

# Working Families Success Network

## *Common Participant Outcomes*

The Working Families Success Network (WFSN) is advancing a fresh approach to helping low-income families achieve financial stability – strengthening families and the communities where they live. The WFSN strategy is an integrated services approach that helps nonprofits and community colleges rethink how they serve working families through the bundling and sequencing of complementary services and supports in the three key areas: financial coaching and education, employment, and improved access to public benefits.

Why bundled services? Because evidence shows they work. A 2009 study found that “those [participants] receiving bundled services were three to four times more likely to achieve a major economic outcome than those whose services were not bundled” (Abt Associates, Pathways to Success: An Interim Analysis of Services and Outcomes in Three Programs, June 2009).

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The experience of WFSN sites around the country has also shown that bundling works. More recent data from United Way of the Bay Area and the Local Initiatives Support Corporation (LISC) reinforce the connection between bundling and an increased likelihood of families achieving a major economic outcome. Some site data suggests participants receiving bundled services are five times more likely to achieve a major economic outcome. The WFSN strategy makes sense. It meets families where they are, and provides a complementary set of services and supports to strengthen families.

“WFSN Common Participant Outcomes are a resource for partners to unite around a shared vision of success”

The WFSN strategy is designed to help lower-income people get work and improve their financial security – in a measurable way. The WFSN Common Participant Outcomes are a resource for partners (national and local foundations, community colleges, and nonprofit organizations) to unite around a shared vision of success. A shared approach to assessment is also essential to ensure data consistency across sites, and to enrich the knowledge base about how the WFSN strategy is helping lower-income people get work and improve their financial security.

The WFSN has identified 11 Common Participant Outcomes in the areas of employment, training, and career services; financial coaching and asset building; income supports; and bundling of services or program delivery.

These outcomes and their measures represent a shared measurement approach for WFSN sites. Sites use these outcomes and measures to improve the lives of lower-income working families in four meaningful ways:

- Obtaining a degree or credential and, ultimately, earning wages
- Increasing net income
- Increasing credit score (to be at least 650)
- Increasing net worth

## Common Participant Outcomes

Outcome Area	Outcome	Measure
	College retention and completion	# /%of students retained from term to term #/% who complete college degree programs # of credits/hours enrolled per semester (e.g., 9, 12, 15)
	Education and training enrollment and completion	#/% who enroll in an educational/vocational degree/certificate/credential program #/% who complete an educational/vocational degree/certificate/credential
<b>Employment, training, and career services</b>	Education and/or work supports	# who are approved for work and/or education supports (e.g., Pell Grant, earned income tax credits )
	Job placement	#/% who are placed in jobs #/% of subsidized/unsubsidized jobs #/% of full-time/part-time jobs #/% of jobs with/without health benefits
	Job retention	#/% who retain employment for at least 3/6/9/12 months
	Job advancement	#/% of participants who receive wage increases #/% of participants who receive increased hours
<b>Financial coaching/ asset building</b>	Increased net income	#/% who increase net income #/% who increase income #/% who decrease expenses #/% who show positive net income #/% who are at 100%/200%/300% of federal poverty level (FPL)
	Increased net worth (assets minus liabilities)	#/% who increase net worth #/% who increase savings (assets) #/% with increase retirement savings #/% with reduce debt (liabilities) #/% who show positive net worth
	Increased credit score	#/% who have credit scores above 650 #/% who improve credit scores
<b>Income supports</b>	Approved benefits	# who are approved for benefits and income supports (e.g., Earned Income Tax Credit )
<b>Bundling</b>	Bundling	#/% who receive 2 of 3 and 3 of 3 core services

To learn more about the Working Families Success Network, visit [workingfamiliesuccess.com](http://workingfamiliesuccess.com).