

Economic Mobility Exchange™

Annual Member Report FY22



About EMPath

Economic Mobility Pathways (EMPath) is a national nonprofit that dramatically improves the lives of people living in poverty. For nearly 200 years, we have helped families with low incomes in the Boston community and across the country reach and maintain economic independence.

Because creating economic opportunity is multifaceted, our approach is too. We offer a unique combination of:

- **Direct services**, including supporting families with our research-backed method for one-on-one support (Mobility Mentoring®)
- Convening a **learning network of human services organizations** – called the Economic Mobility Exchange – that adapt our model in their own work. We help member organizations reach stronger outcomes for families and re-envision the systems that serve people experiencing poverty.
- Conducting **research** to inform and evolve our approach as well as **advocacy** for what we've seen be effective.

This “virtuous circle” allows each part of our work to inform what we know, do, and share with others to seed systemic change.

To learn more, visit empathways.org.



EMPath

Economic Mobility Pathways

308 Congress Street, 5th Floor
Boston, Massachusetts 02210
www.empathways.org

Copyright © 2022 Economic Mobility Pathways
All rights reserved.



Member Portal or related material.

Greetings from EMPath's President & CEO

Dear Economic Mobility Exchange community,

Upon joining EMPath as the new president & CEO in June, I received such a warm welcome. Since day one, I prioritized engaging with the EMPath community. I've been fortunate to meet so many who make EMPath's work possible, including all of you as member organizations of our Economic Mobility Exchange.

It's been incredible to learn about and see firsthand the collective impact that our organizations are having, as we work to support families all across the country. And if that wasn't enough, we're also making an impact on the broader human services field. That is why I'm so proud to join EMPath and all of you in working towards a world in which people experiencing poverty receive support to help them not just scrape by, but actually thrive.

There's a tremendous opportunity to continue learning from each other and put these learnings into action – to help us work towards supporting even more families. I know that, together, we can change the future for so many who are experiencing poverty.

Thank you for your partnership. We could not do it without you.

All the best,

Kim Janey



Kim Janey
President and CEO

Greetings from the Exchange Team

As a learning network, we have an outsized impact on the world – collectively, we have reached nearly 350,000 people with Mobility Mentoring! We are both positively impacting the lives of the participants we support, and continuing to learn and grow the Mobility Mentoring model together to have even greater impact and success going forward.

This past year has been especially exciting as we've broadened and deepened our practice. We led two separate learning cohorts, implementing the model and building best practices within the child welfare system and the early childhood sector. We also partnered with Methodist Healthcare Ministries and Family Services in San Antonio, Texas, to explore the impact of pairing Mobility Mentoring with cash assistance. These large projects will not only bring Mobility Mentoring to thousands more individuals across the country, but will further our understanding of the effectiveness of embedding the approach within various systems.

The Exchange team also grew in the past year in order to support all of our new work, and we welcomed three new colleagues:

- Natalie Veilleux, Senior Director, formerly of member organization The Opportunity Alliance
- Kenneil Rowell, Operations and Communications Associate
- Jacob Fanning, Member Relations Associate

This coming year, we're looking to expand the impact of Mobility Mentoring, and improve our ability to collectively share learnings from implementing this model.



