

Financial Navigators Initiative: Final Impact Report

September 1, 2020 – December 31, 2021

In August 2020, the City of Columbus, in partnership with LSS 211 and the Legal Aid Society of Columbus, launched the Financial Navigators program to help residents manage the financial impact of COVID-19. Since then, Financial Navigators have provided financial guidance and helped residents manage expenses, maximize income, and access resources. Since its launch, Financial Navigators assisted over **2,100 individuals and families** with over **10,500 referrals** to services and resources.

BY THE NUMBERS

2,158
Completed sessions



4,833
Topics of urgent need discussed



12,982
Next steps agreed upon to address client needs

The most frequently discussed topics included:



33%
Rental Assistance



20%
Utilities



9%
Other



5%
Organizing Finances



5%
Job Search & Skill Building

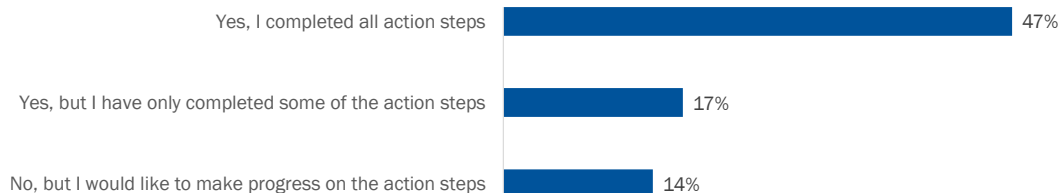


5%
Elderly Services

Navigators responded quickly when clients had urgent needs, **serving nearly 60% of clients in less than one day**. Navigators provided over **729 hours** of one-on-one guidance and support to clients, with client sessions averaging about 20 minutes.

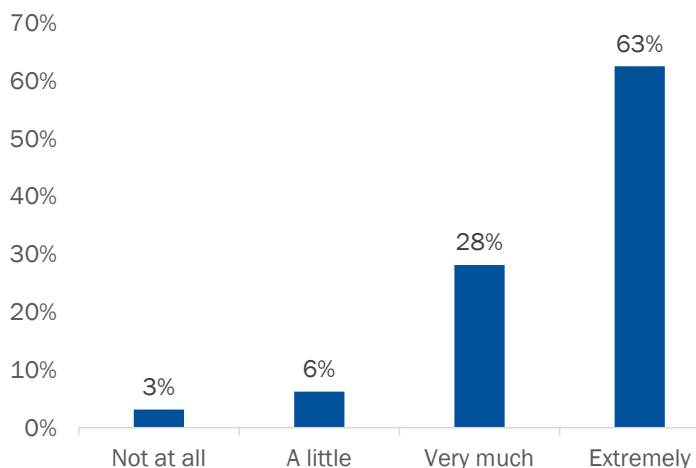
Ensuring that residents felt supported, could understand and act upon the agreed next steps, and could achieve concrete financial goals were key objectives of the Financial Navigators Initiative. Feedback from clients indicated that the program was largely successful in achieving those impacts.

Progress Made on Recommended Action Steps

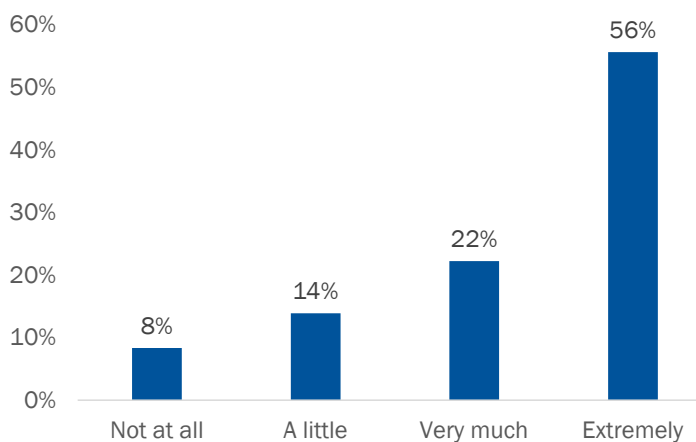


Percent of respondents who remember receiving and wishing to utilize the recommended action steps

