**MID-YEAR REPORT FOR OUTCOME PROGRESS**

Reporting for: **July 1 – November 30 2019**

**Agency Name: Iowa Able Foundation**  
**Program Name: Financial Coaching**  
Brief Description of Program: Free financial coaching offered in both a one-on-one and group setting available to the disability community we serve in Story County.

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

Iowa Able Foundation continues to be in a significant transition during this reporting period. The Board of Directors approved a new strategic plan in April and continued the process by approving pilot programs to be launched in 2020. The pilot programs are a significant change in the how Iowa Able Foundation serves our clients. The credit builder loan pilot program not only changes the how, but the who as this program will be open to all Iowans.

The Story County financial coaching program continued without disruption, allowing Iowa Able clients to work with a financial coach professional free of charge. Carolyn Steckelberg serves as Iowa Able Foundation’s financial coach serving only Story County. Ms. Steckelberg’s experience includes the following: Family Financial Counselor, Job Coach & Family Development Specialist, Mid-Iowa Community Action, Inc.; Faculty Member, Iowa State University; Women With Initiative Mentor, United Way of Story County; and other volunteer positions related to financial counseling and diversity related issues.

Iowa Able Foundation refers Story County clients to the financial coach. The expectation is that the financial coach will work with the client to review and address any issues with their credit report. The coaching sessions are to help the client set, meet or exceed financial goals while learning about budgeting and other money related topics. Ms. Steckelberg meets one-on-one with clients to provide individualized attention and privacy.

However, as the financial education (empowerment program) has been revised and enhanced, this has impacted the number of hours Ms. Steckelberg has completed during this reporting period. The number of hours will increase in the next half of the reporting period that will reflect the changes to the program.

**Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

Ms. Steckelberg submits a monthly invoice and report of outcomes which is summarized as follows:

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Direct Coaching Hours: 20.25 hours

Indirect Coaching Hours: 13.75 hours

Training/ Meetings: 4 Iowa Able Foundation meeting/training sessions

Iowa Able Foundation continues to be in the process of reviewing the financial coaching program and standard operating procedures of how the organization measures success for clients. Iowa Able currently measures success by reviewing credit score improvement and program evaluations. The financial coaching standard operating procedures requires financial coaches to implement individual goal setting which may not be reflected on the credit report, but is beneficial to the client becoming financially responsible and independent.

In January 2020, a new financial empowerment director will join the Iowa Able Foundation team. Her responsibilities will include the implementation and enforcement of measuring and tracking outcomes. This will include overseeing the financial coaches.

**Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**   
Coach/Client Goals Accomplished Examples:

* Client received energy assistance (UHEAP) credit
* Client received assistance reporting income to DHS
* Client received update in food assistance monthly update
* Client received assistance with security deposit and referral to Student Legal Resources at ISU
* Client visited Food at First and Bethesda food pantries
* Client tracked food expenses
* Client completed application for energy assistance
* Completed updated monthly spending plan with client
* Completed Barriers to Your Ideal Career Worksheet, SmartABoutMoney.org with client
* Client completed application for City of Ames Transportation services
* Client provided copy of lease to CIHRA for rental assistance

Quantitative data for these clients is not available at this time. Borrowers have achieved goals not easily measured or reflected on their credit report including establishment of a retirement account, developing and implementing a budget, obtaining and deciphering their credit report, and creating a cash flow to understand where their money is going.

1. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date**:   
   Ms. Steckelberg helps Story County coaching clients connect to community services that they were not aware of (ie: utility assistance, legal aid, student loan forgiveness). Community referrals include the following:

* United Way of Story County
* DMAC Workforce Training Academy
* Uber
* Goodwill job placement services
* Disability Rights of Iowa
* Safelink or Assurance Wireless for Lifeline mobile phone program
* Good Neighbor Services
* Story County Human Services Council
* NAMI
* Habitat for Humanity
* Iowa State University Extension and Outreach
* Iowa State University
* JoyRide Transportation services
* Youth and Shelter Services
* Mid-Iowa Community Action, Inc.
* LIHEAP
* Aging Resources of Central Iowa
* Mary Greeley

In addition, Ms. Steckleberg meets with some of her clients in the community. Locations include Ames Public Library, South Duff Apartments, Stomping Grounds, and other places.

The community has benefitted from the availability of free financial coaching without being a part of the loan program at the Iowa Able Foundation. Clients with the assistance of Ms. Steckelberg arrange affordable payment plans with debtors to satisfy their debt and improve their credit, which benefits the community.

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**   
   Ms. Steckelberg has reported that barriers encountered working with Iowa Able clients are due to conflicting schedules which makes it difficult to schedule a time that works with the client. Communication can be particularly difficult in the months when clients cannot access their telephone, email, or transportation due to their financial circumstances.

The other barrier encountered is the organization’s transition. Because of the change in staffing, it has been challenging as not only has Ms. Steckleberg been serving her current roster of clients, but answering the numerous questions of the new executive director, loan officer, and program manager. She has also had to fill-in as the other coaches have either drastically reduced their caseload or no longer employed with Iowa Able Foundation.

Iowa Able Foundation has also been reviewing all policies and procedures which could be interpreted as a barrier because it has created pauses in the system to address issues.

1. **Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):**   
   The Iowa Able Foundation has been able to serve five clients in the Story County area from July through November.

**Staff Use Only:**Change/ Benefits demonstrated for client/ community? Yes No  
Quantifiable Outcome Measures? Yes No  
Outcomes Reported? Yes No

1. **Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?**Yes. Iowa Able Foundation has created a waiting list to ensure that each financial coaching client has the individualized attention needed to meet their goals. There are 7 individuals on the waiting list. The goal is to have each person on the waiting list assigned to a financial coach in the early part of 2019.
2. **Comments:**

Financial coaching in Story County during this time period was only one-on-one sessions. A Group class is anticipated to be scheduled in the second half of the year and will be reported on in the final year end reporting.