Financial Capability: Practical Steps to Change Social and Human Service Delivery

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LEARNING OBJECTIVES

- Build a *roadmap for innovation and systems change* that integrates financial capability assessment and growth into employment and other social and human services
- Gain *practical tools and strategies* to build pathways to a better economic future
- Improve *understanding of the value and benefits of an ABLE account* to support employment goals and objectives
A PARADIGM SHIFT

A paradigm shift that moves us from

the acceptance of a life of poverty due to the need for public assistance

to

the right to equality of opportunity, full participation, independent living, and economic self-sufficiency.
WHY IS ECONOMIC EMPOWERMENT SO IMPORTANT?

Economic empowerment is a series of strategies that will:

- Improve your economic stability
- Decrease stress and financial crisis in your life
- Provide opportunities for you to learn, earn, save, and build
- Offer savings strategies that will not cause a loss of public benefit
- Put you back in control of your financial life
KEY SKILLS AND KNOWLEDGE

- Money management/budgeting
- Debt management
- Credit management
- Public benefits management
- How to secure good advice
- How to connect to resources/programs/services
DESIRED BEHAVIOR/ACTIONS

Financial decisions are based on good information and actions driven by positive financial goals.

- **Earning Money**: Individuals work to their full potential and utilize available employer benefits and work incentives.

- **Using Money**: Individuals budget to meet their needs and attain their goals, utilize affordable financial products, and use credit wisely, including proactive debt management.

- **Saving Money**: Individuals pay themselves first, have emergency funds, and use matched savings programs and other protected savings opportunities to build assets.

- **Protecting Money**: Individuals access and use available insurance options to protect the money they have and their ability to earn more.

- **Understanding Money**: Individuals build their knowledge of money, connect to trusted entities for advice, and use available resources and supports.
NDI has created *Financial Capability Indicators for Persons with Disabilities* to identify and address the unique needs of this population.

Our *Financial Capability Indicators for Persons with Disabilities* serves as a guide for service providers and individuals to identify and implement steps an individual can take to meet each indicator and build one’s financial well-being.

Each indicator provides action steps to complete and outcomes to measure personal achievement.
FINANCIAL CAPABILITY INDICATORS FOR PERSONS WITH DISABILITIES

1. Set and achieve one or more financial goals
2. Improve income production
3. Access and manage public benefits and work support programs
4. Manage affordable health coverage
5. Manage monthly expenses and debts
FINANCIAL CAPABILITY INDICATORS FOR PERSONS WITH DISABILITIES

6. Manage credit appropriately
7. Select and manage financial products and services
8. Plan and save for the future
9. Increase financial knowledge and make informed decisions regarding one’s financial well-being
10. Identify and connect with trusted sources for advice
IDENTIFYING OPPORTUNITY

- Identifying employment opportunities for individuals with disabilities is critical to an individual’s ability to achieve financial well-being.

- Similarly, identifying opportunities to integrate financial capability into the current disability service delivery system is an important component of this discussion.
SET AND ACHIEVE ONE OR MORE FINANCIAL GOALS

Individual goals are a cornerstone of financial counseling and coaching to motivate an individual to improve their financial skills, knowledge, and actions, and align with the person-centered culture of the disability community.

Opportunity: Include financial goals in individual plans for transitioning out of school, transitioning out of segregated settings, securing and maintaining employment, and independent living.

Positive Outcome: Individual changed their financial habits to achieve their identified financial goal.
IMPROVE INCOME PRODUCTION

Employment is a given for many working-age adults. Unfortunately, significant barriers to employment and to working to one’s full potential still exist for too many individuals with disabilities.

**Opportunity:** Utilize individual budgets and financial goals to ensure financial needs are met by earned income.

**Positive Outcome:** Individual increased their hours at work/earned income to meet their monthly expenses.
ACCESS AND MANAGE PUBLIC BENEFITS AND WORK SUPPORT PROGRAMS

The use of public benefits can create a safety net for individuals with disabilities. Understanding public benefit rules and utilizing available work incentives provide opportunities to increase earnings and savings while maintaining one or more benefit.

