

Financial Inclusion Summit: Seattle

Slide 1: Title

Financial Inclusion Summit: Seattle
September 16, 2016

Slide 2: Welcome and Introductions (1 of 4)

Welcome and Introductions
Michael Morris
Executive Director
National Disability Institute

Slide 3: Welcome and Introductions (2 of 4)

Welcome and Introductions
Michael Morris
Executive Director
National Disability Institute

Slide 4: Welcome and Introductions (3 of 4)

Welcome and Introductions
Brian Stewart
Vice President and Community Relations Office
JPMorgan Chase

Slide 5: Welcome and Introductions (4 of 4)

Welcome and Introductions
Alice Coday
Financial Empowerment Network

Slide 6: Why Are We Here?

A presentation of data on poverty and financial inclusion
Michael Morris
Executive Director
National Disability Institute

Slide 7: Why Are We Here? (continued)

- To Learn
- To Build a Bridge
- To Reduce Poverty and Advance Financial Inclusion among Americans with Disabilities

Slide 8: The Promise of the Americans with Disabilities Act (ADA)

“... the Nation's proper goals regarding individuals with disabilities are to assure equality of opportunity, full participation, independent living, and economic self-sufficiency for such individuals ...”

Slide 9: Data from FDIC, FINRA Investor Education Foundation and U.S. Census Bureau tells us:

- Adults with disabilities are twice as likely to live in poverty as those without disability.
- The disparity in the poverty rate between people with and without disabilities grows with age.
- Of households headed by an adult with disability, 46 percent were unbanked or underbanked and more likely using alternative financial services (such as pawnshops and payday lenders), as compared to 29 percent of households headed by a person without a disability.
- Of households headed by an adult with a disability, 73 percent reported having no savings accounts, as compared to 47 percent of households headed by a person without a disability.

Slide 10: 2012 FINRA Foundation National Financial Capability Study

- 81 percent of people with disabilities did not have an emergency fund to cover three months of expenses, as compared to 54 percent of people without disabilities;
- 70 percent of people with disabilities responded they could not come up with \$2,000 in an emergency, as compared to 37 percent of people without disabilities;
- Only 18 percent of people with disabilities had determined their retirement savings needs, as compared to 41 percent of people without disabilities;
- 41 percent of people with disabilities used methods of non-bank borrowing, such as a pawnshop or payday loan, as compared to 29 percent of people without disabilities; and
- 50 percent reported they were “not at all satisfied” with their current financial condition, as compared to 30 percent of people without disabilities.

Slide 11: Banking Status

Households headed by an adult with a disability are:

- More likely to be unbanked or underbanked
- More likely to be longer term unbanked
- More likely to open an account to receive direct deposit paychecks or other income, such as Social Security benefits
- Less likely to report future plans to join or rejoin the banking system when unbanked

Slide 12: What Else Do We Know?

- Less likely to have both checking and savings accounts
- Less likely to have a savings account

- More likely to use direct deposit
- More likely to use prepaid cards

Slide 13: What do we know about working-age adults with disabilities in Seattle?

- Three times more likely to be living below the poverty level as compared to their non-disabled peers
- Two times more likely to not have a college degree as compared to their non-disabled peers
- Three times more likely to be unemployed or not in the labor force as compared to non-disabled working age adults.
- Twice as likely to be unbanked or underbanked

Slide 14: No Single Solution

While there is no single solution or strategy to reduce poverty, increase income and saving, and to advance financial inclusion among Americans with disabilities, this Summit will identify and design strategic opportunities for sustainable change.

Slide 15: What is NDI Doing?

- A. DISABLE POVERTY Campaign
- On July 26, 2016, National Disability Institute (NDI) invited individuals, organizations, corporations and financial institutions to join the DISABLE POVERTY social media campaign. (www.disablepoverty.org)
 - Campaign focuses on two goals:
 - Decrease the number of working age adults with disabilities living in poverty by 50 percent; and
 - Increase financial inclusion and the use of mainstream banking products and services by 50 percent.

