



Integration and Designing Financial Capability Services

Native Convening, June 2018

Objectives

- **Explore** the scope of financial capability services
- **Understand** what integration is and how it can lead to overall improved outcomes
- **Hear** integration lessons learned from the Kenaitze Indian Tribe, APIA and Pascua Yaqui Indian Tribe
- **Explore** steps for how they might integrate financial capability services into their existing services

Agenda

1. Welcome and Introductions
2. Defining Financial Capability
3. Defining Integration
4. Case Studies
5. Planning Guide Overview
6. Q & A

Introductions

Defining Financial Capability

Financial Capability



Four Planning Questions to Aid Design

- **What financial capability services** will make the best impact on our clients?
- **Who will deliver** financial capability services to target program clients?
- **How will our operations change** for integration?
- **How can we convince** key stakeholders to support this work?



**Money
Management**

**Income
Supports**

**Credit and
Debt**

**Financial
Product &
Services**

**Savings &
Investments**

**Consumer
Protection &
Insurance**

Understanding how your clients manage now...



Financial Capability Services



Money Management

- Financial Education
- Financial Counseling
- Financial Coaching
- Asset Ownership Programs

Income Supports

- Free Tax Preparation Assistance
- Access to Federal and State Benefits

Credit and Debt

- Credit Counseling
- Credit Building

Financial Product & Services

- Access to Safe and Affordable Financial Products
- Incentivized Savings Programs
- Credit Building

