NORTHEAST COMMUNITY CENTER

Economic Mobility Program

Year 1 Grant Progress Report — Ballmer Group

Spokane, WA | Prepared by Lavonnie McManus, CPC, CFC, CCHW

Year 1 Program Snapshot

72 Households Served	**282** Total Individuals (incl. families)	**231** SDOH Referrals Completed
47 New Career & Job Placements	**+168.9%** **$1,708 → $4,594/mo** Avg. Income Growth	**+896.6%** **$57 → $568** Avg. Savings Growth

1. Training & Skills for Family Wage Career Pathways

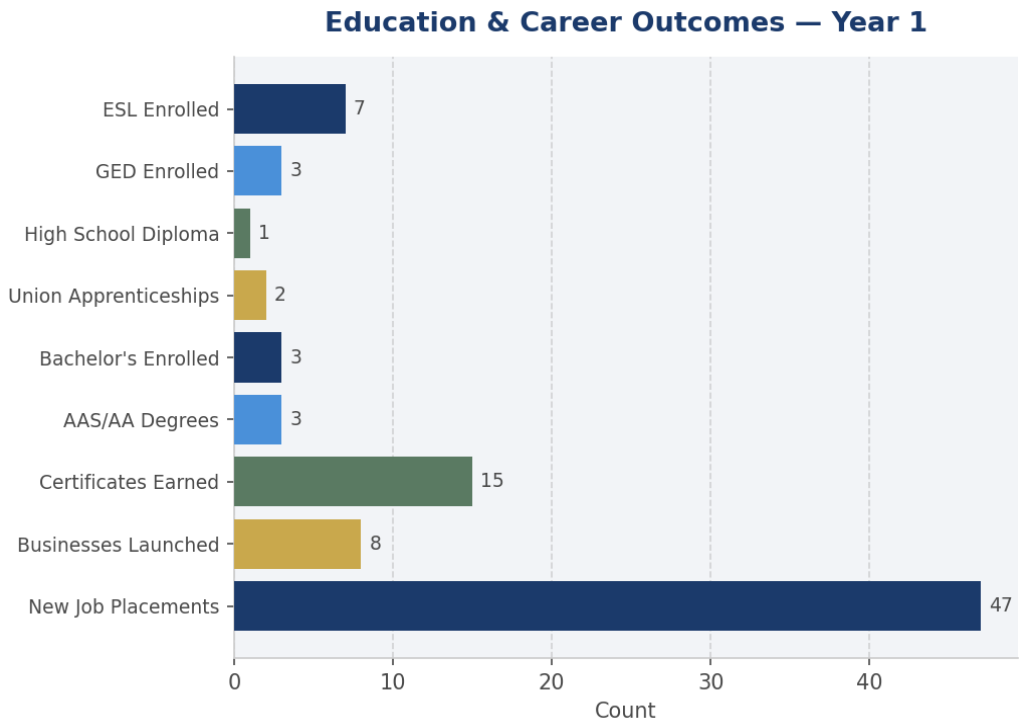
Grant Objective: All case managed participants will seek a GED and/or ESL coursework if applicable. All case managed participants will identify a career pathway and pursue training/education required to enter that career pathway. 100% of participants will develop a household budget and spending plan.

The Economic Mobility Program's first year demonstrated sustained, measurable progress in career pathway training and credential attainment across 72 different families and 282 individuals not counting the financial coaching series. Of those households 28% reported as white, 5 Middle Eastern, 3% Marshallese, 26% black, 11% mixed races. All case managed participants were assessed for GED and ESL needs at intake, and those identified with literacy or language barriers were actively enrolled in coursework aligned with their career goals. 11 families in which the person applying had a criminal record. 6 applicants were able to get their driver's license.

Of the 72 families served, 7 are currently enrolled in ESL coursework. 3 are working toward high school equivalency — and one participant completed a full high school diploma during the program year, a milestone that directly enabled his transition to full-time employment. Of the 7 enrolled in ESL classes, one graduated from the ESL program with a Level 6 proficiency, the highest level available.