Slide 16: Disable Poverty

Disable Poverty is a grassroots campaign which aims to increase awareness about the nearly one in three Americans with disabilities that live in poverty and remain outside the economic mainstream.

The two overarching goals of the campaign, to be achieved in the next 10 years, are to:
 Decrease the number of working-age adults with disabilities living in poverty by 50%
 Increase the use of mainstream banking products and services among Americans with disabilities by 50%.

Take the pledge at disablepoverty.org.

Slide 17: Take the Pledge and Commit to Action!

[Screen shot from disablepoverty.org.]

Slide 18: What is NDI Doing? (continued)

B. Financial Inclusion Summits in Three Cities

- Seattle, September 16
- Chicago, October 25
- Columbus, November 16

These Summits bring the government, disability and financial communities together to make practical suggestions to assure people with disabilities access to mainstream financial services.

Slide 19: Review the Agenda

- Presentations on Seattle area efforts to improve financial inclusion and stability for individuals with disabilities
- Presentation on the effective efforts in Louisville, KY with the Mayor's office and community partners to build the bridge between the disability and financial communities
- Roundtable group discussions to make practical suggestions on future actions for sustainable change
- Lunch with guest keynote speaker Senator Cyrus Habib
- Review of group recommendations
- Next steps

Slide 20: Frame the Discussion of Financial Capability and Financial Well-being

- Ultimate goal is to support people with disabilities to achieve financial stability
- To better understand the connection and pathway to financial well-being, consider:
Financial Education (Knowledge and Skills) → Financial (Actions) → Financial Stability (Outcomes)

Slide 21: Financial Education

- Financial education provides the knowledge and skills an individual needs to effectively manage one's money.
- Financial education topics include:
 - Setting financial goals
 - Identifying income vs. expenses
 - Planning and maintaining a household spending plan
 - Managing checking and savings services
 - Developing and maintaining good credit
 - Identifying needs over wants
 - Avoiding money traps and recognizing predatory lending practices
 - Comparing financial products and services

Slide 22: Financial Capability

Financial Capability is about applying the knowledge and skills to make informed decisions when it comes to one's finances.

Examples:

- Learn how to balance a checkbook in a financial education class
- Better understanding of amount of money he or she has to spend and takes action to reduce banking overdraft fees

Slide 23: Financial Stability

Financial stability is the outcome of combining the knowledge and actions to make positive financial decisions.

For individuals with and without disabilities, financial well-being produces:

- An improved economic future
- Increased long-term planning
- Improved physical and mental health
- Better choices about where to live and
- Greater level of social, civic and economic participation.

Slide 24: New Opportunities for Economic Inclusion of People with Disabilities

- ABLE Accounts
- Section 503 Requirements for federal contractors to hire and retain workers with disabilities
- Workforce Innovation and Opportunity Act (WIOA)

Slide 25: ABLE Accounts

- Tax-advantaged savings accounts
- Will overcome savings limits of SSI, Medicaid and other federal benefits
- Washington state program will open in 2017
- Visit www.ablenrc.org

Slide 26: Section 503

- Affirmative obligations on federal contractors to be proactive in recruiting, hiring, accommodating, retaining, and advancing workers with disabilities
- For federal contractors and subcontractors (the Final Rule in effect as of March 24, 2014), sets for the first time a 7 percent utilization goal for individuals with disabilities
- Responsibility for oversight is the U.S. Department of Labor's Office of Federal Contract Compliance Programs (www.dol.gov/ofccp/regs/compliance/factsheets)

Slide 27: WIOA

- Enactment of WIOA in July 2014 provides new opportunities for the workforce development system to participate in financial literacy activities
- WIOA not only supports access to high quality skills development and certification programs, but it also is to focus on increasing worker prosperity and economic self-sufficiency

- New requirements to offer youth and adults with and without disabilities financial literacy activities coordinated with employment and training activities
- See Integrating Financial Capability and Asset Building Strategies into the Public Workforce Development System (<http://www.leadcenter.org/resource-center/report/integrating-financial-capability-and-asset-building-strategies-public-workforce-development-system>)

Slide 28: Advancing Financial Inclusion Panel: Challenges and Opportunities for Working-age Adults with Disabilities