Savings & Investments

- Incentivized Savings Programs
- Asset Ownership Programs

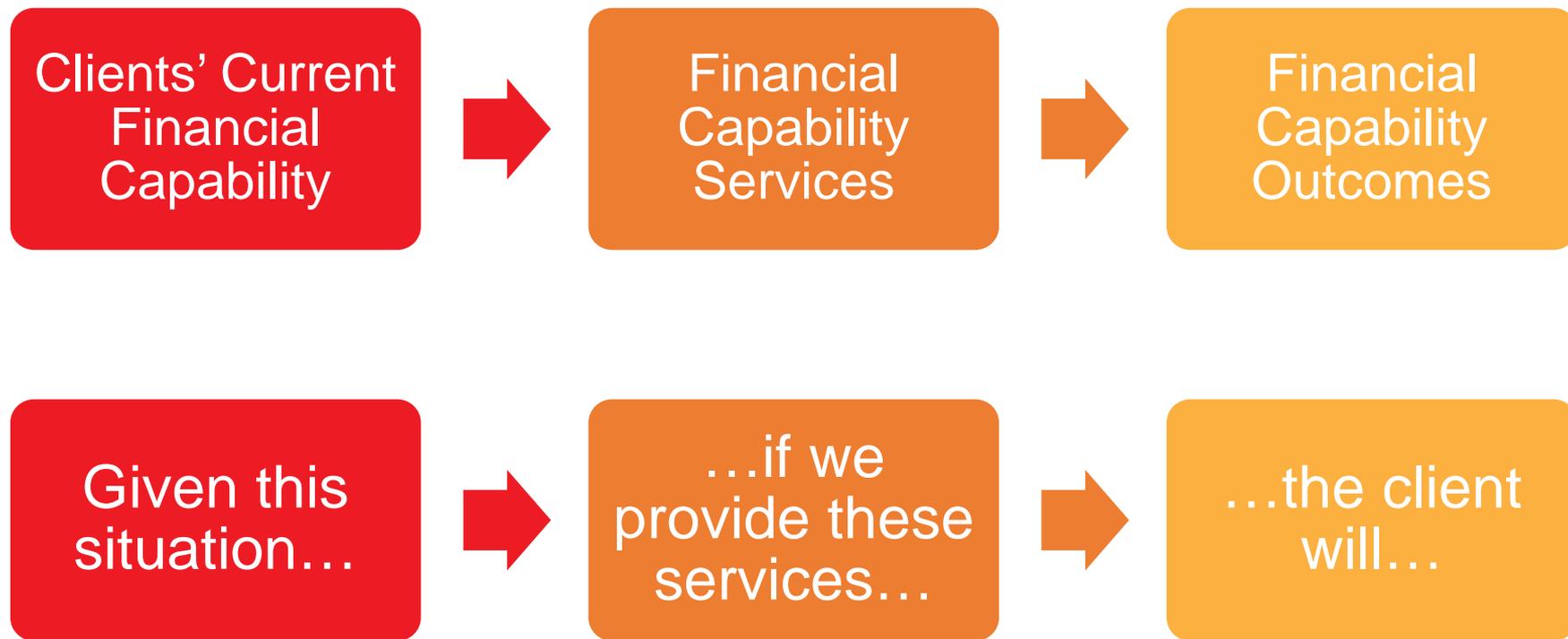
Consumer Protection & Insurance

- Access to Safe and Affordable Financial Products

Financial Capability Service	Examples of what this looks like
Financial Education	Workshops and classes on financial topics, offered in a series or standalone sessions.
Financial Coaching	Ongoing one-on-one interactions that focus on achieving financial goals.
Financial Counseling	One-on-one interactions that focus on solving immediate financial issues.
Credit Counseling	Assistance organizing, prioritizing, or paying down debt; helps participants monitor and manage credit.
Credit Building	Access to products or programs that help participants build or re-build credit.
Access to Safe and Affordable Financial Products	Access to or encouraging the use of financial products that are low-cost, convenient, and transparent.

Financial Capability Service	Examples of what this looks like
Free Tax Preparation Assistance	Volunteer Income Tax Assistance (VITA) or Tax Counseling for the Elderly (TCE) programs; often includes promoting the Earned Income Tax Credit (EITC).
Access to Federal and State Benefits	Screen participants for benefits eligibility and provide assistance in accessing benefits, such as SNAP (Food Stamps), child care, or transportation subsidies.
Incentivized Savings Programs	Work with participants to save for their goals and provide savings incentives that they can use for an asset purchase or another expense.
Asset Ownership Programs	Support participants to build and/or maintain assets such as retirement savings, a small business, a home, a vehicle, or postsecondary education for themselves or their children

Financial Capability Theory of Change



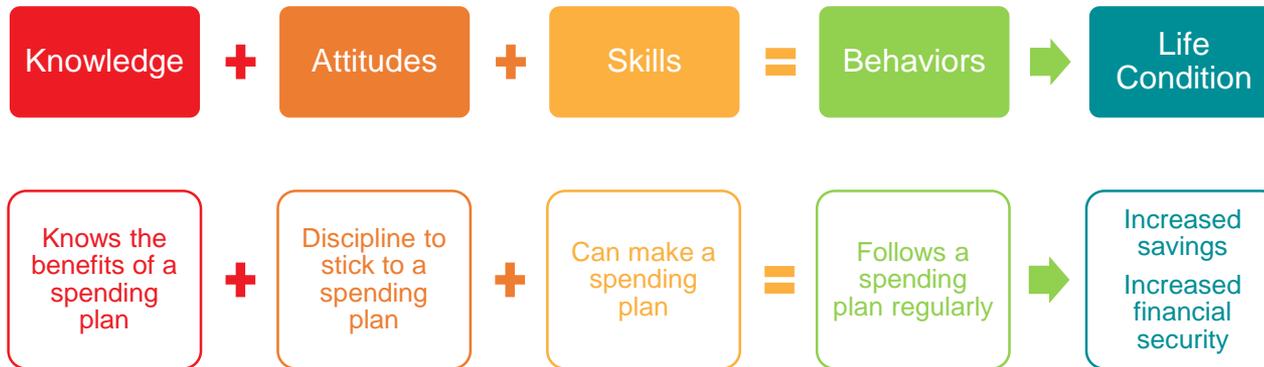
What are Outcomes?

For financial capability programs, outcomes are the knowledge, skills, attitudes, behaviors and life conditions an organization hopes to influence within the population(s) they serve.

Types of Outcomes



Financial Capability Outcomes



- Are **observable** and **can be measured** to determine whether change has taken place.
- Represent a potential **benefit** for the target population.
- Are **realistic** and **attainable** for participants.
- Can be sensibly claimed as something your program can **influence**.
- Are accepted as **valid** outcomes by your key stakeholders.

Integration

- **Intentionally** incorporating financial capability services into an **existing program or service** that the client already participates in, at a time when the services are **relevant** and **accessible**.





