



## Integrated Financial Capability Services

Municipalities and community-based organizations across the country are integrating financial capability services into their service delivery to improve the financial well-being of the individuals they serve. Integrated financial capability services refers to the bundling of one or more human services with one or more of the financial capability services designed to help an individual improve their financial well-being.

A growing body of work shows that when human and financial capability services are bundled, positive outcomes are achieved by individuals on their path to financial well-being. For the individual, integrated financial capability services can support long-term planning, greater educational attainment, improved employment status and financial stability. For the service professional, it improves program outcomes and reduces turnover costs.

### Examples of integrated financial capability services include:

- Offering disability employment services bundled with financial education activities. The bundling of these services may particularly support employees in building the skills they need to effectively manage an increase in income, including establishing savings behaviors.
- Offering supportive housing services bundled with credit building services to improve the household's ability to manage financial emergencies.
- Offering early childhood intervention services bundled with free tax preparation services to support eligible families to claim their Childcare Tax Credit and increase their total annual household income.

Organizations can choose to **provide** bundled services on their own, **partner** with other organizations to provide bundled services in-house, **refer** customers to the identified service provider or use more than one of these options. For example, a workforce center may provide employment services and partner with a bank and their staff volunteer program to offer financial education classes in-house and refer customers to a local financial coaching program to secure more in-depth services for the individual.

Prosperity Now developed **PAVING THE WAY - A Roadmap for Organizations Partnering to Deliver Financial Capability Services**. Their brief provides insight on four phases to building a roadmap in delivering financial capability services. These four phases are described below.

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- 1 DISCOVER** Organizations assess their clients' current financial capability, establish a theory of change and explore integration opportunities within programs and in the communities they serve.
  - 2 DESIGN** Organizations establish an integration strategy, identify community partners and resource needs and put the right systems in place to integrate services.
  - 3 IMPLEMENT** Organizations deliver financial capability services and track progress toward outcomes.
  - 4 CONVERGE** Organizations share learnings with their communities and the broader field, evaluate impact and determine next steps.
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**To learn more about the roadmap, visit:**

[prosperitynow.org/resources/paving-way-roadmap-organizations-partnering-deliver-financial-capability-services](https://prosperitynow.org/resources/paving-way-roadmap-organizations-partnering-deliver-financial-capability-services)



## RESOURCES

Use the following resources and tools to learn more about integrated financial capability services models and how to provide bundled services.

### **Building Financial Capability - A Planning Guide for Integrated Services**

This planning guide provides a step-by-step process to assist community-based organizations who want to integrate financial capability services into their programs.

[prosperitynow.org/tools-building-financial-capability-planning-guide-integrated-services](https://prosperitynow.org/tools-building-financial-capability-planning-guide-integrated-services)

### **Empowering Prosperity: Strengthening Human Services Impacts Through Asset Integration**

This guidebook provides an overview of integrating asset building programs into human services along with examples of organizations that are offering integrated services.

[heller.brandeis.edu/iasp/pdfs/racial-wealth-equity/asset-integration/empowering-prosperity.pdf](https://heller.brandeis.edu/iasp/pdfs/racial-wealth-equity/asset-integration/empowering-prosperity.pdf)

### **Integrating Financial Capability and Asset Building Strategies into the Public Workforce Development System**

This brief provides examples of how American Job Centers are providing integrated financial capability services.

[leadcenter.org/resources/report-brief/integrating-financial-capability-and-asset-building-strategies-public-workforce-development-system-0](https://leadcenter.org/resources/report-brief/integrating-financial-capability-and-asset-building-strategies-public-workforce-development-system-0)