Introduction

Mobility Mentoring® is the professional practice of partnering with clients so that they may acquire the resources, skills, and sustained behavior changes necessary to attain and preserve their economic independence. This innovative approach is integrated throughout EMPath services. This report shares the reach of Mobility Mentoring and its effects on the families and individuals engaging in this transformative practice at EMPath’s program sites in Greater Boston.

About EMPath

Economic Mobility Pathways (EMPath) is a global leader in helping low-income people reach the middle class and beyond through its science-based approach to mentoring. The approach helps families achieve dramatic gains in income, housing, education, family life, and career. EMPath uses the approach in its direct service work to support families in Greater Boston and through its Economic Mobility Exchange™, a partnership with non-profits, governments, and human service providers nationally and across the globe.
The FY2020 Impact Report

This year’s Impact Report is a special one. 2020 brought epic unanticipated challenges to our work: a global pandemic, new flare-ups of longstanding racist violence and white supremacy, massive job loss, and more. In spite of all this, EMPath’s participants, on the whole, ended the year in a better place than they were when they entered our programs: they are making more money, attaining more education, and more of them are managing to save money. Perhaps most strikingly, in the midst of all of the world’s upheaval, the vast majority—96%!—agree with the statement, “As a participant at EMPath, my life is changing for the better.” We’re so proud to share this year’s Impact Report with you, as it truly reflects the hard work of our staff and participants.

Our Programs

Unless otherwise stated, metrics in this report cover participants across all of EMPath’s programs in Greater Boston:

- **Short-Term Programs** include our family homeless shelter and stabilization programs.
- **Long-Term Programs** include those for participants in permanent housing, including our Flagship Program, Career Family Opportunity (CFO).
- **Integrated Services** include additional specialized supports that are integrated into our other programs.

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

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

48% of households experienced homelessness during FY20

87% of the adults with children who are single
An essential tool used by Mobility Mentoring programs is the Bridge to Self-Sufficiency®. The Bridge to Self-Sufficiency is a multi-faceted tool, serving as a conversation guide as well as a means for assessment and tracking progress. Bridge assessments identify strengths and obstacles to success in each of the five pillars: Family Stability, Well-Being, Financial Management, Education & Training, Employment & Career. Throughout FY20, 97% of participants had at least one Bridge conversation with their mentor.

A participant’s Bridge score is a measure of their overall self-sufficiency; higher scores indicate higher self-sufficiency. Of those participants active in FY20 with a valid, comparable Bridge score at least one year apart, 74% experienced an increase in score. The average change in score for exiting participants is 10 points, out of a total possible score of 100.
## BRIDGE TO SELF-SUFFICIENCY®

<table>
<thead>
<tr>
<th>FAMILY STABILITY</th>
<th>WELL-BEING</th>
<th>FINANCIAL MANAGEMENT</th>
<th>EDUCATION &amp; TRAINING</th>
<th>EMPLOYMENT &amp; CAREER</th>
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</thead>
<tbody>
<tr>
<td>Housing</td>
<td>Physical &amp; Mental Health</td>
<td>Debts</td>
<td>Education &amp; Training</td>
<td>Employment &amp; Career</td>
</tr>
<tr>
<td>Family</td>
<td>Networks</td>
<td>Savings</td>
<td>Educational Attainment</td>
<td>Earnings Levels*</td>
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<tr>
<td>No subsidy, housing costs 1/3 or less of household gross pay</td>
<td>Fully able to engage in work, school, and family life; children or family needs don't get in the way (OR) No children or dependent family members</td>
<td>Can always rely on networks to provide useful advice, guidance, and support; advocates for others</td>
<td>No debt other than mortgage, education, and/or car loans, and current in all debts</td>
<td>Bachelor's degree or higher complete</td>
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<td>Earnings = 80%+ AMI (Family-Sustaining Wage)</td>
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<td>Household Size of:</td>
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<td>2: $62,550+</td>
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<td>3: $70,350+</td>
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<td>4: $78,150+</td>
</tr>
<tr>
<td>No subsidy, housing costs exceed 1/3 household gross pay</td>
<td>Mostly able to engage in work, school, and family life; children or family needs rarely get in the way</td>
<td>Can often rely on networks to provide useful advice, guidance, and support</td>
<td>Current in all debts and making more than minimum payments on one or more debts</td>
<td>Associate's degree or professional certification complete</td>
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<td>Earnings = 50% - 79% AMI</td>
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<td>Household Size of:</td>
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<td>2: $41,400 - $62,549</td>
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<td>3: $46,550 - $70,349</td>
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<td></td>
<td>4: $51,700 - $78,149</td>
</tr>
<tr>
<td>Subsidized Housing - pays $300+ towards rent</td>
<td>Somewhat able to engage in work, school, and family life because of health or mental health needs rarely get in the way</td>
<td>Can sometimes rely on networks to provide useful advice, guidance, and support</td>
<td>Making minimum payments on all debts</td>
<td>Job training or certificate complete (beyond high school)</td>
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<td></td>
<td>Earnings = 30% - 49% AMI</td>
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<td></td>
<td>Household Size of:</td>
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<td></td>
<td>2: $24,800 - $41,399</td>
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<td>3: $27,900 - $46,549</td>
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<td>4: $31,000 - $51,699</td>
</tr>
<tr>
<td>Subsidized Housing - pays $0 - $299 towards rent</td>
<td>Barely able to engage in work, school, and family life because of children or family needs</td>
<td>Barely able to engage in work, school, and family life because of health or mental health needs</td>
<td>Behind in payments of 1 or more debts and making payments on at least 1 debt</td>
<td>High School Diploma or GED/HiSET complete</td>
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<td></td>
<td></td>
<td>Earnings = &lt; 30% AMI</td>
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<td></td>
<td>Household Size of:</td>
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<td>2: &lt;$24,800</td>
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<td>3: &lt;$27,900</td>
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<td></td>
<td></td>
<td>4: &lt;$31,000</td>
</tr>
<tr>
<td>Not permanently housed</td>
<td>Not able to engage in work, school, and family life because of children or family needs</td>
<td>Not able to engage in work, school, and family life because of health or mental health needs</td>
<td>Can rarely rely on networks to provide useful advice, guidance, and support</td>
<td>Less than High School Diploma or GED/HiSET</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>No savings</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>Not currently employed</td>
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</tbody>
</table>

*Income ranges are for Suffolk County, MA. Data from HUD’s 5/14/17 AMI tables

For more information, please visit www.empathways.org

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Goal Achievement Rate

What types of goals are participants achieving?

