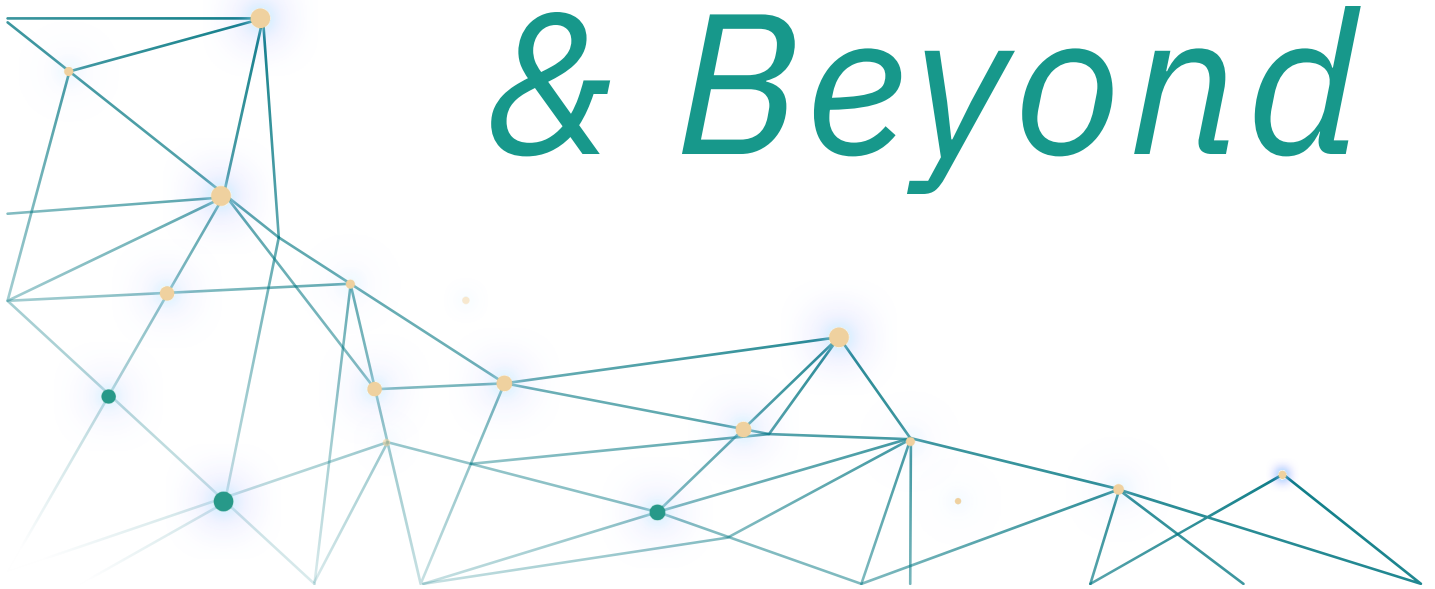


Economic Mobility Exchange™

Annual Member Report FY24

A Decade & Beyond



EMPath
Economic Mobility Pathways

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:

- Providing direct services in several housing-based and other economic mobility programs in the Greater Boston area. At the core of our work is supporting families with our research-backed coaching approach - Mobility Mentoring® - to support families to climb the economic ladder.
- 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 to 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

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Greetings from EMPath's President & CEO

Dear Exchange community,

It has been incredible marking a decade of the Economic Mobility Exchange with you all this past year. Celebrating with so many of you in person at our Disrupting Poverty Conference in March 2024 was a standout moment that truly honored the ten years of progress we've made together as a network. Most importantly, the four-day event was an extraordinary convergence of intellect, innovation, and purposeful action that left so many of us inspired as we look ahead to the next chapter of our work together.



