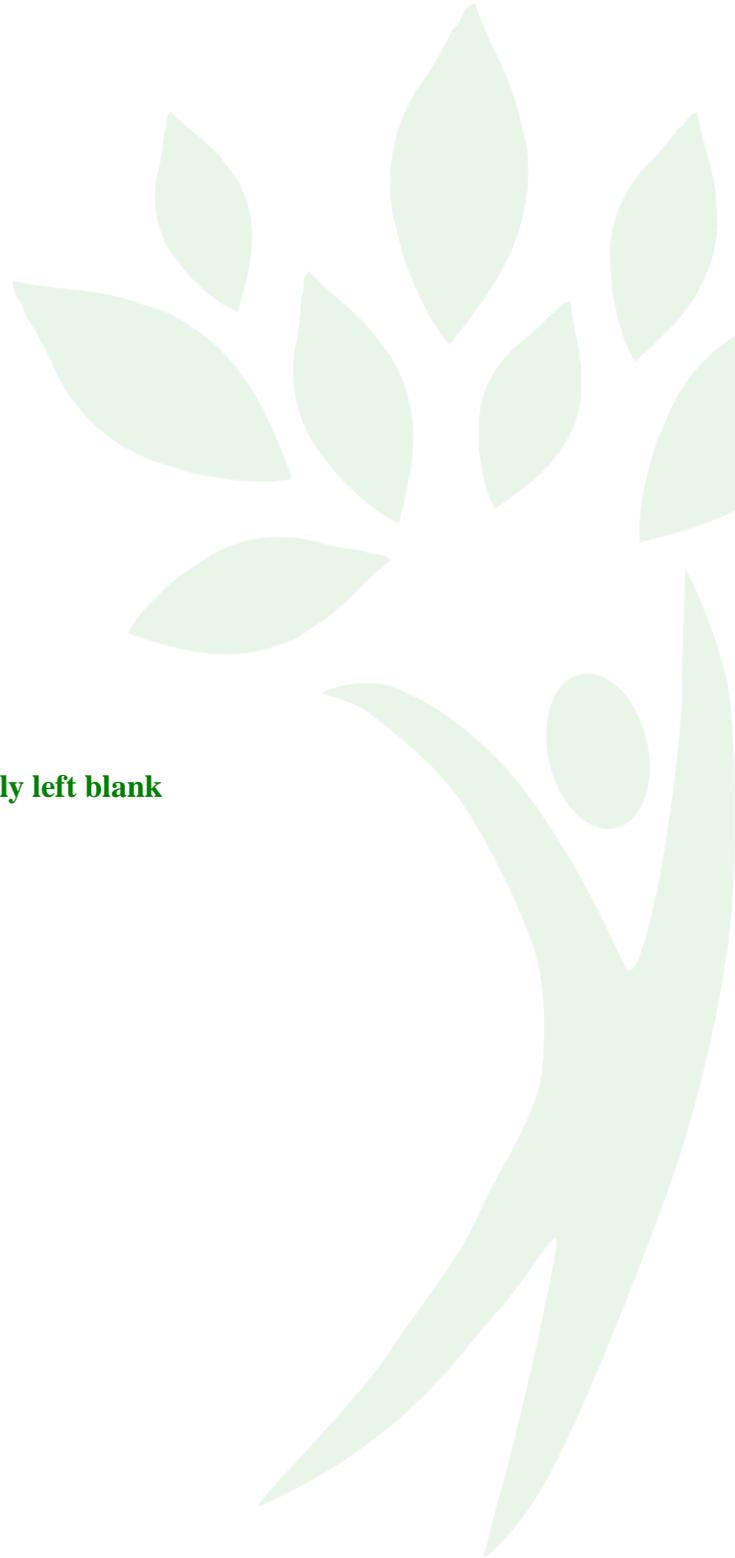


**Prosperity Center  
for Financial Opportunity**

**Quarterly Report  
July 1- September 30 2015**

**Prepared by Kourtney Woodbury, Director**



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## Approved Scope of Work (updated with new agreement from LISC)

Center goals for the current program year are listed below. Goals are aligned with agencies in the local and national Financial Opportunity Center (FOC) Network. Measurable outcomes correlating to program year goals are listed in the Measurable Outputs/Outcome section of this report.

1. # of Jobs earned
2. Achieved 90-day steady employment during the report period
3. Achieved 180-day steady employment during the report period
4. Achieved 365-day steady employment during the report period
5. Total # of people receiving subsequent Combined Financial Assessment (CFA)
6. Total # of people with at least one bureau showing an improved credit score
7. Total # of people with Net Income (NI) going up
8. Total # of people with Net Worth (NW) going up
9. Total # of people got exactly 2/3 FFT services
10. Total # of people who got exactly 3/3 FFT services
11. Bundled # of people receiving 2/3 and 3/3 FFT services

Each goal connects to client data collected and inputted entered into Efforts to Outcomes (ETO), the FOC client database. The “meat” of the goals focus on three financial indicators: increased net income, increased net worth and improved credit score. In partnership with the clients, we want to create traction in these financial areas as a means to drive financial stability and economic security. . Additional focus is being placed on these concepts by providing resources, tools and education to help clients obtain positive, monthly net income, assist clients in creating the opportunity for improved net worth.

