407	4%
None Reported	190	4%	157	4%	51	2%	398	4%
Total	4883	100%	3618	100%	2751	100%	11252	100%
ETHNICITY								
Hispanic	253	5%	160	4%	113	4%	526	5%
Not Hispanic	4451	91%	3351	93%	2607	95%	10409	93%
None Reported	179	4%	107	3%	31	1%	317	3%
Total	4883	100%	3618	100%	2751	100%	11252	100%
GENDER								
Female	2999	61%	2194	61%	1722	63%	6915	61%
Male	1752	36%	1348	37%	1017	37%	4117	37%
None Reported	132	3%	76	2%	12	0%	220	2%
Total	4883	100%	3618	100%	2751	100%	11252	100%
HOUSEHOLD COMPOSITION								
Single Adult	791	16%	481	13%	1267	46%	2539	23%
Female-headed Single	453	9%	192	5%	102	4%	747	7%
Male-headed Single	71	1%	26	1%	11	0%	108	1%
Married with no dependents	229	5%	148	4%	95	3%	472	4%
Married with dependents	402	8%	208	6%	80	3%	690	6%
Two or more unrelated	64	1%	17	0%	9	0%	90	1%
Other	25	1%	41	1%	66	2%	132	1%
None Reported	2848	58%	1317	36%	1108	40%	5273	47%
Head of Household no sex specified	0	0%	1188	0%	13	0%	1201	11%
Total	4883	100%	3618	100%	2751	100%	11252	100%
AGE								
62 and over	613	13%	557	15%	467	17%	1637	15%
Under 62	2731	56%	2424	67%	1837	67%	6992	62%
None Reported	1539	32%	637	18%	447	16%	2623	23%
Total	4883	100%	3618	100%	2751	100%	11252	100%
INCOME								
Less than 50% of AMI	2121	43%	1595	44%	1303	47%	5019	45%
50-79% of AMI	1420	29%	936	26%	714	26%	3070	27%
80-100% of AMI	858	18%	657	18%	377	14%	1892	17%
Greater than 100% of AMI	359	7%	355	10%	241	9%	955	8%
None Reported	125	3%	74	2%	116	4%	315	3%
Total	4883	100%	3618	100%	2751	100%	11252	100%
CREDIT RATING								
700 and up (excellent)	133	3%	96	3%	93	3%	322	3%
680-699 (good)	60	1%	52	1%	45	2%	157	1%
620-679 (fair)	324	7%	208	6%	165	6%	697	5%
580-619 (poor)	324	7%	200	6%	170	6%	694	5%
500-580 (bad)	999	20%	685	19%	505	18%	2189	16%
499 and below (very bad)	618	13%	391	11%	261	9%	1270	10%
0	1231	25%	853	24%	494	18%	2578	19%
None Reported	1194	24%	1133	31%	1018	37%	3345	25%
Total	4883	100%	3618	100%	2751	100%	11252	100%

TABLE 7: DEMOGRAPHICS OF CLIENTS SERVED BY AGENCY, 2014

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

	CHN		CHS		ESOP		HRRC		NHS		TOTAL	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Race												
White	372	34%	165	27%	175	31%	58	43%	142	42%	912	33%
African American	638	58%	418	69%	361	63%	60	45%	172	51%	1649	60%
African American & White	2	0%	2	0%	10	2%	0	0%	1	0%	15	1%
American Indian/Alaskan	0	0%	0	0%	1	0%	0	0%	0	0%	1	0%
American Indian/Alaskan & White	2	0%	0	0%	0	0%	0	0%	0	0%	2	0%
American Indian/Alaskan & Black	2	0%	1	0%	0	0%	0	0%	0	0%	3	0%
Asian	8	1%	5	1%	0	0%	2	1%	4	1%	19	1%
Asian & White	1	0%	0	0%	0	0%	0	0%	1	0%	2	0%
Native Hawaiian/Other Pacific Islander	1	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Other	58	0%	18	3%	0	0%	4	0%	16	0%	96	0%
None Reported	15	5%	0	0%	26	0%	10	3%	0	5%	51	3%
Total	1099	100%	609	100%	573	100%	134	100%	336	100%	2751	100%
Ethnicity												
Hispanic	57	4%	20	5%	16	3%	5	4%	15	4%	113	4%
Not Hispanic	1035	80%	583	94%	557	96%	117	87%	315	94%	2607	95%
None Reported	7	1%	6	1%	0	1%	12	9%	6	2%	31	1%
Total	1099	100%	609	100%	573	100%	134	100%	336	100%	2751	100%
Gender												
Female	694	63%	377	62%	368	64%	77	57%	206	61%	1722	63%
Male	405	37%	232	38%	203	35%	47	35%	130	39%	1017	37%
None Reported	0	0%	0	0%	2	0%	10	7%	0	0%	12	0%
Total	1099	100%	609	100%	573	100%	134	100%	336	100%	2751	100%
Household Type												
Female-headed single	0	0%	0	0%	102	18%	0	0%	0	0%	102	4%
Male-headed single	0	0%	0	0%	11	2%	0	0%	0	0%	11	0%
Head of Household no sex specified	0	0%	0	0%	0	0%	13	10%	0	0%	13	0%
Married with dependents	0	0%	0	0%	80	14%	0	0%	0	0%	80	3%
Married with no dependents	0	0%	0	0%	95	17%	0	0%	0	0%	95	3%
Other	0	0%	0	0%	62	11%	0	0%	4	1%	66	2%
Single Adult	422	38%	515	85%	211	37%	0	0%	119	35%	1267	46%
None Reported	677	62%	94	15%	3	1%	121	90%	0	0%	1108	40%
Two or more unrelated	0	0%	0	0%	9	2%	0	0%	213	63%	9	0%
Total	1099	100%	609	100%	573	100%	134	100%	336	100%	2751	100%
Age												
Under 62	788	72%	456	75%	364	64%	58	43%	171	51%	1837	67%
62 and over	161	15%	139	23%	133	23%	9	7%	25	7%	467	17%
None Reported	150	14%	14	2%	76	13%	67	50%	140	42%	447	16%
Total	1099	100%	609	100%	573	100%	134	100%	336	100%	2751	100%
Income												
Less than 50% of AMI	592	54%	263	43%	210	37%	46	34%	192	57%	1303	47%
50-79% of AMI	270	25%	172	28%	152	27%	42	31%	78	23%	714	26%
80-100% of AMI	112	10%	54	9%	170	30%	15	11%	26	8%	377	14%
Greater than 100% of AMI	125	11%	53	9%	2	0%	21	16%	40	12%	241	9%
None Reported	0	0%	67	11%	39	7%	10	7%	0	0%	116	4%
Total	1099	100%	609	100%	573	100%	134	100%	336	100%	2751	100%
Credit Score												
0	13	1%	3	0%	473	83%	0	0%	5	1%	494	18%
499 and below (very bad)	171	16%	17	3%	8	1%	3	2%	62	18%	261	9%
500-579 (bad)	304	28%	59	10%	10	2%	2	1%	130	39%	505	18%
580-619 (poor)	97	9%	17	3%	4	1%	3	2%	49	15%	170	6%
620-679 (fair)	105	10%	22	4%	2	0%	0	0%	36	11%	165	6%
680-699 (good)	27	2%	4	1%	0	0%	0	0%	14	4%	45	2%
700 and up (excellent)	59	5%	2	0%	1	0%	1	1%	30	9%	93	3%
None Reported	323	29%	485	80%	75	13%	125	93%	10	3%	1018	37%
Total	1099	100%	609	100%	573	100%	134	100%	336	100%	2751	100%

TABLE 8: DEMOGRAPHICS, RACE OF CLIENTS SERVED BY COMMUNITY, 2014

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

RACE	Cleveland		East Suburbs		West Suburbs		None Recorded		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
African American	894	70%	730	73%	23	5%	2	10%	1649	60%
African American & White	12	1%	3	0%	0	0%	0	0%	15	1%
American Indian/Alaskan	0	0%	1	0%	0	0%	0	0%	1	0%
American Indian/Alaskan & Black	2	0%	1	0%	0	0%	0	0%	3	0%
American Indian/Alaskan & White	1	0%	1	0%	0	0%	0	0%	2	0%
Asian	3	0%	2	0%	13	3%	1	5%	19	1%
Asian & White	1	0%	0	0%	1	0%	0	0%	2	0%
Native Hawaiian/Other Pacific Islander	1	0%	0	0%	0	0%	0	0%	1	0%
None Reported	25	2%	11	1%	5	1%	10	48%	51	2%
Other	68	5%	15	2%	13	3%	0	0%	96	3%
White	271	21%	234	23%	399	88%	8	38%	912	33%
TOTAL	1278	100%	998	100%	454	100%	21	100%	2751	100%

TABLE 9: DEMOGRAPHICS, INCOME OF CLIENTS SERVED BY COMMUNITY, 2014

	Cleveland		East Suburbs		West Suburbs		None Recorded		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Less than 50% of AMI	710	56%	393	39%	197	43%	3	14%	1303	47%
50-79% of AMI	318	25%	276	28%	116	26%	4	19%	714	26%
80-100% of AMI	135	11%	164	16%	78	17%	0	0%	377	14%
Greater than 100% of AMI	67	5%	121	12%	49	11%	4	19%	241	9%
None Reported	48	4%	44	4%	14	3%	10	48%	116	4%
TOTAL	1278	100%	998	100%	454	100%	21	100%	2751	100%

Geographic Distribution of Counseling Clients

Looking across all agencies, Table 10 shows that the percentage of clients from Cleveland peaked in 2009 at 51% and has declined since then to 46% in 2014. The percentage of clients from the first suburbs has remained relatively stable while the percentage from the rest of the county have increased slightly. (It is important to note that the member communities that comprise the First Suburbs has changed since 2006 so we are not able to talk about trends other than city of Cleveland and County as a whole.⁶)

TABLE 10: GEOGRAPHIC DISTRIBUTION OF CLIENTS, 2009 - 2014

	2009		2010		2011		2012		2013		2014		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Cleveland	912	51%	1904	46%	2083	43%	2231	45%	1600	44%	1278	46%	10008	46%
First Suburbs	681	38%	1597	39%	1862	39%	1995	41%	1467	41%	1117	41%	8719	39%
Rest of County	165	9%	611	15%	703	14%	519	11%	475	13%	335	12%	2808	13%
None Reported	43	2%	12	0%	176	4%	138	3%	76	2%	21	1%	466	2%
Total	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	2751	100%	22001	100%

COUNSELING CLIENT TRENDS

⁶ First suburbs include: Bedford, Bedford Hts., Berea, Brooklyn, Brooklyn Heights, Brook Park, Cleveland Hts., East Cleveland, Euclid, Fairview Park, Garfield Hts., Lakewood, Parma, Maple Hts., Parma Heights, Shaker Hts., South Euclid, University Hts., Warrensville Hts.

