

Financial Services

Student Loan Repayment Counseling

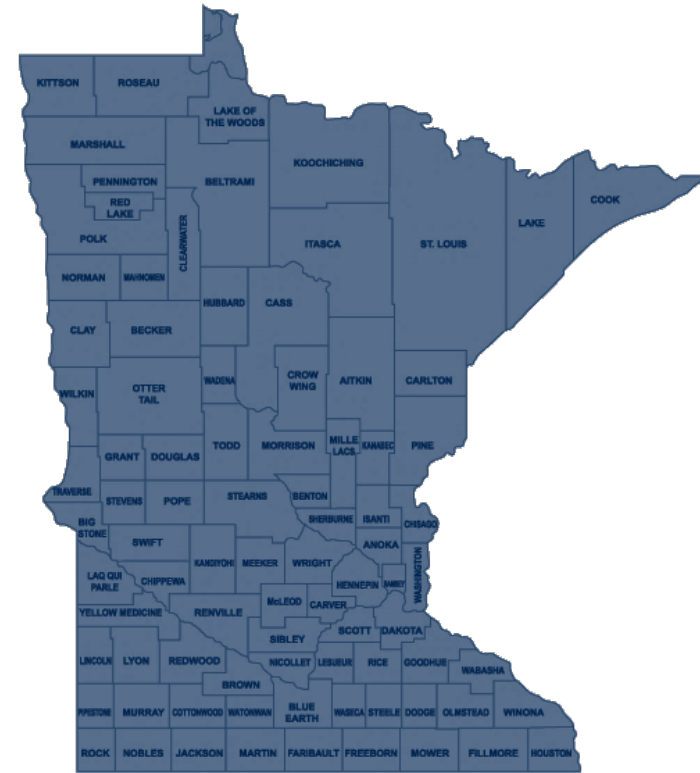


**Lutheran
Social Service**
of Minnesota

March | 2025

LSS Serves 91,000 Minnesotans

- In all 87 counties
- 160 years of service
- 23+ Lines of Service
- 2,600 Team Members
- 10,000 Volunteers



Provides a comprehensive range of programs & innovative services, supporting array of older adult, disability, and family services.

Accreditation, Certifications & Accountability



LSS began offering financial counseling in 1987 with the mission of helping individuals overcome debt, build assets, and achieve financial wellness.



LSS Financial Counseling

10,000+ families annually receive individualized, nonjudgmental financial counseling & education delivered in-person, by phone or virtually:

