



UNITED WAY OF METROPOLITAN CHICAGO

FINAL FINANCIAL STABILITY ISSUE AREA MEASUREMENT FRAMEWORK

JULY 1, 2010- JUNE 30, 2012

FINANCIAL STABILITY MEASUREMENT FRAMEWORK

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<u>FINANCIAL LITERACY</u>		<u>EMPLOYMENT</u>		<u>INCOME SUPPORTS</u>		<u>SAVING & ASSETS</u>	
Improve financial literacy & management		Get and keep a sustainable job		Access income supports to make ends meet		Generate savings & assets	
OUTCOME	INDICATORS	OUTCOMES	INDICATORS	OUTCOME	INDICATORS	OUTCOMES	INDICATORS
Build capacity to manage personal finances	% of clients who achieve financial literacy	Increase employment eligibility, ensuring proper skills and supports are in place	% of clients who become job ready	Promote Access to income supports	% of clients that receive <i>new</i> income supports	Generate savings and assets	% of clients who become “banked”
	% of clients improving financial position		% clients gaining skills or credentials		% of clients that <i>maintain</i> income supports		Average Savings rate
		Facilitate job placement	Placement Rate		% of clients increasing ability to meet needs		% of clients who become more “asset secure”
		Provide support to enable job retention	Average Earnings				
			Retention Rate				
			% improving job quality				

IMPACT AREA: FINANCIAL LITERACY

OVERALL GOAL: IMPROVE FINANCIAL LITERACY & MANAGEMENT

OUTCOME	INDICATOR	DATA REQUIRED	DEFINITIONS	DATA SOURCES
Build capacity to manage personal finances	% of clients who achieve financial literacy	<p>Numerator: unduplicated # of clients who achieve financial literacy</p> <p>Denominator: total # of unduplicated clients served during the program year</p> <p>Other: -# of carryover clients from last year</p>	<p>To “achieve financial literacy” clients must demonstrate increased knowledge in a minimum of 6 out of 12 areas:</p> <ol style="list-style-type: none"> 1. Available banking services in community 2. Pitfalls of alternative financial services (payday lending, car title loans, check cashing, etc.) 3. How credit works & how to apply 4. How to open & use checking & savings accounts responsibly (balancing, etc.) 5. How to develop and use a personal spending plan- develop vision, goals, & create a budget 6. Identify ways to increase income & decrease bills 7. Savings options & ways to save 8. How to read credit report and how to build/repair credit history 9. Responsible use of credit cards 10. Installment loans, including car loans & home equity 11. Steps involved in buying a house 12. Public benefits available that may improve overall financial stability <p>Note: The ideal outcome here is increased knowledge in these areas. However, grantees serving individuals with developmental/intellectual disabilities <u>may be</u> working on an on-going basis to reinforce this learning.</p>	<p>Timing: Assess at beginning of program/year and periodically to see change over time.</p> <p>Data Sources: Client self-report with source documentation whenever possible (paystubs, bills, proof of accounts, etc.)</p> <p>Important Note: Long-term clients must demonstrate achievements to be counted. Change can be accomplished through revisions/updates, but should not be <i>assumed</i> for carryover clients.</p>
	% of clients improving financial position	<p>Numerator: unduplicated # of clients who improve financial position during program year</p> <p>Denominator: # of clients currently in program who have achieved financial literacy</p> <p>Other: - # completing each criterion of definition, as applicable - “Data Not Available” option</p>	<p>To improve financial position, clients must show progress on a minimum of 1 out of 3:</p> <ol style="list-style-type: none"> 1. Increase net income (income minus expenses- could be as simple as paying off debts, increasing income at job, etc.) 2. Increase net financial worth (assets/savings minus debts) - could be as simple as starting or adding to a bank/savings account 3. Improve credit score or content of credit report- using same reporting agency to measure over time (fewer delinquencies, more active trade lines, fewer collections/judgments, improved debt to credit ratio, etc.) 	<p>Timing: Assess at beginning of program/year and periodically to determine change over time.</p> <p>Data Sources: client self-report with source docs whenever possible (client budget, balance sheet, credit report)</p>

