



Trusted Financial Guidance for Over 40 Years

To: Financial Pathways of the Piedmont (FPP) Community Partners
From: Peter Laroche, CEO
Re: Introduction to FPP Mission, Capabilities and Services

Overview of FPP

Financial Pathways' entire mission (*Everyone Deserves Financial Well-Being*) and history focuses on one thing: Helping local residents build financial stability.

Financial stability is NOT: a measure of income. It is about:

- 1) Understanding today's world of personal finance
- 2) Managing income, benefits, and other resources and assets *competently*

A financially stable person:

- Feels in control of day-to-day finances
- Has the capacity to absorb a financial shock
- Is on track to meet financial goals, whatever they might be
- Has the financial freedom to make some choices that make life enjoyable.

Financial stability IS: Good credit score, moderate debt, healthy debt-income ratio, bills paid on time, and emergency savings.

Financial Pathways chooses, through its Council on Accreditation affiliation, professional certification polices, and commitments to the National Foundation for Credit Counseling, HUD, and other regulatory bodies, to be accountable to the highest quality standards in the delivery of financial and housing counseling and coaching services.

FPP devotes considerable resources (time and money) to the continuing professional development of front-line staff. This emphasis on professional standards is a key part of FPP's culture of continuous quality improvement (PQI) and a fundamental value of the agency. Since its founding in 1973, the FPP Board of Directors has supported the focus on high professional standards because it recognizes that the world of consumer finance is challenging, complex and ever changing. FPP's rigorous professionalism allows it to provide clients with the most accurate and up-to-date information available, so that they can make well-informed financial decisions and achieve financial stability.

FPP has depth and breadth of expertise in all program areas of financial stability. It has roots in the credit counseling industry and measures client results via an agency-wide PQI system.

FPP has brought financial stability to communities by partnering with churches, businesses, schools, and other nonprofits to provide financial education and counseling services to their clients. As a result, FPP is the "go-to agency" for community collaborations around financial stability.

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| FPP Mission | To provide professional consumer education and comprehensive financial and housing guidance to all members of the community. |
| FPP Vision | All people deserve a chance for financial well-being. |
| Financial stability-related services | |
| Methods | Crisis response/Targeted one-off services Financial Literacy Education (Classes) Financial Counseling/Coaching Holistic Service Delivery |
| Program Content | Budgeting education and counseling Credit education and counseling, credit score counseling and long term follow up Debt education, debt management plans, student loan debt counseling. Senior money management Bankruptcy guidance Housing: comprehensive housing counseling program including: homebuyer education and homeownership counseling; home maintenance education; home loan modifications; reverse mortgages; foreclosure prevention; rental counseling Financial management for disabled residents (Rep Payee Program) |
| Collaborative Engagement on Financial Stability | FPP co-chairs Winston-Salem/Forsyth Asset Building Coalition (ABC) FPP Board Member of NC Assets Alliance FPP partner in STRONG@HOME and C4C Collaborations Partner with IDA Collaboration Partner in Prosperity Center Collaboration Partnered with ESR on Economic Stimulus Federal Program |
| Population Served | All incomes – majority of FPP clients low-to-moderate income Employed and unemployed Youth to senior Disabled Social Security recipients |
| Staff Training & Certifications | <i>Most staff are cross-certified as credit counselors and housing counselors; many are also certified financial educators. Many staff are certified in all FPP program areas. Each FPP counselor/educator has two or more certifications from:</i> Association of Housing Counselors HECM (Home Equity Conversion Mortgage) HUD (US Housing and Urban Development) National Council of La Raza National Foundation for Credit Counseling National Homeownership Network Learning Alliance NC Housing Finance Agency NC Seniors' Health Insurance Information Program (SHIIP) NeighborWorks |
| Staff Development and Professional Activities | <i>Typical attendance and service by various staff in recent years includes:</i> Annie E Casey Conference Association of Housing Counselors (TAHC) Task Force Member, former Board Chair City of Winston Human Relations Fair Housing Committee Member since 1999 Council on Accreditation, Certified Peer Reviewer DHHS Aging Services, Certified Options Supervisor for Jumpstart National Educators Conference |

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| | <p>National Assets and Opportunities Network Conference – Speaker</p> <p>National Council on Economic Education Conference</p> <p>National Foundation for Credit Counseling Annual Leaders Conference, including subcommittee service</p> <p>National Housing Resource Center – Leaders in Housing Counseling Member</p> <p>NCHFA Annual Conference – Presenter</p> <p>North Carolina Council on Economic Education – Board Member</p> <p>North Carolina Housing Coalition Member</p> <p>North Carolina Lead Opportunity Asset and Opportunity Network – Member</p> <p>Pathways to Prosperity – Speaker</p> |
| Accreditation and Standards | <p>Better Business Bureau</p> <p>Certified by the National Foundation for Credit Counseling (NFCC) Council on Accreditation (COA)</p> <p>HUD Approved Housing Counseling Agency</p> <p>National Industry Standards for Homeownership Education and Counseling Approved User</p> |
| Recognition & Awards | <p>The Risk Management Association, Triad Chapter, 2016, Excellence in Business, Nonprofit</p> <p>Weston Award for Excellence in Non-Profit Management 2015</p> <p>NC Center for Non-Profits Stewardship Award, 2014, state’s highest nonprofit recognition</p> <p>National Association of Development Organizations Innovation Award, 2012, for Real World Forsyth, which FPP cohosts</p> <p>(HOPE) Home Ownership Preparation for Everyone Award, 2011, to FPP’s Center for Homeownership for excellence in housing counseling.</p> |
| Continuous Quality Improvement | <p>Performance and Quality Improvement System in place for 19 years; results tie directly to client financial stability achievements</p> |