REFER

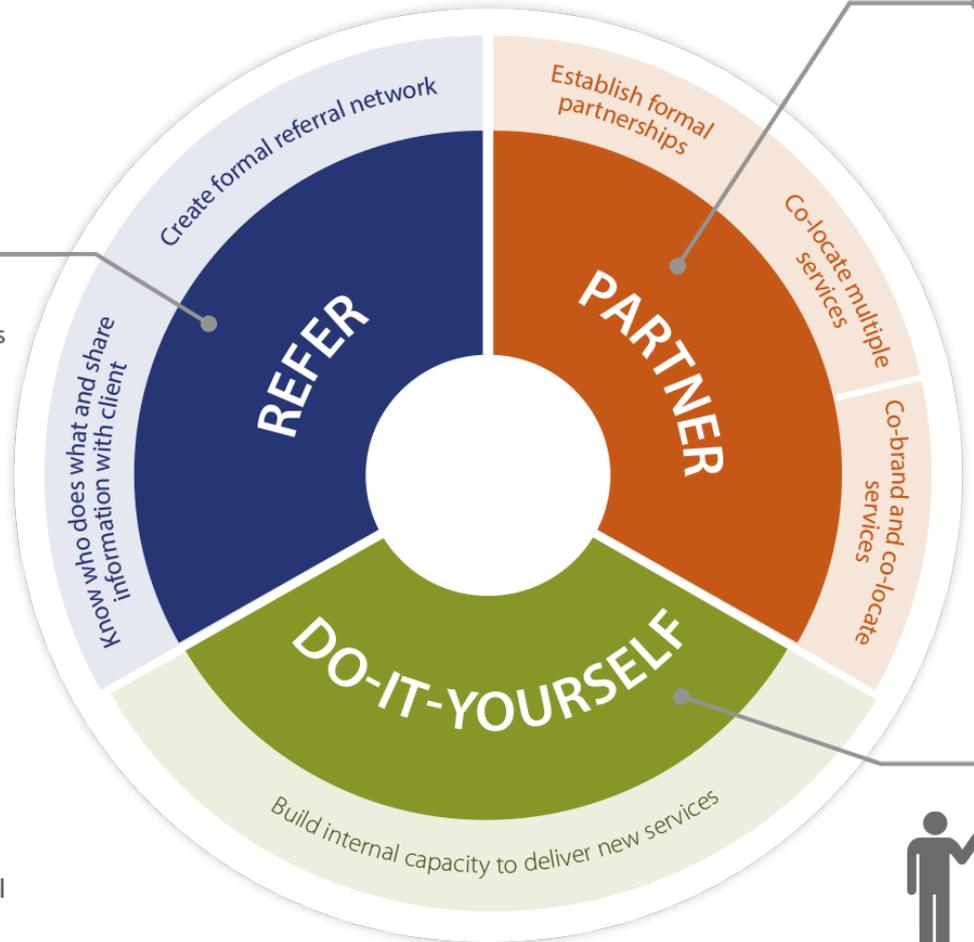
Finding organizations that provide services your clients need and setting up a process for referring clients to those services

ADVANTAGES

Less resource intensive since it relies on the capacity of other organizations

DISADVANTAGES

Clients have to travel to another location, which may limit take-up of services; referral partners may have different goals and outcomes, or their services may not be an ideal fit for your clients



PARTNER

Developing partnerships with other organizations to deliver financial capability services in one convenient location or with a shared brand

ADVANTAGES

Can maximize the strengths of each organization and allow clients to avoid traveling to multiple locations

DISADVANTAGES

May involve making compromises and giving up some autonomy over how services are provided and branded, and can take time to establish, especially when deciding where to locate services and how to brand them



DO-IT-YOURSELF

Building internal capacity to embed financial capability services into your existing programs

ADVANTAGES

Can ensure that goals and activities contribute to your organizational mission; provides all services at one location, thus lessening the potential for client drop-off between services

DISADVANTAGES

Is the most resource-intensive option; requires leadership buy-in, funding, and training and support for staff

Characteristics of Successful Integration

- ✓ The financial capability services integrated address clients' **identified financial issues** and results in improved **client outcomes**.
- ✓ Financial capability services are **tailored** to meet clients where they are in their financial lives and are based on their goals.
- ✓ Clients can **easily access** the financial capability services.
- ✓ Services are provided in a way that leverages staff **expertise and capacity**.
- ✓ Coordination of financial capability and other services involves established service delivery **processes** and consistent **communication** between service providers.

Integration in Practice

Tribes and Tribal Organizations

- Aleutian Islands Pribilof Association – Aleutian Islands, Alaska
- Kenaitze Indian Tribe – Kenai, Alaska
- Pascua Yaqui Tribe – Tucson, Arizona

- Questions:
 - Do you have enough information to move forward? If not, what information would be useful and how would you gather it?
 - What services do you think would be most impactful for clients?
 - What would be your first step in planning to integrate?



BUILDING FINANCIAL CAPABILITY

A Planning Guide for Integrated Services

Prepared by CFED under the ASSET Initiative Partnership for the Administration for Children and Families at the US Department of Health and Human Services

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Reader suggestions about *Building Financial Capability* are welcome. These may be sent to PlanningGuide@cfed.org.



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Thank You!