**Opportunity:** Connect job seekers and workers to benefit planners to ensure they are maximizing their use of work incentives.

**Positive Outcome:** Individual’s total income increased through the use of work incentives.
MANAGE AFFORDABLE HEALTH COVERAGE

For individuals with disabilities, access to healthcare can be critical to maintaining one’s financial capability and provides protection against medical debt, which can wreak havoc on an individual’s financial stability.

Opportunity: Support individuals in making informed decisions on Affordable Care Act Marketplace choices and the benefits of blending public and private health coverage (i.e. Medicare coverage and employer based insurance). (Also consider Medicaid Buy-in in many states.)

Positive Outcomes: Individual increases access to care while reducing costs and potential for medical debt.
MANAGE MONTHLY EXPENSES AND DEBTS

Three in five (58%) people with disabilities said they are either struggling to get by and going further into debt each month or living paycheck-to-paycheck versus only 34% of people without disabilities. Managing monthly expenses and debt allows an individual to identify their current expenses and debt and develop a plan for meeting those costs monthly, including possible connections to debt management programs and services.

**Opportunity:** Include information and tools to manage monthly expenses and pay down debts as part of personal budgets (i.e. CMS).

**Positive Outcome:** Individual uses a spending diary to track spending behavior and creates a monthly budget that meets their needs and goals.
MANAGE CREDIT APPROPRIATELY

Credit has become an indicator of responsibility in the workplace, in rental housing and in the loan market. Many individuals with disabilities are discouraged from engaging in credit opportunities for fear of predatory practices.

Opportunity: Connect individuals to programs that report rent payments to credit bureaus to establish credit. Correct individuals to free credit counseling programs.

Positive Outcome: Individual establishes a credit score, improving their employment and living options.
SELECT AND MANAGE FINANCIAL PRODUCTS AND SERVICES

An estimated 80% of people with disabilities are unbanked or underbanked, putting them at risk of predatory services to participate in the financial marketplace. Banks, credit unions, and pre-paid card services offer a range of affordable financial services to meet the needs of people at all income levels.

**Opportunity:** Receipt of earnings or public benefits prompt review of banking and pre-paid card services to choose most affordable financial service.

**Positive Outcome:** Individual saves money by avoiding payday loan services and overdraft fees.
PLAN AND SAVE FOR THE FUTURE

Individuals on public benefits are often discouraged from participating in savings opportunities for fear of loss of current or future eligibility. A range of mainstream and protected savings opportunities exists, providing savings opportunities for all individuals, regardless of benefit status, to save for their future.

Opportunity: Employment and independent living plans and services include expectation that individuals will save for their future needs. Consider the benefits of an ABLE account.

Positive Outcome: Individual participates in 401k Plan or Pooled Trust and is saving 3% of their monthly income for the future.
INCREASE FINANCIAL KNOWLEDGE AND ABILITY TO MAKE INFORMED DECISIONS REGARDING ONE’S FINANCIAL WELL-BEING

Many people with disabilities have never managed a budget, opened a savings or checking account, applied for an assistive technology loan or understood how to build assets. Like all Americans, a lack of financial literacy creates knowledge barriers to accessing these services.

Opportunity: Financial education is a required component of transition services, individual plans for employment, and HCBS community inclusion plans.

Positive Outcome: Individual completes financial education classes to improve their ability to make informed financial decisions.
IDENTIFY AND CONNECT WITH TRUSTED SOURCES FOR ADVICE

A national study of individuals with MS found that over 26% cited no source for financial information, another third reported family members as their source and a minority 11% used financial planners.

**Opportunity:** Circles of Support and other peer support groups help create new options as to who to turn to for financial information.

**Positive Outcome:** Individual meets with a financial counselor to overcome barriers identified in achieving individual financial goals.
FINANCIAL WELL-BEING ASSESSMENT

- To evaluate the financial well-being of persons with disabilities, have individuals complete a financial well-being assessment.

