

Innovative Changes

We help people achieve long-term financial health

- Community Development Financial Institution (CDFI)
- 501.c.3
- Licensed by State of Oregon
- Staff of 5 & 2 AmeriCorps VISTA members
- 7 member board of directors
- 17 volunteer coaches



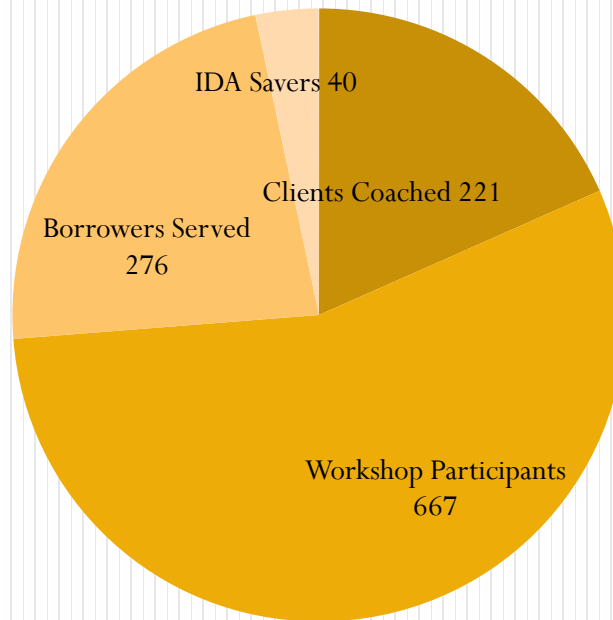
What We Do

- Actionable Financial Education
 - Small dollar loans as alternatives to payday loans
 - Credit building loans as a gateway to asset building
 - Matched savings for post secondary education

Who we serve

- People who lack adequate access to responsible financial products and services
 - Low or no credit scores
 - Derogatory or no banking history
- Low income, 88% live below 200% of the poverty line

In FY 13 we served over 1,200
people



Our Clients

57% are from communities of color

Amongst our clients from communities of color:

- 43% are African American
- 32% are Latino
- 25% are other communities, including African immigrants, Native Americans, Pacific Islanders

Our Clients

70% are women

Amongst our women clients:

- 60% are from communities of color
- 45% are female heads of household
- 37% are survivors of domestic violence



