



## Seattle Financial Inclusion Summit



### Recommendations

#### A. Have financial institutions improve access and long-term relationships with customers across the spectrum of disabilities.

1. Utilize people with disabilities to provide disability sensitivity training to bank personnel to improve customer service. Reach agreement on topics to be covered that improve accessibility of bank products and services.
2. Have designated by each financial institution a liaison or point person to interact with the disability community and be able to provide a rapid response to help solve consumer complaints regarding access and inclusion.
3. Utilize "disability advisors" who are individuals with different types of disabilities to regularly review and suggest quality improvements to online transactions and general website in terms of accessibility.
4. Include people with disabilities in marketing materials (print, online, television) to support the message of a commitment to financial inclusion.
5. Expand awareness of the benefits of ABLE accounts by having financial institutions provide educational materials to their customers (potential account owners and contributors) and offer easy methods to enable a bank's customer to make regular direct deposits to an ABLE account from a checking or savings account or use reward points or cash awards from a credit card to be transferred to an ABLE account.

#### Also receiving multiple votes:

1. Expand collaboration with disability public and private agencies to increase the availability of capital for small business startup and growth and varying types of consumer loans (assistive technology and vehicle and home modifications).
2. Utilize people with disabilities in beta testing new products and services before product or service is broadly introduced and marketed to the general public. Focus on universal design of products and services that would benefit all customers with and without disabilities.
3. Increase interaction with the disability community through presentations at venues where people with disabilities are already (centers for independent living, employment service provider nonprofit agencies, Vocational Rehabilitation and Social Security offices) (A traveling road show explaining products and services).
4. Employ more people with disabilities in different roles to help build a culture of inclusion.
5. Explore more opportunities for remote opening of a checking or savings account to overcome barriers of access to transportation that would enable a customer with disabilities to visit a branch office. Allow alternative photo ID cards to open an account and cash checks.

**B. Build the capacity of government, disability, and other community nonprofit agencies to provide financial education and financial coaching/counseling services to improve the financial capability and informed financial decision-making of individuals with disabilities.**

1. Establish a work group that keeps the momentum going from the Summit and involves the disability and financial communities.
2. Educate benefits planners about critical knowledge and skills to build financial capability of individuals with disabilities. Train VR counselors to provide financial education and financial coaching. Train Centers for Independent Living staff to integrate financial education and counseling into their independent living skills training.
3. Develop education materials and a coordinated outreach campaign to educate individuals with disabilities about the benefits of and how to open an ABLE account.
4. Create a Seattle resource map of public and private entities (banks, government agencies, nonprofits) who provide financial education and/or financial counseling and coaching and make it widely available through the Mayor's Office. Update the resource map annually. Create a matrix of financial products and services available for customers with disabilities that explains what they are, how to access, and costs; and distribute through disability community partner agencies and organizations.
5. Establish, with engagement of financial institutions, a mentorship program for entrepreneurs with disabilities for each phase of startup and business development. Have banks and Vocational Rehabilitation (VR) work together to make startup and business expansion funds available for entrepreneurs with disabilities with VR funds as a loan loss reserve for first two years of a business.

Also receiving multiple votes:

1. Establish a common template for a financial health assessment to be used by schools, VR, independent living centers, employment service providers, workforce development system, and other community nonprofits to make it a part of intake and service delivery.
2. Create a financial educators network to provide peer support and share materials and resources to support individuals with disabilities.