Dear Friends and Supporters of mpowered,

Inside this report you’ll find a snapshot of mpowered’s year of impact, connection to our community, and learn about how mpowered’s programs transform financial futures. While there are a multitude of accomplishments that we can share in many more pages than this report, the true testament of mpowered’s influence in our Denver metro community is through the stories of families like Ramata Djaffoh. Ramata, a single mother of two, first came to mpowered struggling to prioritize her limited income, build an emergency savings, and be proactive about issues on her credit. By the end of her coaching sessions, she learned to take control of her spending, escaping the paycheck-to-paycheck lifestyle, and built a $5,000 emergency savings fund. In addition to these exceptional achievements, Ramata became empowered to reach her higher goal in buying a three-bedroom home for her family.

With transformations like this, mpowered continues to be a leader in the industry through its unique and effective program delivery. In 2018, we served nearly 1,700 individuals and families in our coaching program alone and walked alongside them as they achieved over 500 outcomes in key areas of personal finance. 106 bank accounts were opened, 113 credit scores were increased, and 155 decreased debt by 10% — just to name a few. In addition, our coaching clients collectively saved over $83,000 and paid down over $525,000 in debt. We’re proud to share our story as we help make financial security a reality for thousands of individuals and their families. On behalf of the mpowered Board of Directors and staff, thank you for supporting this crucial work.

Warm Regards,

Christina Frantz
2018 Board Chair

“You are the one in control and you can make the changes that are necessary to improve your life, you are responsible.”

- Ramata Djaffoh, Financial Coaching Client
Financial Coaching Program

Financial coaching clients attend regular, one-on-one meetings with an AFCPE® (Association for Financial Counseling, Planning and Education) certified financial coach, that help them gain skills related to financial wellbeing and empower them to transform their financial future.

During 2018, mpowered served 1,674 clients through 3,647 financial coaching sessions with an average attendance of 2.7 sessions. These clients achieved 511 combined outcomes in areas of personal finance including:

- Open bank account (checking or savings) - 106
- Keep bank account open for 6 months or later - 36
- Savings increase of 2% of annual net income - 45
- Save for 3 months in a row - 46
- Establish a credit score - 14
- Credit score increase of at least 35 points - 113
- Debt decrease of at least 10% - 155

mpowered coaching clients had a total of $83,357 in increased savings, and $525,830 in debt reduction. In addition to the above outcomes, clients also set their own goals around housing, employment, purchasing a car, and paying off student loans to name a few.

82% of clients reported incomes of less than 80% Area Median Income

(based on HUD’s FY 2018 Income Limits Summary for Denver-Aurora-Lakewood, CO).
Financial Education Program

mpowered’s financial coaches provide group-based classes throughout the community on a variety of financial topics including, Five Financial Foundations, Budgeting and Money Management, Credit, Debt and Talking to Kids about Money.

During 2018, 136 classes and webinars were provided to 1,241 participants.

**Program Highlights**

- **86%** agreed or strongly agreed that they increased their knowledge of personal finances
- **86%** agreed or strongly agreed that they identified one action item to improve their personal finances
- **89%** agreed or strongly agreed that they will take action based on class information

Additionally, nearly **75%** of respondents agreed or strongly agreed that they are more likely to schedule a personal financial coaching session after taking a class.

In 2018, mpowered’s Financial Education Program Manager, Brian Palmeri, provided a series of classes for the San Luis Valley Parents as Teachers (PAT) program.

“As supervisor of the Parents as Teachers program for the San Luis Valley, I have had the pleasure of attending mpowered Financial Education classes through Brian Palmeri. These sessions have been very in-valuable for our Parent Educators. Many of our families can benefit from Financial Education because they have very limited financial resources. Brian has given us the tools to help our families increase their financial security through positive proactive steps that improve their lives. I would highly recommend this program to anyone.”

- Jeff Bilderbeck, PAT Supervisor
Debt Management Program (DMP)

Clients proactively and responsibly address their debt load with a certified coach while repaying their debts quicker and at a lower interest rate with one monthly payment.

DMP served more than 100 clients and over 34 of them successfully paid off their debt

DMP clients collectively paid down $606,534.66 in unsecured debt

“The biggest positive impact is that it has helped us to see the light at the end of the debt tunnel – we definitely know when we will be out of credit card debt, and see that number reach closer to 0 every month.”