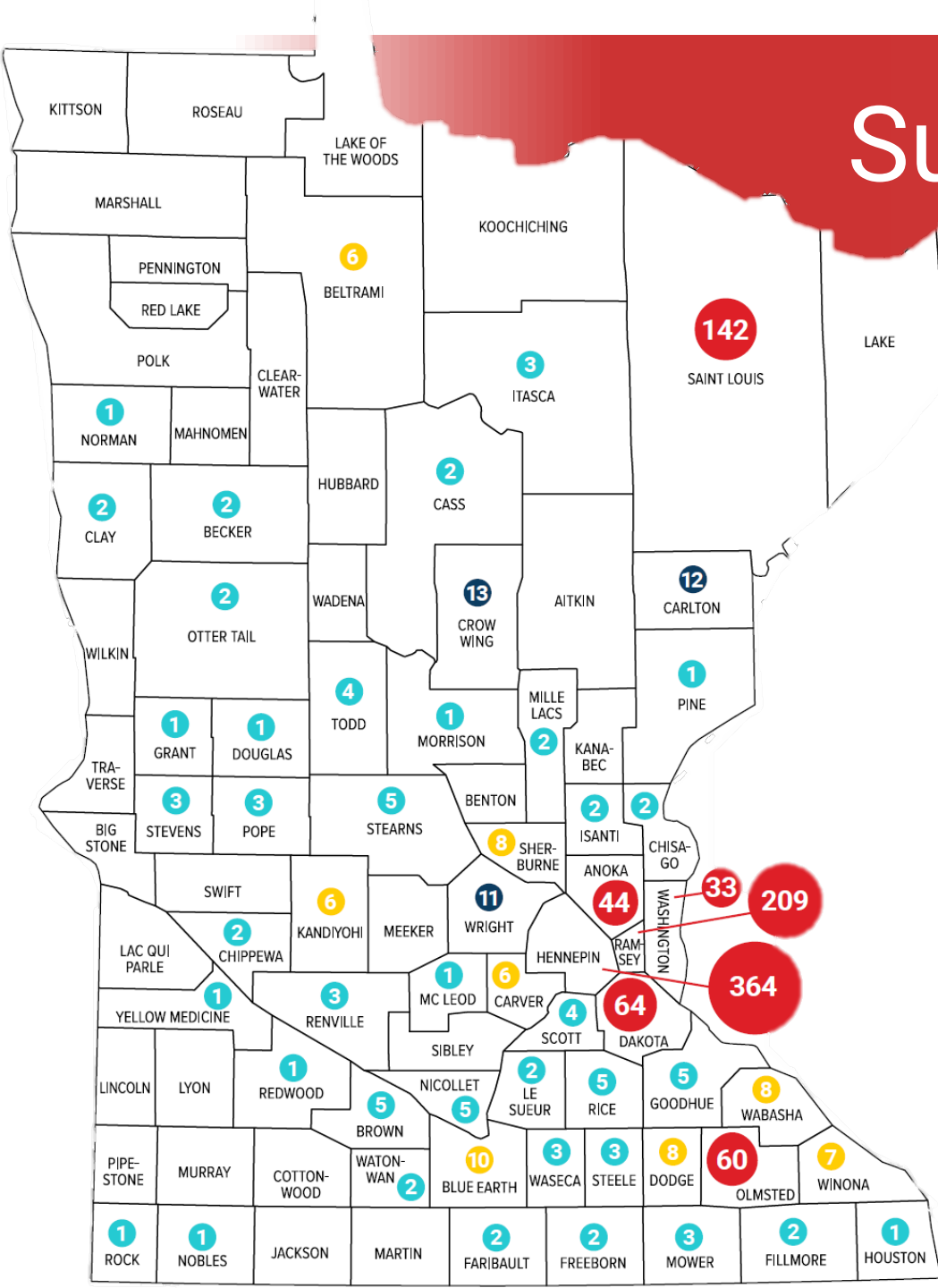
- Budget and debt counseling
- Student loan debt counseling
- Financial education
- Credit report review
- Foreclosure prevention/
Homebuyer counseling

8 counselors who are certified in student loan repayment counseling out of 22 counselors.

Locations: Brainerd, Duluth, Virginia, Willmar, St. Cloud, Mankato & Metro.



Supported 1,104 Minnesotans in 58 Counties in 2024



Jack had a mix of private & federal student loans, and other unsecured debt which was overwhelming and confusing. His goal was to pay off the debt. The counselor worked with Jack to develop a realistic budget that could fit with accelerated payments to allow him to pay off his debt within his timeframe goal.



History of Student Loan Repayment Counseling

- 2015: Program was established to provide student loan debt repayment counseling.
- 10/2015-6/2017: Program pilot, we contacted delinquent clients & were reimbursed, when we counseled them. We served 1673 MN residents with MN debt, in 73 counties.
- 2019 session: \$400,000 allocated per biennium. LSS receives \$388,000 through the Office of Higher Education, RFP process for Student Loan Counseling Repayment
 - 3/2020-6/2021: LSS served 1293 MN residents.
 - 7/2021-6/2023: LSS served 1713 MN residents.
 - 7/2023-present: In progress



Student Loan Repayment Counseling Outcomes

People no longer in loan default avoid:

- Garnishment & bank account levies
- Allows focus on expenses and financial goals.

