Financial Coaching Network Bi-Monthly Peer Call

December 16, 2019, 3-4 PM ET

Today’s Topic: Building Organizational Capacity to Serve People with Disabilities
Welcome

Tupa Hoveka
Program Associate, Field Engagement
Prosperity Now
Housekeeping

- This call is **being recorded** and will be mailed to registrants and available online within one week.

- **This is a group discussion!** However, all webinar attendees are muted at the start to ensure sound quality.

- **Share comments or ask questions** at any time by typing the question into the text box on the control panel.

- If you experience any technical issues, email **gotomeeting@prosperitynow.org**.

Trouble dialing in?
Just listen through your computer with speakers or headphones!
Getting the Most Out of Today’s Call

- Join from a **quiet space**
- Grab a **coffee** or snack and settle in
- **Engage!** Send us your questions and comments as you listen
- Reflect on ways to **apply what you learn today** to your own work
Today’s Agenda

✓ Exploring Today’s Topic
✓ Panel Discussion
✓ Group Discussion – What’s your experience? Q&A
✓ Next Steps & Close
Today’s Speakers

Michael Roush
Director, Center for Disability-Inclusive Community Development, National Disability Institute

Alma Rojas
Financial Counselor, New York Legal Assistance Group
Poll Question!

- What is your favorite part of the holiday season? (select all that apply in the poll)
  - Time with family and friends
  - Time to reflect and relax
  - Baking (and eating) holiday treats
  - Volunteer opportunities and giving back to my community
  - Other (chat at us what your favorite is)
Today’s Speaker

Michael Roush
Director, Center for Disability-Inclusive Community Development, National Disability Institute
National Disability Institute (NDI)

• NDI is a national nonprofit organization dedicated to building a better economic future for people with disabilities.

• NDI is the first national organization committed exclusively to championing economic empowerment, financial education, asset development and financial stability for all persons with disabilities. NDI affects change through public education, policy development, training, technical assistance and innovative initiatives.

What is Disability?

• Physical, sensory, cognitive or mental impairment that substantially limits one of more major life activities.

• Individual experience varies by …
  o Type of disability
  o Severity
  o Age of onset
  o Interaction with the environment
  o Socioeconomic characteristics

• Common element: Risk of being excluded from the financial mainstream.
Demographics

Number of people with disabilities in the U.S.:

- 40-57 million
- 13-20 percent of population

Percentage of households with a child or adult with a disability:

- 26 percent

Disability by Age

Source: 2015 American Community Survey and 2015 National Health Interview Survey
Debunking Myths and Stereotypes

• People with disabilities are all ages, come from diverse cultures and financial backgrounds.
• Not all people with disabilities are on or receive benefits such as Supplemental Security Income (SSDI), Medicaid etc.
• Some people with disabilities work.
• Some people with disabilities have families.
• Some people with disabilities own homes and other properties.
• People with disabilities have goals and dreams.
• Not all people with disabilities necessarily want or need assistance.
The Need for Financial Empowerment

26% of working-age people with disabilities live in poverty, compared with 11% of those without disabilities.

• Disability is both a cause and a consequence of poverty
• Poverty and disability reinforce each other
• People of color with a disability face an even harder economic reality
  o 37% of African Americans with disabilities live in poverty; 24% of Non-Hispanic Whites; 29% of Latinos and 19% of Asian-Americans
• Historically have not had access to targeted financial capability strategies; and
• Face myths that limit their financial empowerment.
Financial Stress Among People with Disabilities

People with disabilities are almost 3 times more likely to have extreme difficulty paying bills.

People with disabilities are almost 2 times more likely to skip medical treatments because of cost.

They are also more likely to report that they could not come up with $2,000 if an unexpected need arose.

People with disabilities are more likely to...

- be late on mortgage payments: 31% vs 14%
- overdraw on checking accounts: 31% vs 18%
- take loans from retirement accounts: 23% vs 10%
Understanding the Needs of Financial Counselors and Financial Coaches to Serve People with Disabilities
Empowered Cities

**Empowered Cities** is a landmark initiative to advance financial inclusion and economic opportunity for lower-income people with disabilities. Empowered Cities catalyzes municipal efforts to advance economic opportunity for people with disabilities.