Career pathway identification and planning was completed with 100% of comprehensive case participants and light touch participants. Pathways were selected based on participant strengths, community labor market demand, and realistic educational timelines. The program's emphasis on accessible, stackable credentials produced 15 certificates earned across 7 fields. Additionally, 3 participants completed AAS or AA degrees, and 3 more are enrolled in bachelor's degree programs. Two participants were placed into Iron Workers Union Local 14 apprenticeships, including one woman in a historically male-dominated trade, representing a historic milestone for the program and the union.

Education & Career Outcomes — Year 1



Outcome Category	Count / Detail
Careers Added	47 new employment placements (of 72 cases)
Businesses Started	8 participant-owned businesses launched
GED Enrolled	3 participants
High School Diploma Earned	1 participant
ESL Enrolled	7 participants
ESL Level 6 Graduated	1 participant (highest level)
Total Certificates Earned	15 across 7 fields
Peer Support Specialist	5
Home Health Aide	4
Medical Interpreter	2
Billing & Coding / CDL / Cosmetology	1 each
AAS/AA Degrees Earned	3 (substance abuse, mechanics, medical reception)
Bachelor's Degree Enrolled	3 (business management, admin/HR)
Iron Workers Union Local 14	2 (including 1 female — historic milestone)

Household Budget & Spending Plan Development

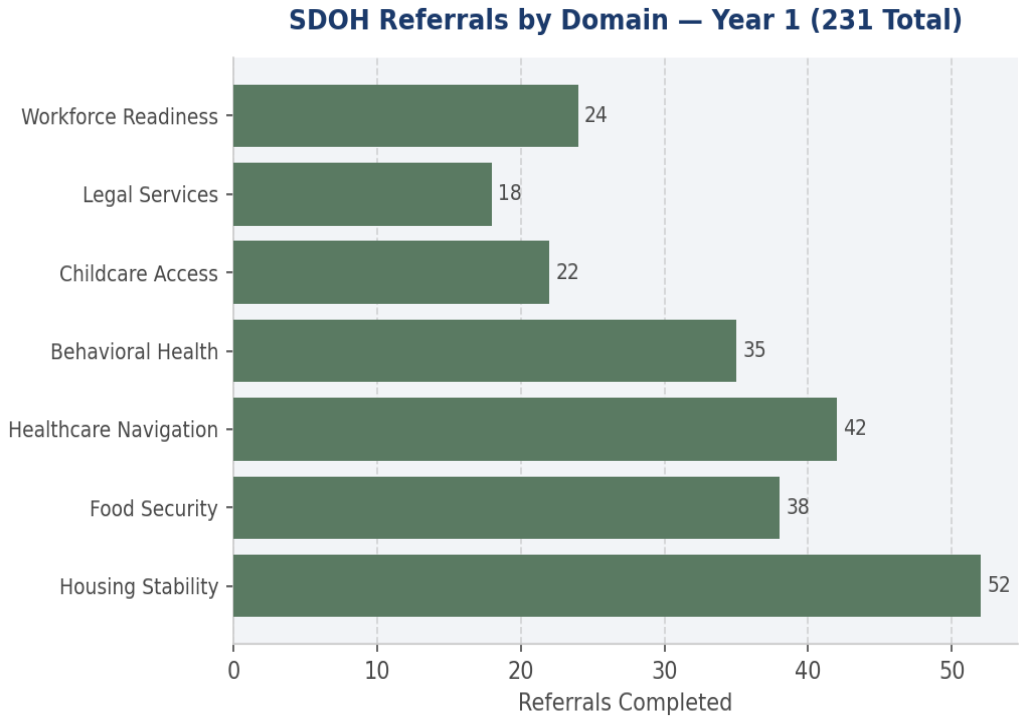
100% of case-managed participants developed a household budget and spending plan as part of their Individual Service Plan (ISP). Financial coaching individual sessions incorporated budget development and savings as a foundational activity, allowing participants to assess income, identify fixed and variable expenses, set savings targets, and build realistic spending frameworks. This work was reinforced through ongoing coaching appointments and validated by measured outcomes: average monthly expenses decreased by 19.3% from intake to exit ($3,230 to $2,608), while average savings balances grew by 896.6% (from $56.98 to $567.85). These numbers reflect what becomes possible when people have a plan. Notably, the data shows that longer-term support produces the best outcomes over time.