The foreclosure crisis began in Northeast Ohio in 2005. Even though the number of foreclosure filings has declined substantially to pre-2005 levels, many homeowners are still in financial distress and are struggling to make their mortgage payments. The recovery in the housing market has been gradual and uneven. Across Cuyahoga County, many communities saw modest increases in sale prices for homes, yet for the majority of the county median home sale prices in 2014 remain below 2007 levels. According to RealtyTrac, Ohio continues to have one of the highest foreclosure rates in the nation.⁷

A national report from Zillow⁸ shows that in the Cleveland Metropolitan area, many homeowners are still “underwater”; i.e. they have negative equity in their homes. This is especially for homes valued in the bottom third of the housing market; a large proportion of the homeowners seen by the counseling agencies. The report notes that nationally “three years into the recovery, home values overall continued to recover while owners of the lowest-valued homes – those most likely to be stuck in negative equity – were left behind.” The data for the Cleveland area indicates that overall home values increased 2.8%. At the same time the negative equity rate of 21.4% for Q4 2014 was an increase of .7% over the previous quarter and the negative equity rate of 42.6% for low-end homes was an increase of 1.5%. This compares with a national negative equity rate of 16.9% for Q4 2014.

Ohio’s unemployment rate declined 1.3% over 2014, from 6.4% in January to 5.1% by December 2014. This is down from December 2013’s year-end rate of 7.2%. (www.bls.gov). For Ohio, the unemployment picture was slightly better than for the nation. The U.S. unemployment rate for December 2013 fell to 5.6%, which was the lowest it had been since June of 2008.

Beginning in February of 2013, The Ohio Housing Finance Agency (OHFA) expanded the state of Ohio’s foreclosure prevention program, Save the Dream Ohio with enhancements to the program and eligibility requirements intended to aid OHFA in assisting homeowners struggling to make their mortgage payments.

Save the Dream Ohio, formerly known as Restoring Stability, helps homeowners who have experienced a financial hardship and are at risk of mortgage loan default or foreclosure. Among the program changes, the maximum benefit amount per household has increased from \$25,000 to \$35,000 for homeowners utilizing more than one program. Under the new terms, the maximum annual household income for eligible homeowners has increased to \$112,375. Also, a household’s liquid assets excluding retirement funds will no longer be a factor in determining program eligibility. In March 2014, OHFA announced that the Save the Dream program would be

⁷ Foreclosure Trends, <http://realtytrac.com>.

⁸ PR Newswire, March 20, 2015, <http://www.prnewswire.com/news-releases/underwater-homeowners-sink-deeper-even-as-home-values-rise-300053532.html>

ending and that the application deadline was to be April 30, 2014. The last applications went through Save the Dream in July 2014. The program is no longer available to homeowners in Ohio.

As in previous years, the evaluation team conducted face-to-face interviews were conducted with staff of each of the five counseling agencies as well as with 211 First Call for Help, the County Mediation Program director, and other key informants to identify how these trends are impacting the homeowners they serve. The following trends were noted by one or more agencies in the interviews:

- **Tax Foreclosures are increasing⁹.** The number of homeowners seeking assistance with tax foreclosure (including tax lien certificate foreclosure) has increased. This includes an increase in the number of people who do not have a mortgage, are on fixed incomes and are unable to keep up with their property tax payments. Existing mortgage foreclosure programs such as NFMFC cannot help people facing tax foreclosure.
- **Negative equity continues to increase.** Agencies continue to report that “almost everyone” they see has negative equity in their homes. Continually declining home values contributed the most to this problem. Housing values experienced only slight recovery through 2014. Until there is appreciable increase in housing values, the impact of underwater mortgages will spread to more and more homeowners.
- **Economic stagnation continues.** For the seventh consecutive year, the struggling economy continues to be a challenge for homeowners. *This has been the most persistent and consistent challenge agencies are reporting and it shows no signs of abating.* Loss of household income, mostly the result of underemployment but also from unemployment and a medical and/or other emergency remains the number-one reason people seek assistance. Agencies report that homeowners who have recovered from job loss faced continued under-employment.
- **Foreclosures occurring County-wide.** Counseling agencies report that they continue to see homeowners from every corner of Cuyahoga County seeking assistance.
- **Homeowners are difficult to help.** The effects of prolonged economic stress has resulted in clients who are difficult to assist. Agencies are unable to keep individuals in their homes in cases where there is no job or income to support the loan. Even a modification, which is increasingly harder to attain, is often not sustainable for homeowners who have less income as a result of reduced work hours or re-employment at a lower wage.
- **Homes are in poor condition.** The number of homeowners who have housing issues in addition to facing a mortgage foreclosure is increasing. Some have little ability to maintain their homes and little or no equity in their homes to borrow against for housing related repairs. Deferred maintenance leads to increased deterioration and reduces the value of the home, compounding the problem.
- **It takes a long time to get a resolution for homeowners.** Agencies report that it continues to take a great deal of time to attain a resolution for homeowners. This has

⁹ Note that there are three types of tax foreclosure, Board of Revision (BOR) tax foreclosure on vacant and abandoned property, Judicial tax foreclosure on occupied property, and Tax Lien Certificate foreclosures.

been the case for a few years and is significantly longer than when the program first began. The length of time required to achieve a resolution has potential impacts the outcome of a case.

PROGRAM AND CLIENT OUTCOMES



As Table 11 illustrates, from 2008¹⁰ to 2014, a total of 23,002 homeowners have been served by the participating counseling agencies. The annual number of homeowners served peaked in 2012 at 4,883. However, since 2012, the number has declined by 44% to 2,751 by 2014.

This trend loosely tracks the County's foreclosure filing trends. Not surprisingly, the number of clients served by the counseling agencies has also been impacted by the declining number of programs available to assist homeowners as well as by declining county foreclosure filings. As the timeline of programs in Appendix D indicates, with the exception of NFMC, federal and state foreclosure prevention assistance programs have come and gone since 2007. Further, the 2014 number of foreclosure filings county-wide was at its lowest point since 2006.

¹⁰ We use 2009 as the base year because the 2008 data covers only 10 months, as described earlier in the report.

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

TABLE 11: CLIENT OUTCOMES BY ALL AGENCIES, 2008 – 2014*

SUCCESSFUL OUTCOME	2008**		2009		2010		2011		2012		2013		2014		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
MORTGAGE MODIFIED																
Brought Mortgage Current	180	18%	129	8%	177	8%	359	12%	330	13%	683	33%	896	42%	2754	20%
Mortgage Refinanced	9	1%	9	1%	6	0%	4	0%	3	0%	6	0%	2	0%	39	0%
Mortgage Modified	247	25%	424	26%	478	22%	558	19%	396	16%	218	11%	218	10%	2539	19%
Referred Homeowner to Servicer with Action Plan and No Further Counseling	0	0%	7	0%	56	3%	42	1%	166	7%	13	1%	24	1%	308	2%
Initiated Forbearance	76	8%	159	10%	212	10%	129	4%	80	3%	38	2%	28	1%	722	5%
Received 2nd Mortgage	0	0%	1	0%	1	0%	3	0%	7	0%	1	0%	0	0%	13	0%
Obtained Partial Claim Loan from FHA Lender	5	1%	3	0%	2	0%	0	0%	4	0%	0	0%	3	0%	17	0%
Sub-Total	517	53%	732	44%	932	44%	1095	36%	986	39%	959	47%	1171	55%	6392	47%
OTHER SUCCESSFUL OUTCOME																
Executed deed-in-lieu	6	1%	7	0%	11	1%	6	0%	11	0%	3	0%	3	0%	47	0%
Sold Property but not a short sale	16	2%	27	2%	3	0%	3	0%	8	0%	3	0%	3	0%	63	0%
Pre-Foreclosure Sale or Short Sale	32	3%	25	2%	51	2%	79	3%	71	3%	87	4%	45	2%	390	3%
Sub-Total	54	5%	59	4%	65	3%	88	3%	90	4%	93	5%	51	2%	500	4%
TOTAL, SUCCESSFUL OUTCOME	571	58%	791	48%	997	47%	1183	39%	1076	43%	1052	51%	1222	58%	6892	51%
FORECLOSURE																
Mortgage Foreclosed	41	4%	38	2%	71	3%	67	2%	51	2%	35	2%	41	2%	344	3%
ONGOING																
Counseled & Referred to Social Service or Emergency	38	4%	56	3%	62	3%	82	3%	178	7%	133	7%	109	5%	658	5%
Foreclosure put on hold or in moratorium; final outcome unknown	0	0%	44	3%	22	1%	3	0%	1	0%	0	0%	0	0%	70	1%
Counseled & Referred to Legal Service	36	4%	77	5%	128	6%	113	4%	106	4%	85	4%	75	4%	620	5%
Total	74	8%	177	11%	212	10%	198	7%	285	11%	218	11%	184	9%	1348	10%
OTHER																
Other	60	6%	110	7%	16	1%	186	6%	248	10%	3	0%	59	3%	682	5%
Bankruptcy	38	4%	39	2%	34	2%	40	1%	18	1%	23	1%	30	1%	222	2%
Counseled on Debt Management or sent to Debt Management Agency	3	0%	22	1%	19	1%	4	0%	14	1%	13	1%	8	0%	83	1%
Withdrew/Suspended	197	20%	477	29%	777	37%	1331	44%	814	32%	700	34%	574	27%	4870	36%
Total	298	30%	648	39%	846	40%	1561	52%	1094	44%	739	36%	671	32%	5857	44%
TOTAL	984	98%	1654	92%	2126	52%	3009	62%	2506	51%	2044	56%	2118	77%	13457	59%
Currently Receiving Counseling	17	2%	147	8%	1998	48%	1815	38%	2377	49%	1654	46%	633	23%	N/A*	-
Total Clients Seen	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	2751	100%	23002	-

