

HOPE In Review: 2020

2020 SUCCESS

Expanding Operation HOPE's financial empowerment services was the focus of 2020 and the organization was vastly successful. Despite the onset of the COVID-19 pandemic in March, HOPE served **43,693** clients in 2020 -- an **18% increase** compared to the previous year. Successfully pivoting all financial empowerment services to virtual platforms, enhancing its call center, and launching a mobile application, HOPE was able to meet the financial needs of its minority (57% black), low-to-moderate income (84%) clients nationally during difficult financial times.

Highlights

HOPE Global Forum:

HOPE held its annual [Global Forum](#) in October. With over 600,000 views, the HGF brought together 250 speakers and thought-leaders for meaningful discussions around financial recovery and inclusion.

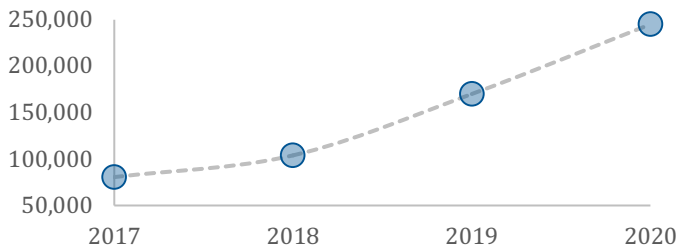
1 Million Black Businesses:

HOPE successfully launched its newest initiative, 1 Million Black Businesses ([1MBB](#)), with founding partner Shopify, in October 2020.

COVID-19 Response:


HOPE successfully launched its [COVID-19 Response Division](#) and provided 191,248 financial recovery services to COVID-19 individuals, families, and small businesses in 2020.


HOPE Services 2017-2020




Services	2020	PTD
Total Global Services	241,771	4,738,397
HOPE Inside Adult	174,876	2,236,968
HOPE Inside Youth	4,048	1,069,821
HOPE Inside Disaster	62,847	1,431,608

HOPE Impacts

+52
Credit Score  Avg. client credit score change among clients who saw an improvement

+\$10M
Savings  Since inception, HOPE has helped clients increase their savings by over \$10 million.

-\$160M
Debt  Since inception, HOPE has helped clients reduce their debt by over \$160 million.

\$283M  HOPE helped clients obtain \$283M in mortgage lending.

776  Sm. Businesses 776 HOPE clients started a new small business; 72% of which are owned by women and minorities.

3/4  Fin. Health 3 out of 4 clients are less financially stressed after participating in HOPE programs.