2. Coordinated Referrals for Whole Family Health

Grant Objective: Measure number of completed referrals with follow-through for whole family Social Determinants of Health (SDOH).

Addressing the Social Determinants of Health is central to the Economic Mobility Program's theory of change: economic mobility cannot be sustained when families are simultaneously managing unstable housing, food insecurity, unmet healthcare needs, or lack of transportation. In Year 1, the program completed 231 total SDOH referrals across the full participant caseload of 72 individuals, an average of more than 3 coordinated referrals per participant family.

These were not passive information handoffs. The program team tracked each referral to completion, following up with both the participant and the receiving agency to confirm engagement and address any barriers to follow-through. Referrals spanned the full SDOH spectrum: housing stability support, emergency food resources, childcare access, healthcare navigation, behavioral health services, legal services, and workforce readiness support.



SDOH Referral Summary	Year 1 Data
Total Referrals Completed	231
Average Referrals per Participant	~3.2 per case
Referral Domains Covered	Housing, food, healthcare, behavioral health, childcare, legal, workforce
Follow-Through Tracked	Yes — case manager confirmed engagement for all referrals

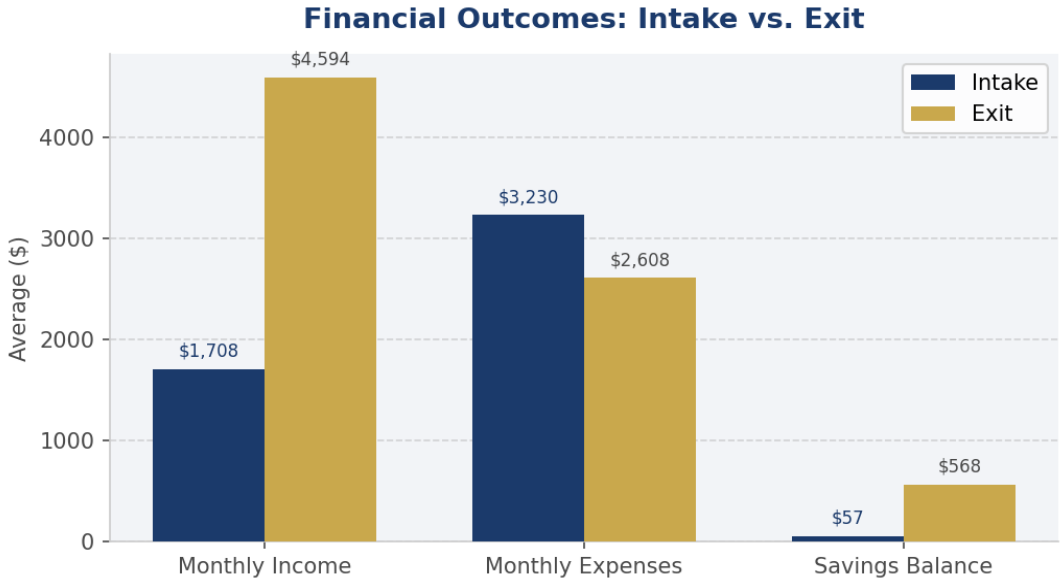
SDOH Referral Summary	Year 1 Data
Key Community Partners Activated	Catholic Charities, Pacific NW Safety Net, Iron Workers Local 14, employer partners

3. Increased Stability Over Time

Grant Objective: Measure increase in wellbeing (housing stability, food security, financial security), decreased stress, and increased sense of belonging — as assessed with tools co-developed through technical assistance from Enterprise.

Stability outcomes were measured using wellbeing assessment tools co-developed with Enterprise, capturing self-reported scores at intake and exit across housing stability, savings, stress, and income domains. The data included here represent the 32 cases that have completed the program. The data tells a clear and consistent story: participants moved toward stability across every indicator measured.

