



# 2025 Annual Report

A National Leader in the Field of  
Nonprofit Financial Counseling



# A Message from Our Executive Leadership Team



*At Navicore, our mission is rooted in a simple but powerful belief: everyone deserves access to the guidance and tools needed to achieve financial stability.*

Each year, we have the privilege of supporting individuals and families as they navigate financial challenges and work toward stronger, more stable futures. Through counseling, education, and personalized support, we help our clients navigate complex financial situations and take meaningful steps toward long-term financial well-being.

Our Debt Management Program remains a cornerstone of this work. With consumer debt at historic highs, more individuals are seeking structured solutions to regain control of their finances. Through our program, clients are able to consolidate payments, reduce interest costs, and follow sustainable repayment plans that put them on a path toward becoming debt-free, often achieving renewed financial security, reduced stress, and new opportunities for the future.

At the same time, housing stability counseling remains a key organizational priority, particularly as foreclosure risks and housing affordability challenges continue to impact communities across the country. Navicore believes that every individual and family deserves access to safe, stable, and affordable housing. Our counselors

work closely with homeowners and renters to help them navigate financial challenges, avoid housing crises, and develop strategies that support long-term housing stability. We also remain committed to helping prospective homebuyers build the financial foundation needed to achieve and maintain sustainable homeownership.

In New Jersey and California, we continue to play an important role in disaster recovery efforts as our counselors provide guidance and support to households recovering from hurricanes, floods, and wildfires. During times of crisis, access to trusted financial and housing counseling can make a critical difference in helping families rebuild their lives and regain stability.

Innovation remains an important priority for our organization. By investing in technology and operational improvements, we are strengthening the client experience while ensuring our counselors can focus on providing the personalized support that makes the greatest difference.

None of this work would be possible without the dedication of our staff, the support of our partners and funders, and the trust placed in us by the individuals and families we serve. Together, we are helping people take meaningful steps toward financial stability and long-term success.

As we look ahead, Navicore remains committed to expanding access to financial counseling, strengthening community partnerships, and continuing to innovate in ways that better serve our clients.

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We are grateful for the opportunity to support so many households on their journey toward financial stability and independence.

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# 2025 at a Glance

**83,021**

Consumers Assisted

**2,564**

Workshop Participants

**92**

Financial Education Workshops Conducted

**204,785**

Educational Resources Distributed

**\$116.4M**

Debt Repaid

**95%**

Satisfaction Rating

# Our Mission

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Navicore Solutions strengthens the well-being of individuals and families through education, guidance, advocacy and support.



# Our Vision

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Financially stable, empowered individuals and families living with dignity and security.

