Homeownership Team Results

**PUERTO RICO REVERSE MORTGAGE**

130 Homeowners received personalized counseling

30 Homeowners received group counseling

37% Had income below $11,688

84% Had an in-person meeting

77% Were referred to services

28% Needed follow-up

**PARTNER MEETINGS**

Connecting with the most possible resources to help Reverse Mortgage customers:
- Legal Services of Puerto Rico
- Consumer CCC of Puerto Rico
- Salvation Army Agencies
- FEMA
- One Stop Career Center
- Small Business Administration
- ASSMCA, Mental Health Services
- President of Puerto Rico Chamber of Commerce
- Head of State Housing Agency

**RADIO OUTREACH**

- Featured guest on WAPA and La Isla Radio Stations
- Island-wide broadcast to promote HECM counselors and assistance efforts
- The message: “Don’t wait. Connect with local HUD approved agencies.”

**CONTINUING BARRIERS TO RELIEF SERVICES**

- Lack of information about non-profit agencies
- In waiting mode while still covered by FEMA benefits
- Need for legal assistance (title, POA and foreclosure)
- Need for documents (proof of occupancy and title)

**ON THE GROUND SERVICES**

- Established for three weeks to help families affected by Hurricane Maria
- Face to face and telephone counseling
- Off-site counseling
- Fluent in Spanish and HECM certified
- Co-located with the FEMA assistance center
- Connected with local providers, government and media outlets

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