In 2019, as part of Empowered Cities, NDI surveyed financial counselors and financial coaches to understand their awareness and needs to better serve people with disabilities.
Experience Level

How long have you been providing financial coaching/counseling?

- Less than 1 year: 19%
- 1-5 years: 36%
- 6-10 years: 18%
- Over 11 years: 27%
## Number of People with Disabilities Served

*Estimate of the number of individuals you have provided services to that have identified themselves a person with disability.*

<table>
<thead>
<tr>
<th>Description</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>10%</td>
</tr>
<tr>
<td>Very few</td>
<td>61%</td>
</tr>
<tr>
<td>Around 20% (one in five)</td>
<td>18%</td>
</tr>
<tr>
<td>More than 20%, but less than one-half</td>
<td>6%</td>
</tr>
<tr>
<td>Half</td>
<td>2%</td>
</tr>
<tr>
<td>More than half</td>
<td>4%</td>
</tr>
</tbody>
</table>
Level of Comfort in Providing Financial Coaching/Counseling to People with Disabilities

Responses to the Question “How Comfortable are you in providing financial coaching/counseling to persons with disabilities?”

- Not comfortable: 12%
- Somewhat comfortable: 36%
- Comfortable: 30%
- Very comfortable: 22%
Comfort Level

Percentage of Respondents Indicating they are Somewhat Uncomfortable Serving people with disabilities, by number of people with disabilities served

<table>
<thead>
<tr>
<th>Number of people with disabilities served</th>
<th>Percentage who are not comfortable or somewhat comfortable serving people with disabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>None served</td>
<td>65%</td>
</tr>
<tr>
<td>Very few served</td>
<td>49%</td>
</tr>
<tr>
<td>Around 20% (one in five)</td>
<td>52%</td>
</tr>
<tr>
<td>More than 20%, but less than one-half</td>
<td>44%</td>
</tr>
<tr>
<td>More than half of all clients</td>
<td>Very few served</td>
</tr>
</tbody>
</table>
Comfort Level

*Percentage of Respondents Indicating they are Somewhat Uncomfortable Serving people with disabilities, by length of time as a financial counselor or coach*

<table>
<thead>
<tr>
<th>Number of years providing financial counseling/coaching</th>
<th>Percentage who are somewhat uncomfortable serving people with disabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>70%</td>
</tr>
<tr>
<td>1 to 5 years</td>
<td>51%</td>
</tr>
<tr>
<td>6-10 years</td>
<td>40%</td>
</tr>
<tr>
<td>Over 10 years</td>
<td>30%</td>
</tr>
</tbody>
</table>
Interest in Learning More about Subpopulations of the Disability Community

Percentage of Respondents Who Would Like to Learn More in Order to Better Serve Specified Subpopulations of the Disability Community

- **Individuals with a mental health diagnosis**: 71%
- **Individuals with intellectual or developmental disabilities**: 52%
- **Individuals with a physical disability**: 39%
- **Individuals who are Deaf or hard of hearing**: 35%
- **Individuals who are blind or have low vision**: 28%
### Concerns about Serving Clients with Disabilities

*Do you share any of these concerns in serving persons with disabilities?*

<table>
<thead>
<tr>
<th>Concern</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not sure of the services they might need that are specific to their disability</td>
<td>59%</td>
</tr>
<tr>
<td>Do not want to give them advice that would be detrimental to their access to benefits</td>
<td>58%</td>
</tr>
<tr>
<td>Not sure about their financial needs and what services they are able to access</td>
<td>47%</td>
</tr>
<tr>
<td>Do not want to say something wrong that would offend them</td>
<td>39%</td>
</tr>
<tr>
<td>Don't know where to refer them</td>
<td>35%</td>
</tr>
</tbody>
</table>
**Common Challenges**

*If you provide financial coaching/counseling services to persons with disabilities, what are the most common challenges they express?*