- Kyle and Susie, DMP Clients

INTEGRATED SITE PARTNERS

Center for Work Education and Employment*

Denver Human Services Castro Building*

Habitat for Humanity of Metro Denver*

Mi Casa Resource Center*

Mountain Resource Center

mpowered Home Office

Office of Economic Development - Denver Workforce Center at Montbello*

Valdez Perry Library*

Warren Village*

*Financial Empowerment Centers were established across the Denver metro area and are funded by the City and County of Denver’s Office of Financial Empowerment & Protection to provide free one-to-one financial coaching to clients, primarily in underserved communities. mpowered is proud to staff each of these centers in the community.
ORGANIZATION HIGHLIGHTS

Top Supporters

$100,000 and greater
We are grateful for the ongoing investment and support from the Denver Office of Financial Empowerment & Protection, a leader across the country in the financial empowerment movement. Through this partnership we have impacted hundreds of Denver residents to create long-term behavior change giving our clients the tools, resources and information to build financial stability to empower their economic mobility and resiliency.

$30,000 to $100,000
Bellco Credit Union
Mile High United Way

$10,000 to $30,000
BBVA Compass
Capital One
Community First Foundation
Denver Community Credit Union
Denver Foundation
Great West Financial
Jay & Rose Phillips Family Foundation
Rose Community Foundation
State of Colorado MIECHV
Wells Fargo

Up to $10,000
18th Judicial District
ANB Bank
Anschutz Family Foundation
Bank of The West
Citibank
Cities for Financial Empowerment Fund
Colorado Business Bank
Consumers United Association
Denver Asset Building Coalition
Denver Head Start
Denver Public Schools
Kavod Senior Life
The Anschutz Foundation
Women with a Cause
Xcel Energy

Advocacy Committee and Diversity, Equity, and Inclusion Committee
Our staff made large strides in honor of our vision of Financial Security for All by forming two committees each focused on advancing our work toward more inclusive program offerings and overall organizational practices. These committees and their focus will continue to grow in 2019 and beyond.

Be mpowered
In partnership with the Colorado Health Foundation, mpowered developed and offered Be mpowered, an advocacy series focused on training and encouraging people to bring about positive changes in their communities. Be mpowered was centered on health care advocacy, but anyone interested in learning about advocacy was welcome.
5th Annual Collective Impact Breakfast
Each year our community of partners and supporters come together for breakfast to celebrate the collective impact we are able to achieve and the success our clients reach.

1st Annual Move for Change
Research shows that financial stress can cause people to become physically ill. Move for Change, a month-long event, focused on fighting financial stress through physical activity, and raised awareness about the connection of financial stress and physical health while raising crucial dollars to support our programs that help our community reduce financial stress.

Credit Builders Alliance (CBA) Symposium
Carli Cisna, AFC Certified Bilingual Personal Finance Coach, presented on a panel at the Credit Builders Alliance (CBA) Symposium called “Building Strategies to Fight Fake Financial News”, where she and other panelists shared about the myths and misinformation about credit reports and scores. Attendees were a mix of credit building practitioners, financial coaches and counselors, credit bureaus, credit scoring agencies, and other financial educators.
### 2018 Board Members

Christina Frantz, Board Chair  
James Pérez Foster, Vice Chair  
Drew Bauer, Treasurer  
Marie Peters, Secretary  
  Nancy Harvey  
  Sean Koutsakis  
  Sarah Flischel  
  Andy Proctor  
  Gary Fuentes  
  Khadijatu Fofanah

### 2018 Audited Financials

**Revenue:**  
Government Grants $552,155  
Private Contributions and Grants $280,000  
Special Events $44,000  
Program Fees $187,585  
Other $462  
TOTAL $1,064,202

**Expenses:**  
Program Services $804,010  
Management and General $186,867  
Fundraising $139,371  
TOTAL $1,130,248

Change in Net Assets ($66,046)  
Net Assets at Beginning of Year $129,442  
Net Assets at End of Year $63,396

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"I was feeling very anxious and overwhelmed regarding my credit profile. [my coach] Carli made it so easy to understand and gave me simple steps to make it better. I feel empowered over my credit and that’s the most rewarding thing."

- Financial Coaching Client