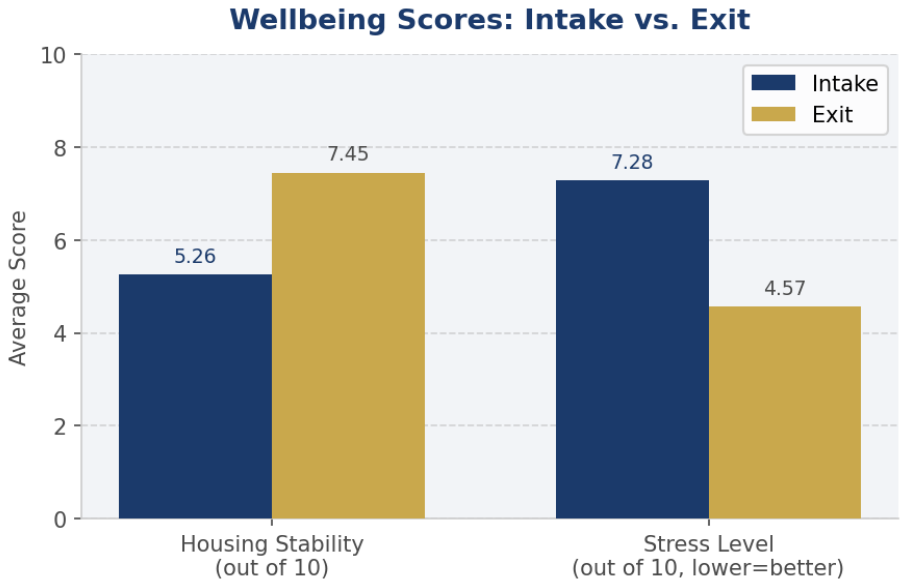
Financial Outcomes: Intake vs. Exit



Outcome Domain	Intake Avg.	Exit Avg.	Change
Monthly Income (avg)	$1,708.41	$4,593.97	+168.9%
Monthly Expenses (avg)	$3,230.37	$2,607.72	-19.3%
Savings Balance (avg)	$56.98	$567.85	+896.6%

Average monthly income grew by 168.9%, from $1,708 at intake to $4,594 at exit. Average monthly expenses simultaneously decreased by 19.3%. Savings balances grew from an average of $56.98 to $567.85, a 896.6% increase. For participants who entered the program with zero savings, the majority of this represents a foundational shift in financial capacity and resilience. 12 families who were previously unbanked were helped to open savings and checking accounts.

Wellbeing Scores: Housing Stability & Stress

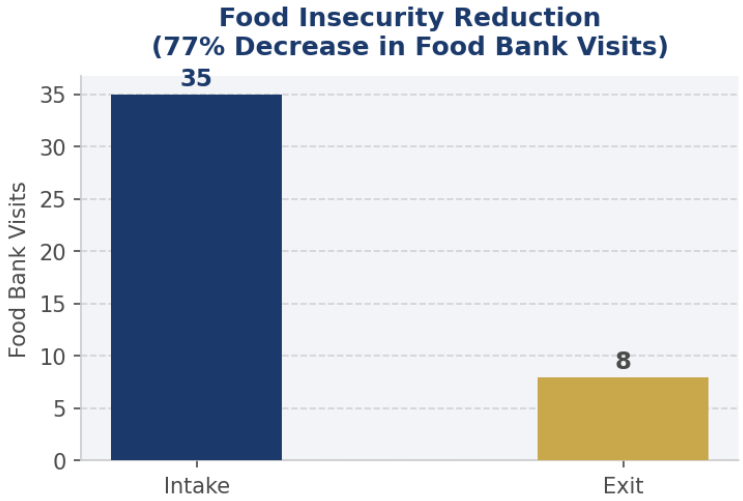


Outcome Domain	Intake Avg.	Exit Avg.	Change
Housing Stability Score (out of 10)	5.26	7.45	+24.5%
Stress Level Score (out of 10)	7.28 (10 = max)	4.57	-27.1%

Housing stability scores increased from 5.26 to 7.45, a 24.5% improvement. At intake, the most commonly reported score was 1, indicating a housing crisis. At the exit, the most common scores were 8 and 9, reflecting stable housing. Four families were moved into more affordable housing units during Year 1. One youth was independently housed for the first time.