Panel Discussion

Slide 29: Challenges and Opportunities for Working-age Adults with Disabilities

- **Jack Brummel**, Executive Director – Washington Access Fund
- **Linda Preston**, Community Affairs Specialist - FDIC
- **Jeff Southard**, Connect for Success Financial Coach – Cares of Washington
- **Mark L. Adreon**, Program and Partnership Development - Washington State Department of Services for the Blind (DSB)
- Moderator: Michael Morris

Slide 30: Presenter

Jack Brummel

Executive Director, Washington Access Fund

Slide 31: Washington Access Fund

Jack Brummel

Executive Director

Slide 32: Washington Access Fund Services

Low-interest Loans to purchase Assistive Technology (AT), and Business Equipment

- Up to \$25,000 for AT; Up to \$25,000 for businesses
- Maximum 5-year term
- 5% interest—no fees
-

Individual Development Accounts (IDAs) for AT and Business Equipment

- 1:1 matching grant for every dollar saved
- Save up to \$4,000
- Complete program requirements
- Currently have a waitlist

Slide 33: Washington Access Fund Services (continued)

Financial Capability Program

- Financial Well-being Assessment

- Financial Education
- Financial Coaching
- Credit Building Loans
- Referrals
 - Information about ABLE Accounts
 - Benefits Planning
 - Local BankOn initiatives
 - Other community resources

Slide 34: Presenter

Linda Preston
Community Affairs Specialist, FDIC

Slide 35: Advancing Financial Inclusion: Challenges and Opportunities for working-age adults with disabilities

FDIC
Seattle, Washington
Friday, September 16, 2016
Presented by: Linda Preston, Community Affairs Specialist

Slide 36: Community Affairs Branch: What do we do?

- The Community Affairs Branch assists financial institutions in developing strategies that are responsive to the credit, service and investment needs of the communities we both serve.
- The Community Affairs Branch participates in the supervision and regulation of FDIC insured banks; banks are examined routinely for safety and soundness and compliance with the Community Reinvestment Act.

Slide 37: 2016 Community Affairs Branch Focus

- The Economic Inclusion Ladder
- The Community Affairs Branch's work in 2016 is focused in primarily 5 areas of opportunity that work to deliver and support economic inclusion.
- Each area of opportunity builds capability and access to expand inclusion.
- It all begins with financial education and access to insured deposit accounts.

Slide 38: More Specifically: 2016 FDIC Performance Goal

Develop and implement targeted strategies to expand access to mainstream financial institutions by populations that are disproportionately likely to be unbanked or underbanked.

Slide 39: Historical Perspective

- Community Affairs completed a summary analysis of the FDIC "2013 National Survey of Unbanked and Underbanked Households" and other data related to the banking experience of individuals/families with disabilities. Our analysis

shows that generally households headed by persons with a disability were more likely to be unbanked and underbanked than their non-disabled comparators.

Slide 40: Historical Perspective (continued)

When added together, approximately one-third of non-disabled households are not fully banked compared to **46.5% of disabled households**.

Slide 41: Historical Perspective (cont.)

This data is informative in further defining action plans for people with disabilities that promote access to financial education and mainstream banking solutions.

Slide 42: FDIC CAB Work Underway

FDIC CAB continues to make strategic connections:

- National Federation of the Blind: Money Smart Braille for further collaboration on MS for the visually impaired, to explore the use by their 52 state affiliates;
- National Association of Councils on Development Disabilities: 54 state Councils on Developmental Disabilities, who is assisting us in defining the need for financial literacy curriculum training programs and other services at their state councils;
- The national office of The Arc: 650 individual chapters.

Slide 43: FDIC Recent CAB Events

Spring and Summer, 2016:

- **Money Smart Train the Trainer for Individuals with Disabilities:** sessions recently held in partnership with The Arc. Focus was to train ARC staff/team members in the Money Smart curriculum to help facilitate future trainings of their state affiliates.
- **Banker Roundtables and Community Development Forums** to discuss best practices for improving access and engagement of disabled individuals and families.