THE NUMBERS: THE EXCHANGE IN FY22

343,700+

total number of individuals served since 2014

189

number of organizations
trained in FY22

1,952

number of individuals
trained in FY22

172

number of Exchange
members in FY22

474

number of organizations
trained since 2014

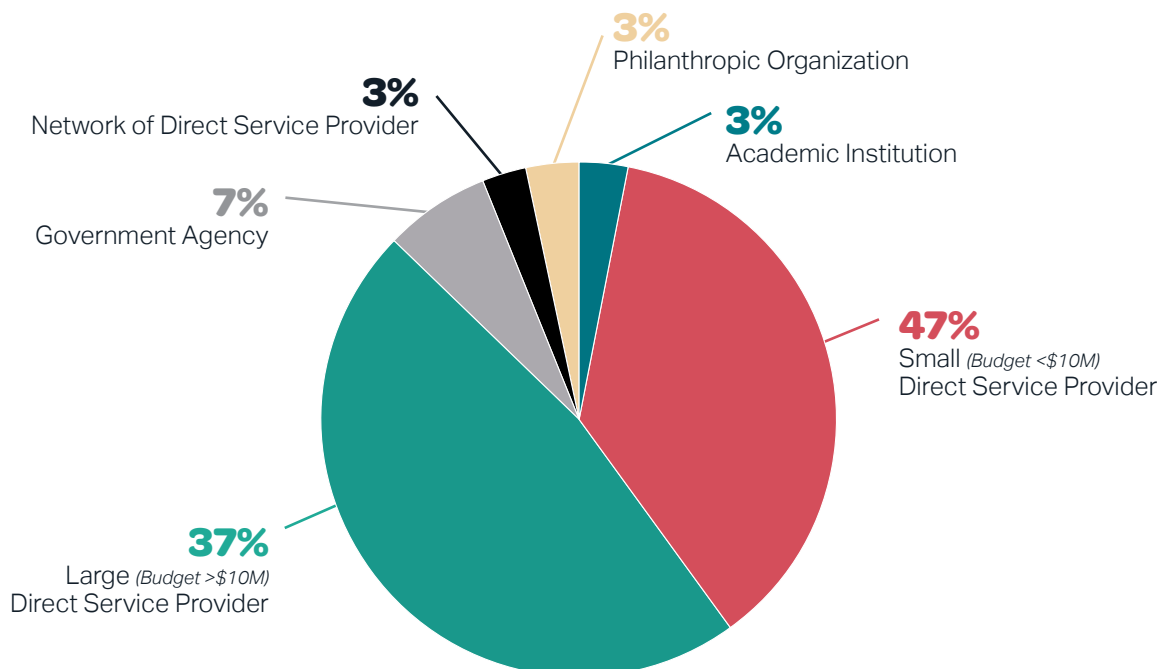
6,200+

number of individuals
trained since 2014

98%

percent of network
members who would
recommend the Exchange

BREAKDOWN OF MEMBER TYPE

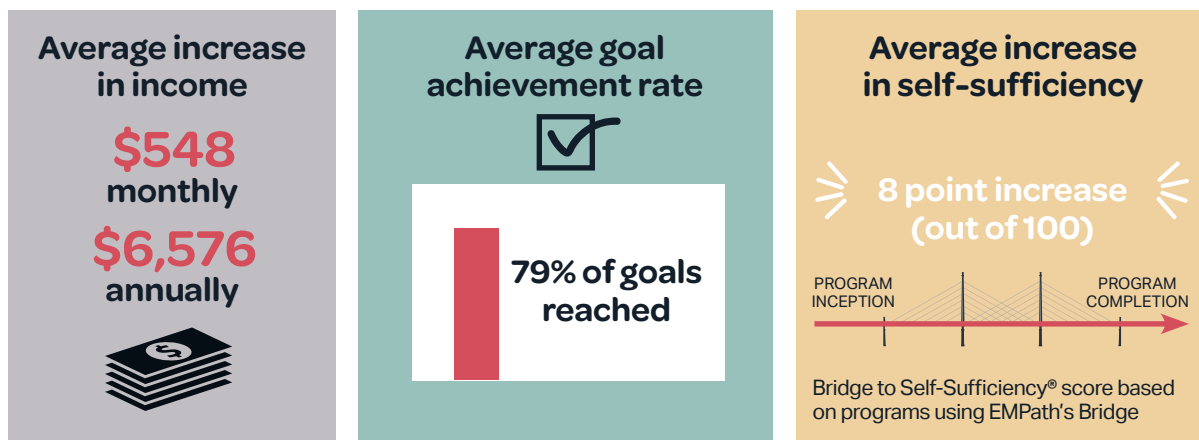


Shared Data and Outcomes

Each year, active Level Two members submit aggregate outcomes data to contribute to our understanding of our collective impact. These submissions are an essential element of our commitment to shared learning and continuous improvement as a network.