Goal Examples

Financial Management Goal:
Organize bills by completing monthly and weekly budget sheets.

Education Goal:
Contact X College to find out the status of my application, which credits I can transfer, and whether I will be able to attend full time.

Career Goal:
Obtain full time pharmacy tech position at X Hospital.

Goal Achievement

One metric we pay careful attention to is our Goal Achievement Rate. Our mentors strive to support our participants in achieving the goals they set during their time in our programs.

In FY20, our overall goal achievement rate for adult goals was 70%. One study on goal achievement found a 32% goal achievement rate among university students. Below are the goal achievement rates for our individual pillars. This graph shows the number of goals set in each pillar; as well as the percent achieved.
Family Stability & Well-Being

In addition to measures of economic mobility, this year we focused on measuring the impact of mobility mentoring on participants’ well-being. We utilized the Cantril Self-Anchoring Scale^2 to classify whether participants were thriving, struggling or suffering in their overall well-being. We saw that compared to entering participants (only 29% thriving), exiting participants have a higher likelihood of thriving (46%) and a lower likelihood of struggling in their overall life situation.

Community Comparison - Housing

67% of homeless participants in the US Homeless Prevention and Rapid Re-housing Program were stably housed at program exit.^3

Of the 153 participants who exited our shelter programs in FY20, 92% (141) exited to stable permanent housing.

Where on the ladder from 0–10 do you feel you personally stand right now?

<table>
<thead>
<tr>
<th></th>
<th>STRUGGLING</th>
<th>THRIVING</th>
</tr>
</thead>
<tbody>
<tr>
<td>first</td>
<td>65%</td>
<td>29%</td>
</tr>
<tr>
<td>latest</td>
<td>43%</td>
<td>46%</td>
</tr>
</tbody>
</table>

PILLARS ONE AND TWO

How are families making gains at home & wellness?
PILLAR THREE

Financial Management

80% of participants without a bank account who opened one

84% of participants without a budget who created one

85% of participants without savings who started saving money

65% OF PARTICIPANTS EXPERIENCE AN INCREASE IN CREDIT SCORE

Average credit score = 598 points
Average increase in credit score = 129 points

Community Comparison - Finance

In 2016, 32% of US adults had obtained a credit report. In comparison, 71% of our adult participants obtained a credit report in the past fiscal year.

In 2017, 69% of US households making <$15,000/year had a bank account. In comparison, 80% of our active participants had a bank account at the end of FY19.

AVERAGE AMOUNT IN SAVINGS (shelter and stabilization)

$107.99 at start
$878.61 at exit

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PILLAR FOUR

Education & Training

22% of participants not in school at entry enrolled in school in the past year

17% of participants in school completed their program in the past year

FLAGSHIP PROGRAM PARTICIPANTS

29% flagship program participants with college degrees at entry

51% flagship program participants with college degrees at exit
PILLAR FIVE

Employment & Career

Average Annual Earned Income at Entry and Most Recent

Baseline

$17,056.08

Most Recent

$23,093.64

Community Comparison - Income

One study of current/former TANF recipients in the early 2000s found that 25% had a significant increase (>10%) in earned income in 3 years.7

25%

Of our FY20 participants who had two valid income assessments more than 6 months apart, 44% had a 10% or greater increase in earned income.

44%

Flagship Program Graduates’ Average Income

at entry

183%

$16,621.80

increase in annual income among flagship program exits

at exit

$47,008.92

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

In addition to the outcomes our participants experience during the time in our programs, there are also some intangible effects. This year, our EMPath Participant Feedback Survey asked our participants to tell us how we’re doing. Here are just some of the inspiring and heart-warming results.

90% of participants said that they were very satisfied or satisfied with EMPath’s precautions to keep them safe during the COVID-19 pandemic.

96% of participants agreed with the statement, “As a participant at EMPath, my life is changing for the better.”

94% of participants said they would recommend EMPath to others in similar situations.

“\textit{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.}”

\textit{(Stabilization Participant)}

“\textit{My mentor actually listens to me and my concerns. We can come up with a game plan together easily. She keeps me on track with reminders and handles things in a timely manner.}”

\textit{(Hastings Participant)}

“\textit{My mentor is always empathetic, friendly, helpful, to my situation. She exemplifies extraordinary interpersonal skills. She is very respectful, supportive, professional, neat, understanding, considerate, consistent and my kids love being around her. She offers great advice, she searches and researches anything I may need.}”

\textit{(CFO Participant)}
The Economic Mobility Exchange™

EMPath’s human services network boosts economic mobility across the country and around the world. The Exchange shares EMPath’s coaching approach, fosters learning, and enhances existing human service programs.

Network Members

- Nonprofits
- Schools
- Colleges
- Healthcare providers
- Child care centers
- Human service programs
- Government agencies

The Impact of the Exchange:

- 369 organizations trained in Mobility Mentoring
- 3,600 individuals trained in Mobility Mentoring
- 225,000 individuals served with Mobility Mentoring-informed approach