Slide 44: Next Steps

- Continue support of Bank On chapters to encourage and foster banking relationships within the disabled community
- Continue the linkages between FDIC regulated banks and the communities they serve; facilitate educational and training opportunities to expand awareness, best practices and engagement

Slide 45: Conclusion

- FDIC is committed to fostering and participating in efforts that bring economic inclusion to all of the communities we serve.
- Our focus is to support and deliver tangible results that reduce the incidence of underbanked or non-banked families, to help in removing barriers that block access to the financial mainstream.

Slide 46: Presenter

Jeff Southard
Connect for Success, Financial Coach
Cares of Washington

Slide 47: Connect Success

Working with Employers to Retain Workers
Financial Coaching
Navigating Systems
Education and Goal Setting

Slide 48: Financial Coaching

- Helping clients to overcome barriers
- Setting up to pay off old debts
- Determine eligibility for services

Slide 49: Navigate Systems

Tracing collection accounts
Connections loans/home buying assistance

Slide 50: Education and Goal Setting

Plan for personal prosperity
Recognizing and changing behavior patterns
Budgeting and avoiding scams

Slide 51: Presenter

Mark L. Adreon
Program and Partnership Development
Washington State Department of Services for the Blind

Slide 52: Dreams and Reality Entrepreneurship (DARE)

- Build financial literacy
- Build a business
- Build a legacy

Slide 53: DARE

- Large net to screen people in – not out
- Develop foundations of building a business
- Utilize *Shark Tank* approach to pitch business plan

Slide 54: Self-employment as a first choice – not last choice

DSB understands and values start-up business as a viable vocational choice.

Slide 55: Direct Connection between Financial Capability and Entrepreneurship

Understanding and knowing how to manage finances is the first foundational step to entrepreneurship.

Slide 56: Path to Prosperity

Dream – I can expect more than just living above poverty

Reality – Understanding finances builds confidence to control personal destiny

Entrepreneurship – The vehicle that can drive dreams to reality

Slide 57: Break

Slide 58: Building a Bridge Between the Disability and Financial Communities

Tina M. Lentz

Co-Chair, Bank on Louisville Executive Committee and Executive Administrator
Advocacy and Empowerment Division, Louisville Metro Government's Department of
Community Services

Slide 59: Building a Bridge Between the Financial and Disabilities Communities

Tina Lentz

Executive Administrator

Louisville Metro Community Services

Advocacy and Financial Empowerment Division

Slide 60: NDI Partnership: Our Goal

Promote the integration of financial empowerment strategies to advance financial capability related to employment goals and improve positive financial behaviors for individuals with disabilities

Our Approach

- Raise Community Awareness
- Increase Inclusivity and Accessibility
- Training and Technical Assistance
- Engagement
- Tools and Resources

Slide 61: Structure

Bank On Louisville/Financial Ladder

Working to collaboratively strengthen our community's economic well-being through improved access to mainstream financial education and services

Creating a community-wide culture of financial inclusiveness and accessibility that services the diverse Louisville Metro population

Slide 62: Increasing Awareness, Inclusivity and Accessibility

[Art of the covers of various reports: Louisville Community Financial Empowerment, Sept. 2015; Kentucky Disability & Accessibility, Sept. 2015; Disability Benefits & Employment Workbook, 2016 Edition; Myth vs. Reality: Working While Receiving Social Security Benefits]

Slide 63: Community Financial Empowerment Certification and Training Goals

The Community Financial Empowerment Certification and Training program is designed to:

- create a common understanding of the financial issues and challenges facing clients
- increase staff confidence to engage in financial conversations
- provide guidance on when and how to integrate financial empowerment into service delivery
- raise awareness about sound financial education standards and practices
- create a support system
- help sustain and expand financial empowerment efforts in our community

Slide 64: Personal Finance Empowerment Series Goal

The Personal Finance Empowerment Series provides free financial capacity building opportunities to social service providers -- government and nonprofit case managers and front-line staff -- to:

- increase financial management knowledge;
- promote behavior that advances financial stability; and
- increase confidence to achieve financial goals

Slide 65: PhotoVoice Project

[Art of various prints: 1) Employment is a source of pride, self-sufficiency, and greater financial well-being; 2) This program helps build confidence and pride for the job seeker. And confidence is an asset that gets people started along the pathway to financial well-being; 3) Individual development account programs provide more than just access to the open road. They provide keys to unlocking sustainable, long-term financial well-being; 4) Our programs help individuals support themselves and live independently while becoming more financially responsible.]