* Data reflect a point in time snapshot of outcomes, as clients move through the counseling process they may be in counseling for many months that span across years captured in reporting.
March 1 - December 31, 2008. Data collection with

* ESOP data for 2014 is incomplete. The 2014 data will be updated and included in the 2015 evaluation report

Our analysis indicates that the key trends may be heading in a more positive direction. In Table 11, successful outcomes are examined relative to the total number of homeowners who had some outcome, not including those still receiving counseling. In 2008, CCFPP agencies were able to successfully help 571 (53%) of counseling clients with outcomes. The number of homeowners with successful outcomes increased steadily to 1,183 in 2011, leveled off a bit in 2012 at 1,076, declined slightly to 1,052 in 2013 and increased to 1,222 in 2014. However, the percentage of homeowners who achieved a successful outcome during that period declined from 2008-2011, then increased reaching 58% in 2014, a rate of success not achieved since 2008. Overall, from 2008 through 2014, agencies were able to successfully help 6,892 (51%) of all the homeowners who had some outcome, including withdrew or suspended.

Client outcomes are impacted by the causes of foreclosure as well as by the type of assistance available. Since 2010, clients became more difficult to serve as the cause of foreclosure shifted from sub-prime, predatory loans to loss of jobs and income as a result of the recession from 2009-2012. This was reflected in the higher percentages of outcomes “withdrew suspended” through 2012.

The number of homeowners counted as “withdrew/suspended” reflects those who either cannot be served, go to another agency or withdraw for other reasons. It is emblematic of the stubbornly difficult financial situation of homeowners facing foreclosure, as discussed in other sections of the report, as well as the continuing drop in home values experienced in many communities across the county. This number increased from 197 (12%) in 2008 to a high of 1331 (44%) in 2011. However, the trend reversed in 2012 and the number of withdrew suspended declined to 574 in 2014, representing 27% of the clients seen.

The trend has also reversed on the high “currently receiving counseling” numbers and percentages. This outcome reflects people who are still “in process”. From 2010 to 2014, part of the increase in this number could be explained by the state’s Restoring Stability (RS) program. While agencies pursue all loan modification options, including RS when appropriate, homeowners waiting to learn the determination of their eligibility were counted as “still receiving counseling.” RS approval was a two-step process, first a determination of eligibility and then their approval for RS funds by the Ohio Housing Finance Agency which administers the program (see Appendix B). The number of homeowners who were currently receiving counseling in 2014 dropped to 23%, the lowest rate since 2009, reflecting the wind-down of that RS program in the second half of 2014.

The goal of the County’s program is to keep people in their homes or find them an affordable and suitable option. Therefore a range of outcomes is considered “successful” as detailed in Table 12. National research finds that for homeowners who want to remain in their homes and avoid foreclosure, mortgage modification provides the best opportunity for maintaining the loan long-term. Analysis by The Urban Institute of the national NFMC program highlighted the importance of loan modifications for troubled borrowers. They report that “NFMC-counseled homeowners that received loan modifications were less likely to either have their loan go into foreclosure or to have a foreclosure completed after the start of counseling.”¹¹

In 2014, of the 1,222 homeowners with successful outcomes, only 10% had their mortgage modified, while 42% brought their mortgage current, both increases over the previous year. This trend is a continuation of the trend observed in 2013, which saw a 20% increase in the rate of homeowners who brought their mortgage current in 2013. This shift in outcomes can be attributed to the RS program. The most prevalent form of assistance offered under that program is mortgage payment assistance. RS was able to provide eligible homeowners with

¹¹The Urban Institute, National Foreclosure Mitigation Counseling Program Evaluation, Final Report Rounds 1 and 2, December 2011.

monthly payments over an 18 month period of up to \$35,000 to bring their mortgages current. Program guidelines excluded the possibility of modifying a mortgage on which assistance had been applied for the duration of the term of the assistance - up to 18 months. After the period of assistance, a modification could be pursued through RS. The result is reflected in the outcome data as an increase in mortgage payment assistance and a reduction in modifications. It is still not clear if the mortgage payment assistance will help homeowners over the long-term, once the 18 months of payment assistance concludes.

The number and percentage of counseling clients who lost their home to foreclosure is consistently small, a total of 344 homeowners or 3 percent of the total.

TABLE 12: CLIENT OUTCOMES ALL AGENCIES BY COMMUNITY TYPE, 2014

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

SUCCESSFUL OUTCOME	Cleveland		First Suburbs		Rest of County		None identified		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
MORTGAGE MODIFIED										
BROUGHT MORTGAGE CURRENT	393	42%	377	42%	124	46%	2	13%	896	42%
MORTGAGE REFINANCED	0	0%	2	0%	0	0%	0	0%	2	0%
MORTGAGE MODIFIED	81	9%	109	12%	27	10%	1	6%	218	10%
RRFD HO TO SERVICER W/ACTION PLAN, NO FURTHER COUNSELING ACTIVITY	11	1%	10	1%	3	1%	0	0%	24	1%
INITIATED FORBEARANCE AGREEMENT/REPAYMENT PLAN	16	2%	11	1%	1	0%	0	0%	28	1%
RECEIVED SECOND MORTGAGE	0	0%	0	0%	0	0%	0	0%	0	0%
LENDER	3	0%	0	0%	0	0%	0	0%	3	0%
Sub-Total	504	54%	509	57%	155	58%	3	19%	1171	55%
OTHER SUCCESSFUL OUTCOME										
EXECUTED A DEED IN-LIEU	1	0%	2	0%	0	0%	0	0%	3	0%
SOLD PROPERTY BUT NOT A SHORT SALE	2	0%	0	0%	1	0%	0	0%	3	0%
PRE-FORECLOSURE SALE OR SHORT SALE	21	2%	21	2%	9	3%	0	0%	45	2%
Sub-Total	24	3%	23	3%	15	6%	0	0%	51	2%
Sub-Total, Total Successful Outcomes	528	56%	532	59%	140	52%	3	19%	1222	58%
FORECLOSURE										
MORTGAGE FORECLOSED	16	2%	23	3%	2	1%	0	0%	41	2%
ONGOING										
COUNSELED & REFERRED TO SOCIAL SERVICE/EMERGENCY	58	6%	38	4%	12	4%	1	6%	109	5%
FORECL PUT ON HOLD/IN MORATORIUM/FINAL OUTCOME UNK	0	0%	0	0%	0	0%	0	0%	0	0%
COUNSELED AND REFERRED TO LEGAL SERVICE	33	4%	25	3%	17	6%	0	0%	75	4%
Total	91	10%	63	7%	29	11%	1	6%	184	9%
OTHER										
OTHER	28	3%	26	3%	5	2%	0	0%	59	3%
BANKRUPTCY	17	2%	9	1%	4	1%	0	0%	30	1%
COUNSELED ON DEBT MANAGEMENT OR SENT TO DEBT MGMT AGENCY	3	0%	5	1%	0	0%	0	0%	8	0%
WITHDREW/SUSPENDED	253	27%	246	27%	63	24%	12	75%	574	27%
Total	301	32%	286	32%	72	27%	12	75%	671	32%
TOTAL	936	73%	898	80%	268	80%	16	76%	2118	77%
CURRENTLY RECEIVING COUNSELING	342	27%	219	20%	67	20%	5	10%	633	23%
TOTAL CLIENTS SEEN	1278	100%	1117	100%	335	100%	21	100%	2751	100%

Table 12 illustrates outcomes by place of residence of counseling clients. Place of residence is shown as City of Cleveland, inner-ring suburbs and the remainder of the communities in Cuyahoga County. Though slight differences are observed, the data shows that outcomes are similar regardless of place of residence of the homeowner.

