

Financial Empowerment Initiative Performance Outcomes for 2019 through 2021

How much did we do?

Individual counseling

- 1,050 customers received individual counseling

Training

- 60 trainings completed
- 2,040 county staff, community partner staff and county participants received Financial Empowerment (FE) training

Asset Building:

- 47 customers worked with our Financial Counselors on the homeownership track

Comparison 2019-2021	2019	2020	2021
Group training sessions	38	10	12
Individual Counseling sessions	362	396	292
Home Ownership Track	11	13	23

How well did we do it?

Group training survey results from 2019-2021 for county and community staff; 218 surveys returned

1. Content was interesting and relevant; 80% agreement
2. I would recommend this class; 88% agreement
3. I feel more knowledgeable & confident about topic; 81% agreement
4. Materials & handouts were useful/helpful; 81% agreement
5. The presenter was knowledgeable & professional; 83% agreement

Is anyone better off?

- 3 people purchased homes during this time
- Direct counseling success 2019-2021:
 - Helped 118 people create a spending plan
 - Helped 25 people reduce debt – including 4 payday loans paid off through Exodus Lending
 - Assisted 52 applications for public assistance programs
 - Helped 24 improve their credit
 - Helped 12 individuals or families stabilize housing
 - Assisted in 15 Energy Assistance applications
 - Prevented or resolved 42 consumer protection incidents
 - Assisted 26 families or individuals in applying for and/or understanding how to obtain and use health care
 - Assisted 20 in increasing savings
 - Assisted 18 in increasing income