

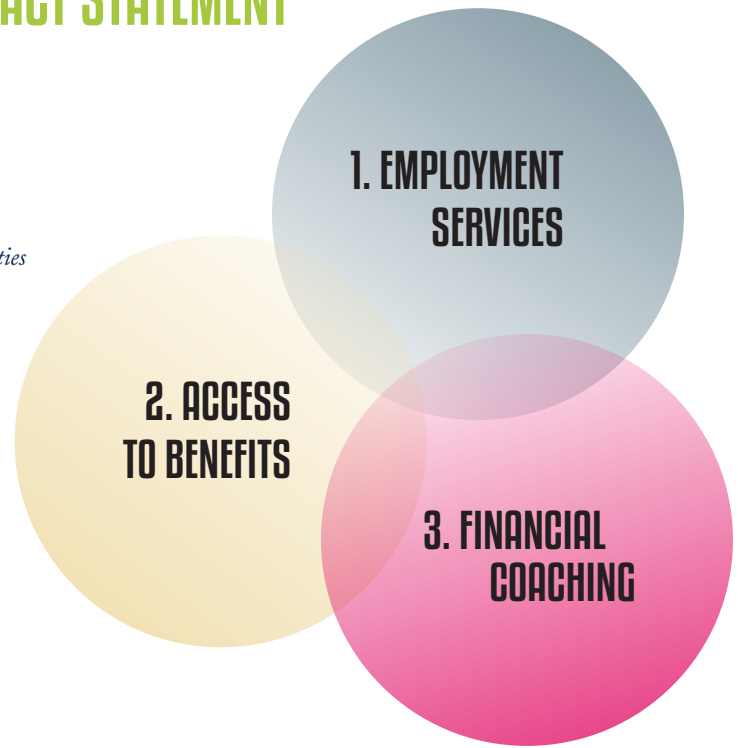
2017 FINANCIAL OPPORTUNITY CENTER IMPACT STATEMENT

An integrated solution to achieving financial stability

NEIGHBORHOOD **ALLIES**

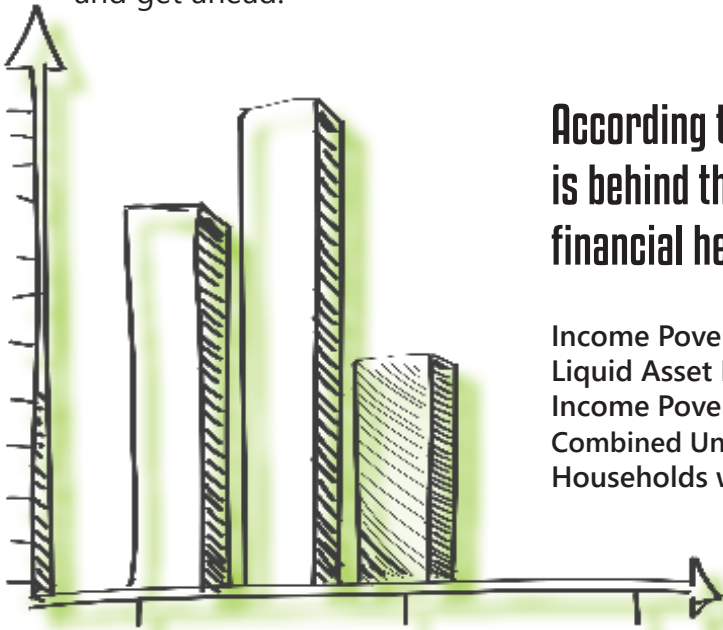
LISC
*Helping neighbors
build communities*

Financial Opportunity Centers [FOCs] bundle three core services together – employment services, access to benefits and financial coaching – to improve the financial bottom line for low-to-moderate-income individuals. Staff teams work with clients to boost earnings, reduce expenses and build credit, resulting in increased financial stability and new opportunities to acquire assets and get ahead.



According to Prosperity Now, Pittsburgh is behind the U.S. in several key measures of financial health*:

	Pittsburgh	U.S.
Income Poverty Rate	16.1%	13.4%
Liquid Asset Poverty Rate	40.8%	36.8%
Income Poverty by Race	3.6 x	2 x
Combined Unbanked & Underbanked Households	27.8%	26.9%
Households with Zero Net Worth*	23.0%	16.9%