TABLE 13: CLIENT OUTCOMES BY AGENCY, 2014*

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

	CHN		CHS		ESOP		HRRC		NHS		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
SUCCESSFUL OUTCOME												
Brought Mortgage Current	362	52%	202	46%	149	27%	29	31%	154	46%	896	42%
Mortgage Refinanced	0	0%	0	0%	0	0%	1	1%	1	0%	2	0%
Mortgage Modified	84	12%	42	10%	49	9%	10	11%	33	10%	218	10%
Referred homowner to servicer with action plan no further counseling	0	0%	0	0%	24	4%	0	0%	0	0%	24	1%
Initiated Forbearance	19	3%	6	1%	2	0%	0	0%	1	0%	28	1%
Received 2nd Mortgage	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Obtained partial claim loan from FHA Lender	2	0%	0	0%	0	0%	0	0%	1	0%	3	0%
Subtotal	467	67%	250	57%	224	41%	40	43%	190	57%	1171	55%
OTHER SUCCESSFUL OUTCOME												
Executed deed in-lieu	2	0%	1	0%	0	0%	0	0%	0	0%	3	0%
Sold Property but not at Short Sale	2	0%	1	0%	0	0%	0	0%	0	0%	3	0%
Pre-Foreclosure Sale or Short Sale	41	6%	0	0%	1	0%	1	1%	2	1%	45	2%
Subtotal	45	6%	2	0%	1	0%	1	1%	2	1%	51	2%
TOTAL SUCCESSFUL OUTCOME	512	73%	252	58%	225	41%	41	44%	192	58%	1222	58%
FORELCOSURE												
Mortgage Foreclosure	15	2%	8	2%	2	0%	1	1%	15	5%	41	2%
ONGOING												
Counseled and referred to social service or emergency	81	12%	7	2%	9	2%	0	0%	12	4%	109	5%
Foreclosure put on hold or in moratorium; final outcome unknown	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
counseled and referred to legal service	65	9%	5	1%	0	0%	0	0%	5	2%	75	4%
Total	146	21%	12	3%	9	2%	0	0%	17	5%	184	9%
OTHER												
Other	0	0%	7	2%	52	9%	0	0%	0	0%	59	3%
Bankruptcy	17	2%	3	1%	2	0%	2	2%	6	2%	30	1%
Counseled on Debt Management or sent to Debt Management Agency	1	0%	4	1%	1	0%	0	0%	2	1%	8	0%
Withdrew/Suspended	11	2%	150	34%	262	47%	50	53%	101	30%	574	27%
Total	29	4%	164	38%	317	57%	52	55%	109	33%	671	32%
TOTAL	702	64%	436	72%	553	97%	94	70%	333	99%	2118	77%
Currently Receiving Counseling	397	36%	173	28%	20	3%	40	30%	3	1%	633	23%
Total Clients Seen	1099	100%	609	100%	573	100%	134	100%	336	100%	2751	100%

* ESOP data for 2014 is incomplete. The 2014 data will be updated and included in the 2015 evaluation report.

Table 13 shows client outcomes by housing counseling agencies for 2014. There is wide variation in the number of clients seen by each agency. The number of clients ranges from 134 for HRRC to 1,099 for CHN. HRRC is a smaller agency than the others and while it can assist people from across the County it primarily serves the Cleveland Heights area.

Looking at outcomes, it is important to note that the numbers reported for 2014 reflect partial reporting and will be updated in the 2015 report. There is variation across agencies in several categories of reported outcomes. As noted above, a mortgage modification is considered to be the most sustainable successful outcome, but overall, since the introduction of the RS program,

the percentage of clients with that outcome has been low across all the agencies, ranging from 9-12%. There is wider variation in the percentage of clients who brought their mortgage current, ranging from 27% for ESOP clients to 52% for CHS clients. There is a great deal of variation in for the “still receiving counseling” outcome, ranging from a 34% for CHN clients to a 1% for NHS clients.

Though most other agencies reported few, if any short sales, CHN indicated that 41 (6%) homeowners successfully averted foreclosure through a short sale or pre-foreclosure sale in 2014. CHN also reported the highest number of short sales in 2012 and 2013 as well.

Looking across all of the possible outcomes that are considered “successful” the percentages range from 73% for CHN clients to 41% for ESOP. Across all agencies, 58% of homeowners attained a successful outcome in 2014.

Another outcome with wide variation is for clients that have withdrawn from counseling or whose cases were suspended. Across all agencies in 2014, 27% of homeowners had withdrawn from counseling or had their cases suspended. Examined by agency, the percentages ranged from a high of 53% at HRRC to a low of 2% at CHN. (Note: CHN had also reported the lowest rate of clients who withdrew or were suspended from counseling in both 2012 (9%) and 2013 (3%).

Clients may be reported as withdrew/suspended for a number of reasons, and it continues to be unclear why this wide variation has been observed for 3 consecutive years, though differences in individual program operations of each agency may explain some of the variation. Agencies have differing guidelines governing how they assign clients as withdrew/suspended based on the length of time a client’s case has been inactive. Some agencies will keep a case active for 90 days while others will keep a case active for up to 9 months before classifying them as having withdrawn or suspending them from counseling. Furthermore, some agencies have greater capacity for client follow-up and monitoring and may be able to re-engage clients who would otherwise have ended up dropping out of counseling.

TABLE 14: TOTAL CLIENT OUTCOMES BY AGENCY, 2008 – 2014*

RESPONDING TO FORECLOSURES IN CUYAHOGA COUNTY

	CHN		CHS		ESOP		HRRC		NHS		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
SUCCESSFUL OUTCOME												
Brought Mortgage Current	896	39%	699	20%	360	8%	173	20%	578	21%	2706	17%
Mortgage Refinanced	13	1%	12	0%	5	0%	2	0%	8	0%	40	0%
Mortgage Modified	572	25%	608	17%	983	20%	153	17%	495	18%	2811	18%
Referred homowner to servicer with action plan no further counseling	1	0%	0	0%	306	6%	1	0%	15	1%	323	2%
Initiated Forbearance	218	10%	427	12%	154	3%	18	2%	82	3%	899	6%
Received 2nd Mortgage	3	0%	4	0%	1	0%	1	0%	7	0%	16	0%
Obtained partial claim loan from FHA Lender	5	0%	4	0%	1	0%	0	0%	8	0%	18	0%
Subtotal	1708	75%	1754	49%	1810	38%	348	40%	1193	43%	6813	44%
OTHER SUCCESSFUL OUTCOME												
Executed deed in-lieu	14	1%	18	1%	11	0%	3	0%	9	0%	55	0%
Sold Property but not at Short Sale	86	4%	10	0%	36	1%	2	0%	1	0%	135	1%
Pre-Foreclosure Sale or Short Sale	336	15%	39	1%	12	0%	10	1%	15	1%	412	3%
Subtotal	436	19%	67	2%	59	1%	15	2%	25	1%	602	4%
TOTAL SUCCESSFUL OUTCOME	2144	94%	1821	51%	1869	39%	363	41%	1218	44%	7415	48%
FORELCOSURE												
Mortgage Foreclosure	64	2%	131	4%	94	2%	17	2%	94	3%	400	3%
ONGOING												
Counseled and referred to social service or emergency	374	16%	131	4%	27	1%	4	0%	75	3%	611	4%
Foreclosure put on hold or in moratorium; final outcome unknown	4	0%	35	1%	31	1%	0	0%	26	1%	96	1%
counseled and referred to legal service	337	15%	268	8%	26	1%	17	2%	68	2%	716	5%
Total	715	31%	434	12%	84	2%	21	2%	169	6%	1423	9%
OTHER												
Other	23	1%	10	0%	792	17%	3	0%	57	2%	885	6%
Bankruptcy	82	4%	59	2%	38	1%	10	1%	53	2%	242	2%
Counseled on Debt Management or sent to Debt Management Agency	15	1%	59	2%	14	0%	0	0%	13	0%	101	1%
Withdrew/Suspended	502	22%	1035	29%	1907	40%	464	53%	1164	42%	5072	33%
Total	622	27%	1163	33%	2751	57%	477	54%	1287	46%	6300	41%
TOTAL	3545	50%	3549	78%	4798	65%	878	58%	2768	74%	15538	55%
Currently Receiving Counseling	3253	50%	1198	22%	2342	35%	618	42%	4355	26%	-	-
Total Clients Seen	6798	100%	4747	100%	7140	100%	1496	100%	7123	100%	-	-

* ESOP data for 2014 is incomplete. The 2014 data will be updated and included in the 2015 evaluation report

MEDIATION PROGRAM



As part of Ohio’s *Save the Dream* program, in 2008, the Supreme Court exhorted every County in Ohio to adopt a process for foreclosure mediation. The Cuyahoga County Court of Common Pleas formed a mediation sub-committee to develop a program that became operational in May 2008. It is an important component of the foreclosure prevention services available to Cuyahoga County residents and operates as described below.

1. Once a complaint for foreclosure has been filed, the Court sends out the summons package which contains a “Request for Mediation” form. [Note: This differs somewhat from the Supreme Court’s “Model Program,” which limited mediation to foreclosures against owner-occupied, residential properties.] Any party can request mediation by sending the request form directly to the Foreclosure Mediation department. Counseling agencies also refer clients with active foreclosures to mediation. [Note: Magistrates may also order mediation at any point in the foreclosure process prior to confirmation of a sheriff sale if they deem mediation to be appropriate.]
2. When the defendant receives the summons, they also receive a “Notice” advising them to stay in their home. The notice also provides information on the Legal Aid Society of Cleveland and the United Way’s First Call for Help Line, 211. 2-1-1 is able to provide property owners who call in with a listing of free, HUD-approved housing counseling agencies in Cuyahoga County.
3. If the court determines the case is appropriate for mediation, the court places an order on the docket imposing a stay on the case and requiring the case to be mediated. A case may be “unsuitable” for mediation if the homeowner has insufficient income.
4. If mediation is ordered, participation by both parties is mandatory. If the Plaintiff (lender or servicer) and/or the Plaintiff’s attorney fail to appear, its claims may be dismissed without prejudice. If the Defendant (homeowner) fails to appear, the case may go back

on the Court's foreclosure docket. The Court can require that a representative from Plaintiff with access to settlement authority appear in person for mediation hearings.

