Welcome
Today’s Agenda

- The Smart Growth journey
- Project share outs from Consumer Credit Counseling Service of Savannah, Clarifi, and Gateway
- Jamie Lutton, Capital One
- Next steps
The Smart Growth Journey
2017 Innovation Cohort

▪ 10 Weeks: September 13 to November 13, 2017

▪ Learning Objectives
  ▪ Identify a challenge and potential solution(s) to propose for the Capital One Innovation Grant RFP
  ▪ Master an iterative three-phase process to gather and apply human insights to your services
Human Insights Approach

Engage clients and stakeholders throughout

PROBLEM

Discover

Design

Test

INNOVATION

Repeat...sometimes over and over
Agency Presentations
Questions?
Consumer Credit Counseling Service of Savannah
Challenge:

How can we broaden the clients' view of our organization from a DMP provider to a lifetime partner for financial wellness?
Clarifi
Challenge:

How can consumer credit counseling agencies become more sustainable through earned revenue from clients?
Gateway
Challenge:

How might we help more clients gain access to financial counseling services?
What’s Next?
Next Steps

- Sign up for feedback session with Prosperity Now mentor (optional)
- Submit any final activity reflections (2 mins)
Prosperity Now’s Next Steps

- Complete an evaluation of the 2017 Innovation Cohort
- Prioritize adjustments to activities and resources
- Determine what the next phase of Smart Growth looks like with Capital One
Thank you!