Kim Janey
President and CEO

In partnership with the participants in our programs, we are flipping the script about what people living in poverty can expect. We have a shared commitment to driving solutions and change that go beyond putting temporary band-aides on poverty – supporting families to really move forward towards economic prosperity. We see the amazing strides participants in programs are making – securing better-paying jobs, paying down debt, completing educational programs, and so much more.

And yet, we know we can't make sustainable, long-term change until we transform our systems. As we look ahead post-election, our work and voices will be critical as we work to protect and strengthen policies that center families. We know poverty is a policy choice. We see the impacts of harmful policies firsthand on families across the country who are working to climb the economic ladder. Families are forced to make impossibly difficult choices, having to choose between paying for diapers, food, housing, transportation, childcare, and life's other necessities.

We hope you'll join us as we head to our nation's capital for our first-ever Disrupting Poverty DC Action Summit in May 2025 to advocate for bold change to support families, to advance racial justice and equity, and to close racial wealth gaps. This two-day event will bring together our community of EMPath staff, families in our programs, members of the Exchange, key collaborators, and the public to learn together and advocate for policies that support families working towards economic prosperity.

Hand-in-hand with you all, we will continue to advocate for bold action at all levels of government – local, state and federal. This will bring us closer to a world where all of us can live out the American dream.

In solidarity

Kim Janey
President & CEO

Greetings from the Exchange Team

On the 10th anniversary of the Exchange, we are thrilled to reflect on how we continue to strengthen each others' work to better serve our communities. This past year, we were able to share with each other strategies and ideas to best support people in their economic mobility journey. We learned so much from each other this year, here are some highlights:

- Members presenting on their programming and experience at our monthly webinar series!
- Coming together in person at the March 2024 Disrupting Poverty Conference and Exchange Member Convening in Boston. Over 250 members were in Boston for the events, and 14 of sessions included member organizations over both events!
- Seven Exchange members were interviewed for and helped to edit the What Works: Guaranteed Income paper presenting a scan of programming and early learnings within the network



Jennifer Lowe, PhD
Vice President of Shared
Learning and Member
Net works

Looking ahead, we are excited to continue to learn from each other next year and leverage the power of the learning network! Stay tuned for more news on the following opportunities:

- Member feedback over the years was incorporated into the update and redesign of EMPATH's Bridge, to be unveiled this Fall. And we will want to continue to hear your thoughts and feedback as we plan for future updates!
- We are hoping to learn from you which strategies you are implementing to make the Mobility Mentoring approach more effective! Have you incorporated technology into your work? Do you use group meetings or workshops to supplement individual coaching sessions? Other strategies? Share back with us what you've found to be helpful in finding efficiencies in your Mobility Mentoring work!
- Our Disrupting Poverty DC Action Summit in Washington DC May 7-8, 2025 to lift up our collective voices to share with elected officials key policy recommendations to generate greater increased economic mobility for the people we serve!