Members of the bar volunteer to assist homeowners in the mediation process pro-bono and are trained in the process as well as the defenses that might be available to a homeowner faced with foreclosure, a concern raised by Legal Aid attorneys.

A large number of homeowners in mediation have worked with or are working with a counseling agency. Counseling agencies continue to report that the mediation is a valuable tool to assist clients in addressing foreclosures.

The mediation program currently operates with 3 full-time and 2 part-time mediators.

Mediation Outcomes

Since it began in 2009, the Cuyahoga County Court of Common Pleas Mediation Program has reviewed almost 20,000 cases referred for mediation. (Table 14) The numbers have been declining. In 2014, 1,970 cases were referred for Mediation. This represents a decrease of 977 (34%) cases in 2013 and an overall decline of 58% since 2009. Not all of these cases go forward with mediation, as illustrated in Table 14.

Once cases referred for mediation are reviewed, they are either referred for a pre-mediation conference or determined by the program to be unsuitable for mediation. In 2014, the Mediation Program scheduled 88% of cases, up from the 50% they were referring in 2013. Of those, in 3% of the cases the defendant (homeowner) filed for bankruptcy, thus removing the case from the mediation process.

Pre-Mediation conferences are conducted two days a week. In pre-mediation, each party is informed about the mediation process and provided the appropriate paper work to complete and submit to the Court in preparation for mediation. In 2014, 1,757 cases are reported to have received a pre-mediation conference in the reporting year. Of those cases, 1,263 have had a mediation session. This represents 72% of the total number of mediation referred to the program in 2014.

In cases where either the defendant or plaintiff fails to show up for the scheduled mediation session, their case is dropped from the mediation process. In 1% of the cases referred for mediation the Plaintiff (lender) failed to appear and the case was dismissed. This has been consistently low over the course of the mediation program. In 2014 28% of the cases, the defendant (homeowner) failed to appear and their case was sent back to the court's docket. This number has fluctuated from 19 when the program began in 2008 to a high of 55% in 2013. While 2013 saw the highest percentage of homeowners failing to appear for their scheduled mediation sessions. However, in 2014 that number decreased 27%.

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In 2014, 1,263 mediation sessions were held and 1040 cases (82%) were settled. A case is deemed settled when both parties reach an agreement on some set of terms, although these terms are not reported. Settlement does not necessarily mean that the homeowner stays in his or her home. Settlement can and does include the homeowner walking away from the property. Cases that are not settled are returned back to the Court's docket. When accounting for all cases where a pre-mediation hearing was held, a settlement occurred 59% of the time. The settlement ratio has been increasing since 2012. In 2014 the overall settlement rate of 82% represented an increase of 8% over the 2013 rate.

The Mediation Support Program that provided an opportunity for homeowners entering mediation to consult with Cuyahoga County Foreclosure Prevention Counselors on site at the Justice Center began in the spring of 2010, ended in 2014. No client information was collected in 2014, although some agencies voluntarily provided counselors at mediation through all of 2014.

TABLE 15: CUYAHOGA COUNTY FORECLOSURE MEDIATION PROGRAM, JANUARY 2010 THROUGH DECEMBER 2014

	June 2008 - Dec 2009		Jan - Dec 2010		Jan - Dec 2011		Jan - Dec 2012		Jan - Dec 2013		Jan - Dec 2014		Program Total	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
Cases Referred	4704	100%	3855	100%	3105	100%	3496	100%	2847	100%	1970	100%	19977	100%
Unsuitable	682	14%	559	15%	911	29%	830	24%	542	19%	244	12%	3768	19%
Referred for Mediation	4102	87%	3296	85%	2114	68%	1872	54%	1424	50%	1726	88%	14534	73%
Bankruptcy	87	2%	105	3%	83	4%	69	4%	62	4%	53	3%	459	3%
Failure from Plaintiff	87	2%	65	2%	24	1%	32	2%	33	2%	25	1%	266	2%
Failure from Defendant	778	19%	893	27%	749	35%	693	37%	786	55%	490	28%	4389	30%
Pre-Mediation Held	2864	70%	3143	95%	2594*	123%	2562*	136%	2431*	170%	1757*	102%	15351	106%
Mediations Held	1474	36%	2376*	76%	2277*	88%	1730*	67%	1633	67%	1263	72%	10753	70%
Settled	1231	83%	1459	61%	1376	53%	974	38%	1202	49%	1040	59%	7282	47%

Source: Cuyahoga County Court of Common Pleas Foreclosure Mediation Program

* Numbers represent total number of pre-mediation conferences held, including those that were referred for mediation in the previous year, but did not have a hearing scheduled until the reporting year.

TABLE 16: CUYAHOGA COUNTY FORECLOSURE MEDIATION PROGRAM TOTALS, JUNE 2008 THROUGH DECEMBER 2014

	June 2008 - Dec 2009		Jan - Dec 2010		Jan - Dec 2011		Jan - Dec 2012		Jan - Dec 2013		Jan - Dec 2014		Program Total	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
Referred for Mediation	4102	100%	3296	100%	2114	100%	1872	100%	1424	100%	1726	100%	14534	100%
Pre-Mediation Held	2864	70%	3143	95%	2594	123%	2562	136%	2431	170%	1757	102%	15351	106%
Mediations Held	1474	36%	2376	76%	2277	108%	1730	92%	1633	115%	1263	73%	10753	70%
Settled	1231	30%	1459	44%	1376	53%	974	38%	1202	49%	1040	59%	7282	47%
Settlement Ratio	83%	N/A	61%	N/A	60%	N/A	56%	N/A	74%	N/A	82%	N/A	67%	N/A

Source: Cuyahoga County Court of Common Pleas Foreclosure Mediation Program

* Numbers represent total number of pre-mediation conferences held, including those that were referred for mediation in the previous year, but did not have a hearing scheduled until the reporting year.

Findings:

1. The foreclosure problem is county-wide, with troubling concentrations (60%) remaining in the predominantly African American east side of Cleveland and in the

eastern suburbs. Although 2013 saw the largest percentage decline in foreclosure filings in the eastern suburbs (33%), in 2014 it was the western suburbs that experienced the largest percentage decline.

2. Agencies have reported an increase in the number of homeowners who seek assistance to avoid tax lien foreclosures.
3. Many agencies have been moving toward a more comprehensive approach, incorporating financial literacy and IDAs, for example, with foreclosure prevention counseling.
4. To date, a total of 23,002 homeowners have received counseling through the CCFPP. This is a small percentage of people in foreclosure. Data suggests that those seeking counseling are predominantly the lowest income homeowners (incomes at or below 50% of median income). The majority is from Cleveland and east side suburbs (80%).
5. With an estimated 20,000 vacant properties county-wide, local housing markets are weak and recovering slowly and unevenly across the county. The mortgage payment problems persist due to weak economy and loss of population, further weakening the housing market.
6. Ohio's Restoring Stability program stopped accepting new applications in May 2014. This was the only program available to help homeowners make monthly mortgage payments. Without this important tool, the only option that will be available to counselors in the near future will be to negotiate a mortgage modification with the lender or servicer. This will increase the need for housing counseling.
7. An ownership shift is underway nationally and to a more limited extent locally, from owner occupants to investor owners, many of which are hedge funds. Rents are becoming unaffordable for lower income households, and from a community perspective, it is increasing the number of single family homes occupied by renters. This is trend that bears watching, especially as it affects neighborhood stability and housing quality.
8. The CCFPP is an example of collective impact. The county essentially created a system of housing counseling agencies, information and referral, legal assistance and mediation with participation from the county Treasurer and office of consumer affairs. The county serves as funder and convener. All of the partners attend monthly meetings to share best practices, emerging trends, funding, and develop strategies. The evaluators created a common measurement system and attend meetings to provide feedback and continuous learning for the partners. This system is a model that could be replicated in other counties.

Policy recommendations

1. Increasingly, home maintenance and repair issues are impacting housing quality across the County. It is often the lowest income homeowners who are underwater and can no longer borrow against their home equity. New grant programs are needed that can provide assistance with home repairs.

2. Tax delinquency and foreclosure, although only 4% of all foreclosures between 2006 and 2014, continues to increase as a problem for homeowners. There is a continued need improving education and outreach to inform people about the available assistance and payment plans.
3. The County's office of consumer affairs, which is part of the County's fiscal office, along with the treasurer, is ramping up its capacity and could play a larger role in education, outreach and advocacy around mortgage and tax foreclosure, financial literacy and lending products, for example.
4. Develop an education and outreach program to let people know about the comprehensive financial literacy and savings programs, modeled after the outreach that had been done by the County .

APPENDIX A: 2014 Cuyahoga County Foreclosure Prevention Program Service Delivery Partners



Cleveland Housing Network (CHN) - The Cleveland Housing Network (CHN) is Northeast Ohio's largest community development organization and energy conservation provider. Our mission is to build strong families and vibrant neighborhoods through quality affordable housing and strengthened financial stability. CHN works to foster sustainable neighborhoods through eco-friendly housing and education to improve the health, wealth and employability of Cleveland residents. CHN is widely known for our Lease Purchase Program which is now being replicated across the nation. This program allows low-income families the ability to lease a home at an affordable rate, with the option to gain significant equity upon purchase after 15 years of responsible residency. Since we began in 1981, CHN's evolution has resulted in the addition of programs and services designed to meet the needs of the low- and moderate income-families of our city, focusing on four core services:

- **Housing Development and Property Management:**

CHN develops and manages single- and multi-family homes in Cleveland that compliment neighborhood strategies. Affordability, sustainable homeownership opportunities, energy , indoor air quality and long term sustainability are core principles of our strategies. year, CHN develops between 100-300 single- and multi-family homes.