Average stress scores decreased from 7.28 to 4.57, a 27.1% reduction. At intake, the most common stress score was a 10 maximum. At exit, most participants reported moderate stress levels of 4 or 5, reflecting the tangible relief that comes from increased income, reduced financial crisis, and access to a supportive professional team.

Food Insecurity Reduction



Food bank visits among the 32 completed cases decreased from 35 at intake to 8 at exit, a 77.18% reduction in food insecurity. This outcome reflects sustained income growth, budget discipline, and coordinated food resource referrals across the program year.

4. Impact — People Served & Outcomes Achieved

Grant Question: Is there any other information/data you would like to share about the impact of the grant to date (e.g., number of people served and/or outcomes achieved)?

The Economic Mobility Program served 72 families and individuals through Ballmer-funded support in Year 1 — 42 comprehensive cases and 30 light touch cases. Nearly half of participants arrived at intake earning less than $1,000 per month; 17.6% reported zero income.

Program-Level Financial Impact Summary — Year 1

Financial Outcome	Year 1 Value
Participant Income Growth (avg per case)	+$2,885.56/month
Total Aggregate Income Increase (71 cases)	+168.9% from intake to exit
Average Monthly Expense Reduction	-$622.65 per participant
Average Savings Growth	+$510.87 per participant (896.6% increase)
Participants: Zero Income at Intake	12
Cases Served	72 total (42 comprehensive + 30 light touch)

Participant Story: Building a Business from the Ground Up

Among the program's most compelling Year 1 outcomes is the story of a 19-year-old single Hispanic mother of two who aged out of foster care. Arriving with few resources and significant instability, she identified food entrepreneurship as her pathway forward. With sustained case management support and a partnership with Pacific Northwest Safety Net, she secured her own food trailer, coordinated its relocation from Nampa, Idaho to Spokane, completed all required inspections, and paid all business licensing fees. She is now positioned to open her mini-pancake food business, which creates economic independence for her and her family.

Participant Story: From Kabul to Spokane

A client arrived in the United States in 2024 as an Afghan immigrant and refugee, carrying a distinguished record of service: he had held the rank of Colonel in the Afghan Military, where he supported U.S. military operations for years. After an initial settlement in Tampa, Florida, he relocated to Spokane in September 2025 seeking stronger community support and enrolled in the Economic Mobility Program shortly after arriving. Case Manager Arash Baha worked with him and his family to develop a comprehensive stabilization and career plan. The program provided rental assistance, ESL enrollment at Spokane Community College, part-time employment for his daughter at Walmart, has supported him in obtaining a job, while his

English proficiency grew. He secured stable employment and advanced from ESL Level 1 to Level 2 with a milestone reflecting his dedication to building a lasting future in Spokane.

Participant Story: Youth Story

A 17-year-old youth arrived at the program couch-surfing cycling through temporary stays to avoid a home environment defined by parental substance use. He had no stable housing, no income, and no clear path forward. Through the program, he was placed in his own apartment, secured a part-time position at a local automotive garage, completed his high school diploma, and saved $4,000, all while working part-time. He has since transitioned to full-time employment at the same garage. His employer, moved by his story and the program's work, committed to donating two free brake jobs per month to program participants, a community partnership that arose directly from one young man's transformation.

Participant Story: Building Financial Stability

A self-employed Latina mother of four with a goal to start a hotdog business. She came in with a clear vision to stabilize her finances, grow her income, and launch her business. All she needed was a business plan. Our team worked with her to create and implement her plan.

At intake, her household ran a monthly deficit: $3,200 in income against $3,499 in expenses left her $299 in the red each month. Her savings account held $10. She had no written monthly budget, did not know her credit score, and rated her financial wellness at 3 out of 10. She was spending approximately 53% of her monthly income on rent, a significant cost burden and rated her housing stability at 5 out of 10, noting concerns about the safety of her home environment.