IMPACT AREA: EMPLOYMENT

OVERALL GOAL: GET AND KEEP A SUSTAINABLE JOB

OUTCOME	INDICATOR	DATA REQUIRED	DEFINITIONS	DATA SOURCES
<p>Increase employment eligibility, ensuring proper skills and supports are in place</p>	<p>% of clients who become job ready</p>	<p>Numerator: unduplicated # of clients who become job ready</p> <p>Denominator: total # of unduplicated clients served during the program year</p> <p>Other: -# of carryover clients from last year</p>	<p>In order to be considered “job ready”, a client must complete a minimum of 5/9:</p> <ol style="list-style-type: none"> 1. Identify & document employment vision, interests, skills, resources, & goals 2. Identify & address barriers to employment (transportation, child care, work attire, ID, social security/ITIN, basic needs, health care, criminal record, etc.) 3. Complete workplace readiness training program (interviewing, problem solving, decision-making, teamwork, etc.) 4. Develop resume & references/letters of recommendation 5. Re-/Connect to social (peers, community, etc.) supports 6. Gain job experience through transitional jobs, internships, volunteering 7. Demonstrate <i>gains</i> in literacy 8. Demonstrate <i>gains</i> in adult basic ed 9. Demonstrate <i>gains</i> in English proficiency <p>Note: gains in literacy, adult basic education, and English proficiency should be documented using established standardized testing methods (e.g. TABE scores for adult education).</p>	<p>Timing: Assess at beginning of program/year and at end to determine change over time.</p> <p>Data Sources: Client self-report with source docs whenever possible (case notes, literacy/ adult education tests, ID, etc.)</p> <p>Important Note: Long-term clients must demonstrate achievements to be counted. Change can be achieved through revisions/ updates, but should not be <i>assumed</i> for carryover clients.</p>
	<p>% clients gaining skills or credentials</p>	<p>Numerator: unduplicated # of clients who gain skills or credentials</p> <p>Denominator: # of clients engaged or enrolled in skills training or educational programs.</p> <p>Other: - # completing each criterion of definition, as applicable - “Not Applicable” option for this indicator</p>	<p>In order to “gain skills or credentials”, a client must complete a minimum of 1:</p> <ol style="list-style-type: none"> 1. On-the-job training- in new position/skill 2. Digital literacy training (computer) 3. GED 4. High school diploma 5. Apprenticeship program 6. Occupational skills certification 7. Occupational skills licensure 8. Associates degree- AA, AS (accredited) 9. Bachelor’s- BA, BS (accredited) 10. Master’s Degree- MA, MS (accredited) 11. For consumers with developmental/intellectual disabilities only: demonstrated ability to complete multi-task job correctly & independently. 	<p>Timing: Assess at beginning of program/year and periodically to determine change over time.</p> <p>Data Sources: client self-report with source docs whenever possible (proof of completion, employer verification, etc.)</p>

