



San Diego Financial Inclusion Summit Recommendations



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. Create a Coalition on Financial Inclusion and keep a list of organizations from the financial and disability communities. Identify members of the coalition willing to be guest speakers to educate the community. Develop a shared message for coalition speakers to go to communities and meet people where they are to provide education.
2. Create a resource map of available financial education and other services. Conduct outreach to nonprofits. Connect and reach out to agencies that support working-age adults with disabilities and organizations that support financial inclusion.
3. Hold a Summit of this type annually. All financial institutions need to attend the Financial Inclusion Summit to be informed and understand the needs of the disability community.
4. Teach consumers what documents are required and acceptable to open accounts or secure a loan.
5. Offer transportation or vouchers for public transportation so individuals have access to travel to banks and credit unions.
6. Lower or eliminate minimum balance requirements.
7. Offer accounts and other banking products with better protections and ensure financial education is available.
8. Offer additional financial education opportunities earlier to youth, ensuring this includes youth with disabilities.
9. Financial institutions should find a way to ensure people with disabilities feel welcomed when they walk through the door (front and center) (superior and sensitive customer service).
10. Tailored financial products that are publicized and targeted to the disability community (similar to marketing targeted to small business). Banks should work to ensure all products and services for people with disabilities are better known. Make sure all products and services are universally designed. Make sure all workshops and products and services are universally accessible (i.e., interpreters on community webinars). Provide accessible workshops to people with disabilities. Interpreters at community seminars is one example, need to accommodate everyone! Ensure services and products are available and accessible to everyone so all can be financially successful.
11. Targeted outreach to youth and people with disabilities (i.e., social media campaigns, campus visits, outreach to organizations). Providing awareness - for example, when

banks mail statements, they should include ABLÉ information. Connecting and reaching out to disability agencies that support working-age adults.

12. Nonprofits should invite their own bank/financial institutions to speak to their clients and organizational staff as a special event or an ongoing peer support group.

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. Disability sensitivity training for bank employees. Banks need to always remember compassion and empathy and flexibility to support individual needs.
2. Create deeper relationships with clients, perhaps monthly check-ins.
3. Healthier relationships with clients by providing better communication. Utilize more technology while being aware of needs for accessibility across the spectrum of disability.
4. Develop better relationships with people with disabilities by providing inclusive financial education for customers.
5. Ensure financial institutions are aware that there are diversified needs and regulations for some individuals (i.e., vehicle financing for an accessible van or house that needs modifications). Different underwriting standards, minimum account balances, financing options. Financial institutions should be aware that the needs of the disability community may be different or vary from others. An accessible vehicle (mobility) will be more expensive than a regular vehicle. Banks need to be aware of these differences. People with disabilities' lives cost more than an able-bodied person in the same situation.
6. More incentives to open accounts and save each month.
7. Work with local organizations like NAMI San Diego, A-DA, Arc of DC, FhV Living, SD Rescue Mission – more disability organizations.
8. Ensure frontline staff knows their customers with disabilities and find out what barriers might be present for them. Identify gaps in training for frontline staff and support with additional training opportunities.
9. Commit to fully accessible facilities for people with disabilities. For example, doors that open with a push button.
10. Products that are easy to understand. Provide services and products to give everyone an opportunity to be financially successful. As a person with a disability, I want the financial institution to help me understand their products and services.
11. Legislation – Community Reinvestment Act – currently being revised, should include people with disabilities. OCC has asked anyone in the U.S. to answer a series of questions regarding CRA modernization:
 - a. When was CRA created in law? 1977, more than 40 years ago, so notion of modernization could be a great idea.
 - b. The OCC has asked a series of questions about should we be clearer about activities banks get credit for, how we rate banks, should we rethink technology, how bank performance is rated, not just where physically located. Should we be

more specific on the CRA to include more economically vulnerable populations i.e., "the disabled?"

- c. Comments are due around November 15th. Advocate for CRA to be able to do outreach to the disability community through banks. CRA currently being revised and an opportunity to write comments to ensure people with disabilities are included (<https://www.occ.gov/news-issuances/news-releases/2018/nr-occ-2018-87a.pdf>).

12. Make sure banking technology is accessible (i.e., relay services, SMS, other alt text).
13. Banks should hire more people with disabilities.

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. Work with organizations like NAMI San Diego, A-DA, etc. Arc of DC, FhV Living, SD Rescue Mission. Work with nonprofits (collaborate) and engage with organizations like Operation HOPE.
2. Expand education and guest speakers (SDFLC, CPA, tax advisors, local banks/credit unions).
3. Ensure staff know resources for CalABLE accounts.
4. Partner up with multiple financial institutions to provide options. Do more parent training. Collaborate with parents and agencies that support individuals with disabilities.
5. Disability organizations should reach out to work with California Bankers Association.
6. Bring trained financial educators to teach "Money Smart" to your community organization.
7. Integrate financial education within services provided by community organizations. There is a need for financial education within the deaf community, including interpreters.
8. Do more parent training and collaborate more with organizations that support people with disabilities.
9. Involve financial institutions with workforce development and VR agencies to share resources.
10. Make sure that financial institutions get credit for serving people with disabilities.
11. Organizations that work with people with disabilities need to ask for assistance. For example, bring someone in to teach budgeting. Explain WHAT you need to know that fits the needs of your clients/community.... Be specific. Takes both sides of the conversation to be involved.
12. Each organization and state agency should develop a five-year plan to increase availability of financial education/coaching and set performance measures.
13. Educate representative payees about supporting the financial goals and decision making of their clients.

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. Utilize network of providers.
2. Provide educational opportunities in high schools and with disability employment providers.
3. Help individuals visualize financial success.
4. Peer educators – find volunteers that have been through/lived situation to share their stories.
5. Know resources (e.g., 211). Make them aware of CalABLE.
6. Educate staff, customers, nonprofit partners, affordable housing providers about ABLE and resources on ABLE.
7. Create more Summits, educate ourselves. Have ABLE posters, social media, TV, radio, videos.
8. State needs to send information about ABLE to provider agencies and all disability-related organizations.
9. Important to reach places that people use very often.
10. VITA clinics: Use VITA programs to promote ABLE. VITA centers in addition to community centers, churches, etc. to provide additional education. Suggestion of educating individuals during VITA season and adding information about ABLE to VITA trainings. Opportunities to open ABLE accounts at VITA sites as individuals complete their taxes.
11. Regional centers, job centers/career centers. VR and schools during IEP be required to hand out information about ABLE. Advertise ABLE at many places – AJCs' day programs, banks, park and recreation programs, grocery stores/food banks, religious partners. Put out ABLE posters, social media, etc. There are so many that are not aware of ABLE. Work with affordable housing providers, especially those serving people with disabilities.
12. Paychecks – include information about ABLE through payroll companies.
13. Include information about ABLE in monthly bank statements.
14. Work with Cal ABLE to put together promo video.
15. Try to work with large employers that could add ABLE information and disseminate through their ERG/affinity groups. Also have companies consider matching accounts much like other retirement accounts.
16. Work with SSA to include information about ABLE when mailing to those who receive SSI, etc.
17. What about the cultural nuances of people we serve? Make ABLE information available in various languages.
18. Have an "ABLE Day" statewide with special events and educational webinars that feature current account owners and families to explain why they opened an account and their financial goals.