Jennifer Lowe, PhD
Vice President of Shared Learning and Member Networks

THE NUMBERS: THE EXCHANGE IN FY24

400,000+

total number of individuals served since 2014

6,000+

number of individuals trained

Number of Exchange Members in FY24

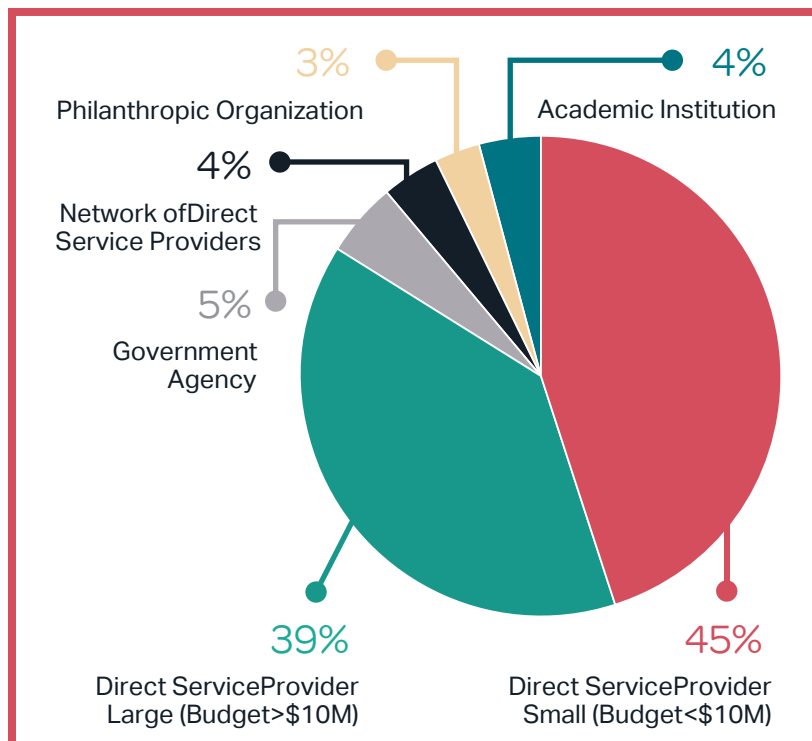
148+

members representing 970+ organizations

98%

of member organizations would recommend the Exchange

BREAKDOWN OF MEMBER TYPE



Opportunities for individuals to share learnings with each other:

Virtual Subgroups:

- Affordable Housing/Residential Programs
- Family Serving Systems
- Higher Education
- Workforce Development

In-Person Collaboration:

- Regional Summits
- Disrupting Poverty Member Convening & Conference

Continuous Learning:

- Monthly webinars
- Online asynchronous courses, like Mobility Mentoring® Foundations, Mobility Mentoring-Informed Supervision, and Bridge pillar microcourses
- Opportunities for receiving Continuing Education Units (CEUs)
- Recognition of individuals as Mobility Mentoring Champions

FY24 EXCHANGE HIGHLIGHTS & LEARNINGS

At EMPATH, we are always working to provide our Exchange members with the very best support and strive to produce new usable knowledge for the field. Here is a recap of what we learned with members over the past year.

REFLECTIONS FROM MEMBERS

Challenges

In our member survey, members shared they experienced the most challenges in the following areas when implementing a Mobility Mentoring-informed approach:

- Data collection and analysis
 - Data collection can happen using a variety of systems, including Excel. Check out the [Data & Outcomes resources on the Portal](#), especially the [06/2024 Data Fundamentals for Mobility Mentoring® webinar](#)
 - Level 2 members have two consult sessions with a member of the R&E team each year as a benefit of your membership. For more details, check out the Portal page and reach out to your Member Relations contact.
- Recruitment of participants & security funding
 - Stay tuned for new resources!

Successes

In the survey, members shared they experienced successes in the following areas when implementing a Mobility Mentoring-informed approach:

- Participant interactions
- Customization of Mobility Mentoring to align with organization's needs

“The Bridge has been very instrumental regarding self-reflection for mentees and a good visual aid and motivator. It has been a very useful tool.” -
Exchange member

Updates from our cohorts

We wrapped up our Youth & Young Parent cohort funded by the Annie E. Casey Foundation, a qualitative research project completed with seven Exchange members specifically designed to explore and highlight best practices in Mobility Mentoring coaching programs in the following areas: recruitment, engagement, and retention.

- Four areas of interest were explored:
 - The unique strengths of, and challenges faced by, young people experiencing poverty;
 - Important differences between parenting and non-parenting youth;
 - Recruitment and engagement strategies for young participants;
 - Implementation/adaption of EMPATH's economic mobility coaching tools (the Bridge to Self-Sufficiency™ and Goal Action Plans)

Want to learn more? Check out our [brief](#) or [public webinar](#)!



■ In-Person Collaboration

We were thrilled to have two opportunities to convene Exchange members this fiscal year at our Regional Learning Summit in Knoxville, TN and our Member Convening in Boston.