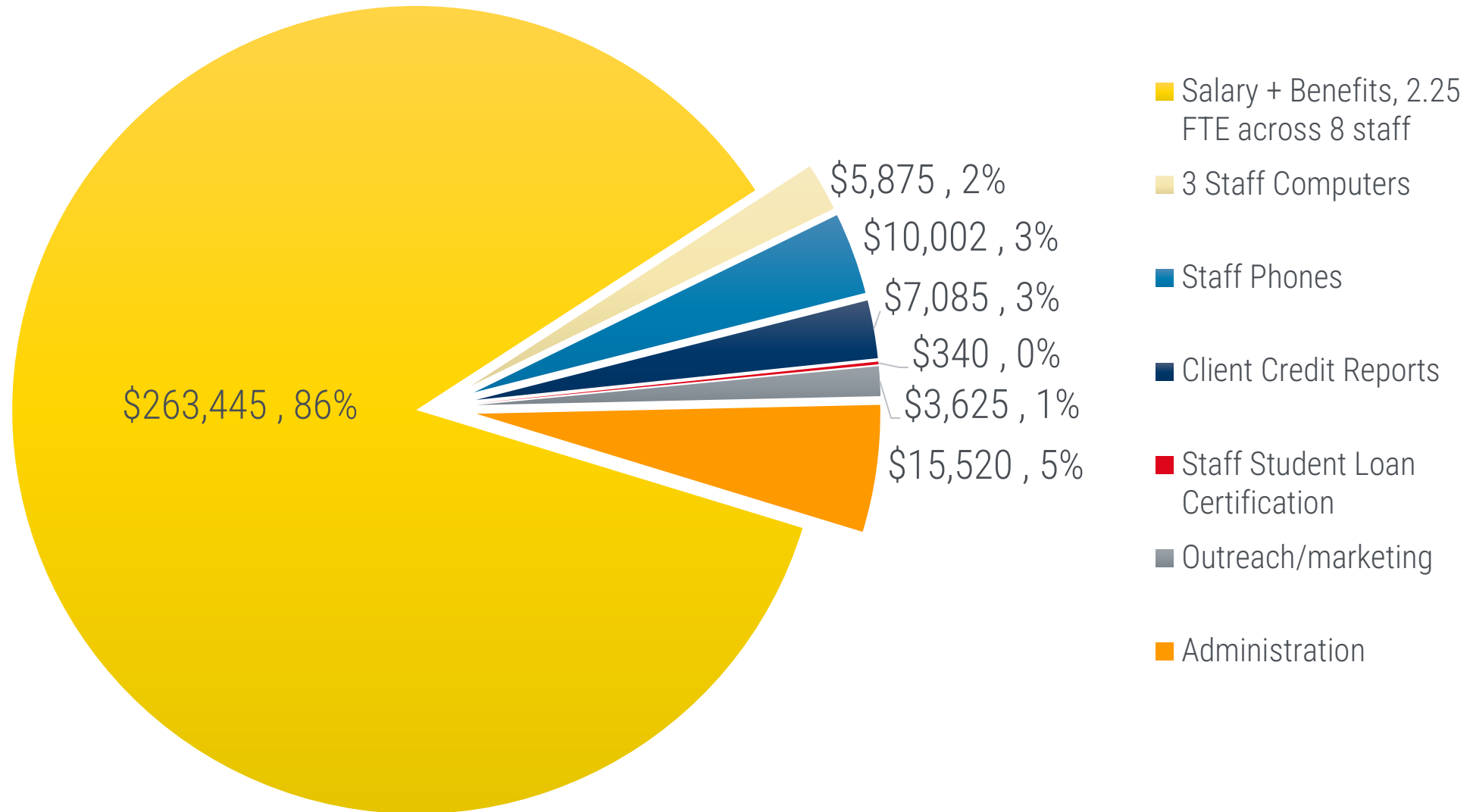
Moving individuals to good standing is positive for the economy.

After borrowers meet with a counselor:

- 93% report increased knowledge & feel more confidence regarding their repayment options.
- 95% borrowers will avoid loan default for a year + and feel confident in their ability to repay their student loan debt.
- 58% report payments are more affordable one year after counseling.
- 97% develop a realistic individualized monthly budget plan.



Student Loan Repayment Counseling Expenses 9/2023 through 1/2025



Thank You