## Narrative Description of Progress (July 1-September 30, 2015)

The Prosperity Center team is reacquainting with older clients and holding welcome back program overview to introduce them to the new coaching training the team received coaching training from Central New Mexico Community College (CNMCC)Financial Training. Center staff and Leonor Segura, formally of the Guadalupe Center travelled to Reno, NV for two training session to participate and received certification in the CNMCC training. CNMCC financial coaching training is considered the “gold standard”. The training introduced the Center team to new concepts in coaching that previously weren’t known. The Coaching Training emphasized the following key distinctions.

- Clients are experts in their own lives
- Staff does not give advice or counsel clients

Prior to the training, staff was engaged in counseling and advising. We spent a significant amount of time trying to determine what our clients could do. In doing this, we were not allowing the clients to be the expert in their lives. Coaching partners with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential, which is particularly important in today’s uncertain and complex

environment. Coaches honor the client as the expert in his or her life and work and believe every client is creative, resourceful and whole. Standing on this foundation, the coach's responsibility is to:

- Discover, clarify, and align with what the client wants to achieve
- Encourage client self-discovery
- Elicit client-generated solutions and strategies
- Hold the client responsible and accountable

This process helps clients dramatically improve their outlook on work and life, while improving their leadership skills and unlocking their potential.

## Measurable Outputs/Outcomes

This section requires you to report on your planned measurable outcomes and any progress that has been made against your approved outcomes.

Financial Opportunity Center-Prosperity Center	Year 3 Performance Expectations	Year 3 Actual thru September 30, 2015	% Complete
# of Jobs earned	60	5	.08
<input type="checkbox"/> Achieved 90-day steady employment during the report period	60	4	.06
<input type="checkbox"/> Achieved 180-day steady employment during the report period	48	6	.12
<input type="checkbox"/> Achieved 365-day steady employment during the report period	30	4	.13
<input type="checkbox"/> Total # of people receiving subsequent Combined Financial Assessment (CFA)	260	152	.58
Total # of people with at least one bureau showing an improved credit score	75	12	.16
Total # of people with Net Income (NI) going up	50	10	.20
Total # of people with Net Worth (NW) going up	60	1	.01
<input type="checkbox"/> Total # of people received exactly 2/3 FFT services	190	125	.65
<input type="checkbox"/> Total # of people received exactly 3/3 FFT services	70	63	.90
<input type="checkbox"/> Total # of 2/3 and 3/3 services received	260	188	.72

## Quarterly Success Stories- The Financial Opportunity Center Coaching Model

### **Retention and Engagement Effect:**

For quite some time the Prosperity Center has struggled with maintaining and or mandating retention requirements for clients. The first quarter has been dedicated to improving and ensuring the retention expectations are clear to all veteran and newer clients. In early October, a total client roster of 287 clients were and called by staff to confirm their interest in continuing to actively participate in center services. The clients who choose to move forward were required to attend a “Welcome Back Program Overview”. The overview was a presentation of the new retention expectations, Coaching Model, and a chance to be introduced to the new Financial Coach. There are three Welcome Back Program Overviews scheduled throughout the month of October with varying times and days of the weeks. Just recently, our goal of total number of clients indicated that we run the risk of being at operational capacity. As a staff of three, we want to make certain that we are providing quality services to the clients who want to be active and/or engaged and truly understand the benefits of being a client. With one date left we project dismissing 20-30 clients either by choice or non-contact. As a result, we are able to dedicate our time and resources to clients who are serious about being engaged.

### **Introducing Leonor Segura: the Center’s New Financial Coach**

Leonor Segura, or as others know her Leoni, is a passionate advocate for the low income community. As graduate of Rockhurst University, Leoni is a strong believer in the Jesuit core value of Cura Personalis, “Care for the whole person.”

Aligning herself with a community bank with a strong focus in community engagement, Leoni was tasked to promote services and expand products and services offered by bank to attract target market including development and testing of the procedures for staff training. Through this work, Leoni assisted numerous families achieve their dream of buying a home, become banked, send secured remittances, and get connected to

community resources. In 2011, because of their work, Leoni and her colleagues were awarded the FDIC Chairman’s Award for Excellence in Serving the Low-to-Moderate-Income Community.

As Leoni grew in her career, she quickly realized she had a calling to work more on the grassroots level which led her to the non-profit sector. As the new Financial Coach of the Prosperity, she works in partnership with clients in one-on-one meetings to discover, clarify and align with what the clients aim to achieve. Clients are empowered to self-discover and determine their own solutions and strategies to overcome their barriers and Leoni will provide educational resources when appropriate. Through these interactions, she encourages self-sustainability and asset-building according to client-directed goals and aspirations.

In Leoni’s free time, she loves spending time with her husband and their two fur-babies, Osa and Daisy, going to the park or playing in their Sunday kickball league. Besides that, Leoni also dedicates herself to professional



development organizations and organizations that encourage asset-building and sustainability. A member of the Habitat for Humanity Homeowner Selection Committee, Leoni assists by interviewing candidates who are looking to purchase homes through the organization's program.



## Goals for the Next Quarter

- Focus intention to improve client's credit scores, net income and net worth
- Welcome back program overviews will reengage at least 55 old clients
- Onboard an additional 65 people as Center clients
- Work with volunteers to deliver quality community workshops

## Challenges

- Assist clients in understanding the coaching model and new client flow
- Increased client office visits for financial coach; Center director to work directly with financial coach to manage volume



Help community supporters, collaborators understand the Center's program year goals and those goals that include multiple program years



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