

Working Families Success Network & Integrated Service Delivery *Outcomes*

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LISC

The CWF Approach is Adopted Across the Country: Working Families Success Network



WFSN Service Providers Bundle Services Within and Across Three Strategy Areas

| Employment/ Career Services | Income/ Work Supports | Financial Services/ Asset Building |
|--|--------------------------|---|
| Job readiness, job placement | Public benefits access | Educational workshops and financial coaching |
| Hard skills training, job placement | Tax credits | One-on-one financial coaching and counseling |
| Career advancement: education and skill training, advising | Student financial aid | Financial services & products: access to better priced products (check cashing, loans, savings) |

LISC Financial Opportunity Centers

- Over 70 organizations receive funding and technical assistance from LISC, and integrate
 - Workforce development services
 - Financial coaching
 - Income Supports
- Not a program, but a service delivery approach
- Common data tracking system (FFT ETO) and common outcomes
 - Long term job retention
 - Increases in net income
 - Increases in net worth
 - Increases in credit score

WFSN/FOC Data and Outcomes

- Data helps practitioner understand program design and allows for performance management
 - Who is getting bundled services and what types of outcomes do they achieve?
- We track all stories and client efforts, but want to know the bottom line impact
- Data helps practitioners understand what needs to be improved
- Provides opportunities to celebrate victories and success



FOC Studies

Impact Evaluation (SIF Evaluation)

Goals: Assess the impact of FOC program on net income, net worth, credit scores, and employment

Ethnography

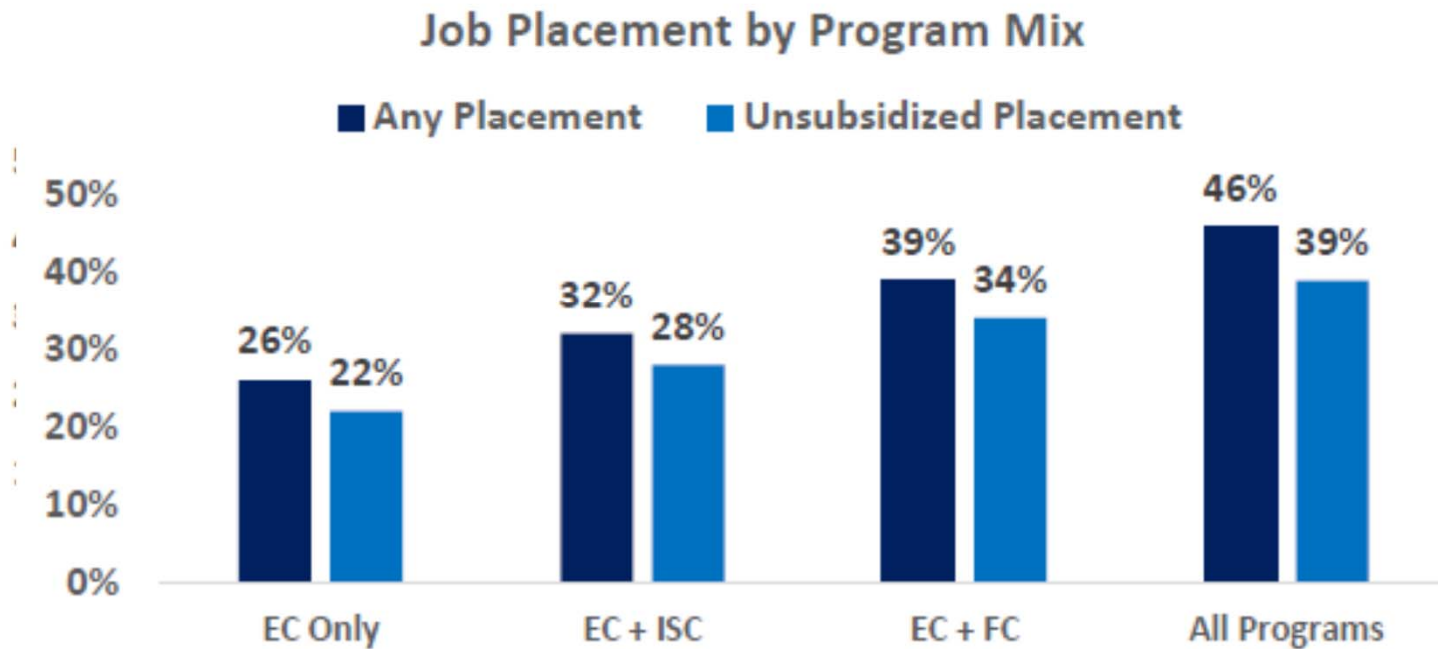
Goals: Gain qualitative understanding of the effects of FOC programs on participants' financial stability, quality of life, and home environment