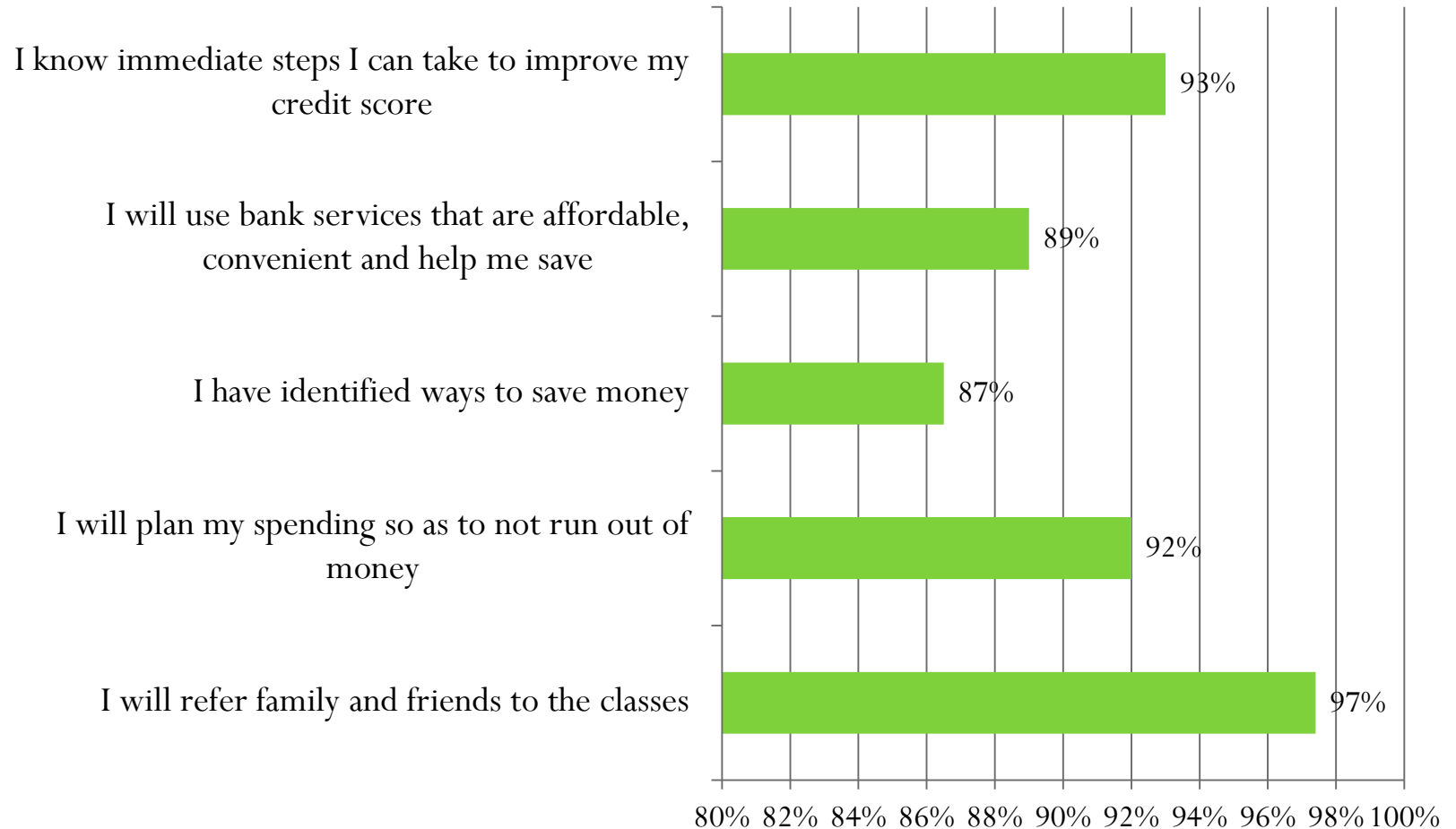
- Woman of color, head of household, family of 3, income below 50% median.
- Poor credit, use payday loans, check cashers, money orders, under banked.

Our Partners

- 47 referring partners, of which 6 are culturally specific organizations
- Strategic partnerships with CASH Oregon, Hacienda CDC and HomeForward
- Facilitate financial education seminars for Multnomah County Library