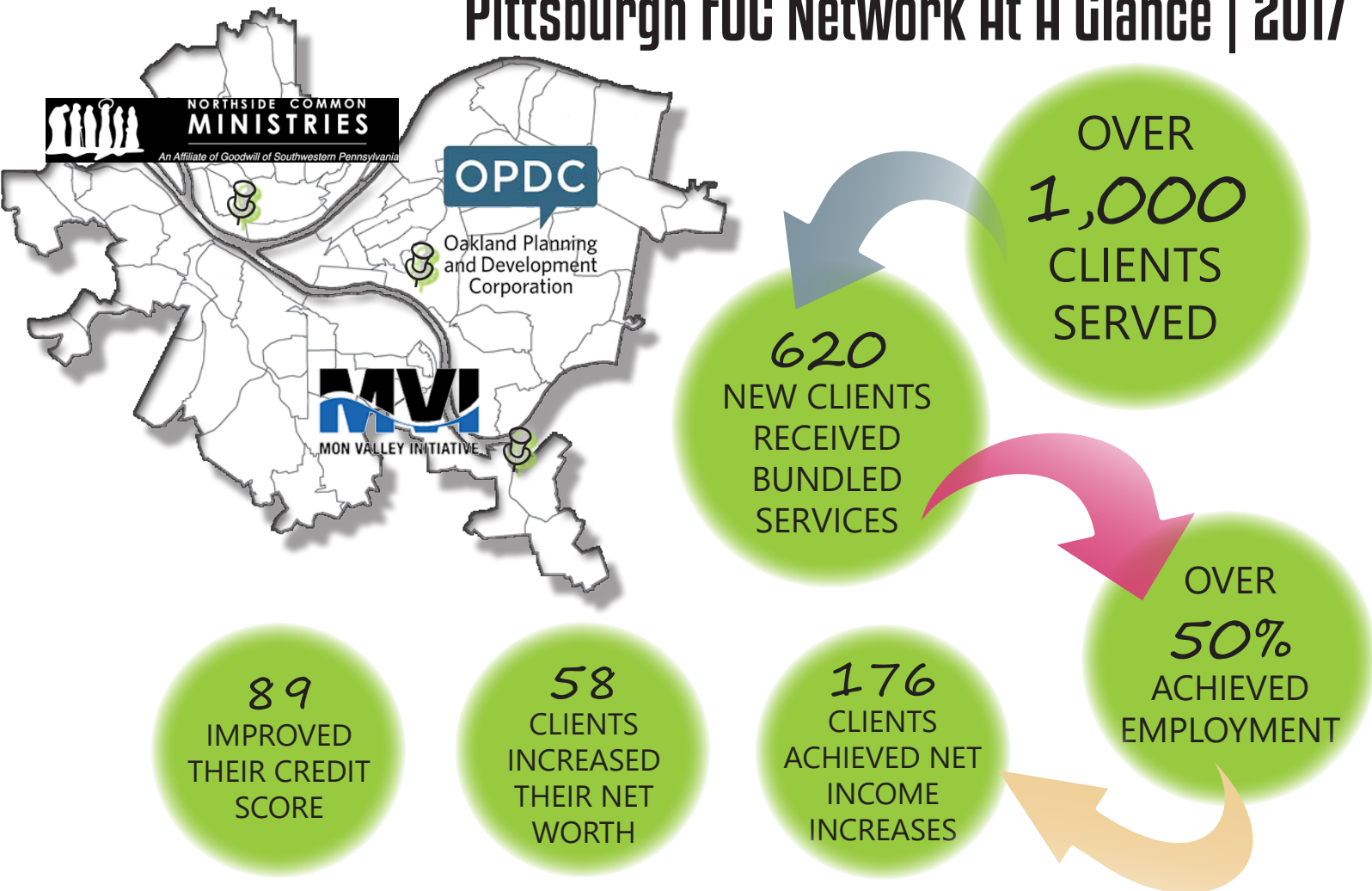
* **Income Poverty Rate** = % of households with income below the federal poverty threshold
Liquid Asset Poverty Rate = % of households without sufficient liquid assets to subsist at the poverty level for 3 months in the absence of income
Income Poverty by Race = how many times higher the poverty rate is for households of color
Households with Zero Net Worth = no or negative wealth; debt is greater than assets

The FOCs directly address these challenges...

A 2015 report from Local Initiatives Support Corporation (LISC) showed that FOC clients who took advantage of bundled services made significant, lasting progress, with incomes expanding by an encouraging 76%. An independent study by the Economic Mobility Corporation found that FOC clients, who access a range of services, have more success meeting their financial goals than people in programs offering employment assistance alone. Their gains include landing and keeping a job, improving credit and increasing annual earnings.

