LUCHA’s programmatic approach extends from our strategic planning process and identifies core areas of services that align our priorities to our mission. Each program and project includes an array of elements that typically include an analytical framework, evidence-based and practice-informed frameworks, identification of data requirements, and evaluation of program-specific tools. In each case, we link program goals to our FreddieMac, US Department of Housing and Urban Development, and US Department of Health and Human Services requirements. This approach, which we expect to continue and expand over the long term, conveys clearly to our community and the people that we serve how our work ties to progress on achieving our mission.

In 2017, LUCHA identified three programs for coordinating our work in advancing housing as a human right. We expect to expand that number over time. We will strengthen our work in each program by developing new tools, gathering data to inform our practice, and engaging with community and the people that we serve.

Our approach is designed to complement, not duplicate, other community partners’ work. Consequently, we focus our programmatic efforts primarily on three areas uniquely related to our mission:

1. Housing Opportunities
2. Resident and Community Services
3. Community Law

**HOUSING OPPORTUNITIES PROGRAM**
- Homebuyer Education and Counseling
- Foreclosure Education and Counseling
- HECM (Reverse Mortgage) Counseling
- Fair Housing & Rental Education and Counseling
- Financial Planning Education and Counseling
- Non-Delinquency & Post Purchase Education and Counseling

**RESIDENT & COMMUNITY SERVICES PROGRAM**
- Case Management Services
- Behavioral Health Services (Individual and Group)
- Health and Nutrition Education
- Domestic & Sexual Violence Services (Project JumpStart)
- Financial Planning Education and Counseling
- Community Engagement and Outreach

**COMMUNITY LAW PROGRAM**
- Homeowner and Tenant Legal Representation/ Litigation
- Fair Housing & Rental Legal Counseling and Education Services
- Eviction Diversion Legal Services
- Legal Counsel via Legal Clinics
- Real Estate Closings Legal Services
- Community Outreach and Policy Advocacy

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**Latin United Community Housing Association (LUCHA)**

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LUCHA became a HUD-approved housing counseling agency in 1996, and it provides bilingual (English and Spanish) and bi-cultural housing counseling services pursuant to HUD and National Industry Standards guidelines. All LUCHA housing counselors are cross-trained and manage a diverse client portfolio. The purpose of the integration of cross-training for all housing counselor and of incorporating a portfolio management model is to improve the integration, analysis, and delivery of services within our operations and across departments.

### Housing Opportunities Program Snapshot

**January 1 - December 31, 2017**

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
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</thead>
<tbody>
<tr>
<td>Housing Education Seminars Hosted</td>
<td>28</td>
</tr>
<tr>
<td>Potential Home Buyers Completed</td>
<td>925</td>
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<tr>
<td>New Homeowners Created</td>
<td>154</td>
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<tr>
<td>Pre-Purchase Counseling Clients</td>
<td>211</td>
</tr>
<tr>
<td>Post-Purchase Counseling Clients</td>
<td>106</td>
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<tr>
<td>Financial Literacy &amp; Coaching</td>
<td>276</td>
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<tr>
<td>Total Mortgage Purchase Amount</td>
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<tr>
<td>Total Subsidy Amount</td>
<td>$1,300,815</td>
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