IMPACT AREA: EMPLOYMENT

OVERALL GOAL: GET AND KEEP A SUSTAINABLE JOB

OUTCOME	INDICATOR	DATA REQUIRED	DEFINITIONS	DATA SOURCES
Facilitate job placement	Placement Rate	<p>Numerator: unduplicated # of clients placed at least once during the program year.</p> <p>Denominator: # of clients served in program that were <u>not</u> employed at program entry or lost their job during the program year.</p>	<p>In order to be considered “placed”, a client must obtain & maintain paid employment <i>at the same job</i> for a minimum of 30 days.</p> <p>“Paid employment” can include paid internships, subsidized employment, transitional jobs, & part-time work.</p>	<p>Timing: determine employment status at beginning of program/year and at 30 days of employment.</p> <p>Data Sources: client self-report with source docs whenever possible (employer verification, client pay stubs)</p>
	Average Earnings at Placement	Collect <u>hourly</u> earnings data from each client placed and average across all clients	“Earnings at placement” is the gross <u>hourly</u> wage earned by participants at the end of the first month of employment.	Same as above.
Provide support to enable job retention	Retention Rate	<p>Most Programs: retention rate</p> <p>Numerator: # of clients placed during program year that retained job for 90 days</p> <p>Denominator: # of people placed during the program year</p>	<p>In order to be “retained” a client must be continuously employed for 90 days, either in the same job, a comparable/better job in the same organization, or another comparable job in the community. “Comparable” means a similar or better work hours, schedule, wage, benefits, etc. “Continuous” means working all weeks at least part-time for the 90-day period.</p> <p>Note: this indicator should be used by most programs, unless the vast majority of participants have long-term support needs, as defined below.</p>	<p>Timing: determine employment status at beginning of program/year and at 90 days of employment.</p> <p>Data Sources: Same as above.</p>
		<p>Long-term Support: employment rate</p> <p>Numerator: # of clients continuously employed during the entire current program yr.</p> <p>Denominator: # of clients served in the program during the program yr.</p>	<p>“Continuously employed” means that the participant remains either in the same job, a comparable/better job in the same organization, or another comparable job in the community.</p> <p>Note: this option should only be used by programs serving a majority of participants (>80%) that have long-term support needs. “Long-term support” means that participants require employment supports from the provider agency for 1+ yrs., but in many cases for much longer, due to serious disability.</p>	<p>Timing: determine employment status at beginning of program/year and periodically throughout year.</p> <p>Data Sources: Same as above.</p>

IMPACT AREA: EMPLOYMENT

OVERALL GOAL: GET AND KEEP A SUSTAINABLE JOB

OUTCOME	INDICATOR	DATA REQUIRED	DEFINITIONS	DATA SOURCES
<p>Provide support to enable job retention</p>	<p>% improving job quality</p>	<p>Numerator: # of unduplicated clients served that improve their job quality during the program year.</p> <p>Denominator: # of clients continuously employed for at least 90 days.</p> <p>Other: - “Data Not Available” option - # completing each criterion of definition, as applicable</p>	<p>In order to “improve job quality”, clients must experience <u>one or more</u> of the following:</p> <ul style="list-style-type: none"> • Increase in wages/earnings • Receipt of new/improved employer-sponsored benefits (vacation/sick time, insurance, 401k, pre-tax transportation, childcare, and medial programs, tuition reimbursement, etc.) • Identify and begin skill-building opportunity on job • Gains in job security: increasing hours, temporary to permanent, off probationary period? • Improvements to work schedule: sufficient hours to meet basic needs, predictability of shift, flexibility to promote work-life balance, social connections, etc. <p>Note: improvements in job quality can be made through current job or movement to new/better job, as long as the client remains continuously employed for at least 90 days.</p>	<p>Timing: Assess job quality at placement and periodically throughout year. If only follow for 90 days, then as ask at that time.</p> <p>Data Sources: client self-report with source docs whenever possible (employer verification, client pay stubs)</p>

IMPACT AREA: INCOME SUPPORTS

OVERALL GOAL: ACCESS INCOME SUPPORTS TO MAKE ENDS MEET

OUTCOME	INDICATOR	DATA REQUIRED	DEFINITIONS	DATA SOURCES
Promote access to income supports	% of eligible clients that receive <i>new</i> income supports	<p>Numerator: # of unduplicated clients who receive at least 1 new income support during the program year.</p> <p>Denominator: # of clients who are screened for eligibility and determined to be eligible for at least one new income support.</p> <p>Other: -total # served during program year -# of carryover clients from last year</p>	<p>A client “receives a new income support” when they: <u>first</u> receive an on-going or one-time, yearly benefit that can be quantified in dollars (TANF, SSI, housing subsidy, Food stamps, Medicaid, annual EITC/tax credits, WIC, LIHEAP, utility/emergency cash assistance, financial aid, childcare subsidy, etc.).</p> <p>In order to count a benefit as “new” the client must have been without the benefit for at least 1 month.</p> <p>“Eligible clients” are people who qualify for income supports according to the current established state or federal program rules.</p>	<p>Timing: Screen for eligibility and current supports at beginning of program/year. Assess again at end of program/year to determine if any new supports.</p> <p>Data Sources: Client self-report with source docs whenever possible (case notes, benefit statements, etc.)</p>
	% of eligible clients that <i>maintain</i> income supports	<p>Numerator: # of clients who maintain all income supports for which they are eligible.</p> <p>Denominator: # of clients who remain eligible for income supports.</p> <p>Other: -total # served during program year -# of carryover clients from last year</p>	<p>A client “maintains all income supports for which they are eligible” when they are:</p> <p>a) screened at least once a year (ideally comprehensively) for benefit eligibility; <u>and</u> b) they continuously receive at least one on-going benefit for the entire program year.</p> <p>“Continuously receive” means that there is no more than a 2-month gap in benefit receipt during the program year.</p>	<p>Timing: Screen for eligibility and current supports at beginning of program/year. Assess again periodically to determine if stable.</p> <p>Data Sources: Client self-report with source docs whenever possible (case notes, benefit statements, etc.)</p>
	% of clients increasing ability to meet needs	<p>Numerator: # of clients reporting increased ability to meet needs</p> <p>Denominator: Total # of people served in program during program year <i>for whom agency has complete pre- and post-test data.</i></p>	<p>A client “increases ability to meet needs” by demonstrating positive change in their response to the following question over time—How often do you experience inability to pay for housing, medical care, transportation, medicine or food? (Choices: Never, rarely, sometimes, often, always)</p>	<p>Timing: Ask question at beginning of program/year. Assess again at year-end, but do <u>not</u> tell participants that you are looking for change.</p>