Neighborhood Allies and Local Initiatives Support Corporation (LISC) have provided technical and financial support to three local partners to operate the local FOCs for the past three years. At Mon Valley Initiative, Northside Common Ministries and Oakland Planning & Development Corporation, coaches develop long-term, trusting relationships with clients and help them work toward their goals. From overcoming barriers to employment, to securing benefits to support basic needs, to assisting with debt reduction, budgeting, saving, banking and credit repair – families struggling to get ahead receive the assistance they need to make progress.

Pittsburgh FOC Network At A Glance | 2017



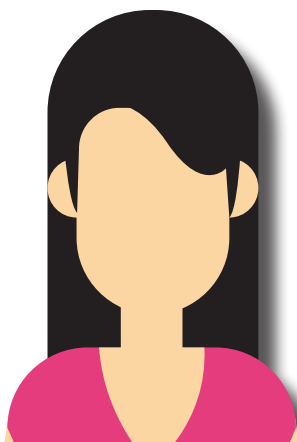
Over the past three years, clients accessing services at the three local FOCs had much higher outcomes when they received bundled services than when they received one service alone. This speaks to the impact of the bundled services which yield bigger, quicker, and longer-lasting outcomes for clients. Across the three sites, an average of 24% of clients who received only one had a major outcome, such as an increase in income, credit score or net worth. But when the clients received two or three complementary services bundled together, an average of 57% people experienced a major outcome.

In the stories that follow, you'll read local, real life testimonials about how financial insecurity can affect one's physical health, housing and the ability to provide for children. You'll also hear the drastic ways the lives can change when people decide to make a change and are offered the right services at the right time by caring and trusted coaches.

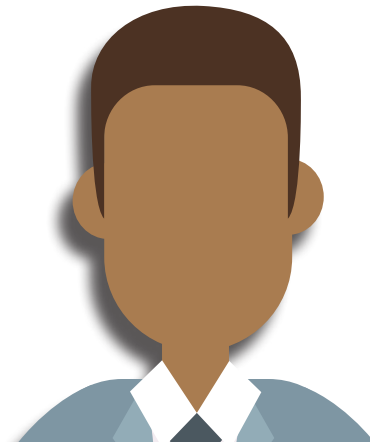
Esther
OPDC'S JOBLINKS



Erica
MON VALLEY INITIATIVE



Robert
NORTHSIDE COMMON MINISTRIES





Oakland Planning and Development Corporation

JobLinks

Your Total Workforce Solution

A PROGRAM OF
Oakland Planning and Development Corporation

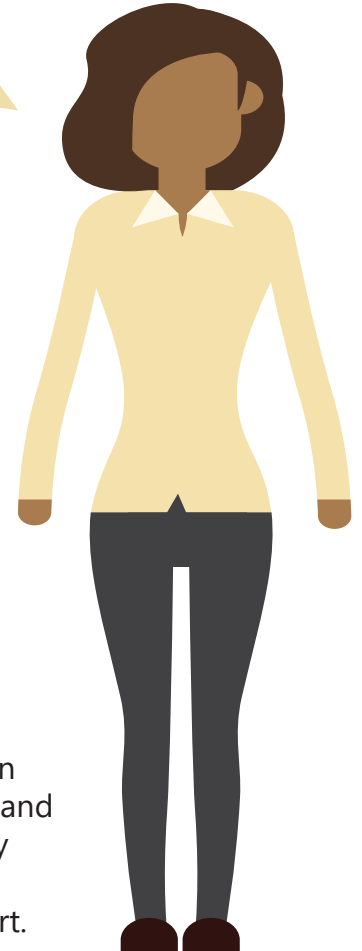
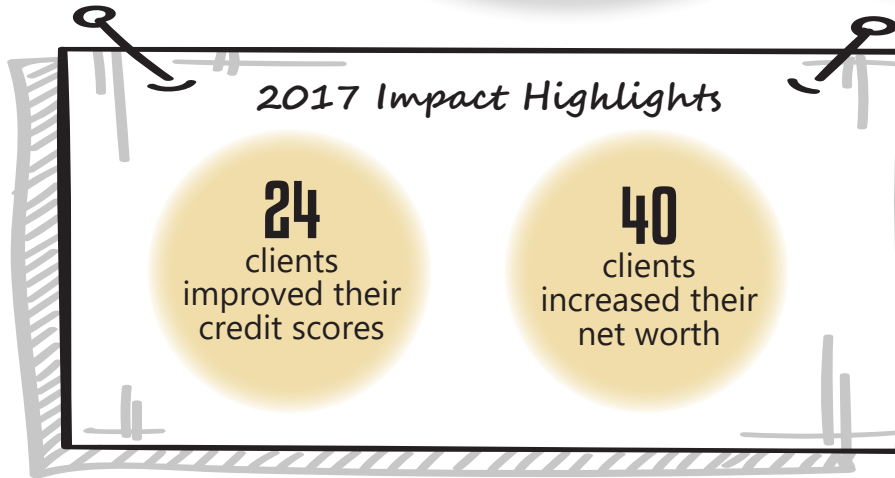
The financial coaching and job services really go together and honestly, I needed both. I needed help making a plan to tackle a lot of goals all at once. Shay kept me focused and positive. She made me aware of how important it is to create a budget, plan and save. Janette gave me the lead on Schenley Gardens and I got the job almost immediately. They all work together and are just an incredible resource.