Workshop Impacts

Behavior Change and Self efficacy

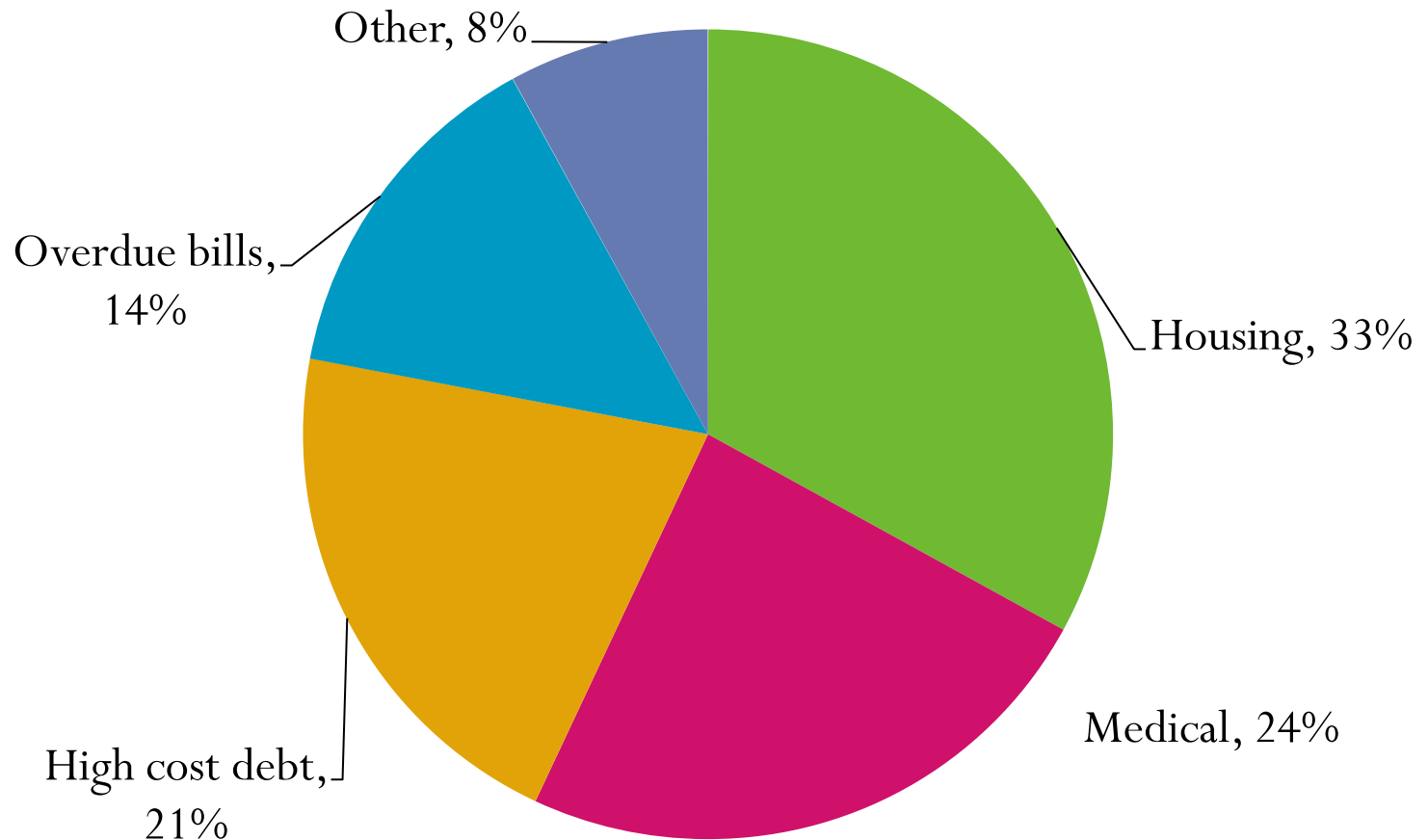


Coaching impact

After six months of working with us:

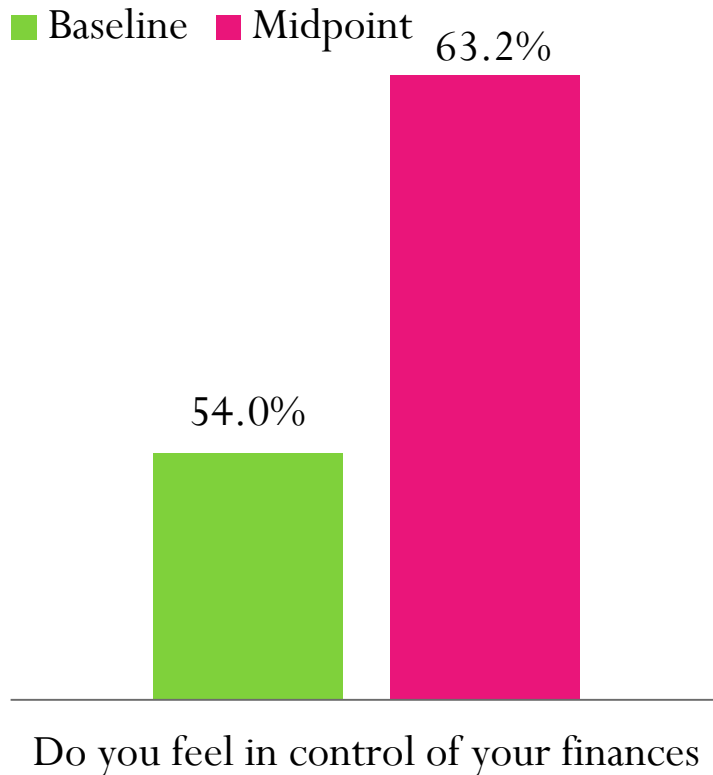
- 84% of clients report that they have taken steps to achieve a long-term goal.
- 79% say that they are experiencing positive impacts from reducing their stress around money.