Regional Learning Summit, “Transforming Together”

EMPath co-hosted a regional summit with [United Way of Greater Knoxville](#) last fall in Knoxville, TN. Attendees came together to learn how member organizations within the region are utilizing Mobility Mentoring to impact their communities through collective impact and strategic partnerships approaches. Sessions featured members’ work, including:

- [United Way of Bartholomew County’s](#) collective impact system focuses on capacity building amongst social services agencies who support families gaining self-sufficiency.
- [The Restoration House’s](#) strategic partnerships and creative methods to help individuals and families tackle goals and find holistic health and healing.
- The United Way of Greater Knoxville’s early learnings from their East Tennessee Collaborative via panel discussion with a program director, Mobility Mentor, participant, and evaluator.

EMPath’s President and CEO, Kim Janey was the keynote speaker and former Mobility Mentoring participant and now Director of Social Services at [YWCA of Knoxville](#). Amy Moden shared her experiences.

Exchange Member Convening, “Disrupting Poverty”

We celebrated The Exchange’s 10th anniversary at our recent Exchange Member Convening, right here in Boston!

In the two days leading up to our public Disrupting Poverty Conference, Exchange members from around the globe gathered to reflect on the progress and learnings from their work supporting families’ economic mobility over the past decade. Our members responded to a call for workshop proposals and our inaugural Member Advisory Council served as the selection committee for approved workshops.

Over 250 members came from around the globe and engaged in two days of workshops and panel discussions. The Member Convening provided a dynamic learning and networking experience, and members left the convening energized, equipped with new insights and connections, and ready to tackle the challenges ahead with renewed vigor.

■ DEEPER COLLABORATION WITH MEMBERS

As a member-based learning network, the Exchange greatly values and relies on feedback from member organizations to help EMPath create new products and offerings within the network, and to further evolve the Mobility Mentoring model. We are truly stronger as a result of our work together. To that end, we'd like to highlight the following two new initiatives that have contributed to deeper collaboration and learnings with member organizations.

Member Advisory Council

Our inaugural Member Advisory Council (MAC) has completed its first term. The 10 MAC members represent a diverse cross section of our membership related to size, region, sectors and populations served, membership levels, and length of membership/implementation of the Mobility Mentoring® model.

10 members with representation from 8+ sectors and 9 states.



MAC members contributed to the Exchange in a variety of ways, including:

- Serving as the selection committee for the Member Convening workshop proposals
- Providing recommendations for FY24 goals
- Prioritizing topics for monthly webinars
- Brainstorming strategies for increased member networking



The new MAC launched at the start of FY25 with eight new members and two returning members. They will explore how the MAC can invest and contribute to the future of the Exchange network.

Interested in learning more about MAC or becoming a member? Reach out to TheExchange@empathways.org

■ NEW INITIATIVES

Guaranteed Income (GI)

We saw a theme emerging amongst Exchange membership and around the country of guaranteed income initiatives, that is, initiatives that provide unrestricted direct recurring cash payments to a targeted group of individuals, typically based on need and equity. We wanted to explore existing program structures found within Exchange member programming and whether other program add-ons—such as Mobility Mentoring®—could accelerate and/or improve economic mobility for participants.

Here's what we learned:

- Programs should always be designed with comprehensive input from the impacted communities.
 - As we found in our interviews with organizations implementing blended guaranteed income/coaching programs, people often requested individual coaching support to help strategize toward their goals.
- Be mindful of how cash disbursements may impact benefit eligibility; seek waivers prior to program launch if possible and counsel people on impact and strategies to mitigate cliff.
- Evaluation results of Exchange member GI programs indicate gains beyond income and financial outcomes to also include positive outcomes in stress reduction and increased quality time with family.