OPDC's JobLinks

294 Semple Street
Pittsburgh, PA 15213

412-621-3821

www.opdc.org/joblinks



Esther | OPDC's JobLinks Client

STORY BY: REBEKKAH RANALLO | OAKLAND PLANNING AND DEVELOPMENT

When Esther was diagnosed with a debilitating disease, her life changed. She was in and out of the hospital and couldn't maintain a steady job. She fell behind on bills and eventually ended up homeless. When Esther came to OPDC's Financial Opportunity Center, she was living in a shelter, and had multiple loans in default, significantly impacting her credit score. She had no bank account and didn't know where to start.

The FOC team worked with Esther to land a part-time job, open up a bank account, and enroll in an income-based repayment plan for her student loans. OPDC's Financial Coach, Shay, sent letters to multiple credit bureaus advocating for Esther's credit to be updated with her progress. OPDC's Health Employment Coordinator, Janette, gave Esther a lead for a healthcare position at Schenley Gardens Senior Living, which she landed, then earned a pay increase in just a few months. She began making regular payments on her bills, her credit score increased to 758, she stabilized her bank account, and because Shay was a reference for landlords, Esther leased her own apartment in December.

Looking for more hours, she applied to UPMC's paid month-long training program and was accepted. She moved from \$11 to \$13 per hour and started a new position with UPMC.

Now with stable health, finances, housing and employment, Esther has made tremendous progress.

By providing financial coaching, training, and traditional career services all under one roof, OPDC helps people do more than get a job – they build stability over time by creating a long-term plan for financial success. The staff team sticks with clients for as long as they need to achieve their goals and helps residents make real, lasting changes to their financial futures.

MON VALLEY INITIATIVE

305 E. 8th Ave.

Homestead, PA 15120

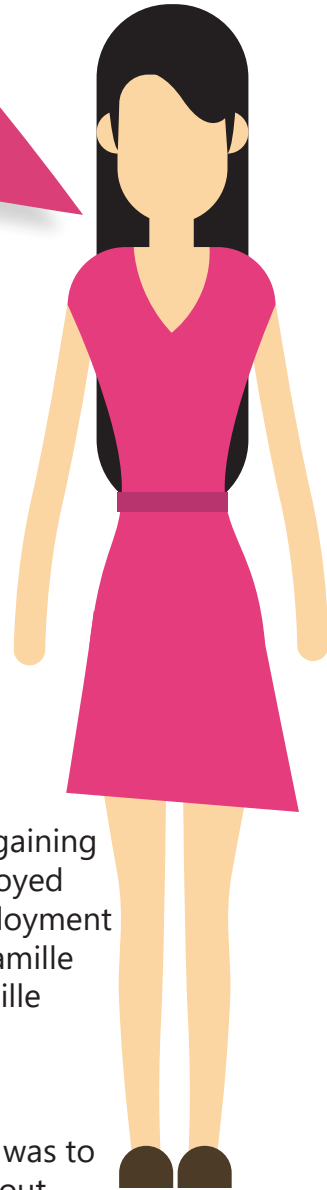
412-464-4000

www.monvalleyinitiative.com



MON VALLEY INITIATIVE

I feel more independent and the struggle of waiting for the bus is a distant memory. The individualized financial coaching truly gave me the discipline that I needed to reach my goals.



Erica |
Mon Valley
Initiative
Client



Erica was referred to the FOC at Mon Valley Initiative by a friend who was successful in gaining employment with MVI's assistance. Erica is a single mom of four who had been unemployed for nearly six months. She attended orientation in August and began working with Employment & Financial Coach, Camille. During their first one-on-one coaching session, Erica told Camille that she didn't have reliable childcare and was concerned about maintaining a job. Camille helped Erica complete an application for childcare subsidies.

