



Orlando

## Financial Inclusion Summit



### Priorities

#### **A. What can financial institutions and community-based organizations do to increase engagement of working-age adults with disabilities with mainstream financial products and services?**

1. Invite financial institutions to community service provider locations, events and conferences to participate in presenting financial education curriculums, and products and services to individuals with disabilities, provider staff and family members. Promote partnerships between banks and disability-related nonprofit organizations to offer or sponsor financial education programs.
2. Explore opportunities for businesses within the financial industry to tap into and hire from a talented pool of employees with disabilities. This often-untapped pool of workers has varying abilities and may serve in numerous job positions within an organization promoting a diverse and inclusive work culture.
3. Develop, update, and advertise (internally and externally) accommodation policies to include a dedicated, trained staff member to facilitate accommodation requests for customers with disabilities. In advertisements utilize people with disabilities in marketing and communication materials, both as employees and customers to reflect a welcoming and inclusive environment for persons with disabilities.
4. Develop accessible bank product standards or a checklist for banks on how to serve persons with disabilities. Build off of the Seal of Approval that the Florida legislature created for employers through the Unique Abilities program.
5. Invite representatives of local disability community (advocates, persons with disabilities and community providers) to participate in an advisory capacity to financial institutions. Local nonprofits that support persons with disabilities could invite senior management representatives from financial institutions to serve on their Board of Directors and Advisory Councils.

## **B. What can financial institutions do to keep customers with disabilities in the banking system and invest in long-term customer relationships? As a person with a disability, what do I want from a banking relationship?**

1. Dedicate a trained staff member at each branch to assist persons with disabilities. Ensure all staff are trained on disability etiquette and accommodation policies of the financial institution.
2. Ensure products and services are accessible and affordable. Test products and services with individuals with different types of disabilities before making available and then develop a training specifically on how to navigate services including online and mobile banking.
3. Adopt Bank On standards for products and services. Update [Bank On Greater Orlando](#) website to include banks/credit unions who meet the national standards.
4. Offer text messages as reminders and alerts to customers to avoid overdraft fees. Offer customers the option to set an alert for when an individual on SSI benefits is approaching \$2,000 in their account so they may transfer funds to their ABLE account.
5. Make account paper statements free when requested as an accommodation.

## **C. What can disability organizations do to improve financial capability for people with disabilities? Who could they collaborate with to increase availability of financial education and coaching?**

1. Educate APD providers and VR counselors about the importance of building financial capability. Make financial capability a part of program objectives. Integrate financial capability strategies into service delivery. Include My Money in Individual Education Plans (IEP) and Individual Work Plans (IWP) as a learning objective to improve financial literacy skills.
2. Create peer support groups to help build understanding of money, making ends meet and planning ahead. Support groups may access and in turn create training programs to help individuals with disabilities to be “ABLE ready” so they may open and manage an ABLE account.
3. Learn more about FDIC’s Money Smart program and arrange for a train the trainer engagement supported by FDIC. Begin by participating in the Financial Inclusion and Disability Awareness Training scheduled for Tuesday, October 10th at Goodwill Industries of Central Florida with FDIC and NDI experts.
4. Create a speakers’ bureau across financial institutions in Orlando and Orange County making it easier for disability organizations to identify points of contact interested in collaborating with the disability community. Learn more about Florida Prosperity Partnership ([www.floridaprospertypartnership.org](http://www.floridaprospertypartnership.org)), they may be able to assist in providing recommendations to and for the speakers’

- bureau. Disability organizations may also become engaged with FPP as a resource and become involved in their events and conferences.
5. Join and participate in NDI post-summit workgroup meetings on a regular basis to design implementation strategies based on Summit recommendations.

#### **D. How can we expand outreach to the disability community to educate eligible individuals with disabilities about the benefits of opening an ABLE account?**

1. Provide ABLE educational materials to:
  - a. all state benefits planners and counselors so they may offer information about the benefits of an ABLE account and the new ability for eligible individuals with disabilities to save without loss of federal means-tested benefits (Social Security, Medicaid)
  - b. all WIPA projects so they may include ABLE information in each benefits summary and analysis
  - c. financial advisors and trust attorneys for outreach and education about the benefits of an ABLE account
  - d. medical professionals, including discharge planners
  - e. libraries and schools
  - f. free Volunteer Income Tax Assistance (VITA) sites to encourage tax time refunds to be contributed to an ABLE account
  - g. schools and transition coordinators to discuss value of an ABLE account with youth with disabilities and their families
2. Design and implement ABLE Ready program to educate ABLE-eligible individuals with disabilities on how to open, manage and grow an account.
3. Work with DFS to add to the My Money website: an ABLE Ready checklist and 5 things financial institutions need to know about ABLE accounts under the financial institution section.
4. Partner with CareerSource and Disability Chamber of Commerce on how to educate employers/HR professionals on ABLE while encouraging them to include this in employee benefit programs. Target employers to educate their employees about ABLE accounts and match ABLE contributions.