













# Partner Report Definitions

**Total Global Services:** The sum of HOPE Inside adult services, HOPE Inside youth services, and HOPE Inside disaster services.

**HOPE Inside Adult Services:** The sum of financial workshop participants, one-on-one counseling sessions, bank referrals, call center calls served, cyber cafe membership & usage, and South African adults served.

**HOPE Inside Youth Services:** The sum of Banking on Our Future (USA and SA) students educated and HOPE Business In A Box (USA and SA) students educated.

**HOPE Inside Disaster:** The sum of disaster workshop and counseling services and, as of March 15, 2020, COVID-19 disaster assistance and referrals.

**Financial Group Education Services:** Count of group education services inclusive of credit, small business, homeownership, foreclosure, and disaster programs.

**One-on-One counseling sessions:** The sum of counseling enrollments and subsequent follow-up counseling sessions. Inclusive of participants who enrolled in the credit, small business, homeownership, foreclosure, and disaster counseling programs.

**Bank Referrals:** Count of outbound client referrals to banking and credit union partners for banking products such as bank accounts, credit cards, and loans.

**Call Center Calls:** The number of incoming calls received by HOPE coaches in which the coach provides counseling or general guidance and assistance.

**Cyber Cafe Membership & Usage:** Count of Cyber Cafe Members and transactional visits to the Cyber Cafe to utilize computers and attend computer literacy courses. The Cyber Cafe program is currently inactive.

**Disaster Workshop and Counseling Services:** Inclusive of services delivered to clients through disaster preparedness workshops, disaster recovery workshops, and one-on-one disaster recovery counseling.

**Banking on Our Future (USA and SA):** The count of youth educated through the Banking on Our Future financial literacy and empowerment program in both the U.S. and South Africa.

**HOPE Business In A Box (USA and SA):** The count of youth educated through the HBIABA entrepreneurial development program in both the U.S. and South Africa.

**HOPE Corps Volunteers:** The count of HOPE Corps volunteers trained for any HOPE program (youth, adult, disaster).

**No. of Start-Up Grants Awarded (USD):** The number of business start-up awards granted to youth entrepreneurs via the HBIABA program.

**No. of Youth Businesses Created:** The number of youth that graduated the HBIABA program and launched their small business.