My Summer at LISC
What did I do?

- Work under the Department of Financial Opportunities
- Look at how to better assist with the onboarding of staff at Financial Opportunity Centers around Chicago
- Get to sit in on meetings regarding current and future programs LISC is involved with
- Assist with any additional tasks as needed
Following this slide is an example of an “Introduction to LISC” packet that I designed for new staff at Financial Opportunity Centers across Chicago. I hope it gives you insight into my work, as well as a better understanding of LISC, and Financial Opportunity Centers.
Thank You For Being Part of Our FOC Network

Whether you have been at a FOC before or this is your first experience working at a center, LISC would like to welcome you to your new position.

We are excited to have you on board as we move forward to further our mission of connecting neighborhoods to the resources they need to become stronger and healthier.

This packet is made with the goal of helping you better understand LISC as a national organization and our presence in Chicago. We also hope that you will gain insight into the FOC model that we use and the aspects of the model that make it so successful.

We hope this resource is informative and helps you ease into your new position.

Best of luck!

More info is on our website LISC Chicago
1. LISC at the National Level
LISC: Local Initiatives Support Corporation

- Equip struggling communities with the capital, strategy, and know-how to become places where people can thrive
- $17.3 billion invested across the country
- Provide loans, equity, and grants to local organizations leading projects
- Work impacts 7 million people across the country
- 31 local LISC offices across the country
How it Works
2. LISC Chicago
LISC Chicago’s mission is to connect neighborhoods to the resources they need to become stronger and healthier. That mission is achieved, in part, by emphasizing the following values:

**Relationships**
We establish and maintain respectful, reciprocal relationships rooted in integrity, accountability and trust

**Stewardship**
We are innovative, flexible and responsible in our management and investment of resources
Coordinated Action

We support community institutions and leaders to transform locally developed goals into visible, positive change for people and places.

Commitment

We invest in our local partners and believe sustainable community development takes time, talent and leadership.
LISC Chicago’s Priorities Moving Forward

1) Take comprehensive community development planning to the next level

1) Deepen the focus on economic development

1) Increase direct investment in neighborhoods

1) Take a more active role in addressing city-wide/system issues
In 2016 LISC made 122 grants, totaling $4.3 million, and provided eight loans worth $11.8 million.

Grants are given in the areas of: education, safety, health, tech, business, housing, placemaking and income & credit-building.

Loans often given for: affordable housing, retail improvements, and community facilities.
Staff to Know

Meghan Harte
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3. Financial Opportunity Center (FOC)
Financial Opportunity Center: Career and personal finance centers that help low- to moderate-income people build smart money habits and focus on the financial bottom line.
80 FOCs Across the Country and 10 in Chicago
What an FOC Offers

Career and Employment Coaching

Financial Coaching

Income Supports
How LISC Assists with the FOC

1) Grants

1) Technical assistance and training

1) Data collection tools

1) Professional networking support
4. The FOC Model
Integrated Services

Receive all the services in order to reach concrete gains in net income and job retention.
Long Term

Building relationships, not just one-time drop ins, in order to deal with the pressures of today while also crafting a vision for the future.
Coaching Approach

Allows the center to assist the client to work on goals that are important to them. The responsibility and accountability rest with the client.
More Questions on the FOC Model? Try These Websites:

- Financial Opportunity Centers
- Elements of a Successful Opportunity Center
5. Financial Coaching
“Driven by the goals of the client, coaches help people develop skills and behaviors they can improve upon independently”
Roles of a Financial Coach

➡ Help clients set goals and develop implementation plans

➡ Focus client’s attention on their behaviors

➡ Help clients maintain behavior changes over time
4 | A Approach to Coaching

→ Alliance: Partnership between the coach and client
→ Agenda: Goals defined by the client, not by the coach
→ Awareness: Clients explore core values and beliefs that motivate change
→ Action: Plans, intentions, and steps toward new or improved behaviors
Links on Financial Coaching

Financial Coaching: An Asset Building Strategy

Financial Coaching: A Review of Existing Research

Overview of Existing Research

What is Coaching

Financial Coaching
6. Employment Coaching
Employment Coaching

- Advocate and broker of resources
- Help set job and career goals
- Holds person accountable
- Employer intermediary
Links on Employment Coaching

Workforce Basics: Job Readiness and Employment Coaching

Building Bridges to a Stronger Workforce
7. Income Supports
“Help individuals access all of the services and supports for which they are eligible”
Income Support Roles

→ Help navigate federal, state, and local programs a client may be eligible for
→ Be up to date on services that are available
→ Be research savvy and resourceful when looking for income supports
Links on Income Supports

Making the Connection: Income Supports Overview
Why All Three Services?

Findings show integrated services are more effective.

Individuals at FOCs are more likely to be employed year round, reduce certain types of debts, and build more positive credit.
Final Report from the Evaluation of LISC's Financial Opportunity Center
8. Next Steps
Moving Forward

Look at Resources

Use the internet, other staff, books, or materials you may have been given to better understand your position and the work of your FOC.

Shadow

Shadow a staff member at your center or another location so that you better understand the FOC model. If you need help shadowing at another site, reach and and we can help get something organized.

Ask Questions

Ask people who have been in this work about their experience and tips they may have for you. Feel free to reach out to LISC if you have additional questions about the model or work in general.
Peer Meetings

Look out for possible meetings where you can network with other centers and LISC staff. We will try to hold meetings quarterly.
Websites that may be Helpful:

- Integrated Services Delivery
- Bridges to Career Opportunities
- LISC Chicago
Thank You!

LISC hopes that you found this presentation informative and beneficial. The information in this packet should help you better understand the work you are embarking on and the environment in which that work will be done. Please feel free to reach out to LISC with any further questions and know that we are always here to be a resource for you.

Best of luck!
The goal of the previous slides was to act as a resource for new staff at Financial Opportunity Centers (FOCs) who are struggling to understand how LISC is connected to the FOCs and the FOC model. After visiting ten FOCs and conducting 31 interviews, it was clear that LISC needed to do a better job of making their presence known to staff at the FOCs.
**My Experience & Badger Reach Themes**

**Interconnectedness**
Vital that LISC looks at how different variables are connected and impact each other within neighborhoods.  
Ex: Criminal background is connected to employment which is connected to what kinds of businesses should enter certain communities.

**Relationships Matter**
The FOC staff needs to better understand the coaching model and importance of integrated services so they can best assist their clients by having stronger relationships.  
LISC needs to form and foster relationships with community organizations to better assist them.

**Place Matters**
LISC needs to look at each individual neighborhood it is trying to impact. There is not one solution to fix all of Chicago’s problems. Place matters and you have to find solutions for each individual neighborhoods.
Thank you to LISC Chicago & Badger Reach for a great opportunity!