



Homeownership Team Results

PUERTO RICO

REVERSE MORTGAGE

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



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



- 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)

This project was made possible with generous support from Finance of America, Reverse