A Letter from the President & Board Chair

Dear Friends,

What a year it has been! We have weathered a global pandemic, new flare-ups of longstanding racist violence, massive job losses, and more; the bad news has been unrelenting. Our participants and member organizations have faced massive roadblocks. But in the face of all that’s happened, we are proud of how we have persisted and all we have accomplished—together.

During a time of great social isolation, EMPath staff saw no dip in contacts with their participants. During a time of massive upheaval in the job market, EMPath participants made more money on average at exit than they did when they entered our programs. And during a time when human services organizations struggled to keep the lights on, membership and engagement in our learning network, the Exchange, actually grew.

For years we have been building ways to continuously improve our work: to analyze what’s happening in our programs in real time, to learn from our participants and from workers on the front lines, and to adapt our approach with this input. What we now realize is that these things made EMPath uniquely prepared to not just survive all that 2020 threw at us, but to grow from it. And we emerged from the year stronger than ever.

We recently received funding from three major national foundations to rigorously evaluate our approach and scale up our work. In the coming year, we will be making big plans to reach record numbers of new participants—and to ensure that those served by our member organizations have the same kind of transformative outcomes we’ve seen in our own programs.

Thank you to our staff and board, our participants, our network members, and all of our supporters. Together we all contribute to something that is so much bigger than any one of us: together we are shaping the future of human services, and the future of economic mobility.

All the very best,

Elisabeth D. Babcock, MCRP, PhD
President & CEO

Corinne Larson
Board Chair

Fiscal Year 2020 Highlights

DIRECT SERVICES

The pandemic hit our participants hard. But the essential staff working in our family homeless shelters figured out innovative ways to keep participants healthy and safe. Mentors working around the city came up with new ways to connect with participants from a distance, actually increasing their contacts to support families.

THE EXCHANGE

Quarantine life seriously challenged all human service organizations trying to connect with the families they serve. Our Exchange team pivoted deftly when the pandemic hit, and started to host weekly support calls for our member organizations. They aggregated and shared resources and new best practices for practitioners adjusting to a new way of working.

ADVOCACY ACTION

The Voices Advocacy Council (VAC), a group of participants fighting for policy change, was very active: members engaged in four legislative events this year. They and EMPath staff led the fight to raise the income eligibility for emergency shelter from 115% to 200% of the federal poverty level, which allows families experiencing homelessness to work and increase their incomes while searching for permanent housing.
Coaching That Works

Mobility Mentoring® FY20 Impact Highlights

EMPath’s coaching approach, Mobility Mentoring, was specifically designed to help participants deal with stress. Trained coaches help participants assess where they are now, articulate where they want to be, and break down longer-term goals into steps they can achieve today. While the approach was designed to help participants cope with the day-to-day stress of living in poverty, it also proved to be effective during the pandemic.

In the face of incredible stress, participants still ended the fiscal year in a better place than when they began: earning higher wages, attaining more education, and saving more money. Perhaps most strikingly, in the midst of all of the world’s upheaval, the vast majority of participants—96% (!)—report that, through their work with EMPath, they feel their lives are changing for the better.

In FY20, we served 1,364 individuals
726 adults • 638 children • 627 families

35% of participants (adults and children) participated in more than one program during FY20

48% of households experienced homelessness during FY20

87% of participating adults with children were single

92% of participants that exited shelter moved into permanent housing

85% of participants who had no savings started saving money

70% goal achievement rate across all programs

Average Earned Income of All Flagship Participants

At Entry $16,621.80
At Exit $47,008.92
This is a 183% increase in income over the course of five years

“I love everyone that has helped me. You guys have pushed me and allowed me to dream big. You have made me see the potential in myself and I appreciate all that you guys have done. Your services don’t go unnoticed. Thank you EMPath staff. Lots of virtual hugs from me.”