The data provided by members gives us insight into how Mobility Mentoring is used in different contexts. With this information, we can start to identify common trends, barriers, and opportunities for improvement. In fact, EMPath's Research & Evaluation Team often uses these submissions to plan trainings, technical assistance, and networking opportunities for the upcoming year.

OUTCOME HIGHLIGHTS



We're thrilled to see improvements in all three of our major outcomes above. The average increase in income nearly doubled, from \$300 in monthly income in 2021 to \$548 in 2022. We also saw a small jump in both goal achievement rate and Bridge to Self-Sufficiency® (Bridge) score improvement.

This preliminary analysis of data submitted by Level Two Exchange members allows us to think about which issues will be most impactful to discuss and analyze as a learning community. We will explore the internal and external drivers of the progress we've seen in FY22, both in processes and outcomes, and continue to learn how we can build on these improvements in outcomes in the coming years.

BY THE NUMBERS: WHO GOT COUNTED



26 programs submitted data



1,441 adults
in these programs



A total of **4,054** goals were set

All participants were enrolled for at least 6 months.

- Those in programs using EMPATH's Bridge averaged 419 days receiving services.
- Those in programs using an adapted Bridge averaged 318 days receiving services.

LEVEL TWO ORGANIZATIONS SUBMITTING BENCHMARK DATA AS OF 9/15/2022



ANNUAL MEMBER RECOGNITION



Annually, we take a moment to recognize the hard work of our members. Two awards – Knowledge Leader and Most Impactful – are determined by our Research & Evaluation team and their analysis of the outcomes data submitted by eligible Level Two and Three members. An additional three awards – Key Innovator, Key Collaborator, and Pinnacle Award – are intended to celebrate members' efforts over the past year and/or their contributions to our learning network.

Thank you to everyone who submitted a nomination, and congratulations to the award recipients—you are doing amazing work to help families and individuals achieve economic self-sufficiency.



Knowledge Leaders: Level Two member organizations who advanced learning by submitting a response to the annual member survey and sharing annual outcomes data with EMPATH's Research & Evaluation department.

- | | |
|---|--------------------------------------|
| 1. 18 Degrees | 11. Horizons for Homeless Children |
| 2. Children's Aid & Family Services | 12. Just A Start Corporation |
| 3. Creating Opportunity To Succeed (COTS) | 13. Juno |
| 4. Career Path Services | 14. Life Works Community Action |
| 5. Families Forward Charlotte | 15. Mosaic |
| 6. Family Access of Newton | 16. The Family Partnership |
| 7. Family Promise of Grand Rapids | 17. United Way of Bartholomew County |
| 8. Goddard Riverside | 18. United Way South Hampton Roads |
| 9. Grand Rapids Women's Resource Center | 19. YWCA Spokane |
| 10. Growing Home | |



Most Impactful: A Knowledge Leader-designated member who demonstrated large impact either through scale/scope of those served and/or significant/meaningful gains in outcomes.

Warren Village

Warren Village reported serving 100 participants in the past year and collected all of the required data points. Their data was complete, accurate and showed promising gains on all of the outcome measures. Their efforts help contribute to knowledge-sharing among our learning community. Thank you to Warren Village!



Key Innovator: A member organization who has demonstrated a standout effort, has gone above and beyond to evolve/innovate on the model, practice, and/or implementation process, and has shared that learning with other Exchange members.

Fresh Start Women's Foundation

Fresh Start Women's Foundation suggested holding weekly Mobility Mentoring Foundations (MMF) discussions among their teams. This ensured a full understanding of the model and allowed time to process together. As a result, their implementation was seamless as everyone on their team was on board and ready to work with Mobility Mentoring. They reshaped the way the EMPATH Exchange team thinks about training organizations.





Key Collaborator: A member organization who has engaged collaboratively with EMPATH and/or other Exchange organizations to advance learning and/or the practice of Mobility Mentoring.

