



Economic Resiliency & Regional Relations Committee Briefing

Financial Empowerment

April 17, 2012

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Mayor/Council Charge to HSD Director

1. Create a seamless service delivery system
2. Reengineer funding and contracting system
3. Develop a data-driven environment that informs investment decisions

HSD Service Continuums

- Youth & Family Empowerment: Children and youth are prepared for school and life
- Community Support & Self Sufficiency: Our community is a safe, stable and self-reliant community
- Transitional Living & Support: There are pathways to safe & stable housing
- Aging & Disability Services: Seattle promotes healthy aging & lifestyles

Incorporating Financial Empowerment in City Programs

- In partnership with the Mayor's Office, HSD received a \$200,000 competitive grant from Living Cities to incorporate financial empowerment services into:
 - City's homelessness prevention programs (HPP)
 - King County Homeless Families Initiative
- The grant helps to lay the foundation to incorporate financial empowerment into:
 - HSD's homeless prevention and intervention programs
 - Other HSD/City-funded or operated social service programs

Client Financial Empowerment Needs to be Addressed

- Loss or drop in income
- Difficulty in managing money; lack know-how to create or adhere to a budget
- Unbanked and/or frequent check cashers
- Caught up in a cycle of payday loans/bad debt
- Have excessive debt or bad credit
- Unaware of benefits/services (free tax prep)
- Lack savings assets and have nothing to fall back on in times of need
- Have not set financial goals

Incorporating Financial Empowerment in City programs

- Clients will be able to participate in an array of financial empowerment services, depending on their needs, including:
 - Opening bank accounts/accessing mainstream financial services
 - Credit/debt assistance
 - Financial education
 - Applications for public benefits
 - Support/incentives to save
- Financial empowerment will be included in:
 - Client assessment and intake
 - Case planning and service delivery
 - Outcomes tracking

Incorporating Financial Empowerment in City Programs

The Living Cities grant provides funding for:

- Training HPP and Homeless Families Initiative case managers:
 - In-depth overview of financial empowerment content and community resources; conducted by the Seattle-King County Asset Building Collaborative (SKCABC)
 - Intensive training in coaching and financial content; conducted by Burst for Prosperity
 - Ongoing TA and support for case managers provided by SKCABC, Burst for Prosperity, and HSD
- Developing system to collect financial empowerment assessment, service delivery and outcomes data through Safe Harbors across agencies

Living Cities Grant Partners

- HSD Grant Partners: Mayor's Office, Living Cities, HSD service divisions/continuums, King County Families Initiative, Burst for Prosperity, SKCABC, and Financial Education Providers Network
- Seven HPP/King County Homeless Families Initiative agencies:
 - Interim Community Development Association
 - Muslim Housing Services
 - Neighborhood House
 - Solid Ground Washington
 - Wellspring Family Services
 - YMCA Young Adult Resource Center
 - YWCA

Next Steps

- Complete case manager training – April 2012
- Finish meetings with agency staff at all levels (executive leadership, managers/supervisors, direct service staff) to ensure understanding and buy-in – April 2012
- Finalize assessment, indicators and outcomes – May 2012
- Official launch for all clients to receive Financial Empowerment Services and begin data collection as a system – June 1st 2012
- Evaluation on client, agency, and systems-level outcomes – Ongoing

Discussion

