

Building People's Financial Stability as a Public Service

15 Minutes of FEC: Partnerships and Integrations



Financial
Empowerment
Center

Financial Empowerment Center Model

- Free, 1-1 financial counseling as a municipal public service.
- Piloted in NYC under Mayor Michael Bloomberg (2008). The CFE Fund and Bloomberg Philanthropies replicated the model in Denver, Lansing, Nashville, Philadelphia, and San Antonio (2013).
- Professionally trained counselors support their clients in navigating complex financial challenges and choices. Counseling offered as a free stand-alone public service, and via integration into nonprofit and public social services.

Finding: Strong, Varied Partnerships



- City agency and mayoral support
- Nonprofit provider
- Managerial partnerships

Role of City Management

Provide Overall
Management

Assist with
Fundraising &
Sustainability

Leverage
Municipal
Government
Infrastructure

Monitor
Programmatic
Data

Connect FECs to
City, Nonprofit
Services

Role of Nonprofit Providers

Hire & Supervise
Financial
Counselors

Build Referral
and Integration
Partnerships

Coordinate Staff
Training &
Professional
Development

Community Partnership Types

Referral (268)

- Limited staff knowledge, printed outreach materials
- No feedback loop on client progress

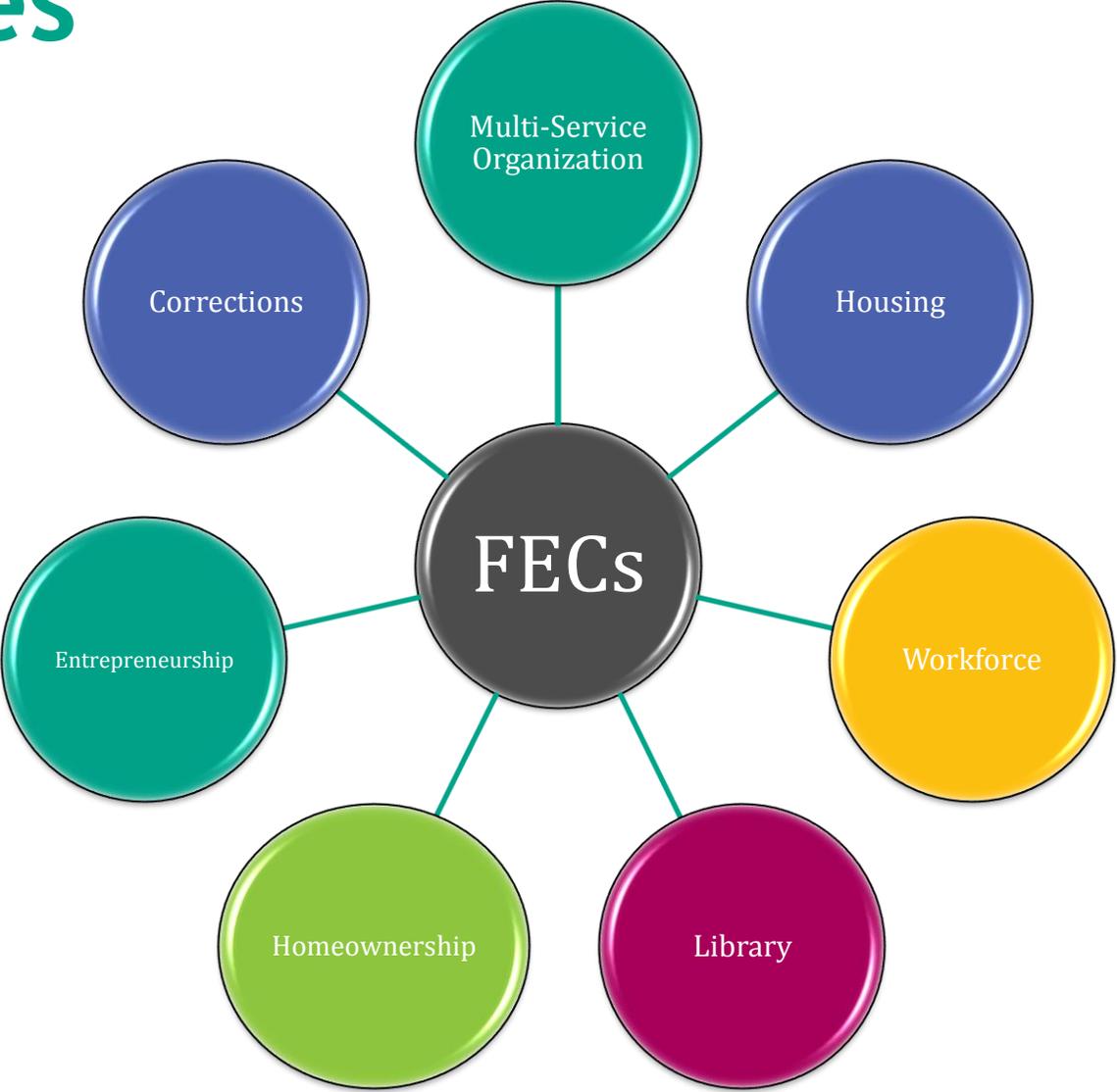
Co-location (29)

- On-site, but seen as an add-on
- Little communication about client progress
- Important for geographic accessibility

Programmatic Integration (57)

- A priority in the theory of change

Partner Types



Select Features of Strong Integrations

- Partners provide case management or long-term services, and people receive services at same location on regular basis.
- Financial counseling fit into partner's service delivery flow, with non-duplicative, specialized intake process.
- Counselor and partner staff craft coordinated service plans.
- Specific organizational goal for the FEC partnership, with awareness of how FEC outcomes contribute to program outcomes.
- Organization-wide buy-in for, and awareness of, the partnership

Strengthening Partnerships: Moving from Referral to Integration

Client Engagement Strategies

- Required sessions
- Incentives

Partnership Development Strategies

- Coordinated case management
- Formalizing partnerships (MOU)

Webinar Series: 15 Minutes of FEC

Date & Time	Topic
September 21, 2-2:15 p.m. EST	<i>Client Achievement:</i> FEC clients and their outcomes
September 28, 2-2:15 p.m. EST	<i>Banking Status:</i> Unbanked clients and banking outcomes
October, 2-2:15 p.m. EST	<i>Counseling Model:</i> Counselor and client engagement

Questions

You can do so by typing in your question using the chatbox on the left side of the screen.

Thank you!

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