2017 YEAR A IMPACT AND OF GROWTH
Dear Friends:

What a year! Despite a charged (to say the least) political atmosphere, often threatening the well-being of those we serve, The Financial Clinic is proud of the leaps forward we’ve made on behalf of working poor Americans as we work toward our vision of building the financial security of one million individuals by 2020.

We saw Change Machine continue its rapid growth, now serving customers in 40 states. Just as our first financial security ecosystem, WorkBOOST NYC, came to its conclusion with exciting results, we began our national ecosystem, FinancialWorks. As a result, our staff has grown in both size and scope, hiring our first cross-country, remote employees and necessitating a move to a fabulous new office space in Industry City in Brooklyn!

Looking forward, we are thrilled to continue our national growth with two new ecosystem initiatives in 2018. Plus, we will be supporting the NYS Department of Taxation and Finance to implement our big policy win, Refund529, in this tax season, bringing the path to college savings directly to the seven million eligible state tax filers.

Celebrating the success of others—whether it’s a family regaining financial independence, a partner organization seeing their outcomes soar, or the thousands of working poor individuals benefiting from a long-awaited policy change—gives me a distinct sense of hope for the future and inspires me to ‘keep fighting the good fight.’ I hope these stories will do the same for you. I can’t wait to see the amazing things we will achieve together in the coming years!

Mae Watson Grote
Founder and CEO

The Financial Clinic values transparency. Visit thefinancialclinic.org/about/financials to view our most recent financial statements and 990s.

FINANCIAL SECURITY ECOSYSTEM

Financial insecurity is pervasive and often stymies nonprofit organizations from fully and effectively serving their communities. The ecosystem pairs two strategies—training staff to integrate strategies into their existing services, while providing co-location access to expert financial coaching—to support partners’ outcomes.

The Clinic’s first ecosystem, WorkBOOST NYC, brought exciting results to eight high-performing workforce development organizations in New York City:

- Of jobseekers set financial goals, a proven driver in future financial success: 80%
- Of staff started or increased contributions to retirement savings: 46%
- Partners saw a 9% increase in placement rates and wages increased up to $1.81
- Of the partner organizations successfully raised money for financial security activities, making this work sustainable: 37%

“I give credit to WorkBOOST for giving the team a chance to think about, for example, how to fix a credit report—what now are the steps to DO something. Our staff felt really good about the fact that ‘oh my god, there’s something to do about this!’”

—Michael Roberts, Executive Director, Comprehensive Development, Inc.

2017 also introduced the ecosystem to a national audience through FinancialWorks, in partnership with UnidosUS. This project, in addition to two new national ecosystem initiatives, will reach thousands more in the coming year.
CONTINUED GROWTH

Through its 12-year history, the Clinic has been proud to see the direct impact of its services on working poor families here in New York, but now more than ever, we look to the millions more that we can’t serve ourselves but are able to reach through partnerships across the country and the revolutionary online financial coaching platform, Change Machine. Below is a snapshot of the Clinic’s success in numbers through 2017:

<table>
<thead>
<tr>
<th>CUSTOMERS SERVED DIRECTLY BY THE CLINIC</th>
<th>FINANCIAL SECURITY OUTCOMES ACHIEVED</th>
<th>TOTAL CASH VALUE RETURNED TO CUSTOMERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>47,480</td>
<td>7,506</td>
<td>$72,369,074</td>
</tr>
</tbody>
</table>

Capacity Building (training and technical assistance provided to nonprofits across the country):

<table>
<thead>
<tr>
<th>PRACTITIONERS</th>
<th>ORGANIZATIONS</th>
<th>SECTORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,780</td>
<td>421</td>
<td>15</td>
</tr>
</tbody>
</table>

Sign-up for the Clinic’s newsletter on thefinancialclinic.org to always stay up-to-date on the latest results!

CHANGE MACHINE

The Clinic’s web-based financial coaching platform continues its meteoric rise in building financial security across the country. Since its public launch in 2015, Change Machine has empowered practitioners to learn financial coaching best practices, access all the tools and worksheets they need to coach customers, share best practices on a professional social network specifically designed for the field, and improve programs through data collection and reporting.

<table>
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<tr>
<th>TOTAL CLIENTS USING CHANGE MACHINE TO BUILD FINANCIAL SECURITY</th>
<th>CASH VALUE RETURNED TO CUSTOMERS</th>
<th>TOTAL CUSTOMERS SERVED</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,162</td>
<td>$17,153,286</td>
<td>29,533</td>
</tr>
</tbody>
</table>

NEW CUSTOMERS IN 2017

15,886

GROWTH IN NEW CUSTOMERS SINCE 2016

139%
Liz (pseudonym) graduated with a Master’s degree in 2008, just in time for the Great Recession. After suffering an extended period of underemployment, her finances had become unmanageable—including thousands in student loan debt. Discouraged, she felt her only option was to simply ignore it.

Years later, Liz’s wages began to be garnished by debt collectors. Desperate to repay the loans, she tried unsuccessfully four times on her own to bring them out of default. A friend recommended she speak to a financial coach, and she met Kristen. Together, they chased down the student loans through a nearly six month process, as loans are regularly sold to third parties without warning, and began steps to resolution.

Today, Liz’s loans are all in good standing, and she has achieved her long-held goal of returning to school for her PHD (with no new loans needed)!

“Knowing where [the debts] are and knowing that when I do finish school, I can go into an income-based repayment plan feels really good....I was prepared to make that transition [of going back to school] because I had actually taken a close look at how I was spending my money and what could be cut back.”