– Program Participant

Baseline $17,056.08
Most Recent* $23,093.64

*Of participants who were active in FY20 with income information at comparable income assessments

Average Annual Earned Income of All Participants

Baseline $17,056.08
Most Recent* $23,093.64

Average Earned Income of All Participants

Baseline $17,056.08
Most Recent* $23,093.64

Average Annual Earned Income of All Participants

Baseline $17,056.08
Most Recent* $23,093.64

Average Earned Income of All Flagship Participants

At Entry $16,621.80
At Exit $47,008.92
This is a 183% increase in income over the course of five years
Maribel

PARTICIPANT PERSPECTIVE

“Estoy muy contenta en mi nueva casa.”
“I’m very happy in my new house.”

Like all residents of the former Whittier Street Apartments in Roxbury, Maribel had to move out of her home so that her building could be torn down and rebuilt. She was relocated to the South End in October 2018, where she lived until her new apartment building was completed. In August 2019 she moved back to the Whittier neighborhood, into one of the new mixed-income buildings.

The redevelopment of the Whittier Street Apartments and the surrounding neighborhood is part of HUD’s Choice Neighborhoods Initiative, a federal grant program that transforms old public housing developments and their surrounding neighborhood. The Whittier neighborhood of Roxbury, in Boston, was selected as a grant recipient, and EMPath was chosen to provide its economic mobility coaching, Mobility Mentoring®, to support residents during their relocation and re-occupancy.

Instead of moving back into subsidized housing, Maribel was able to move into one of Whittier’s new market-rate apartments. With support and encouragement from her EMPath mentor, she had accomplished goals on the Bridge to Self-Sufficiency® to increase her income and make it possible for her to afford a market-rate unit. She received her Child Development Associate (CDA) certificate, which gave her a bump in salary; paid off some debts; and raised her credit score, among other accomplishments.

When the COVID-19 pandemic hit in March 2020, Maribel was furloughed from her job. She was in the middle of the interview process for a new position when new restrictions were put in place and hiring came to a halt. She got a temporary job as a nanny until mid-June. In late June, her furlough ended and she was able to go back to work as a preschool teacher.

Maribel shares that “el impacto [del programa] ha sido para mi familia completa. (The [program] has impacted my whole family).” One of the very first goals she completed was filing immigration petitions for her brothers and their families to come to the U.S. from the Dominican Republic. And using EMPath’s whole-family coaching approach, Maribel and her mentor set goals on the Bridge with her mother and twin teenage daughters.

Today, Maribel continues to work towards her long-term goals. She is focusing on paying down debt to increase her credit score and plans to participate in a home-buying program with her husband. She also hopes to get her driver’s license.

“Me siento diferente porque he cambiado muchas cosas. Ya estoy tranquila en un hogar nuevo. (I feel different because I’ve changed many things. Now I’m happy in a new home),” Maribel says. “Piensó que he llegado muy lejos (I think I’ve come very far).”

Read more stories on our blog.
empathways.org/updates

Jessica

MENTOR PERSPECTIVE

Jessica is a mentor in the Hosmer Co-Shelter program, which supports women and their children in the transition from congregate shelter to permanent housing.

Tell us about the Hosmer Co-Shelter program. Hosmer is an all-female co-sheltering program. That means there are two participants with their children in each unit. It’s the step after congregate shelter, before participants are living on their own. All our referrals come from the congregate shelter, Hastings House.

We really stress the different responsibilities participants have as individuals, as adults, as guardians, so that they’re preparing themselves for success. Participants are doing their own laundry, cooking, cleaning, and budgeting for their own household and personal supplies. And we encourage participants to make sure they’re in school or working, that their kids are in school or daycare, that they’re paying off debt.

Hosmer is like a middle, transitional step between shelter and permanent housing. Participants may need support coming out of a shelter to balance life on their own, and we’re there to nudge them and keep them on their path.

What is your role at Hosmer? My title is Senior Program Mentor; however I feel like I’m just like any other mentor at EMPath—I’m there to support the participant. My main mission is making sure my participants feel heard. I’ve been in this field for 11 years now, and I’ve met so many participants who have felt like providers aren’t listening to their needs and wants, and have been telling them what to do instead. My role is making sure the participants I interact and work with are advocated for and that I can support them in increasing their skills so they can advocate for themselves, because I won’t always be there.