IMPACT AREA: SAVING & ASSETS

OVERALL GOAL: GENERATE SAVINGS & ASSETS

OUTCOME	INDICATOR	DATA REQUIRED	DEFINITIONS	DATA SOURCES
Generate savings and assets	% of clients who become "banked"	<p>Numerator: # of unduplicated clients who become banked during the program year</p> <p>Denominator: # of clients who are unbanked.</p> <p>Other: -total # served during program year -total # clients opening accounts -# of carryover clients from last year</p>	<p>A client "becomes banked" when they: a) open a new checking or savings account at a mainstream financial institution, such as a bank or credit union; <u>and</u> b) use this new account at least monthly for a minimum of 90 days.</p> <p>"Unbanked" means that the person is not fully participating in the mainstream financial system.</p> <p><u>Note:</u> During the period of time between when the person opens the account and the 90-day mark, individuals will be counted as "opening an account", but not as "banked".</p>	<p>Timing: Screen for banking use at beginning of program/year and periodically thereafter to determine account status & usage.</p> <p>Data Sources: Client self-report with source docs whenever possible (account ledger, deposit slips, etc.)</p>
	Average savings rate	<p>Numerator: Sum of individual client <i>annual</i> savings (for those who are saving)</p> <p>Denominator: Sum of individual client gross <i>annual</i> income (for those who are saving)</p> <p>Other: -average savings across participants -average gross income across participants</p>	<p>"Average savings rate" is the savings of all program participants for the year divided by the total gross income of all program participants (sum savings/sum income).</p> <p>"Gross income" includes gross earnings from work, as well as regular income from public benefits, child support, etc.</p>	<p>Timing: Assess savings at beginning of program/year and periodically thereafter to capture savings.</p> <p>Data Sources: Client self-report with source docs whenever possible (account ledger, deposit slips, etc.)</p>
	% of clients who become more "asset secure"	<p>Numerator: # of clients who are asset secure</p> <p>Denominator: # of clients participating in program for a minimum of 6 months</p>	<p>A client "becomes asset secure" when they have: a) enough in savings to cover 3 months of their total household expenses; or b) enough in savings to support their family at the poverty level for 3 months.</p> <p>"Enough money to support a family at the poverty level" can be found by dividing the current poverty level by twelve and then multiplying that sum by 3¹. Note: "Engaged in services for 6 months" could be from this year alone or a carryover from last year.</p>	<p>Timing: Ask question at beginning of program/year. Assess again at year-end, but do <u>not</u> tell participants that you are looking for change.</p>

¹The 2009 poverty thresholds by family size can be found: <http://aspe.hhs.gov/poverty/09poverty.shtml>
 Note: be sure to use the appropriate poverty threshold by family size. This chart reads "the poverty level for a family of one was \$10,830 in 2009." In order to calculate asset security for this family, I would divide that number by 12 months and then multiply the product by three.