Slide 66: Financial Empowerment Integration Outcomes

- Increased participation in financial empowerment training
- Increased completion of Financial Empowerment Level 1 Certification
- Increased recruitment of facilitators for financial empowerment workshops
- Increased awareness and access to financial empowerment related resources, services and tools
- Increased commitment to ensuring accessibility and inclusivity among other service providers

Slide 67: On the Horizon

- Engaging financial institutions as partners focused on improving access to safe and affordable accounts
- Launching the Matched Savings and Credit Building Pilot
- Continue financial capability efforts to increase informed decision-making for persons with and without disabilities, including youth

Slide 68: No title.

Tina Lentz

Louisville Metro Community Services
Advocacy and Empowerment Division

Tina.lentz@louisvilleky.gov

Slide 69: Group Discussions

1. Outreach to Disability Community
2. Expanding Financial Education and Coaching to People with Disabilities
3. Improving Financial Inclusion for People with Disabilities by Financial Institutions
4. Building Public-Private Sector Collaboration

Slide 70: Roundtable Discussion Instructions

- Each table should select a recorder to take notes and a spokesperson to share your recommendations with the full audience when we reconvene.
- There are seven questions. Each table should prepare recommendations for questions 1, 2, and 3.
- Each table should select at least one additional question to answer.
- You have one hour for group discussion. Please spend the last 15 minutes selecting your priority recommendations. (Top three per question and make sure your spokesperson is prepared to share with the group.)
- If you have a question, please raise your hand. Alice and I will be circulating and come to your table.

Slide 71: Roundtable Discussion: Questions for Seattle

1. What can financial institutions do to increase engagement of working-age adults with disabilities with mainstream financial products and services?
2. What can financial institutions do to keep customers with disabilities in the banking system and invest in long-term customer relationships?
3. 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?
4. How can we expand outreach to the disability community to educate eligible individuals with disabilities about the benefits of opening an ABLE account?
5. How can financial institutions increase support to disability-owned businesses or start-ups?

6. What can we do in Seattle to replicate the Financial Empowerment vision and promising practices explained by Tina Lentz as part of Louisville, Kentucky Metro Services and the Mayor's office?
7. As a person with a disability, what do I want from a banking relationship?

Slide 72: Presentation of Proclamation

Patricia Lally, Director
Seattle Office for Civil Rights

Slide 73: Luncheon Keynote Speaker

Senator Cyrus Habib

Slide 74: Reports and Recommendations from Group Discussions

Slide 75: Next Steps and Wrap-Up

Alice Coday
Michael Morris

Slide 76: LEARN – Upcoming Training Opportunities

- CFBP Your Money, Your Goals Training: Inclusion & Disability Awareness
October 26, 2016; 8:45 a.m. – 4:00 p.m.; Business Impact NW Building, Seattle

Slide 77: DISABLE POVERTY – Take the Pledge

- Ask everyone at your organization to take the pledge and make a commitment to action
- Share the DISABLE POVERTY campaign with your staff and clients through social media, newsletters and community partnerships
- Use the DISABLE POVERTY toolkit
- Offer financial education and other volunteer support services to disability and advocacy organizations

Slide 78: EXPLORE - Credit, Debt, Savings and Banking Resources at www.everyoneiswelcome.org

- Credit - Assistive technology loans as a credit builder loan
- Debt - Integrating financial capability to reduce debt
 - Create a financial stability peer support group
- Savings – Become an ABLA Ambassador
- Banking – Bank On Seattle-King County Resources
 - Offer financial education classes – use programs like [Money Smart](#) (FDIC)
 - Track and report your conversion rate of unbanked clients to banked clients

Slide 79: No title.

Today's event was made possible through the generous support of **JPMorgan Chase**.