The Opportunity Alliance

The Opportunity Alliance is a strong ambassador of Mobility Mentoring; they are willing to share experiences within network and beyond; and are consistently great to work with (Intergen project, etc.). In addition they co-presented with the Exchange at the National Head Start Conference, and staff and participants served as panelists on the May 2022 "Early Childhood Public Panel."



Pinnacle Award: A member organization who has overcome significant obstacles and challenges, and has pushed forward and persisted.

HANAC, Inc.

HANAC has experienced significant challenges due to staff transitions. They had to close their intake temporarily because of open positions and staff capacity. But the Director and team have persevered to continue making steps forward amidst this adversity. While the entire human service industry has been impacted by hiring challenges, the impact to the child welfare sector in NYC is significant. HANAC showed particular fortitude to persevere during these challenges.



SHARED LEARNING IN FY22

During a year in which so much happened—from new surges in the pandemic to staffing challenges and reopenings—the strength of the Exchange was able to bring together practitioners from diverse sectors to tackle problems and come up with new solutions together. In the next few pages, we will attempt to summarize an entire year’s worth of rich learning and evolution, starting with updates on existing Exchange member supports. Also included are shared learnings on promoting Diversity, Equity, and Inclusion; lessons learned through the two Learning Cohorts; and key takeaways from the Netherlands Exchange Network.

■ SUPPORT FOR YOU: UPDATES AND LEARNINGS FROM EXISTING EXCHANGE MEMBER SUPPORTS

Mobility Mentoring Foundations

Each year, informed by user feedback, EMPath’s Capacity Building team revises and updates course content. In July 2022, EMPath released an updated version of our online Mobility Mentoring Foundations (MMF) course. This year’s updates include:

- A re-organization of the course to have better pacing with sections more equal in length (the course remains approximately 8-12 hours to complete)
- More content to support your practice with Mobility Mentoring tools
- A new section on equity in coaching and a related self-reflection activity

We’ve changed our registration process! You can now create an account right on Engage@EMPath and get near-instant access to the course once you activate your account.

Sign up [here](#).

Member feedback

“The course was very well constructed with quality visuals, interactive opportunity, and clear communication. Very user friendly online training. Really appreciated the examples of implementation of mobility mentoring in real work life experience.”

“I found it very informative, easy to listen to and understand with good information and take aways. I feel if I consistently implement what I have learnt I will become a more efficient supervisor.”

Mobility Mentoring-informed Supervision

In September 2021, we released our second virtual, asynchronous course on Engage@EMPath: Mobility Mentoring-informed Supervision. This new course focuses on supporting supervisors who are directly supervising economic mobility coaches and those in supportive leadership positions, at organizations that are utilizing a Mobility Mentoring-informed approach. In its first year, over 130 learners completed the course.

Supervision course registration link
Sign up [here](#).



What’s Next? Starting in September 2022, the Supervision course will be offered as an open enrollment model, similar to MMF, to allow learners to enroll and complete the course at their own pace. Learners can register on the Member Portal [here](#). This course costs \$160 per person in FY23.

Every year, we also review and revise our courses to ensure they are up to date with concepts and content. In early Fall 2022, our team will be reviewing and updating the Mobility Mentoring-informed Supervision course.

LOOKING AHEAD TO FY23

At EMPath, we are always working to provide our Exchange members with the very best support, and striving to produce new usable knowledge for the field. Here is a taste of what's to come in the next year.

New Member Advisory Council

As a member-based learning network, the Exchange strives to provide member-informed content and resources. Throughout each year, we solicit member input to guide us on what works well, suggestions for improvement, and ideas for growth to better meet your needs. Over the years, your valuable input has resulted in the creation of the Train the Trainer model, the Mobility Mentoring Certification process, and the development and launch of our online learning management system and courses.