Internal data analysis

Goals: Mine ETO data for more nuanced views of program effectiveness, site-level variation, and longitudinal program pathway trends

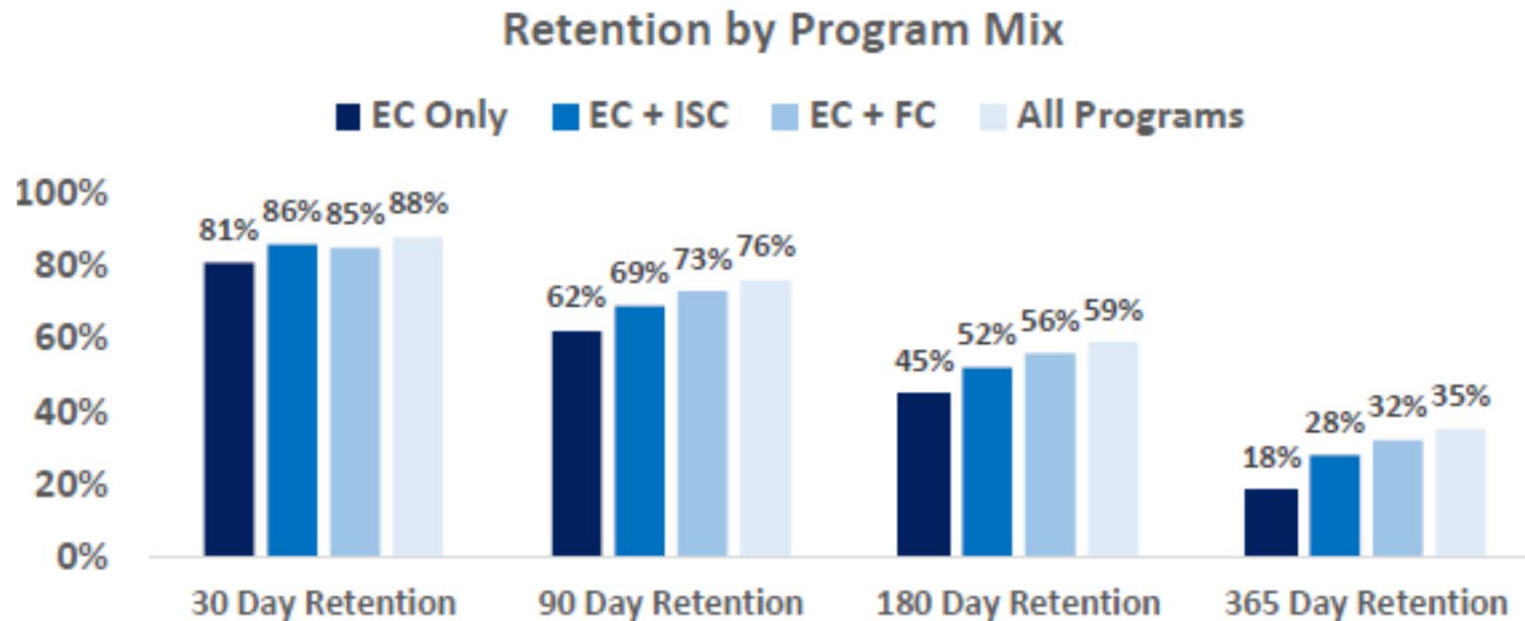
LISC FOC Program Data Analysis

Placement improved with bundling



LISC FOC Program Data Analysis

Retention improved with bundling



WFSN/FOC Data and Outcomes

- Data helps practitioner understand program design and allows for performance management
 - Who is getting bundled services and what types of outcomes do they achieve?
- We track all stories and client efforts, but want to know the bottom line impact **over time**
- Data helps practitioners understand what needs to be improved
- Provides opportunities to celebrate victories and success



Why the Data Matters

- So we know our work matters
- Build the policy case for public and private funding
- Informs practitioners to improve service delivery
- Tell our story!



Contact & Resources

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