

## Port Jobs' Financial Mentoring Program

Port Jobs piloted the FMP as a special service for Working Wheels clients after they completed the application requirements and purchased a car. The FMP was voluntary. We contracted with Pacific Associates, an employment assistance agency, to provide a .6 FTE financial mentor. The mentor worked one-on-one with interested car owners and offered employment services for those who lost their jobs or wanted to find better jobs. The program worked like this:

- *Outreach:* The mentor mailed flyers to new car owners to invite them to be a part of the FMP. Participation in the program was voluntary, except for a handful of “at-risk” car owners who were approached individually because they had been late making car payments.
- *Intake Interview and Goal-Setting:* Interested car owners contacted the mentor, who conducted an intake interview to gather more information about their financial situation and to help them identify personal and financial goals. The Intake generally happened over the phone, though the Mentor did meet some clients in person.
- *Additional Assessment and Information-Gathering Tools:* After the Intake, the mentor mailed a packet of materials to the client to complete, which included: a financial topics quiz to help identify knowledge gaps, a goals exercise, and a questionnaire to identify life changes and learning styles.
- *My Action Plan (MAP):* Next, the mentor met with the client to review the quiz, the questionnaire, and the client’s goals. Together, they developed an action plan (called My Action Plan, or MAP) with learning materials and steps to help the client move toward her goals. It usually took two to three “MAP meetings” to develop the full action plan.
- *Post-MAP Follow-up:* The client followed-up with the mentor when she needed more assistance. The mentor also contacted clients occasionally to check-in and see how they were doing.

*See the FMP flowchart in the Appendix.*

# (1) FINANCIAL MENTORING PROGRAM FLOW CHART