Opportunity Loan Usage

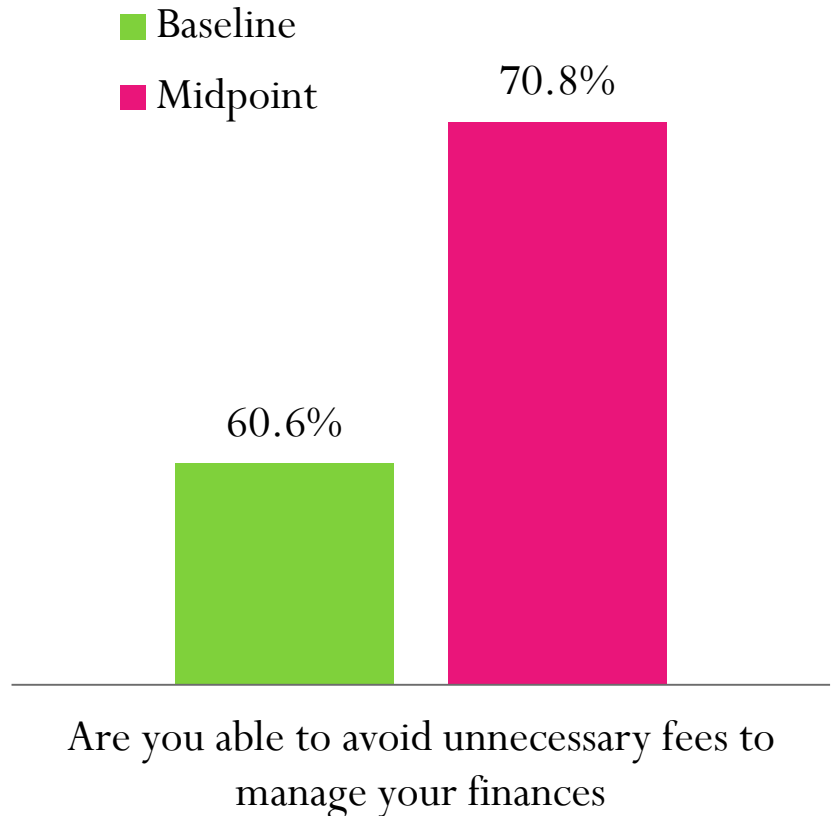


Opportunity Loan Impact

Borrowers' attitudes

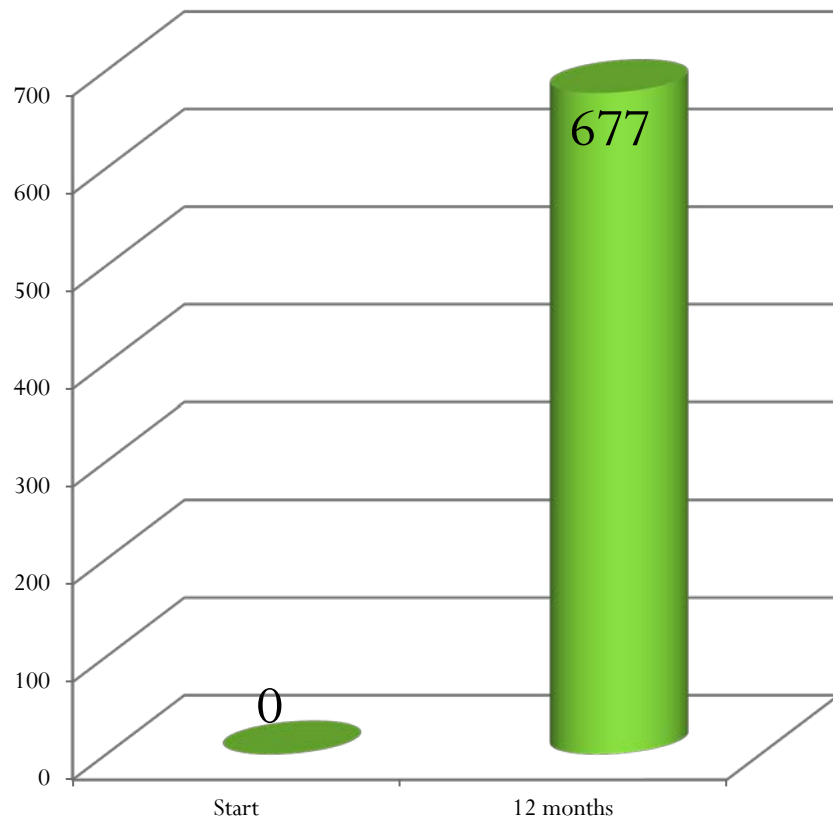


Borrowers' behaviors

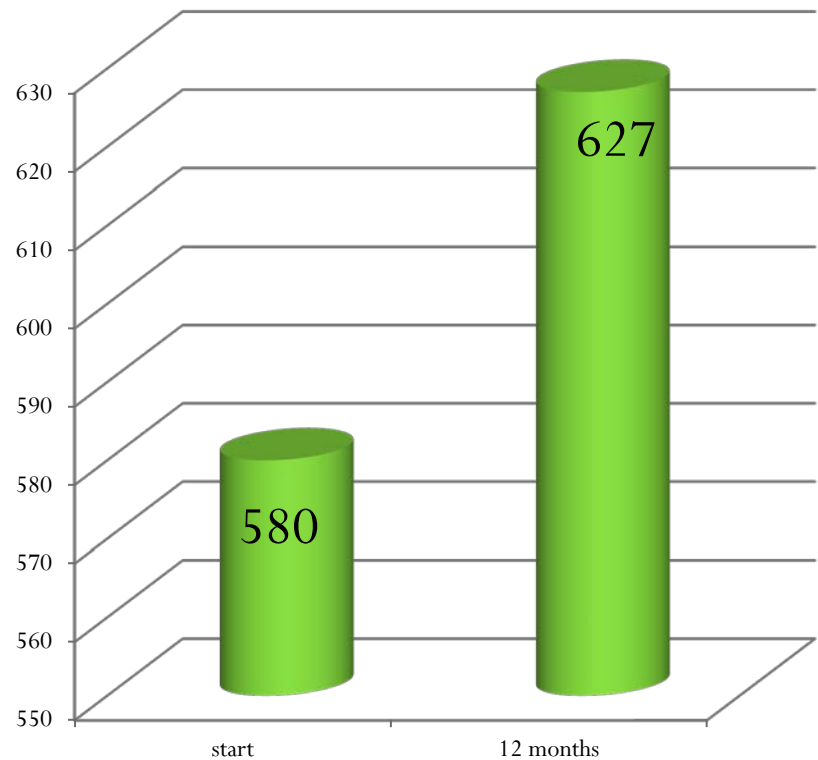


Credit building impact:

changes in credit scores over 12 months



For borrowers with no score



For borrowers with a low score

Individual Development Accounts

A 3 to 1 match on savings to fund post secondary education. Savers can save up to \$3,000 to receive a match of \$9,000.

Of our 70 savers, 71% are women, 10% are single parents.
35% represent minority groups, primarily Latino and African American.
16 savers are under 24 years old, half of whom are Latino.
Our saver retention rate is 88.5%.

Tax Time Outreach

150 Responses

- **43 are saving part of their refund**
- 53 want to review their credit report and 54 want to use the credit builder loan
- 44 want a financial coach and 30 want to attend our workshops
- 31 want to enroll in the matched savings program
- 50 want help with FASFA or Health Insurance enrollment information
- **17 people enrolled in a prepaid debit card**
- 23 want to volunteer with us

Innovative Changes

We help people achieve long-term financial health

Rachell Hall

Women's Peer Support Group Facilitator