# Our Purpose

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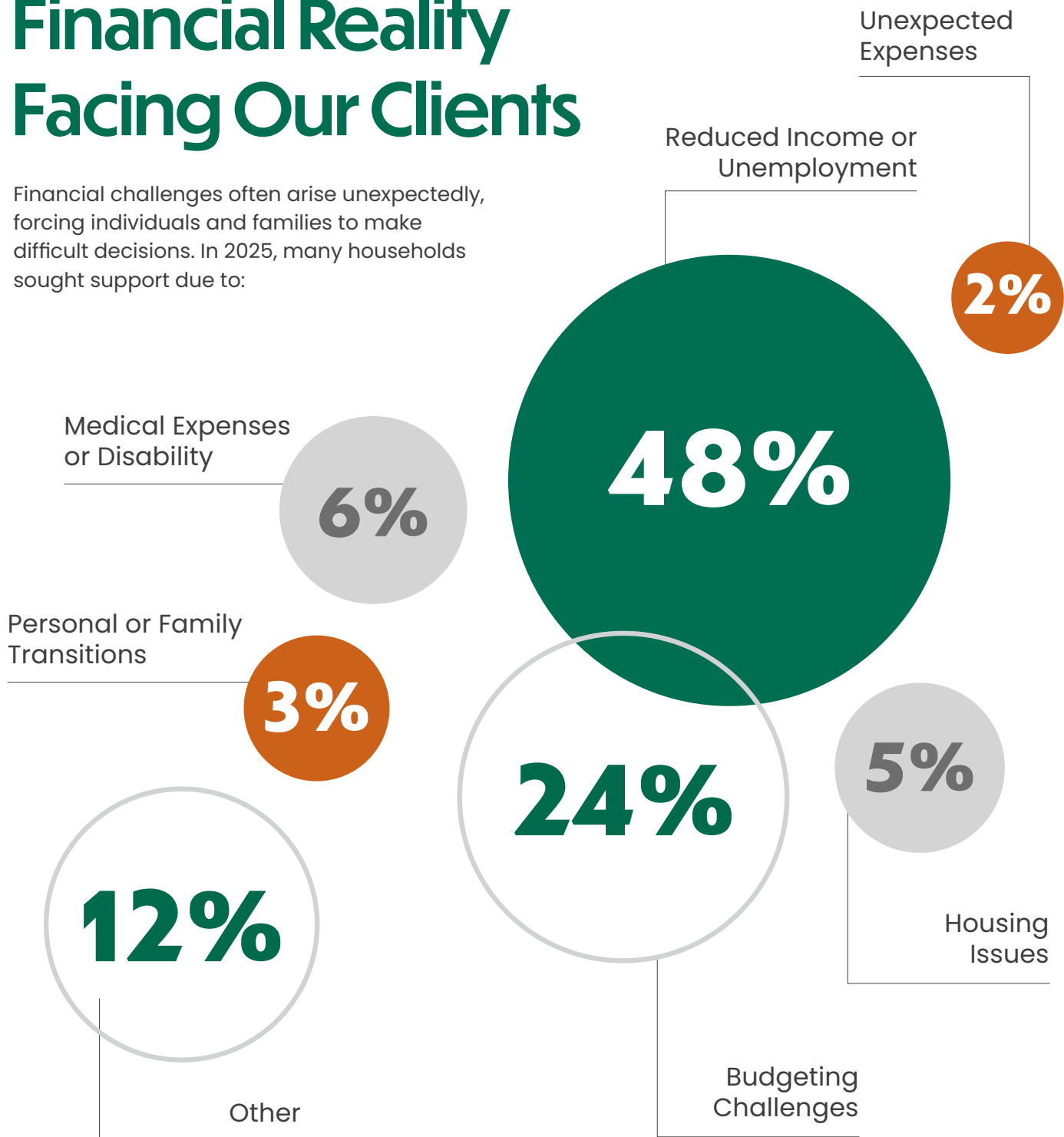
To deliver impactful education, counseling, and advocacy that help people navigate challenges, make informed decisions, and build a foundation for long-term success.

*Navicore gave me clarity, guidance, and peace of mind at a time when I truly needed it. I can now focus on saving, planning, and building a stronger financial foundation. My counseling experience taught me discipline, resilience, and the power of asking for help and it's set me up to make smarter choices and create long-term security for my family.*

**STEFANIE FROM FLORIDA**

# The Need: Financial Reality Facing Our Clients

Financial challenges often arise unexpectedly, forcing individuals and families to make difficult decisions. In 2025, many households sought support due to:



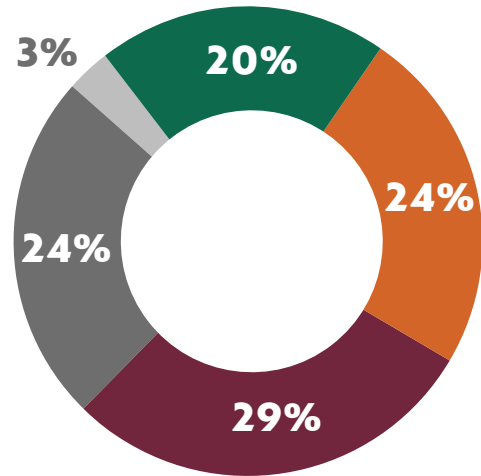
**These trends highlight how financial disruptions can quickly affect housing and financial stability.** Navicore counselors work closely with each client to assess their situation, develop sustainable budgets, and identify solutions that help individuals and families regain control of their financial futures.

# Reaching the Individuals and Families Who Need Support Most

Navicore's services are designed to reach individuals and families facing financial barriers to housing stability. In 2025, **73% of the households served were low- and moderate-income (LMI)**, underscoring the importance of accessible financial counseling services for communities experiencing economic hardship.

By prioritizing services for low- and moderate-income households, Navicore helps ensure that vulnerable families receive the guidance and resources needed to maintain stable housing and improve their financial outlook.

## Income Levels



- Extremely Low Income
- Low Income
- Moderate Income
- Middle Income
- High Income



*I first contacted Navicore Solutions because I felt overwhelmed by my debt and didn't know where to turn. From the beginning, the Navicore team treated me with compassion and understanding, helping me create a plan that worked for my situation. Each month I can see real progress, less stress, more confidence, and finally the feeling that I am in control of my finances. Navicore has completely changed the way I look at my finances and my future. I now have clear goals, a stronger plan, and the motivation to stay consistent, setting me up for long-term success.*

**IRMA FROM CALIFORNIA**

## Understanding Our Clients' Financial Reality

Many individuals who turn to Navicore for credit counseling are managing significant debt with limited financial flexibility. The average client entering our Debt Management Program reflects the financial pressures many households are experiencing today.