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unable to afford bills</td>
<td>52%</td>
</tr>
<tr>
<td>Unable to save for future</td>
<td>51%</td>
</tr>
<tr>
<td>Fear of losing benefits</td>
<td>49%</td>
</tr>
<tr>
<td>Poor/no credit</td>
<td>41%</td>
</tr>
<tr>
<td>Overpayment or debt owed to Social Security</td>
<td>13%</td>
</tr>
<tr>
<td>Identity Theft</td>
<td>11%</td>
</tr>
</tbody>
</table>
# Comfort Level in Providing Services on Selected Topics

<table>
<thead>
<tr>
<th>Topics</th>
<th>I am not comfortable with this topic</th>
<th>I am comfortable making a referral</th>
<th>I am comfortable providing guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABLE Accounts</td>
<td>69%</td>
<td>27%</td>
<td>5%</td>
</tr>
<tr>
<td>Assistive Technology / Alternative Financing Loan programs</td>
<td>64%</td>
<td>30%</td>
<td>6%</td>
</tr>
<tr>
<td>Impact of Disability Discharge of student loans</td>
<td>60%</td>
<td>23%</td>
<td>17%</td>
</tr>
<tr>
<td>Overpayment or debt owed to Social Security</td>
<td>60%</td>
<td>28%</td>
<td>12%</td>
</tr>
<tr>
<td>Work Incentives for Supplemental Security Income and Social Security Disability Insurance</td>
<td>60%</td>
<td>36%</td>
<td>5%</td>
</tr>
<tr>
<td>Control of financial decision making-Guardianship and Social Security Representative Payees</td>
<td>55%</td>
<td>33%</td>
<td>12%</td>
</tr>
<tr>
<td>Asset limits attached to public benefit programs</td>
<td>54%</td>
<td>34%</td>
<td>12%</td>
</tr>
<tr>
<td>Financial empowerment strategies specific to persons with disabilities</td>
<td>53%</td>
<td>28%</td>
<td>19%</td>
</tr>
<tr>
<td>Social Security Disability Insurance (SSDI)</td>
<td>49%</td>
<td>42%</td>
<td>9%</td>
</tr>
<tr>
<td>Understanding of the Disability Service System (Social Security Administration, Vocational Rehabilitation, Developmental Disability Service System, etc.)</td>
<td>49%</td>
<td>43%</td>
<td>7%</td>
</tr>
</tbody>
</table>
## Preferred Method of Getting Information

*Percentage of respondents who are likely to use selected training methods*

<table>
<thead>
<tr>
<th>Methods of gaining knowledge</th>
<th>Percentage who are likely to use resource</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quick reference guides or one-pagers available to download from a website that you could use to build your knowledge.</td>
<td>86%</td>
</tr>
<tr>
<td>Quick reference guides for you to share with your clients during counseling sessions.</td>
<td>82%</td>
</tr>
<tr>
<td>Access to a website with disability specific content including resources and tools that financial coaches can use to build their knowledge</td>
<td>80%</td>
</tr>
<tr>
<td>Webinar training on financial empowerment strategies specific to persons with disabilities.</td>
<td>77%</td>
</tr>
<tr>
<td>On-line self-paced training on financial empowerment strategies specific to persons with disabilities.</td>
<td>77%</td>
</tr>
<tr>
<td>In-person training on financial empowerment strategies specific to persons with disabilities.</td>
<td>67%</td>
</tr>
<tr>
<td>Online community where financial counselors/coaches can share tips, best practices, challenges and request resources or support.</td>
<td>65%</td>
</tr>
</tbody>
</table>
Recommendations

• Incorporate disability awareness training as part of your program to increase understanding of who people with disabilities are and the diversity of the community.

• Include a question on intake forms such as:

  “Do you have difficulty doing your daily activities because of a physical, hearing, seeing, cognitive, mental or emotional condition (illness, injury or disability)?”

• Increase understanding of the unique financial challenges faced by people with disabilities and how to provide guidance and/or appropriate referrals through continuing education opportunities.

• Develop a resource map and referral system to guide individuals for additional support that may be outside of your scope of knowledge ex. benefits counseling.

• Identify techniques and strategies to tailor sessions to meet the needs of diverse learners.

• Recognize that for some individuals, building trust with someone outside of the disability community might take time.