- **Energy Conservation and Weatherization:**

CHN is Northeast Ohio's largest energy conservation provider. Each year CHN completes over 7,000 home audits and inspections for low-income families, helping them to conserve energy and lower utility bills.

- **Safety Net and Support Services:**

CHN offers services to help families overcome emergencies and support them in their needs through utility assistance, foreclosure prevention and intervention, and EITC tax preparation assistance. Each year CHN completes more than 15,000 safety net and support services. In 2014 CHN began offering the Family Stability Initiative which provides eviction and foreclosure to families with children enrolled at 25 CMSD schools. This new program combines financial assistance, case management, and partnerships with local agencies to ensure student and family stability.

- **Training and Education**

CHN operates one of the region's highest-capacity Community Training Centers (CTC), helping residents to manage and grow personal finances, enhance employment skills and preparing families to purchase, manage and build equity in their homes. Each year CHN provides training education to more than 2,000 individuals.



Community Housing Solutions (CHS) – Formerly known as Lutheran Housing Corporation, the mission of CHS is to assist low and moderate income families obtain and maintain safe, decent, and affordable housing. CHS provides both pre-purchase and foreclosure prevention counseling. CHS has 6 housing counselors and one housing counseling secretary. In addition to housing counseling, CHS provides tool loan and home maintenance training, minor home repair, energy conservation and new housing construction services.



Empowering and Strengthening Ohio's People (ESOP) -

Empowering and Strengthening Ohio's People (ESOP) is a HUD-approved provider of housing and financial counseling services. Our counselors are trained to provide the following:

Foreclosure Prevention If you're struggling with unemployment, underemployment, low wages or excessive debt ESOP counselors can help you look at all the options available to save your home from foreclosure. **Homebuyer Education & Pre-Purchase Counseling** -If you're thinking about buying a home but not sure where to start, ESOP's homebuyer education class is the place to be. Our counselors can help figure out if you can afford to buy, teach you the important basics of the home buying process, and provide you with the knowledge you'll need to secure an affordable mortgage and buy the right house for your budget and housing needs.

Financial Literacy/Coaching -Are you tired of living paycheck to paycheck. Are you sick of renting, being in debt or taking out payday loans to get by? Do you want to be financially healthy? Find the path to financial freedom. Whether you've had a foreclosure, want to buy a house, need get out of debt, or having a financial crisis, ESOP financial counselors can help you set financial goals and make a plan to achieve them.

Senior Financial Empowerment- If you're 55 or older ESOP has specific services geared to help you make good financial decisions, avoid financial fraud and exploitation, remain in your home, and maintain financial stability as you age.

Senior Financial Education Workshops -The program raises awareness among older adults and their caregivers on how to prevent elder financial exploitation and encourages advance planning and informed financial decision-making.

Senior Property Tax Loan -Every year thousands of Cuyahoga County's older homeowners fall behind on their property taxes. Without options, senior homeowners often resort to payday lenders, fall victim to a scam in an attempt to save their homes or have their taxes sold to third party companies that pile up fees and harass older homeowners. The ESOP Senior Property Tax Loan Program provides loans to homeowners age 55 and older to help them pay delinquent property taxes and avoid foreclosure.

Benefits Checkup -ESOP is a member of The Ohio Benefit Bank and can help connect you to programs and resources that can stabilize your household.

Income Tax Preparation and Filing -ESOP is a year round Volunteer Income Tax Assistance site. Don't pay for help filing your taxes and don't get caught up in a tax advance scheme. Volunteers at ESOP will help you file your taxes for FREE so you keep ALL of your refund.



Home Repair Resource Center – Home Repair Resource Center’s mission is accomplished through a creative mix of self-help programs that include financial assistance, education and skills training to enable homeowners – particularly homeowners of low or moderate income – to accomplish repairs on a contracted or do-self basis. Home Repair Resource Center offers financial assistance for home repairs, counseling & financial education, foreclosure interview, repair and education programs, and educational resources. HHRC is a HUD-approved counseling agency that serves all Ohio residents. It employs two full-time housing counselors. Neighborhood Housing Services of Cleveland - Neighborhood Housing Services of Greater Cleveland (NHSGC) is a not-for-profit, community development corporation incorporated in July 1975 as one of the charter organizations of NeighborWorks® America. The mission statement for NHSGC is to provide ongoing programs and services for achieving, preserving and sustaining the American dream of homeownership. NHSGC’s programs include HomeOwnership Promotion - educational classes and loans for people interested in becoming homeowners and HomeOwnership Preservation - loan products, post-purchase counseling, foreclosure assistance to those occupants who are interested in maintaining and preserving not only the physical structure of the home, but also the ability to keep ownership. Counseling services are required in order to access any NHSGC program. In the pre-purchase curriculum, NHSGC staff work with individuals to secure better credit and become “mortgage ready”. Post-purchase counseling includes home maintenance, interior design and budgeting classes. NHSGC currently has 6 full time housing counselors that serve residents of Cuyahoga, Lorain, Huron, Erie, and Medina Counties.



NHS Greater Cleveland Neighborhood Housing Services of Cleveland - Neighborhood Housing Services of Greater Cleveland (NHSGC) is a not-for-profit, community development corporation incorporated in July 1975 as one of the charter organizations of NeighborWorks® America. The mission of NHSGC is to provide ongoing programs and services for achieving, preserving and sustaining the American dream of homeownership.

NHSGC’s programs include HomeOwnership Promotion - educational classes and loans for people interested in becoming homeowners and HomeOwnership Preservation - loan products, post-purchase counseling, foreclosure assistance to those occupants who are interested in maintaining and preserving not only the physical structure of the home, but also the ability to keep ownership. Counseling services are required in order to access any NHSGC program. In the pre-purchase curriculum, NHSGC staff work with individuals to secure better credit and become “mortgage ready”. Post-purchase counseling includes home maintenance, interior design and budgeting classes.

B: 2013 Federal and State Foreclosure Prevention Programs

In addition to the CCFPP, participating agencies have a number of federal and state programs to help homeowners facing foreclosure. These other programs do not fall within the scope of work for the evaluation but since they provide resources for homeowners that can be used by the CCFPP agencies, we include brief program descriptions below.

The Making Home Affordable Program was launched in 2009 by the U.S. Department of Treasury to catalyze the mortgage industry to provide affordable and sustainable assistance to homeowners to prevent foreclosure. It is part of a broader plan to stabilize the housing market. The program has two components, a loan modification program (Home Affordable Modification Program, or HAMP) and a refinance program (Home Affordable Refinance Program, or HARP). Since its launch, the Making Home Affordable Program has been expanded to offer assistance to homeowners with second liens or who are struggling because they are unemployed or “underwater” (owe more on their home than it is currently worth). Making Home Affordable also includes the Home Affordable Foreclosure Alternatives Program (HAFA) to streamline the process for homeowners seeking a short sale or deed-in-lieu of foreclosure and Provides temporary forbearance of mortgage principal to enable unemployed borrowers to look for a new job without fear of foreclosure. (U.S. Department of Treasury web site).

Program performance reported through December 2013 showed that more than 1.3 million homeowners have received a permanent mortgage modifications through the program. They report that these homeowners have reduced their first lien mortgage payments by a median of approximately \$546 each month, saving a total estimated \$24.8 billion to date in monthly mortgage payments (<http://www.treasury.gov/initiatives/financial-stability/reports/Documents/December%202013%20MHA%20Report%20Final.pdf>).

The National Foreclosure Mitigation Counseling (NFMC) Program was launched in December 2007 with funds appropriated by Congress to address the nationwide foreclosure crisis by dramatically increasing the availability of housing counseling for families at risk of foreclosure.

In NeighborWorks America’s ninth report to Congress on NFMC program activity, it finds that 1,576,047 homeowners received foreclosure counseling during the reporting period and provided mortgage-related legal assistance to 41,849 homeowners. They reported that minority and low-income homeowners and neighborhoods, which have been disproportionately impacted by the foreclosure crisis, are well-served by the NFMC Program with 30 percent of NFMC Program clients identified as racial minority homeowners and 66 percent were classified as low income. The percentage of homeowners stating their primary reason for facing foreclosure is unemployment or under-employment is now 64 percent, up from 41 percent when the program began in 2008. The report covers counseling activity reported by program Grantees and counselor training provided by NeighborWorks between March 1, 2008 and May 31, 2013.

Funding Summary

On March 18, 2014, NeighborWorks America announced the eighth round of funding for foreclosure counseling with \$63.1 million awarded to 29 state housing finance agencies, 18 HUD-approved housing counseling intermediaries, and 67 community-based NeighborWorks organizations. (National Foreclosure Mitigation Counseling Program Congressional Update Program administered by NeighborWorks® America October 22, 2013.)

Restoring Stability

In February 2010, the U.S. Department of the Treasury announced a new program to provide targeted aid to families facing foreclosure in states hit hard by the economic and housing market downturn. The program, called the Hardest Hit Fund, was intended to assist states struggling with high unemployment rates or steep home price declines.



Ohio is one of 19 states to receive these funds, but Ohio was funded in the second round in August 2010. Ohio's share is \$570 million. Each state designed its own program. Programs were permitted to include the following:

- Mortgage payment assistance for unemployed or underemployed homeowners
- Principal reduction to help homeowners get into more affordable mortgages
- Funding to eliminate homeowners' second lien loans
- Help for homeowners who are transitioning out of their homes and into more affordable places of residence.