### Average Client Financial Profile

Monthly Budget Deficit

**-\$144**

Average Credit Card Debt

**\$29,075**

Average Credit Score:

**604**

These figures reflect the financial strain many households face and reinforce the need for structured, professional guidance.

With high levels of unsecured debt and limited monthly resources, many households struggle to make meaningful progress on their own. Navicore's Debt Management Program provides a structured repayment strategy that helps clients simplify payments, reduce interest costs, and stay on track toward becoming debt-free.

# How We Help

Every year, thousands of individuals and families turn to Navicore for trusted guidance as they navigate financial stress, housing concerns, and unexpected life challenges. Through personalized counseling and education, we help clients stabilize their finances, navigate challenges, and build a path toward long-term financial well-being.

## Debt Management Program

Navicore's Debt Management Program (DMP) remains a cornerstone of our work. Through structured repayment plans, clients are able to consolidate payments, reduce interest rates, and work toward becoming debt-free in a manageable and sustainable way.

In addition to financial progress, clients experience reduced stress, improved confidence, and a clearer path forward.



**\$116.4 Million**

in total Debt Paid Off in 2025

**\$439 Million**

in Debt Paid Off in the Past Five Years

Clients experience reduced stress, improved confidence, and a clearer path forward.

# DMP Impact: Credit Score Improvement

In 2025, Navicore conducted an independent analysis to measure the long-term impact of the Debt Management Program on client credit outcomes.

The results show clear and sustained improvement over time. While a temporary dip in credit scores is common in the early months, recovery begins within the first year and continues to strengthen with consistent participation.

Clients who stay engaged in the program and maintain consistent progress see meaningful gains in their overall credit profile, strengthening financial stability and positioning them for long-term financial success.

**+75 Points**  
Average Credit Score  
Increase by 48 months  
(13% improvement)



**85%**  
of Clients Starting  
in the "Poor" credit  
range improved to  
Fair or Better

# Housing Counseling

Navicore's housing counseling programs address a broad range of financial and housing challenges. Some clients seek guidance before issues escalate, while others need immediate support to stabilize their housing and finances.

## Housing Counseling Services:

Rental Counseling

**57%**

Post-Purchase Counseling  
(Non-Delinquent)

**33%**

**4%**

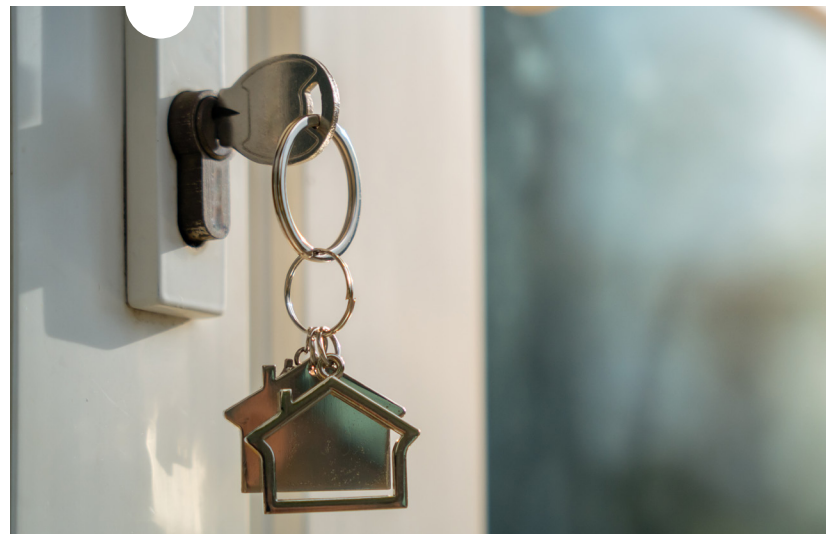
Reverse Mortgage Counseling

Mortgage Delinquency & Default Counseling

**3%**

**3%**

Pre-Purchase Counseling





The majority of our housing counseling services focused on rental stability and post-purchase financial guidance, reflecting the growing demand for support as households navigate rising housing costs and ongoing economic uncertainty.

Through one-on-one counseling sessions, Navicore helps clients better understand their financial situations, evaluate their housing options, and develop actionable plans that support long-term financial stability.