What is one thing you wish people knew about EMPath? What I really want people to know is that EMPath doesn’t drive itself. The participants drive us. Because they drive us, we will forever be successful in that we are disrupting poverty. We are an agency that is surrounded by the strength within our participants. Our success only matches the success of the participants.

What’s your favorite part of your job? My advocacy. I am not afraid to be on the side of the participant. I honestly do feel like they’re the reason I have a job, that I’m in this career. Whatever it is, no matter what paths I need to cross and what conversations I need to have, I’m going to advocate for the participant. I just feel like it’s a disservice to them if I don’t. At the end of the day, I look at everyone like they’re human. And everyone’s voice deserves to be heard.

What’s a fun fact about yourself? I’m multi-lingual. I speak English, Spanish, Portuguese, and Cape Verdean Creole.
What is The Exchange?

The Exchange is EMPath’s learning network for human services organizations looking to improve outcomes for the families they serve. Members learn about our economic mobility coaching approach, Mobility Mentoring, and integrate it into their programs. Members represent nonprofit and government organizations of all types, including housing programs, hospitals and healthcare organizations, early education and care programs and multi-service organizations. The Exchange started in 2014 when other organizations started to notice the breakthrough outcomes EMPath’s participants were having, and it has been growing steadily since then.

225,000 individuals served with the model via the network since 2014

Impact Stats

1,500 households from 17 member organizations across the country are represented in this data. These outcomes (right) help paint a picture of Mobility Mentoring’s broader impacts in the face of the national crises of the pandemic and massive unemployment.

$5,736

Average Annual Income Increase

77%

Average Goal Achievement Rate

“Mobility Mentoring® tools allow our staff to provide the critical support and direction while coaching and cheerleading from the sidelines.”

Exchange Member, 2020
Individual Donors

$100,000+
Anonymous
Donna A. Jeffers

$20,000-$49,999
Victor Allis & Sara Gifford
Carson Biederman
Eileen Casey
Anne Covert
D'Arcy & Howard Goldman
William Mantzoukas
Katharine E. Merck
Anonymous (x4)

$1,000-$4,999
Carol Stoner
Ed & Katherine Pendergast
Persis Levy
Anne F. St Goar & Shippen Page

$5,000-$9,999
Anonymous (x2)
John Edwards
Jennifer Gaudet
Jonathan Hecht
Persis Levy
Ed & Katherine Pendergast
Carol Stoner
Ray Sullivan

$1,000-$4,999
Anonymous (x4)
Jane & Andrew Abu
Nathalie Aphin
Hal Belodoff
Elizabeth S. Boveroux
Heidi Brooks & Javit Drake
Rachel D. Chagnon
Mary Coleman
Lisa Coll
Elizabeth G. De Montigny
Katharine & Tim Delaney
Linda J. Felter
Barbara Felton
Elizabeth Grant
Ellie Jeffers-Ward
John Kain
Nancy L. Keating
Laura Keenan
Christian Kreilkamp
Corinne Larson
Jermaine A. Lawrence
Gregory Lewis
Helene Lieb
Ellice Longo
Virginia Meany
Georgia Murray
Louise Murray
Janet Offensend
Mark Osborne
Eric Paley
Judith Parks
Richard & Orah Platt
Gregory Pomerleau
Diane & Richard Schmalensee
Leah Sciabarrasi & Cesare Casadei
Benson Shapiro
Fredi Shonkoff
Tamara Silkoff
Lauren Smith
Jill D. Smith
Weiil Su
Anne G. Symchych
Wendy A. Watson
Mary Werler
Susan E. Whitehead
Louise Wylan
Peter Zane

$500-$999
Anonymous
Margaret D. Ackerman
Louise T. Ambler
Elizabeth P. Barringer
Jessica Brackman
Luis de Luzuriaga
Mara Evans
Mary J. Farrington
Randy Glick
Cytandra Hoover
Robert Jesson
Ann O. Lord
Alister Martin
Barbara McKenna
Betty Morningstar
Karen Shine Nelson
Wendy Shattuck
Melissa Tansey
Usma B. Thakrar
Anne Turner
Emily V. Wade