- The financial well-being assessment helps identify what the individual is doing successfully, what they need to improve, and areas where assistance in meeting one or more indicators is needed.
SAMPLE QUESTIONS – FINANCIAL WELL-BEING ASSESSMENT

- What are some of your financial goals?
- Do you have a regular and reliable source of income?
- Do you receive public benefits?
- If you are receiving Social Security Benefits, have you met with a Community Work Incentive Coordinator in the past to discuss your benefits?
- If you are receiving Social Security Benefits, have you had a Benefits Summary and Analysis completed?
- Have you considered opening an ABLE account?
SAMPLE QUESTIONS – FINANCIAL WELL-BEING ASSESSMENT, CONTINUED

- Do you have a monthly budget?
- Do you track expenses?
- Are you in debt?
- Do you have a plan to reduce debt?
- Do you have a savings goal?
- Do you have a savings account?
- Do you have a checking account?
FIVE KEY STRATEGIES

- National Disability Institute focuses on five key financial stability strategies:
  - public benefits and work supports,
  - employment,
  - free tax preparation,
  - financial literacy and education
  - asset development
PUBLIC BENEFITS & WORK SUPPORTS

- **Public Benefits**: benefits made available by the federal, state or local government to assist people who need help with food, healthcare, and day-to-day expenses.

- **Work Supports**: supports that lead to an increase in job retention/placement and possible advancement.
EXAMPLES

Public Benefits
- Supplemental Security Income
- Social Security Disability Insurance
- Medicaid
- Medicare
- Housing Assistance
- SNAP (food stamps)

Work Supports
- SSA Work Incentives
  - Ex. Impairment Related Work Expense, Plan to Achieve Self-Support
- Medicaid Buy-In
- Family Self-Sufficiency Program
- Ticket to Work
FIRST STEPS…

To learn more about public benefits and work supports, please visit:

- Social Security Administration Benefits and Work Support: [www.socialsecurity.gov/redbook/](http://www.socialsecurity.gov/redbook/)
- American Dream Employment Network (ADEN): [www.americandreamen.org](http://www.americandreamen.org)
COMMUNITY RESOURCE

Work Incentives Planning and Assistance (WIPA)

- Invaluable resource for persons with disabilities in understanding benefits & returning to work
- Each WIPA project has Community Work Incentives Coordinators (CWICs), trained experts who work with individuals one on one to provide in-depth counseling about benefits and the effect of work on benefits.

Who is Eligible

- Anyone currently receiving Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), or Social Security Childhood Disability Benefits (SSCDB) - also known as Social Security Disabled Adult Child (DAC)
- AND is either working, looking for work, or thinking about working
WHERE TO FIND WIPA

➢ Social Security Administration provides a search engine by zip code.
  ➢ To search for a local WIPA provider enter a zip code and choose the dropdown option Benefits Counseling (WIPA)
    http://www.choosework.net/resource/jsp/searchByState.jsp
  ➢ If there are difficulties with the search engine or WIPA services are not currently available in an area, contact the Ticket to Work Helpline at 1-866-968-7842
KEY MESSAGE

- It is important for an individual to look at each of the public benefits and work support programs to see which programs they are potentially eligible for.

- For those programs the individual is already receiving support from, it is important to see if they are eligible for any work supports that are attached to each program that might assist in reaching their employment and financial goals.
GOAL

Benefits Planning and Work Supports

Employment
TYPES OF EMPLOYMENT

- Full-time, part-time, seasonal
- Self-employment
- Competitive employment
- Customized employment
- Supported employment
FIRST STEPS…

To learn more about employment options for persons with disabilities, please visit:

▷ LEAD Center:  
  [www.leadcenter.org/employment](http://www.leadcenter.org/employment)
FIRST STEPS…

To learn more about employment resources in your community, visit an American Job Center.

- American Job Centers provide a single access point to key federal programs and critical local resources to help people find a job, identify training programs, and gain skills in growing industries.
- To find the American Job Center in your community, visit:
  - American Job Centers: [https://www.careeronestop.org/site/american-job-center.aspx](https://www.careeronestop.org/site/american-job-center.aspx)
FREE TAX PREPARATION SERVICES

- Volunteer Income Tax Assistance (VITA): VITA program offers free tax help to people who generally make $53,000 or less, persons with disabilities, the elderly and limited English speaking taxpayers who need assistance in preparing their own tax returns. IRS-certified volunteers provide free basic income tax return preparation with electronic filing to qualified individuals.