We are excited to announce that this year we will be taking a more formal approach to solicit member input by establishing an Exchange Member Advisory Council! In Fall 2022, members [will nominate \(and/or self-nominate\) organizations](#) to serve on the Council starting in January 2023, in time to shape the Exchange's strategic plan for the following fiscal year. We expect the Council to reflect the range and diversity of organizations within the network to ensure representation of all. Stay tuned for more!

New Program Design and Implementation Guide

In 2014, EMPath published the first edition of the Practitioners Guide, designed to be a guide to members as they were designing and implementing their Mobility Mentoring-informed programs.

Over the years, the Guide was updated to better align with the evolution of the Mobility Mentoring approach and the development of new tools and resources. Once again, EMPath has updated the Guide – and this most recent update represents the biggest shift yet in content. The Practitioners Guide is now the Program Design and Implementation Guide!

The latest iteration of the Guide moves away from the practice of Mobility Mentoring, which is now detailed in the online *Mobility Mentoring Foundations* course. Rather, the content is more focused on program design and implementation, informed by the [Certification Core Criteria](#). We're excited to have this updated version available to members in 2023. If you've already purchased a Guide in years past, you will automatically receive the updated version. If you are interested in purchasing the Guide, please reach out to TheExchange@empathways.org.

Studying the impact of cash assistance and Mobility Mentoring



Exchange member organization, [Methodist Healthcare Ministries of South Texas, Inc.](#), has commissioned a groundbreaking study conducted by the University of Texas San Antonio College of Health, Community, and Policy, to research cash assistance and Mobility Mentoring. The two-study, called the San Antonio Generating Opportunities for Achieving Lasting Success (G.O.A.L.S.) initiative, will involve nonprofit organizations: Exchange member Family Service Association and Empower House. This is the first randomized trial in the country that will look at how the two interventions assistance and Mobility Mentoring – can work together to support individuals and families on their journey out of poverty.

The study will explore each intervention separately and combined, to assess which moves families farther and faster out of poverty. **Stay tuned for updates and results!**

Supplemental Workshops

EMPath offers a series of [three supplemental workshops](#) for Exchange members who have completed the online Mobility Mentoring Foundations course and put coaching into practice for at least six months. Until recently, these supplemental workshops were only available to individual organizations who contracted them exclusively for their staff. However, the associated cost often excluded smaller organizations or smaller groups of learners from being able to access the content.

To rectify this, we are now offering the workshop series for any member to register, with a maximum registration of five learners from any one organization. Save the dates for the following workshops—registration will open two months prior to each:

- December 12, 2022: Bridge conversations: Eliciting participant-driven goals
- January 18, 2023: Goal-setting: Best practices
- May 17, 2023: Mobility Mentoring during challenges

Two Identified Areas for Targeted Learning

An abundance of learning and sharing occurs within the Exchange network as members share their experiences through webinars, case studies, conferences and discussions on the online Member Portal. The challenge for EMPath is in distilling this valuable information and sharing back to the network in a digestible and actionable way.

This fiscal year, we have identified two areas of targeted learning: 1) a focus on the Bridge to Self-Sufficiency during the first half of the year, and 2) and a focus on shifts in growth mindset and stress during the second half of the year.

The Exchange team will be soliciting learnings, tools, and information from you on each of these focus areas. We've already kicked off Bridge learnings with the August 2022 webinar on *Best Practices on Bridge Design and Implementation* and invite you to continue to share with us the following:

- Approaches you take in discussing the Bridge with participants
- Timing of Bridge conversations
- Supplemental tools you've created to use with the Bridge
- Using the Bridge in your continuous learning practice reflecting on data and outcomes
- Using the Bridge framework to map out community partners or to align your organization's work around

Submit your tools and strategies directly to TheExchange@empathways.org.

Stay tuned for our next round of requested learnings on growth mindset and stress, and a report detailing learnings and best practices shared by our membership in each area!