$250-$499
Anonymous (x2)
Jon Beshesksy
Michele Bokun
George Bouchard
Julie Brooks
Stephen Cairns
Stephen Cavagnaro
Breana Cole
Bernadette Crehan O’Callahan
Joseph Fabiano
Michael Ford
Barbara Freedman Wand
Kathleen Gaydos
Shelly Gibson
Clarice B Gordon
Edward Heller
Michael Horn
Ryan Kim
Katherine F. Kopp
Daniel LaPointe
Cynthia F. Leposky
Ruthie Liberman & Danny Watt
Laurence E. Morris
Deirdre Nectow
Hollis P. Nichols
Barbara S. O’Connell
Denise Oehler
David Pilbeam
Richard Seamans
Risa Shames
Michael Sutphin
LaShauna Walker
Constance V. White

$249 & Under
Anonymous (x19)
Charlene Abebe
Eleanor D. Acheson
Ashley Agnew
Michael Ames
Catherine Andrus
Kristina Antal
Linda Ayers
Martha H. Bagby
Margaret G. Barmack
Laura K. Barooshian
Nancy B. Bates
Robert I. Bechek
Paul Bechta
Michael Beer
Videen M. Bennett
Michael Bentinck-Smith
Stephen Bernsen
Andrew Bille
Paula D. Blank
Deborah A. Boggs
Holly Boker
David Bove
Carol Bowen
Bernice E. Bradin
Eve Brendel
Marilyn Brookwood
Kenneth S. Brown
Conner Brown
Kurt Brunner
Lois Bruss
Jon Buhl
Debbie Burger
Barry Burlingham
Holly Burnes
Eleanor S. Butler
Jeanette Callahan
Leon Cantor
Marsha Cargill
Michael Caso
Sonia Chang-Diaz
Michael Charast
Maria T. Charette
Douglas Chmura
Deborah Chote
Amanda Cobb
Adam Cohen
Christopher Colbert
Thomas Collet
Erica Collier
Noehmi Contreras Robles
Francis Crocetti
Dylan Curtis
Fay Dabney
Tim DeLassio
Stephanie DeOliveira
Nicholas Di Fabio
Mary Ellen Dobruck
Honore Fallon
Susan E. Foster
Anne Fraser
Andrew Frederick
Jennifer Freeman
Michelle Freshman
Richard Gair
Anthony Gale
Catherine C. Garnett
Julia Gittlerman
Jason Glick
Steven Glick
G.W Goodale
Pam Goodman
Marissa Graziano
Jeffery Greene
Patricia Greninger
Laurie Griffiths
Brian Hale
Carolyn A. Hamming
Lisa Hasko
Michael Hession
Scott Hiller
Scott Ingle
Shilpa Iyver
Leah Jackson
Stuart Jacobson & Suzanne Cooper
Alexander Katz
Beth Kemler
Niall Kenneally
Beth Knobel
Charlotte Knox
Lenore Korn
Jan Kruse
Sabrina Kurtz-Rossi
Kelsey Landeck
Sandra M. Lawrence
Dietra Lee
Matt Lepley
Harold Lichtin
John Lippitt
Glenn D. Lucas
Betty S. Lykins
Emily A. Maitin
Michael Markowitz
Jackie Martin
Jodie Martin
Ricardo Martins
Matt McClintic
Judith B. McDonough
Josephine McNiel
Cheryl Meadow
Ashok & Abby Mehta
Sherry Melenovsky
Katherine P. Messenger
Daniel Michaud Weinstock
Marin Miliο
### Corporations & Foundations

#### $100,000+

- Anonymous
- Brickbottom Foundation
- Nordblom Family Foundation

#### $50,000-$99,999

- Bill & Melinda Gates Foundation
- Frieze Family Foundation
- Kresge Foundation
- Mabel Louise Riley Foundation
- State Street Foundation
- Richard and Susan Smith Family Foundation
- United Way of Massachusetts Bay and Merrimack Valley

#### $20,000-$49,999

- The Boston Foundation
- G. Gorham Peters Trust
- John Hancock Financial Services, Inc.
- Lincoln & Therese Filene Foundation
- Pearson Foundation Fund
- People's United Community Foundation
- Roy A. Hunt Foundation
- Santander Bank New England TJX Foundation, Inc.