- MyFreeTaxes.com is the only tax filing software to offer FREE federal and state tax preparation assistance for qualified individuals in ALL 50 states.
FIRST STEPS…

To learn more about free tax preparation options, please visit:

- Myfreetaxes.com
FINANCIAL LITERACY

Financial Literacy: The possession of knowledge and understanding of financial matters.
SAMPLE TOPICS COVERED IN FINANCIAL LITERACY PROGRAMS

- Banking
- Savings
- Credit
- Debt Management
- 401K
- Rent vs. Home Ownership
FIRST STEPS…

To learn more about financial education and resources, please visit:


GOAL

- Asset Development
- Benefits Planning and Work Supports
- Financial Literacy & Education
- Employment
- Free Tax Preparation
EXAMPLES OF ASSETS

- Education
- Work history
- Circle of Support
- Home
- Small business
- Savings
- Retirement
FIRST STEPS…

To learn more about asset development for persons with disabilities, please visit:

- National Disability Institute’s REI Network Newsletter has a monthly section on Asset Development Strategies for persons with disabilities:
  
  www.realeconomicimpact.org/Resources/REI-Network-News
MAKING THE SHIFT FROM EMPLOYMENT TO ECONOMIC SELF-EMPOWERMENT

- New focus
- New tools and strategies
- New partnerships
FOCUS ON ECONOMIC EMPOWERMENT

- Cross-agency collaboration to remove policy and program barriers to self-sufficiency
- Increase awareness and understanding of ways social insurance, employment, and asset development programs work together rather than in conflict
FOCUS ON ECONOMIC EMPOWERMENT

- Empower persons with disabilities with new knowledge, choices, and supports
- Shift employment from THE goal to ONE step towards financial stability
NEW TOOLS AND STRATEGIES

- Increase access to health care through enrollment in the Medicaid Buy-In
- Increase access and benefit from the Earned Income Tax Credit (EITC) and other favorable tax provisions
- Open an ABLE account
NEW TOOLS AND STRATEGIES

- Increase use of Social Security Work Incentives
- Benefit from financial education and affordable financial services
- Set savings and asset goals as part of peer-support strategies in an ABLE account
NEW PARTNERSHIPS

- Establish community-wide savings and asset building work groups
- Build a bridge across disability and non-disability, public and private, for-profit and not-for-profit entities
- Build relationship with FDIC and IRS Stakeholder Partnerships, Education and Communication (SPEC)
NEW PARTNERSHIPS

- Mayor’s Offices
- United Way
- IRS SPEC
- FDIC
- IDA Providers
- EITC Coalitions
- Financial Institutions
- Microenterprise Lenders
- Home Ownership and Credit Counseling Programs

- DD Council
- VR Agency
- Social Security Field Office
- WIPA Grantees
- Peer Support Groups
- Centers for Independent Living
- I/DD Council
- Community Action Agencies
ADDITIONAL TOOLS

➤ Rate Your Financial Behavior
➤ My Savings Goal
➤ My Spending Diary
➤ Identifying a Bank
RATE YOUR FINANCIAL BEHAVIOR

Rate Your Financial Behavior

Read each statement in rows 1 through 12. In the columns next to the statement, place an X under the column (ALWAYS SOMETIMES NEVER) that describes your Financial Behavior. Do this for each question.
RATE YOUR FINANCIAL BEHAVIOR, CONTINUED

1. Pay bills on time.
2. Have a checking account with direct deposit of paycheck from work.
4. Track expenses/record keeping system.
5. Have a spending plan/budget and review it at least quarterly.
6. Have a savings plan.
7. Save a specific dollar amount weekly.
8. Plan and set goals for a financial future.
9. Have a savings account.
10. Review credit report.
11. Pay credit card balances in full each month.
12. Have money in more than one type of investment.
MY SAVINGS GOAL

My Savings Goal

- My American Dream is to: _____________________
- How much money do I need to achieve My American Dream or to get My American Dream started?
- To help you determine how much money you will need, complete the information below.
  - Item, Cost
- If I save $____ per week for ____ weeks, I will have $___ to put towards my American Dream.
- My ultimate Savings Goal is $______.
- I will save $_______ per week from my job at ____________.
MY SPENDING DIARY

My Spending Diary

» What did I spend money on today?