CURRENT EXCHANGE MEMBERS LIST*

*As of September 22, 2022

18 Degrees	Enterprise Community Development
Able Works	Enterprising Latinas, Inc.
Acenda Integrated Health	Episcopal Community Services
Achieving Reunification Center (ARC)	Essie B. & William Earl Glenn Foundation for Better Living (Glenn Family Foundation)
Advance Memphis	Ethnic Minorities of Burma Advocacy and Resource Center (EMBARC)
Anderson Interfaith Ministries (AIM)	Families Forward Charlotte Inc.
Avivo	Family ACCESS of Newton
BakerRipley	Family Promise of Grand Rapids
Bedford Stuyvesant Restoration Corporation	Family Service Association of San Antonio, Inc.
Benjamin Franklin Institute of Technology (BFIT)	Family Service of Rhode Island
Boys & Girls Clubs of Dorchester	Franklin County
Branches, Inc.	Freedom Communities
Bridge Communities	Fresh Start Women's Foundation
Bristol Community College	GLIDE
Brooklyn Community Services	Goddard Riverside Community Center
CAN-DO, Citizens for Affordable Housing in Newton Development Organization	Good Samaritan Inn
Care Center of Loveland	Grace Place Ministry, Inc.
Career Path Services	Grand Rapids Women's Resource Center
Catherine Hershey Schools for Early Learning	Growing Home
Catholic Charities Neighborhood Services	HANAC, Inc
Catholic Charities of the Archdiocese of Galveston-Houston	Heading Home
Center for Family Life	Her Song
Center for Human Services	Horizons for Homeless Children
Center for Social Entrepreneurship	Jewish Family Service of San Diego
Center for Urban Families, Inc.	Jubilee Soup Kitchen
Centerstone	Juno
Chicago Commons	Just-A-Start Corporation (JAS)
Children's Aid and Family Services	Lad Lake
Children's Home & Aid	Lakes Region Community Developers
Children's Home Society of Florida	Laurel Advocacy & Referral Services, Inc. (LARS)
Children's Home Society of Washington	LifeWorks Community Action
Children's Wisconsin	Mecklenburg County Health and Human Services
Climb Wyoming - Esther	Methodist Healthcare Ministries of South Texas, Inc.
Columbus Works, Inc.	Mobility Resources
Community Services Consortium	Monroe County United Ministries (MCUM)
Creating Opportunity To Succeed (COTS)	Mosaic Ministries
CrossPurpose	Nationwide Children's Hospital
EMPath	

Nebraska Children's Home Society

Neighborhood Villages

New Beginnings

New Moms

New Ventures Maine

Northwest Indiana Community Action Agency

NYC Administration for Children's Services Division of Preventive Services

Ohio Department of Jobs & Family Services

Omega Community Development Corporation

Onondaga Community College

Onondaga County Department of Social Services - Economic Security

Pacific Mountain Workforce Development

People's Community Clinic

Phoenix Family

Pine Street Inn

Portland Refugee Support Group

Rainbow Village

Raise the Barr

Regional Food Bank of Oklahoma

Riverbend ROCKS

Rung for Women

SCO Family of Services

South Hills Interfaith Movement (SHIM)

Stark County Educational Service Center

STRIVE

SUNY Ulster

Susannah's House

Tacoma-Pierce County Health Department

The Community Builders, Inc.

The Drake House

The Family Partnership

The Home for Little Wanderers

The Jewish Board

The New York Foundling

The Opportunity Alliance

The Restoration House

The Village for Families & Children

Thurman Brisben Homeless Shelter Inc. (Brisben Center)

United Ministries - Greenville

United South End Settlements

United Way of Bartholomew County

United Way of Denton County

United Way of Greater Knoxville

United Way of Greenville County

United Way of South Hampton Roads

University District Food Bank

University Settlement

Urban Edge

Urban Excellence Institute

Vermont Works for Women

Warren Village

Washington State Department of Children, Youth, and Families

Wayss

West Virginia Division of Family Assistance

Western Dairyland Economic Opportunity Council, Inc.

Wonder Foundation

Worcester Community Action Council, Inc.

Workforce Resource, Inc.

YWCA Spokane

Zepf Center

[illegible]