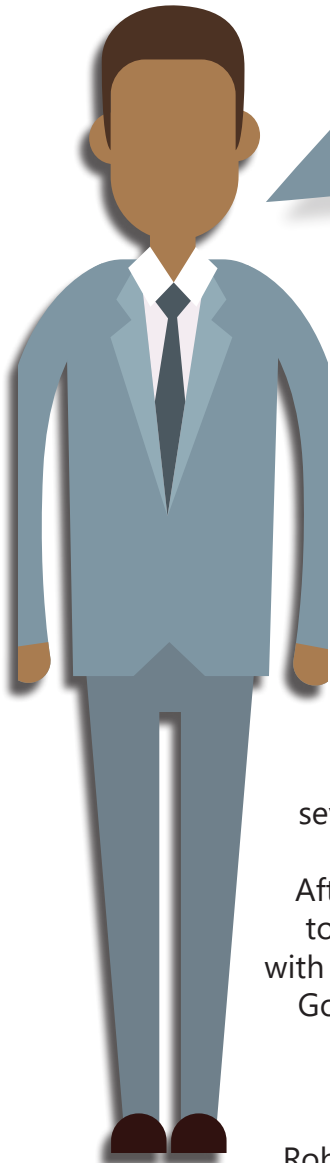
Over many weeks, Camille worked intensively with Erica around goal setting, career development and financial coaching. She had her driver's license and her personal goal was to buy a car to get her kids to childcare, doctors' appointments and the grocery store without relying on the bus. Erica recognized that she needed to work on saving money as well as improving her credit.

She regularly participated in Job Clubs along with individual financial coaching sessions with Camille. After a few months of job searching, Erica obtained fulltime employment at the Pittsburgh International Airport earning \$10 per hour cleaning the inside of the airplanes. The traveling distance was a huge obstacle, but she accepted the job opportunity. She had to take three buses to get to and from work, so obtaining a car became even more crucial. Erica searched for another job to supplement her income. Her plan was to work on the weekends and to save toward a car. Soon, Erica obtained a second job as a home health aide earning \$13 per hour. Erica relentlessly maintained the financial plan that she and Camille developed.

Seven months later, Erica was able to purchase a used car with the cash that she saved from her second job. Erica continues to work and is currently focused on repairing her credit and building an emergency savings fund.

NORTHSIDE COMMON MINISTRIES

1601 Brighton Rd.
Pittsburgh, PA 15212
412-323-1163
www.ncmin.org



*Robert |
Northside
Common
Ministries Client*

I've seen several people really turn their lives around with the support and resources offered at Northside Common Ministries. I am so grateful for the FOC and for the solutions and support they provide for people like me to improve our situations.



Robert never held a “traditional” job. His nontraditional employment resulted in several incarcerations over the years and interrupted any attempt at other employment.

After his last release from jail, Robert was accepted into a six-month workforce program to gain employable skills as well as learn “life skills.” Part of his orientation was meeting with Karen, a financial coach from the FOC at Northside Common Ministries, a program of Goodwill of Southwest PA. Robert was ready to turn his life around, highly motivated by his responsibility for his eight young children and his desire to be a positive influence in their lives.

Robert had no savings, no bank account and no idea how to interpret his paycheck – but he had six months of regular pay and the opportunity to meet with Karen. He was on time for every meeting and worked hard to develop a budget, identify ways to save, and correct the mistakes on his credit report. After meeting his short-term goal of buying school clothes for his children, he opened a savings account at the local credit union to work toward his long-term goal of homeownership with the intent to save \$200 per month.

After his work program ended, Robert found seasonal work but had trouble finding year-round employment. Rather than go back to his old life, he turned to Karen for help applying for unemployment compensation and to prepare his tax return. His unemployment came through right away and then two days later his tax refund was deposited into his credit union account. His refund was enough for him to save \$2,000 and also get his commercial driver’s license. Now, he has a new driving job that has enabled him to restart his life – a steady job to support his children and save money to buy a house.

Thank you to our generous FOC funders!



Roy A Hunt Foundation



“We know that the designation as an FOC and the resources that have been provided are enabling us to make a tremendous impact in the lives of our program participants. Over the years, participants have enrolled into MVI’s Workforce Program stating that they had no real plan for their future, admitting that they did not have the time, knowledge, or hope that is necessary to imagine and plan for change. By improving our staff’s competency in all three of the FOC core services, our team is better able to assist our clients in setting goals and achieving their financial dreams. We continually hear participants share their visions of becoming homeowners, buying a car, or one day starting a business. We are privileged to serve as a catalyst for our participants’ financial and employment successes and are honored by their trust as they work hard to fulfill their dreams.”

*- Tracey Reaves
Director, Workforce and Development at MVI*

For more information visit: www.neighborhoodallies.org