» Sunday
» Monday
» Tuesday
» Wednesday
» Thursday
» Friday
» Saturday
IDENTIFYING A BANK

Identifying a Bank
This handout will help you to decide which bank is right for you. Take this handout with you to a bank and ask them the following questions.

- Name of the Bank: ________________________________
- Address of the Bank: ______________________________
- Hours of Operation: ______________________________
- Is the bank close to your home or work? ____
- Is there a minimum dollar amount to open a checking account? Yes or No (circle one)
- If yes, what is the minimum dollar amount? ____________
IDENTIFYING A BANK, CONTINUED

- What are the costs to you per month to have the checking account? ______________
- Is there a minimum dollar amount to open a savings account? ______
- Are there monthly service costs to you? __________
- Do either the checking or savings account pay you interest on the money in your account?
  ______________________________
- Do you have to maintain a minimum balance?
  ________________________________
ABLE ACCOUNTS: 10 THINGS YOU SHOULD KNOW

Knowledge is power to make informed decisions!
1. WHAT IS AN ABLE ACCOUNT?

- Tax-advantaged savings account
- Not a resource counted for means-tested public benefits
- Flexible to cover short-term needs to longer-term goals
2. WHY THE NEED FOR ABLE ACCOUNTS?

- Recognizes needs of eligible individuals with disabilities to cover extra costs of living a life with a disability
- Supplements and does not replace public benefits
3. AM I ELIGIBLE FOR AN ABLE ACCOUNT?

- Age of onset of disability age 26 or younger
- Receive SSI and/or SSDI benefits
- Letter from licensed physician regarding significant functional limitations
4. ARE THERE LIMITS TO HOW MUCH MONEY CAN BE PUT IN AN ABLE ACCOUNT?

- Limit of $14,000 dollars annually
- Lifetime limit determined by the state (> $300,000)
- SSI suspended at account level of $100,000
5. WHICH EXPENSES ARE ALLOWED BY ABLE ACCOUNTS?

- Improve health, wellness, productivity, and independence
- Includes housing, employment supports, transportation, technology, benefits advising and financial coaching
6. CAN I HAVE MORE THAN ONE ABLE ACCOUNT?

No. Only allowed one account.
7. DO I HAVE TO WAIT FOR MY STATE TO ESTABLISH A PROGRAM BEFORE OPENING AN ACCOUNT?

No. You can select from ABLE programs in any state except Florida.
8. WILL STATES OFFER OPTIONS TO INVEST THE SAVINGS CONTRIBUTED TO AN ABLE ACCOUNT?

- Yes. Each state with an ABLE program offers a choice of investment options.
- Can change investments in the account up to two times a year.
9. HOW IS AN ABLE ACCOUNT DIFFERENT THAN A SPECIAL NEEDS OR POOLED TRUST?

- More choice and control for the beneficiary
- Costs of opening an account are low and will not require an attorney
- There are no taxes paid
10. HOW WILL I KNOW WHICH STATE ABLE PROGRAM IS RIGHT FOR ME?

- Visit [www.ABLENRC.org](http://www.ABLENRC.org) to compare up to three state programs regarding:
  - Costs and fees
  - Investment choices
  - Program management
  - Limits on disbursements
BECOMING ABLE READY
ASSESS YOUR DISABILITY RELATED NEEDS
THINGS TO CONSIDER

- Identify your current disability related expenses.
- Consider making a list of short and longer term needs/supports that may require financial assistance.
- Consider whether these needs/supports will be covered by any public benefit program you currently receive or may receive in the future.
- Consider other sources of income you may have and how an ABLE account might interact and/or complement them (are you earning income through employment, are you receiving a cash benefit through SSI or SSDI, do you have a special needs trust?).
- Consider researching financial institutions and perhaps opening a savings or checking account (this may help with managing your ABLE account).
EXAMPLES OF SHORT AND LONG TERM NEEDS/SUPPORTS

Some examples may include:

- Long-term supports like personal assistance services which a government funded benefit may cover, but restricts the number of hours per week or month;
- Renovations to where you live to be more accessible;
- Assistive technology like hearing aids or repairs to a wheelchair;
- The purchase of a computer or iPad;
- Supported or customized employment assistance including on-the-job training;
- Public benefits planning; and
- The purchase and retrofitting or modifying of a van.