*I first contacted Navicore about two years ago. I went from having anxiety attacks every day regarding my finances, researching bankruptcy, worrying so much about my situation and then I found Navicore. Honestly, I feel like I am restarting my financial life and I can breathe easy knowing I'm getting out of the hole I was in.*

**JOSEPH FROM FLORIDA**

# Financial Education & Community Impact

Navicore continues to expand its financial education programs through partnerships with community organizations. These efforts reach individuals and families across a wide range of life stages and financial situations.

## Education Impact in 2025:

**52%**

increase in workshop participants

**26%**

increase in workshops delivered

**11%**

increase in educational materials distributed

These increases reflect the growing demand for accessible financial education and the value of community-based outreach.

## Supporting Individuals in Transitional Housing

Navicore conducted **41 workshops** for individuals in transitional housing, reaching **556 participants**.

Participants, many of whom are rebuilding their lives after significant challenges, receive both group education and one-on-one coaching. These programs provide practical tools to help individuals stabilize their finances, prepare for independent living, and build long-term self-sufficiency.



# Expanding Access & Innovation



## Learning Center

In 2025, Navicore launched its Learning Center, an online platform offering free, self-paced financial education.

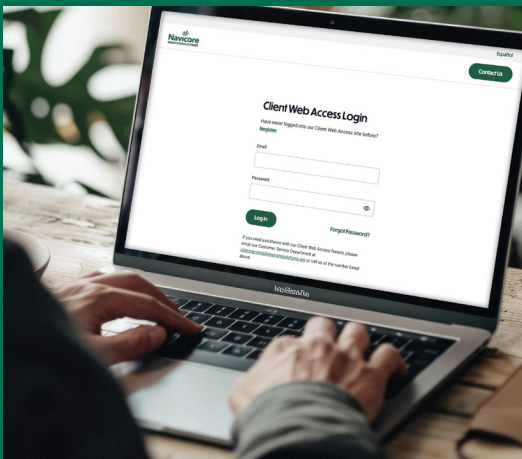
The first course, *Maximize Income Through Minimal Living*, provides practical strategies to help individuals strengthen financial stability through mindful spending and income optimization. The platform combines video content, real-life scenarios, and interactive exercises to support lasting behavior change.



## Digital Counseling Platform

As more individuals seek flexible, remote support, Navicore expanded its digital counseling capabilities.

**Digital service delivery increased by 50% in 2025**, significantly broadening access to counseling services and allowing more individuals to receive guidance regardless of location or scheduling constraints.



## Client Technology Enhancements

Navicore continues to invest in technology that strengthens operational efficiency and enhances the client experience. In 2025, we expanded the **Client Web Access portal**, giving clients secure and convenient access to monitor their Debt Management Plans, manage payments, and track their progress toward becoming debt-free.

By combining technology with personalized counseling support, Navicore is creating more accessible and responsive financial counseling services for the communities we serve.

# Client Experience & Outcomes

Providing compassionate, personalized support remains central to Navicore's mission.

**95%**  
Client Satisfaction Rating

**4.8**  
TrustPilot Rating

**A+**  
BBB Rating

In 2025, Navicore maintained strong client satisfaction and industry-leading ratings, reflecting the trust clients place in our team and the quality of support they receive.



## Client Story: Meet Aoife

"My name is Aoife and I earned my Bachelor's degree from John Jay College in 2012. I went on to pursue a successful active duty career in the Army National Guard for 15 years. I have lived an eventful, blessed life with a supportive family. I am still best friends with a girl I met in kindergarten. I contacted Navicore when I realized I could not focus on the various bills and amount of debt I needed to care for. In March of 2023 (at the age of 34), I suffered a stroke while driving to work. Everything I had worked hard for - especially as a woman in a male dominated field - was suddenly halted. When your focus is on your health and

getting your life back, the last thing you think of is finances – until the bills start to arrive. My life may have halted, but the debt and creditors lives did not. The moment I realized I needed help was when I made the decision to forgo a doctor appointment because I was afraid of the co-pay, tolls, and gas prices. I chose Amex and Chase over care that I required to save my life and heal. I could not believe I was allowing debt to dictate how my illness was going to be cared for. This is when I connected with Navicore and it is a decision I will never regret.