Learn more:

- [The Guaranteed Income Community of Practice](#)
- [Mayors for Guaranteed Income](#)
- [What Works: Guaranteed Income Paper](#)

Beyond the Cliff Coalition

EMPath is an advisor on the recently launched Beyond the Cliff Coalition. This Coalition, hosted by the Martha O'Bryan Center with financial support from the Kresge Foundation, is a first-of-its-kind national collaborative of nonprofits, state and local governments, and collaborative stakeholders focused on helping families achieve economic prosperity and specifically eliminating the benefits cliff. The benefits cliff describes the experience that millions of low-income families face when they increase earnings only to face an abrupt loss in public assistance which leaves them worse off financially.

- Exchange members that are part of the Coalition include: Episcopal Community Services of Philadelphia, Workforce Development Council of Seattle King County, and Onondaga County Department of Social Services
- Opportunities to engage, learnings, strategies, and best practices emerging from the Coalition will be shared back with the Exchange.

■ NEW INITIATIVES

Subgroups

In response to member requests for additional networking opportunities, we have created sector-specific subgroups as a nexus for collaboration, enabling practitioners to connect, share insights, and foster innovations.

Here are some highlights:

- The [Workforce Development subgroup](#) shared that collecting data about income and employment can make participants uncomfortable.
 - The group suggested reframing questions, such as, "Can you share how you are making ends meet and how we can support you in that?" instead of, "Tell me about your income."
- The [Residential Programs subgroup](#) discussed how people can request to have their rental history added to a credit score to help long-term renters with consistent payments and little credit history build up their scores
- The [Affordable Housing subgroup](#) reviewed lessons learned in building staff capacity at their respective agencies.
 - One challenge shared was around staff needing additional support with onboarding and training, especially with limited funds. A successful strategy to address this was by creating opportunities for peer support among staff with short activities to allow for reflection, like these subgroup calls!
- The [Higher Education subgroup](#) shared observations of how adult education is trending towards being more career-centered pathways and how their organizations are adapting to address this.



A new [Family Serving Systems subgroup](#) for those serving families in child welfare, juvenile justice, early childhood, and family support programs. Watch for announcements for meetings in FY25 and topic areas.

Interested in joining a future subgroup call? Join the groups on the Portal!

LOOKING AHEAD TO FY25

EMPath has completed the update for the new Economic Mobility Bridge™! The process included revisiting research, reviewing Exchange members' adapted Bridges and feedback received over the years, piloting within EMPATH programs, and gathering feedback from the Exchange's Member Advisory Council (MAC).

We provided a sneak peek of an early draft of the new Economic Mobility Bridge at the Exchange Member Convening in March 2024. We will unveil the Bridge during the October 2024 monthly webinar for the Exchange Network, and in early 2025 to the public. The Exchange will provide resources to support Exchange members to transition including a FAQ and an updated Bridge Conversation Guide

SAVE THE DATE

**DISRUPTING
POVERTY**

DC Action Summit

Hosted by  EMPATH
Economic Mobility Pathways

May 7-8, 2025
WASHINGTON DC

Join EMPATH as we head to our nation's capital to advocate for **greater pathways to economic prosperity**. Learn more & register: 
empathways.org/events/dc-action-summit



Join EMPATH for our first-ever **Disrupting Poverty DC Action Summit** to advocate for bold change towards economic prosperity!

This two-day event will bring together our community of staff, families in our programs, members of our [Economic Mobility Exchange](#) learning network, key collaborators, and the public to learn together and advocate for policies that advance economic mobility. We hope to see you there!