Investigate costs to meet identified needs and develop a short-term (up to three years) and longer term budget. This can help guide and motivate your ABLE savings.
IDENTIFY AND COMMUNICATE WITH POTENTIAL CONTRIBUTORS
IDENTIFY AND BEGIN TO EDUCATE POTENTIAL CONTRIBUTORS TO YOUR ABLE ACCOUNT

- Friends, family and an employer may all be invited to contribute to your ABLE Account.

- Your contributions to an ABLE account are not tax deductible for purposes of filing your federal taxes, but may be deductible for purposes of your state income tax depending on where you live.

- While you or your family may not have the resources to contribute $14,000 annually, you might also consider crowdsourcing or letting relatives and friends know about your specific future savings goals and how they can help make it happen.
CHOOSING THE “RIGHT” ABLE PROGRAM
YOUR NEEDS ARE UNIQUE

- No two eligible individuals have the same needs for opening, managing, and utilizing an ABLE account.
- Consider talking with people you trust. Create a circle of support comprised of family and friends.
- While not mandatory, perhaps consider consulting a financial advisor who has documented experience with creating and/or managing funds related to individuals with special needs, such as pooled trusts and special needs trusts.
COMPARING ABLE PROGRAMS
OPENING AN ACCOUNT

You may want to consider the following questions:

- How does the enrollment process work (done online?)
- What proof will the ABLE program require for you to document in order to open an account or show that your disbursements are qualified expenses
- Is there a fee to open an account and, if so, how much is that fee?
  - Do they differ for in-state to out-of-state residents?
- Is there a required minimum contribution to your account? If so, what is the amount?
MAINTAINING AND UTILIZING THE ACCOUNT

You may want to consider the following questions:

- Is there a required minimum contribution to your account? If so, what is the amount?
- Are there annual maintenance fees (set and/or balance-based)?
- Are the fees front end loaded or are they reduced if you leave your funds invested for several years?
- Are there restrictions or fees associated with how often you can withdraw funds from your account?
- Can you access the funds as soon as the ABLE account is opened?
- Is there a “debit card/purchasing card” available with the program? Are there added costs to the use of the card?
INVESTMENT CONSIDERATIONS

You may want to consider the following questions:

• What are the investment options the state ABLE program offers?

• Are the options likely to meet your needs for limiting risk with the growth of your contributed dollars to the ABLE account?

• Does the program offer any unique or value added program elements to help you save, contribute to your account, grow the account, and manage your invested dollars?

• What has been the history of the rate of return of the investment fund?
POSSIBLE RESIDENCY ADVANTAGES

You may want to consider the following questions:

- Does your state have a program and, if so, do they offer a state income tax deduction or credit for contributions to their account, or any 529A program?

- Does the state program offer any unique or value added program elements (such as a match or rewards program, financial literacy info or program for beneficiaries) to help you save, contribute to your account, grow the account, and manage your invested dollars? If so, what is it?
STAY INFORMED
ALWAYS BE AN INFORMED CONSUMER

- As states open ABLE programs, The ABLE National Resource Center will compare and contrast individual state programs to help you make informed decisions.

- For more information about the ABLE Act, please visit the ABLE National Resource Center at [www.ablenrc.org](http://www.ablenrc.org)
NEXT STEPS

1. Become informed and involved in ABLE implementation in your state.
2. Build the capacity of your agency to provide financial education and coaching to individuals with disabilities.
3. Integrate a financial health assessment and financial goal setting into individual plans for employment.
4. Join the Real Economic Impact Network.
5. Take the pledge to Disable Poverty and commit to action at an individual and organizational level.
6. Download “Mainstream”.
7. Think outside the box!
THINK OUTSIDE THE BOX

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