

# LISC Financial Opportunity Centers

*By integrating employment, financial and income support services, **Financial Opportunity Centers** have a proven track record of helping low-income families across the country **improve their financial well-being.***

Financial Opportunity Centers help low-income workers by connecting and integrating three core services:

- **Employment services** include basic job readiness training, job-placement and advancement, as well as career coaching and connections to skills training.
- **Financial education** and coaching focus on issues such as financial management, credit building and asset building for long-term financial stability.
- **Income supports counseling** helps families access private and public benefits to temporarily smooth budgets as they transition to financial independence.

The FOC model is designed so clients get the most from these bundled services. The program places a high value on gathering and tracking data for continuous program improvement, for instance, with a customized system that measures changes in participant net income, credit score, long-term job retention and more.

FOCs use a relationship-based coach model rather than traditional case managers, predicated on the idea that clients have the resourcefulness to set and achieve their goals. Coaches listen, teach and offer moral support. FOCs also emphasize purposeful client flow—a seamless system of providing integrated services.

## A Nationwide Network

Piloted in Chicago in 2005, the FOC program has been expanded to cities around the country. Every Financial Opportunity Center is operated by a convenient, established local organization, including workforce agencies, housing counseling groups, community colleges and multi-service providers.

As new groups integrate the FOC into their existing services and client base, they join the LISC Financial Opportunity Network, which provides coordinated support from the local LISC office and LISC's national Family Income & Wealth Building program. Technical assistance include a planning retreat for each new cohort of agencies, training in topics like financial coaching and data tracking, and site visits for peer-to-peer learning.

## Proven Results

With the detailed data available from each Financial Opportunity Center, LISC has analyzed the outcomes for 40,000 clients, nearly all of whom are in the bottom 20 percent of the nation's household incomes. More than half increased their net worth; three-quarters increased their net income. Sixty percent either increased their credit score or acquired a credit score.

As important, the data shows the impact of offering bundled services. For instance, clients who received both financial counseling and employment services had net income increases that were 89 percent higher than those who were only able to access one of these programs. Job-placement rates were higher, as well. For years, results from FOCs across the country have been impressive and consistent—a program that is at the forefront of the growing movement toward integrated services delivery.

**\$450<sup>+</sup>**

AVERAGE INCREASE

**NET INCOME**

**\$3,100<sup>+</sup>**

AVERAGE INCREASE

**NET WORTH**

**45<sup>Pts+</sup>**

AVERAGE INCREASE

**CREDIT SCORE**

**LISC**  
*Helping neighbors  
build communities*

For more info, visit us online at [bit.ly/INVMkhd](http://bit.ly/INVMkhd)  
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