Ohio's program, called *Restoring Stability: A Save the Dream Ohio Initiative*, was one of the first programs in the nation to launch. According to the Ohio Housing Finance Agency (OHFA), which administers the program, it aims to assist 46,000 homeowners who have experienced a financial hardship and are currently at-risk of mortgage loan default or foreclosure. The program may be able to help homeowners who have previously not qualified for other existing loan modification and foreclosure prevention programs because of loss of income or extended unemployment.

Restoring Stability has six components:

- **Rescue Payment Assistance:** a lump sum payment up to \$25,000 to a mortgage servicer to bring the first mortgage current.
- **Mortgage Payment Assistance:** up to \$22,000 or 18 months of full mortgage payments on behalf of unemployed or underemployed homeowners.
- **Modification with Contribution Assistance:** a lump sum payment up to \$35,000 to reduce the principal balance on a homeowner's mortgage to make it more affordable.
- **Lien Elimination Assistance:** a lump sum payment up to \$25,000 to extinguish a first mortgage lien.
- **Homeowner Retention Assistance:** payments totaling up to \$25,000 to reduce or eliminate delinquent second mortgages, property taxes and/or association fees.
- **Transition Assistance:** payment up to \$7,500 to the homeowner for relocation in connection with an approved short sale or deed in lieu of foreclosure.

Restoring Stability began accepting applications on September 27, 2010. All of the Cuyahoga County Foreclosure Prevention agencies participated in the program. They received referrals from and helped homeowners complete applications to Restoring Stability.

Starting on January 1, 2014 the Ohio Housing Finance Agency no longer accepted applicants who were returning for additional assistance through the Save the Dream Ohio Initiative in order to focus all of their efforts on other homeowners who had not yet been able to obtain assistance through the program.

Then, in February of 2014, OHFA announced its intention to wind down the program, stating that with "80 percent of its allocated funds distributed on behalf of 16,560 Ohio homeowners facing foreclosure, the Ohio Housing Finance Agency (OHFA) today announced plans to bring its Save the Dream Ohio effort to a close during the next year and a half" (Ohio Housing Finance Agency, News Release, February 27, 2014, <http://ohiohome.org/newsreleases/rlsprogramcompletion.aspx>). The program concluded much sooner than first described. It accepted its final applications on April 30, 2014.

APPDENDIX C: List of Interviews

All interviews were conducted by Kathy Hexter, Director, Center for Community Planning & Development and Molly Schnoke, Project Manager, Center for Community Planning & Development of the Maxine Goodman Levin College of Urban Affairs at Cleveland State University.

Kate Carden, Cleveland Housing Network, July 15, 2015

Lou Tisler, Mahria Harris, Neighborhood Housing Services, July 20, 2015

Andi Nikoforovs and Michele Sims, Community Housing Solutions, July 27, 2015

Ben Faller and Keesha Allen, Home Repair Resource Center, July 13, 2015

Michael Billnitzer, ESOP, July 23, 2015

Sally Martin, City of South Euclid, July 20, 2015

Kamla Lewis, City of Shaker Heights, July 22, 2015

Frank Ford, Thriving Communities Initiative, July 22, 2015

John Minter, Cuyahoga County Court of Common Pleas Mediation Program, July 28, 2015

Paul Herdeg and Ken Surrat, Cuyahoga County Department of Development, July 23, 2015

Louise Foresman, 211 First Call for Help, July 28, 2015

APPENDIX D: Demographics of Clients Served, 2006 – 2014

	PY1 (Mar 06-Feb07)		PY2 (Mar07-Feb08)		2008		2009		2010		2011		2012		2013		2014		Total		
RACE	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
White	187	18%	464	17%	239	24%	514	29%	1357	33%	1569	33%	1501	31%	1232	34%	912	33%	7975	30%	
African American	835	79%	2079	76%	646	65%	977	54%	2437	59%	2672	55%	2941	60%	2071	57%	1649	60%	16307	61%	
African American & White	2	0%	38	1%	13	1%	23	1%	13	0%	16	0%	18	0%	11	0%	15	1%	149	1%	
American Indian/Alaskan	2	0%	6	0%	2	0%	15	1%	6	0%	5	0%	5	0%	0	0%	1	0%	42	0%	
American Indian & White	0	0%	29	1%	2	0%	0	0%	3	0%	4	0%	2	0%	0	0%	2	0%	42	0%	
American Indian & Black	0	0%	0	0%	0	0%	0	0%	0	0%	5	0%	6	0%	6	0%	3	0%	20	0%	
Asian	2	4%	3	0%	0	0%	196	11%	31	1%	28	1%	21	0%	19	1%	19	1%	319	1%	
Asian & White	0	0%	45	2%	0	0%	0	0%	2	0%	5	0%	4	0%	2	0%	2	0%	60	0%	
Native Hawaiian/Other Pacific Is	0	0%	0	0%	74	7%	0	0%	0	0%	6	0%	2	0%	1	0%	1	0%	84	0%	
Other	4	0%	30	1%	24	2%	71	4%	139	3%	174	4%	193	4%	118	3%	96	3%	849	3%	
None Reported	26	2%	26	1%	1	0%	5	0%	136	3%	340	7%	190	4%	157	4%	51	2%	932	3%	
Total	1058	100%	2720	100%	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	2751	100%	26780	100%	
ETHNICITY	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
Hispanic	45	4%	74	3%	44	4%	78	4%	513	12%	187	4%	253	5%	160	4%	113	4%	1467	5%	
Not Hispanic	845	80%	2399	88%	947	95%	1573	87%	1968	48%	4289	89%	4451	91%	3351	93%	2607	95%	22430	84%	
None Reported	168	16%	247	9%	10	1%	150	8%	1643	40%	348	7%	179	4%	107	3%	31	1%	2883	11%	
Total	1058	100%	2720	100%	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	2751	100%	26780	100%	
GENDER	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
Female	693	66%	1723	63%	681	68%	1116	62%	2422	59%	2760	57%	2999	61%	2194	61%	1722	63%	16310	61%	
Male	330	31%	880	32%	320	32%	685	38%	1693	41%	1794	37%	1752	36%	1348	37%	1017	37%	9819	37%	
None Reported	35	3%	117	4%	0	0%	0	0%	9	0%	270	6%	132	3%	76	2%	12	0%	651	2%	
Total	1058	100%	2720	100%	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	2751	100%	26780	100%	
HOUSEHOLD COMPOSITION	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
Single Adult	NA	0%	NA	0%	244	24%	349	19%	451	11%	539	11%	791	16%	481	13%	1267	46%	4122	15%	
Female-headed Single	457	43%	1127	41%	277	28%	296	16%	463	11%	306	6%	453	9%	192	5%	102	4%	2089	8%	
Male-headed Single	NA	0%	NA	0%	50	5%	53	3%	70	2%	47	1%	71	1%	26	1%	11	0%	328	1%	
Married with no dependents	NA	0%	NA	0%	71	7%	152	8%	202	5%	187	6%	229	5%	148	4%	95	3%	1084	4%	
Married with dependents	NA	0%	NA	0%	195	19%	288	16%	399	10%	302	4%	402	8%	208	6%	80	3%	1874	7%	
Two or more unrelated	NA	0%	NA	0%	31	3%	42	2%	56	1%	69	1%	64	1%	17	0%	9	0%	288	1%	
Other	NA	0%	NA	0%	39	4%	37	2%	50	1%	18	0%	25	1%	41	1%	66	2%	276	1%	
None Reported	601	57%	1593	59%	94	9%	584	32%	2433	59%	2054	43%	2848	58%	1317	36%	1108	40%	10438	39%	
Head of Household no sex specif	NA	0%	0	0%	0	0%	0	0%	0	0%	1302	27%	0	0%	1188	0%	13	0%	2503	9%	
Total	1058	100%	2720	100%	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	2751	100%	26780	100%	
AGE	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
62 and over	76	7%	256	9%	108	11%	201	11%	495	12%	493	10%	613	13%	557	15%	467	17%	3266	12%	
Under 62	979	92%	2209	81%	865	86%	1318	73%	2764	67%	2644	55%	2731	56%	2424	67%	1837	67%	17771	66%	
None Reported	3	1%	255	9%	28	3%	282	16%	865	21%	1687	35%	1539	32%	637	18%	447	16%	5743	21%	
Total	1058	100%	2720	100%	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	2751	100%	26780	100%	
INCOME	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
Less than 50% of AMI	338	32%	1116	41%	466	47%	812	45%	1924	47%	2062	43%	2121	43%	1595	44%	1303	47%	13332	50%	
50-79% of AMI	444	42%	852	31%	304	30%	479	27%	1168	28%	1351	28%	1420	29%	936	26%	714	26%	8604	32%	
80-100% of AMI	155	14%	536	20%	134	13%	201	11%	570	14%	841	17%	858	18%	657	18%	377	14%	4986	19%	
Greater than 100% of AMI	0	0%	0	0%	93	9%	205	11%	454	11%	299	6%	359	7%	355	10%	241	9%	2361	9%	
None Reported	121	11%	216	8%	4	0%	104	6%	8	0%	271	6%	125	3%	74	2%	116	4%	1113	4%	
Total	1058	100%	2720	100%	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	2751	100%	26780	100%	
CREDIT RATING	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	
700 and up (excellent)	NA	NA	NA	NA	9	1%	54	3%	143	3%	136	3%	133	3%	96	3%	93	3%	568	3%	
680-699 (good)	NA	NA	NA	NA	10	1%	25	1%	58	1%	51	1%	60	1%	52	1%	45	2%	249	1%	
620-679 (fair)	NA	NA	NA	NA	47	5%	124	7%	266	6%	257	5%	324	7%	208	6%	165	6%	1183	6%	
580-619 (poor)	NA	NA	NA	NA	81	8%	134	7%	345	8%	359	7%	324	7%	200	6%	170	6%	1413	7%	
500-580 (bad)	NA	NA	NA	NA	366	37%	530	29%	1122	27%	1060	22%	999	20%	685	19%	505	18%	4582	22%	
499 and below (very bad)	NA	NA	NA	NA	277	28%	445	25%	865	21%	764	16%	618	13%	391	11%	261	9%	3230	16%	
0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	1231	25%	853	24%	494	18%	2578	13%
None Reported	1058	NA	2720	NA	211	21%	489	27%	1325	32%	2197	46%	1194	24%	1133	31%	1018	37%	6434	32%	
Total	1058	NA	2720	NA	1001	100%	1801	100%	4124	100%	4824	100%	4883	100%	3618	100%	2751	100%	26780	100%	

in March 2008.