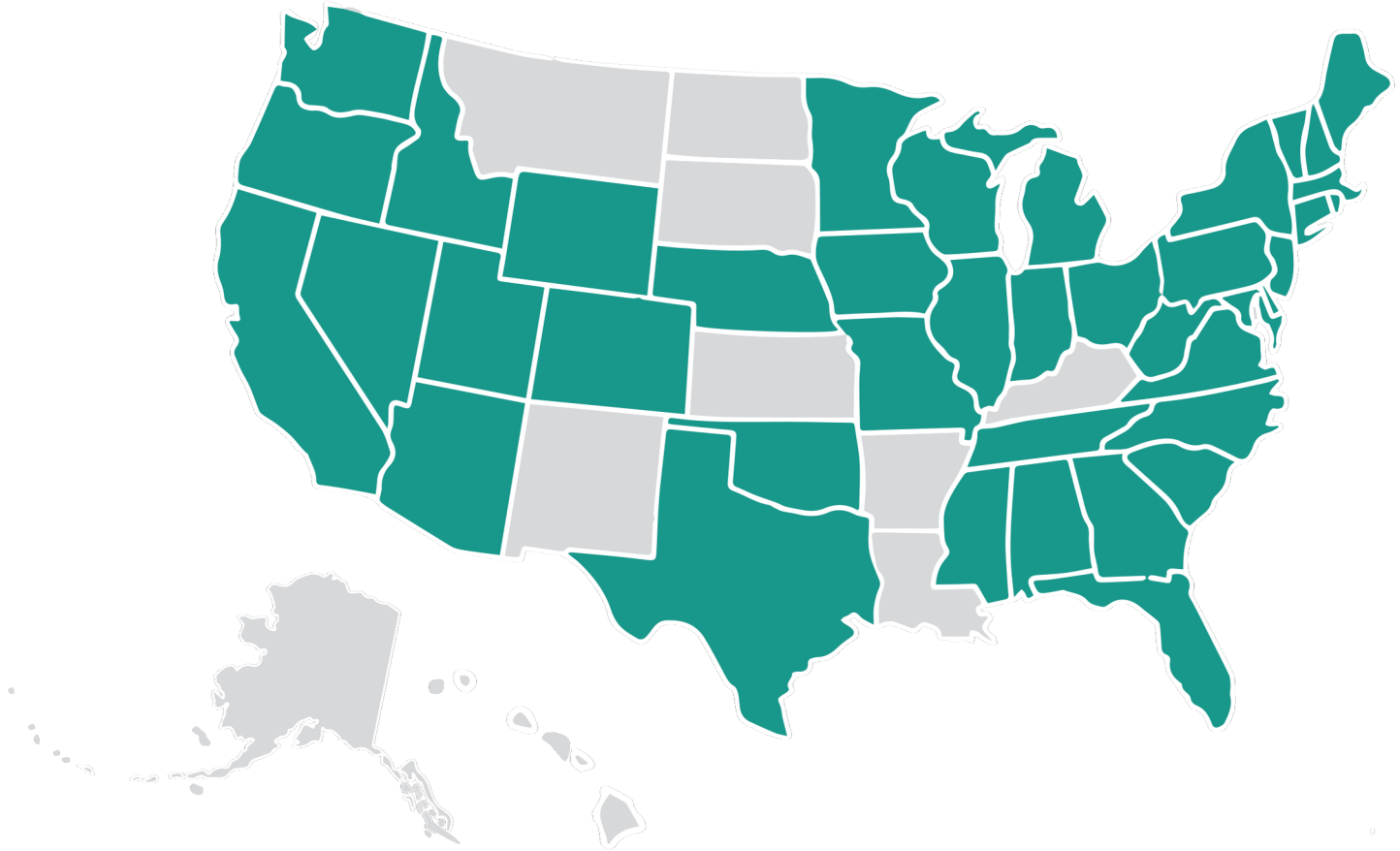
New Learning & Networking Opportunities + Resources

Stay tuned for updates on the following:

- A Coaching Corner for practitioners to ask practice-related questions and connect with each other
 - Case studies and briefs on best practices and lessons learned from members
 - New microcourses diving deeper into the Bridge pillars*
 - An update to our Mobility Mentoring Design and Implementation Guide*
 - Open enrollment workshop opportunities to further practice Mobility Mentoring*
- *available for purchase

We are planning for the next Mobility Mentoring certification cycle as we wrap up the 2023-2024 round. Check out the [Portal page](#) for details!