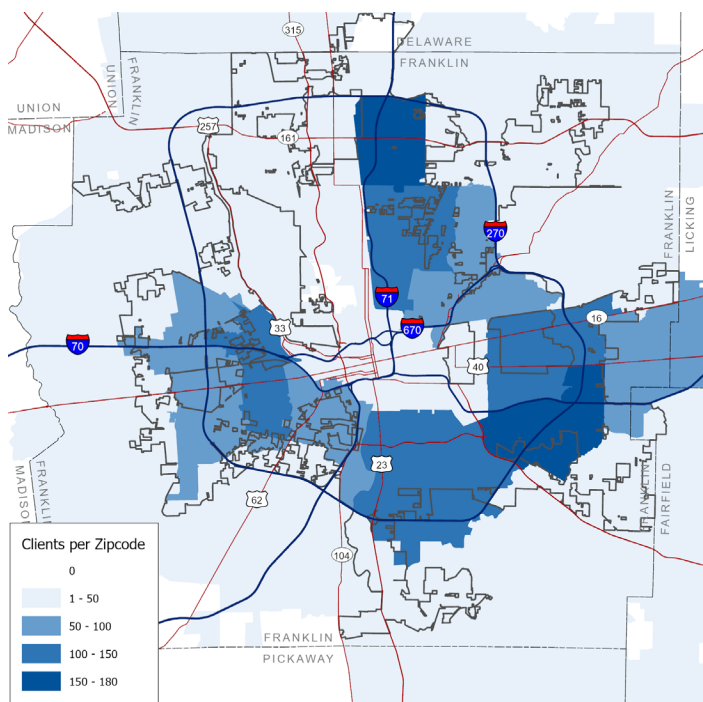
How Well Clients Understood Action Steps



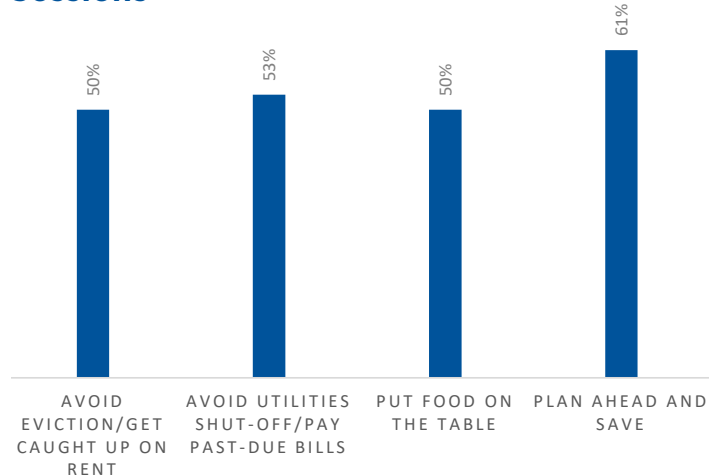
Level of Support Clients Felt in Financial Navigators Sessions



Location of Clients



Goals Achieved During Financial Navigators Sessions



WHAT CLIENTS ARE SAYING

“The Navigator I had really helped my desperate situation. Thank you so much.”

“This Navigator was very compassionate, personable and helpful!”

“The Navigator was very professional and very prompt in responding to my needs.”

FUTURE PROGRAMS

As part of the City of Columbus's long-term commitment to providing financial empowerment services to its residents, the city and Jewish Family Services are partnering to launch a Financial Empowerment Center in spring 2022 to offer free, professional, one-on-one financial counseling to residents.

Professionally trained counselors will help Columbus residents with low to moderate incomes manage their finances, pay down debt, increase savings, establish and build credit, and access safe and affordable mainstream banking products.

For more information, contact David Kibbe:

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The Financial Navigators initiative was made possible through a grant from the Cities for Financial Empowerment Fund.