• Incorporate public benefits education and savings opportunities that are specific to the disability community into financial coaching and counseling programs.
Tools and Resources Available to Build Capacity to Serve People with Disabilities
Financial Inclusion Essentials

A new self-paced online course for financial counselors, financial coaches, disability service providers, and others who want to learn more about building the financial well-being of people with disabilities.

This course will help you:

- Debunk myths and stereotypes
- Understand money management rights and resources
- Navigate favorable tax credits and services
- Understand employment resources
- Provide education on major acquisitions
- Understand ABLE accounts

This course was developed in partnership with National Disability Institute (NDI) and AFCPE.

afcpe.org/certification-and-training/financial-inclusion-essentials
Visit empoweredcities.com to download free materials for municipalities and community partners!
Tools and Resources

Quick Reference Guides

- Data Collection
- Defining Disability
- Understanding Disability Service Systems
- Identifying Disability Partners
- The Financial Status of People with Disabilities
- Integrated Financial Capability Services
- Incorporating Savings Options for People with Disabilities into Financial Empowerment Programs

Briefs

- Identifying the Financial Needs of Persons with Disabilities in Local Communities
- Including People with Disabilities in Financial Empowerment Services: Examples from Community-Based Organizations
- Lead the Vision Forward
Tools and Resources

Quick Reference Guides

• Entrepreneurship: “I can’t work for others anymore.”

• Homeownership: “I gave up my dreams of owning a home because I receive a public benefit.”

• Medical Benefits: “I can’t afford to lose my medical benefits if I work.”

• Money: “Other people manage my money; I don’t know where to start.”

• Part-Time Work: “I receive SSI/SSDI, so I can only work part-time.”

• Savings: “I cannot save money or I will lose my benefits.” Spending: “I don’t have money left over at the end of the month.”

https://www.nationaldisabilityinstitute.org/downloads/
Peer Perspective

Alma Rojas
Financial Counselor,
NYLAG (New York Legal Assistance Group)
What questions do you have?
Share them in the Questions box!
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Panelist Q & A

Michael Roush
Director, Center for Disability- Inclusive Community Development, National Disability Institute
MRoush@ndi-inc.org

Alma Rojas
Financial Counselor, New York Legal Assistance Group
ARojas@nylag.org
Next Steps
Next Steps


- **Save the Date** for the next Prosperity Summit! Sep 30-Oct 2, 2020 in National Harbor!
Next Steps

▪ Please complete the survey!
▪ Sign up for other Networks and Campaigns to stay in the know about issues you care about
▪ Let us know your suggestions for future call topics
▪ Volunteer to lead a future call!
Expand Your Networks with the Prosperity Now Community

Sign up for listservs and working groups, volunteer to facilitate peer discussions, serve in a leadership role—and more!

- Affordable Homeownership Network
- Campaign for Every Kids Future (Children’s Savings Accounts)
- Financial Coaching Network
- Innovations in Manufactured Housing (I’M HOME) Network
- Health and Wealth Network
- Racial Wealth Equity Network
- Savings Network
- Taxpayer Opportunity Network (VITA/community tax prep)

Visit any of the above Networks at prosperitynow.org/get-involved to get started.
Take action with Prosperity Now Campaigns!

Sign up to stay informed about the latest developments and opportunities to take action by joining one of our four federal policy campaigns.

<table>
<thead>
<tr>
<th>AFFORDABLE HOMEOWNERSHIP</th>
<th>CONSUMER PROTECTIONS</th>
<th>FINANCIAL SECURITY</th>
<th>TURN IT RIGHT-SIDE UP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homeownership is key to building wealth. Together, we will advocate for products and policies that provide more affordable homes to more people.</td>
<td>Consumer protections create more fair, more transparent financial markets. Together, we will ensure consumers keep the safeguards they deserve.</td>
<td>Safety net programs help protect vulnerable individuals and families from falling deep into poverty. Together, we will protect programs like SNAP, IDAs and more to help those in need when they need it most.</td>
<td>The vast majority of tax incentives go to those at the top, not to those who need it most. Together, we will turn our upside-down tax code right-side up.</td>
</tr>
</tbody>
</table>

Visit any of our Campaigns at [https://prosperitynow.org/take-action](https://prosperitynow.org/take-action) to learn more and join.
Thank You!

Please complete our survey
Happy Holidays!