UNITED STATES



INTERNATIONAL



Australia



Cameroon



El Salvador



Guatemala



Ivory Coast



Kenya



Netherlands



Nigeria



Philippines



Uganda



United Kingdom

United States
Alabama
Arizona
California
Colorado
Connecticut
Florida
Georgia
Idaho
Illinois
Indiana
Iowa
Maine
Maryland

Massachusetts
Michigan
Minnesota
Mississippi
Missouri
Nebraska
Nevada
New Hampshire
New Jersey
New York
North Carolina
Ohio
Oklahoma

Oregon
Pennsylvania
Rhode Island
South Carolina
Tennessee
Texas
Vermont
Virginia
Washington
West Virginia
Wisconsin
Wyoming

Australia
Central America
El Salvador
Guatemala
Netherlands
Philippines
United Kingdom

Africa
Cameroon
Ivory Coast
Kenya
Nigeria
Uganda

CURRENT EXCHANGE MEMBERS LIST*

*As of July 1, 2024

Company Name

18 Degrees
Able Works
Acenda Integrated Health
Achieving Reunification Center
Advance Memphis
Alongside Families
Anderson Interfaith Ministries
Avivo
Baby University
BakerRipley
Bedford Stuyvesant Restoration Corporation
Boys & Girls Clubs of Dorchester
Branches, Inc.
Bridge Communities
Brightpoint (Children's Home & Aid)
Bristol Community College
Brooklyn Community Services
CAN-DO, Citizens for Affordable Housing in Newton
Development Organization
Care Center of Loveland
Career Path Services
Catherine Hershey Schools for Early Learning
Catholic Charities Neighborhood Services
Catholic Charities of the Archdiocese of
Galveston-Houston
Center for Family Life
Center for Human Services
Center for Social Entrepreneurship
Center for Urban Families, Inc.
Centerstone
Chicago Commons
Children's Aid and Family Services
Children's Home Society of Florida
Children's Home Society of Washington
Children's Wisconsin
Climb Wyoming - Esther
Columbus Works, Inc.
Community Services Consortium
Creating Opportunity To Succeed (COTS)
CrossPurpose
EMPath
Enterprise Community Development
Enterprising Latinas, Inc.
Episcopal Community Services

Essie B. & William Earl Glenn Foundation for
Better Living (Glenn Family Foundation)

Ethnic Minorities of Burma Advocacy and
Resource Center (EMBARC)

Families Forward Charlotte Inc.

Family ACCESS of Newton

Family Promise of West Michigan

Family Service Association of San Antonio, Inc.

Family Service of Rhode Island

Franklin County

Franklin Cummings Tech

Freedom Communities

Fresh Start Women's Foundation

GLIDE

Goddard Riverside Community Center

Good Samaritan Inn

Grace Place Ministry, Inc.

Grand Rapids Women's Resource Center

Greer Relief

Growing Home

HANAC, Inc

Heading Home

Her Song

Horizons for Homeless Children

Jewish Family Service of San Diego

Jubilee Soup Kitchen

Juno

Just-A-Start Corporation (JAS)

Lad Lake

Lakes Region Community Developers

Laurel Advocacy & Referral Services, Inc. (LARS)

LifeWorks Community Action

Mecklenburg County Health and Human Services

Methodist Healthcare Ministries of South Texas, Inc.

Mobility Resources

Mommies & Mimosas

Monroe County United Ministries (MCUM)

Nationwide Children's Hospital

Nebraska Children's Home Society

Neighborhood Villages

New Beginnings

New Moms

New Ventures Maine

North Raleigh Ministries

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
 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
 Thoughts Become Things
 Thurman Brisben Homeless Shelter Inc.
 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 of Oklahoma Center for Public Management
 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
 YWCA Spokane
 Zepf Center