#### $10,000-$19,999

- Amelia Silliman Rockwell & Carlos Perry Rockwell Fund
- Boston Medical Center
- Brown Advisory Charitable Foundation
- Bushrod H. Campbell & Adah F. Hall Charity Fund
- Cambridge Trust Company
- Dahl Administration
- Dorothy and Jonathan Rintels Charitable Foundation
- Eastern Bank Charitable Foundation
- Elizabeth Grant
- Give with Liberty
- Laura Sibbel Fiske Trust
- Paul and Edith Babson Foundation
- Silver Cloud Fund
- State Street Corporation
- The Tessy Foundation
- Webster Bank

#### $1,000 and below

- Bernstein
- City of Boston, Trustee of Public Charitable Trusts
- Combined Jewish Philanthropies
- Keenan Monahan Family Fund
- Libbey-Clarke Family Fund
- Partners HealthCare
## Statement of Financial Position

<table>
<thead>
<tr>
<th>Assets</th>
<th>6/30/20</th>
<th>6/30/19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Assets</td>
<td>$3,473,419</td>
<td>$1,372,804</td>
</tr>
<tr>
<td>Investments</td>
<td>$3,811,224</td>
<td>$3,023,069</td>
</tr>
<tr>
<td>Total Assets</td>
<td>$11,877,428</td>
<td>$10,004,248</td>
</tr>
<tr>
<td>Liabilities and Net Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current Liabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notes Payable</td>
<td>$2,332,803</td>
<td>$-</td>
</tr>
<tr>
<td>Total Liabilities</td>
<td>$3,426,868</td>
<td>$958,208</td>
</tr>
<tr>
<td>Net Assets:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Without Donor Restrictions</td>
<td>$3,674,561</td>
<td>$4,307,733</td>
</tr>
<tr>
<td>With Donor Restrictions</td>
<td>$4,773,144</td>
<td>$4,738,267</td>
</tr>
<tr>
<td>Total Net Assets</td>
<td>$8,447,705</td>
<td>$9,046,040</td>
</tr>
<tr>
<td>Total Liabilities and Net Assets</td>
<td>$11,877,428</td>
<td>$10,004,248</td>
</tr>
</tbody>
</table>

## Sources of Operating Funds:
- **Government Support**: 71%
- **Gifts and Grants**: 20%
- **Fee for Service**: 7%
- **Investment Income**: 2%

## Statement of Activities

### Operating Revenue

<table>
<thead>
<tr>
<th>FY20</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Service Fees</td>
<td>$9,375,547</td>
</tr>
<tr>
<td>Gifts and Grants</td>
<td>$2,280,991</td>
</tr>
<tr>
<td>In-Kind Gifts</td>
<td>$321,292</td>
</tr>
<tr>
<td>Investment Income Appropriated</td>
<td>$264,000</td>
</tr>
<tr>
<td>Other Income</td>
<td>$424,308</td>
</tr>
<tr>
<td>Total Operating Revenue</td>
<td>$12,666,139</td>
</tr>
</tbody>
</table>

### Operating Expenses

<table>
<thead>
<tr>
<th>FY20</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$11,382,519</td>
</tr>
<tr>
<td>Management and General</td>
<td>$1,284,342</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$509,166</td>
</tr>
<tr>
<td>Total Operating Expenses</td>
<td>$13,176,027</td>
</tr>
</tbody>
</table>

### Change in Net Assets from operating activities

<table>
<thead>
<tr>
<th>6/30/19</th>
<th>6/30/20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in Net Assets from operating activities</td>
<td>$-(509,888)</td>
</tr>
<tr>
<td>Change in Net Assets from non-operating activities</td>
<td>$(85,592)</td>
</tr>
<tr>
<td>Total Change in Net Assets</td>
<td>$(595,480)</td>
</tr>
<tr>
<td>Ending Net Assets</td>
<td>$8,450,560</td>
</tr>
</tbody>
</table>