Since working with Navicore, I have actually seen my debt going down (and quickly). More importantly, they've allowed me to become more independent and focus on my health. Without knowing, Navicore has become a part of my wellness team and part of saving my life. Thanks to Navicore, I've been able to focus on myself – not only health-wise but career-wise. I am not able to work at this time and can never go back to the career I once had. I have been able to take 1 college course at a time. With debt off of my mind, I've gotten a 2nd bachelor's degree and will be graduating with my master's in May 2026. I chose the field of psychology with a focus on employment and health. My goal is to help others in terms of mental health who have gone through similar situations as me. Thank you for saving a part of my life and for being a part of my care team."

**AOIFE FROM NEW YORK**

“Navicore has become a part of my wellness team and part of saving my life.

# Looking Ahead

As we move forward, Navicore remains focused on meeting the growing demand for financial counseling and education.

We will continue to strengthen partnerships, and invest in technology and innovation to better serve our clients. Our commitment remains clear: to ensure individuals and families have the tools, guidance, and support needed to achieve long term financial stability.

# Funders, Partnerships & Community Support

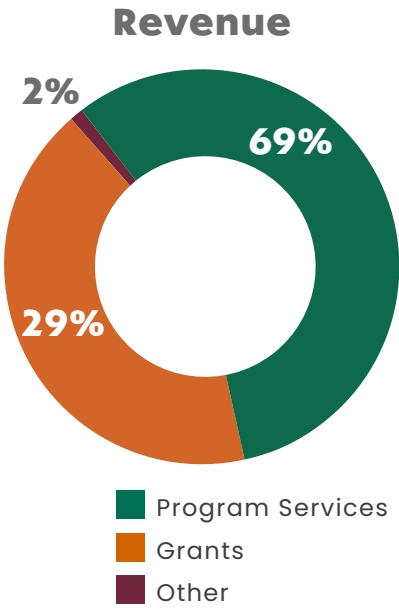
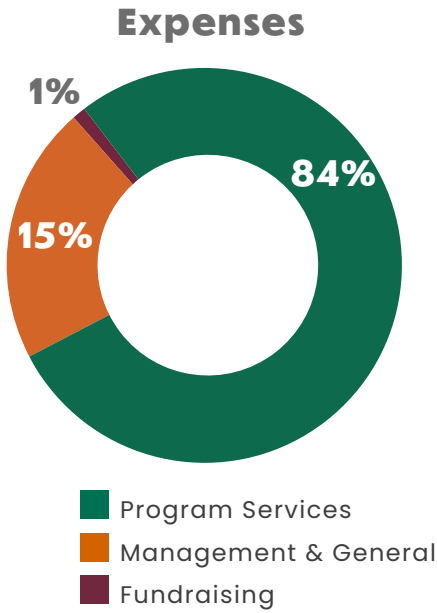
Navicore's impact is made possible through the support of our partners, funders, and community organizations. These partnerships expand access to financial counseling, education, and critical support services for individuals and families in need.

- Affinity FCU
- Alaska FCU
- Amboy Bank Foundation
- American Express
- BALANCE
- Bank of America
- Barclays Bank
- CA Department of Housing and Community Development
- CA Housing Finance Agency
- Capital One
- Citibank
- Citizens Bank
- Compass 82
- Discover
- Divvy Homes
- Eden Housing
- Fannie Mae
- Framework Homeownership
- Fulton Bank
- Goodwill
- Huntington Bank
- Ideas 42
- IL Housing Development Authority
- JPMorgan Chase
- Monmouth County Department of Human Services
- National Foundation for Credit Counseling
- NJ Community Capital
- NJ Department of Community Affairs
- NJ Housing and Mortgage Finance Agency
- Pennsylvania Housing Finance Agency
- Phipps Neighborhood
- PNC Foundation
- Point Digital Finance
- Santander Bank
- Springleaf
- TD Charitable Foundation
- United Way of Monmouth and Ocean Counties
- U.S. Bank
- U.S. Department of Housing and Urban Development
- Wells Fargo Foundation

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Together, we are helping individuals and families build stronger financial futures, one household at a time.

# FY 2025 Financials



Navicore remains committed to strong financial stewardship, ensuring that the majority of resources directly support programs and client services.

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# Leadership & Governance

## Officers

Jill Feldman  
*President & CEO*

Diane Gray  
*COO*

Todd Suler  
*CFO & Treasurer*

Rebecca Winters  
*Corporate Secretary*

## 2025 Board of Trustees

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Diane L. Daley  
Deborah M. Figart, Ph.D.  
Stephen W. Freiman, Ph.D.  
Roy C. Lopez

Werner Rehm  
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Donell Young  
Donald R. Collins, Advisor

# Quality & Compassionate Counseling

Trusted guidance.  
Stronger financial futures.