Federal, Ohio and Cuyahoga County Programs in Response to Housing Foreclosures, 2005-2015

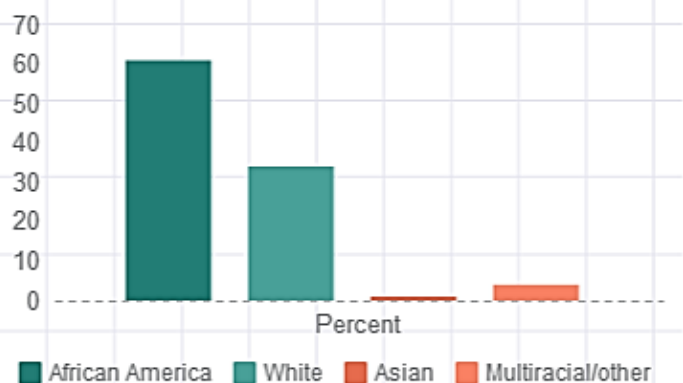
Sources: ESOP, Cuyahoga Land Bank News, Western Land Conservancy, cleveland.com,

National/Federal	State		Cuyahoga County	Significant Events
		2005		Foreclosures rise; First Suburbs Mayors request county
		January		
		February		Ohio Foreclosure Prevention Stakeholder's meeting
		March		
		April		
		May		
		June		
		July	County Commissioners form Early Intervention Taskforce	Vacant and Abandoned Properties Action Council (VAPAC) formed
		August		
	Ohio passes anti predatory lending law (SB 185)	September	County issues Commissioner's Report; recommends streamlining foreclosure process; creates early intervention program to prevent residential foreclosures	
		October		
		November		
		December		
		2006	Magistrates start Vacant & Abandoned properties docket	
		January		
		February	County Treasurer launches Foreclosure Prevention Program and staff hired; contracts with foreclosure prevention counseling agencies	ESOP launches campaign against Countrywide Home Loans
		March		
		April		
		May		
		June		
		July	211 adds foreclosure prevention referral program	
		August		
	State legislation streamlines tax delinquent foreclosures and expedites transfer of vacant and abandoned properties into landbanks (HB 294)	September		
		October		
	Governor Strickland creates the Ohio Foreclosure Prevention Task Force	November	Auditor's office creates department to collect vacant & abandoned property information from municipalities	County foreclosure filings peak at 13,777
		December		
		2007		
		January		
		February		
		March		
		April		
		May		
		June		
		July		
		August		
		September	County creates rescue fund program	
		October		
		November		
		December		
National Foreclosure Mitigation Counseling signed into legislation Round 1: (\$180M)		2008		Judge Boyko dismisses Deutsche Bank foreclosures
Troubled Asset Relief Program - TARP (\$426.48 toward troubled mortgages)	Save the Dream Ohio multi-agency foreclosure prevention initiative	January		
	Former Ohio Attorney General Richard Cordray helps fund counseling	February		
		March		
		April		
		May	County Foreclosure Mediation Program established	
		June		
		July		
Housing and Economic Recovery Act - HERA	Ohio Substitute House Bill 138 foreclosure law passes; holds purchasers of sheriff's sale properties accountable	August		
NFMC Round 2 approved		September		
		October		
		November		
		December		
U.S. Treasury announces Financial Stability Plan; Homeowner Affordability and Stability Plan	Ohio passes state legislation (S.B. 353) allowing the creation of county land banks	2009		
		January		
		February		
		March		
		April	Cuyahoga County Land Reutilization Corporation created	
		May		
		June		
		July		
		August		
		September		
		October	Fannie Mae and CCLRC forge deal - CCLRC acquires foreclosed properties for \$1 each and Fannie Mae gives \$3500/home for demolition	CCLRC first acquisition
		November		
		December		
NFMC Round 3: (\$50 M through Omnibus Appropriations act of 2009)		2010	\$41M from HUD for CCLRC demo	Cuyahoga County Government Reform Initiative passes; change in county charter
Protecting Tenants at Foreclosure Act of 2009 takes effect		January	Counseling+ Mediation Program created (sponsored by St. Luke's Foundation)	
	Ohio receives Hardest Hit Funds from US Treasury, along with 17 other states	February		
		March		
		April	Federal grant offered to CCLRC to assess brownfields	
		May		
		June		
		July		
		August		
		September		
		October		
		November		
		December		
Moratorium on foreclosures due to Robosigning Scandal		2011		
Maintain and continue resolutions from previous years. No fiscal appropriations bills signed.		January		
		February		
NFMC Round 5: Continuing Resolution (maintains \$65M)		March		
		April		
		May		
		June		
		July		
		August		
		September		
		October		
		November		
		December		
		2012		
		January		
	Ohio Attorney General settles with American Home Mortgage Servicing Inc.	February		HUD and CCLRC renew agreement
		March	County and Cleveland allocate \$14M for demolition	
		April		
		May		
		June	County receives \$12M from National Mortgage Settlement	
		July		
		August		
		September		
		October		
		November		
		December		
NFMC Round 7: (continuing resolution maintains \$86M)		2013		
		January		
		February		
		March		
		April		
		May		
		June		
		July		
		August		
		September		
		October		
		November		
		December		
		2014		
		January		
		February	County Executive approves \$182M in demolition funding	
		March		
		April		
		May	Ohio Hardest Hit Program closes applications	
		June		
		July		
		August		
		September		
		October		
		November		
		December		
		2015		
		January		
		February		
		March		
	Sub. House Bill 134, which expedites foreclosures, introduced in Ohio House	April		
		May		
		June		
	All Ohio Counties are now eligible to form Land Banks	July		TCI begins citywide property survey
		August		
	Ohio Attorney General sues fictitious loan modifiers for violating the Consumer Sales Practices Act and Debt Adjuster's Act	September		
		October		
		November		
		December		
				To date: 3,919 properties disposed, 3,634 demolished, 1,154 renovated by CCLRC

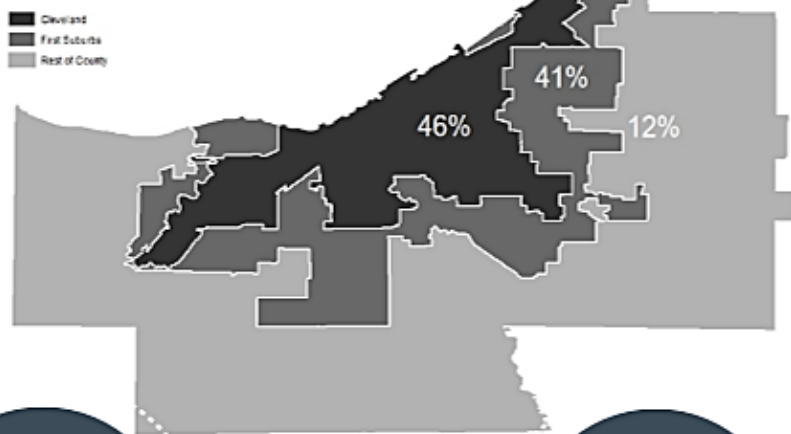
Cuyahoga County Foreclosure Prevention Program

Counseling at a Glance

Homeowners by Race 2014



Location with Cuyahoga County

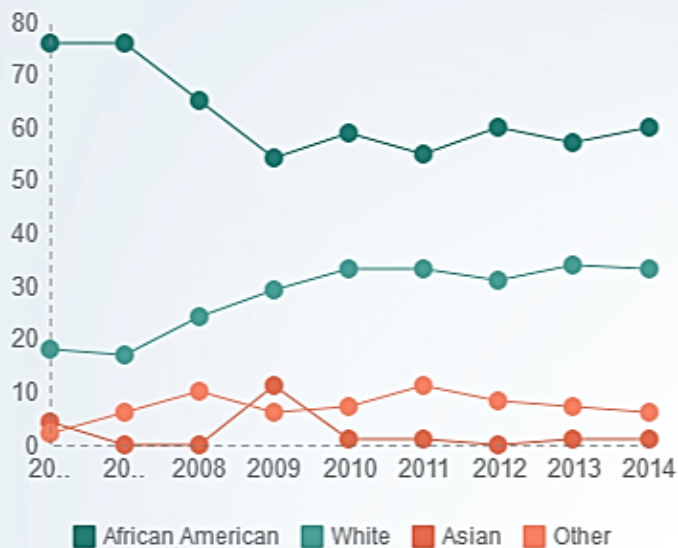


In 2014 the percentage of clients with incomes of 60% below AMI was 47%

Since March 2006, counseling agencies have served over 26,000 homeowners at risk of foreclosure.

Since 2008, 6,892 homeowners have averted foreclosure

Homeowners by Race 2006-2014



Homeowners with Successful Outcomes