At exit, the picture had changed dramatically. Her monthly employment income grew to approximately $4250, flipping her monthly deficit into a surplus of $1,241.00. Monthly expenses were reduced to $3,009. Her savings account balance grew from $10 to $625, and her checking account grew from $162 to $712. She completed and maintained a written household budget for five consecutive months. She identified her FICO score (610) for the first time, establishing a credit baseline she can now work to improve. Her financial wellness self-rating rose from 3 to 7 out of 10.

On the housing front, she remained stably housed in the same unit throughout the program. Her housing stability score improved from 5 to 6 out of 10, and as her income grew, her housing cost burden dropped from approximately 53% to 35% of income, a meaningful reduction in financial pressure. She reported no outstanding back rent or unpaid utilities at exit and continued to name homeownership as a long-term goal. That aspiration was intact at exit, and the financial trajectory she built in this program year puts it within reach.

Her EBT food benefits also decreased from $513 to $236 per month, but a sign of increased income and reduced dependency on public assistance. Her story reflects the program's core

belief: when a motivated person has the right tools, coaching, and consistent accountability, transformation is not just possible.

Financial Indicator	Intake	Exit	Change
Monthly Employment Income	$3,200	$4,250	+$1,050
Monthly Expenses	$3,499	$3,009	-$490
Monthly Surplus/(Deficit)	-$299	+$1241.00	Deficit → Surplus
Savings Account Balance	$10	$625	+$625
Checking Account Balance	$162	$712	+$550
EBT Food Benefits	$513	$236	$277
Housing Cost (Rent)	$1,700	$1,700	Stable
% of Income Toward Housing	~53%	~35%	Improved
Has Written Monthly Budget	No	Yes (5 months)	Achieved
Financial Wellness Self-Rating	3/10	7/10	+4 points
Credit Score Known	No	Yes (FICO 610)	Achieved
Housing Stability Score	5/10	6/10	+1 point

Systems-Level Change Seeds Planted in Year 1

The Economic Mobility Program's Year 1 produced three concrete examples of systems-level change that extend well beyond the 72 participants directly served.

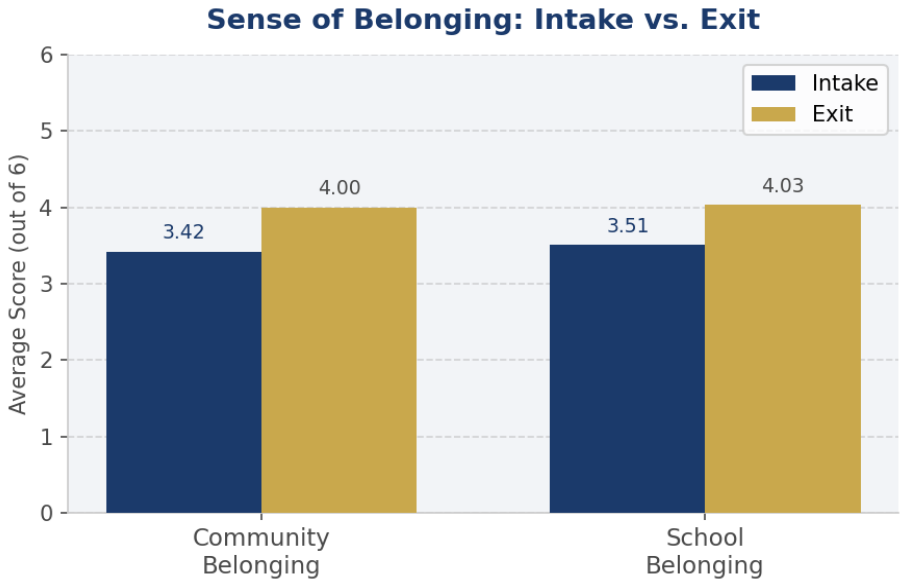
The Catholic Charities back-rent forgiveness model co-developed by The ZONE and Catholic Charities creates a structured, incentive-based pathway to housing stability. This model is replicable, scalable, and shifts the housing support system from crisis bailout toward sustainable habit formation. Two families are currently on track to complete the pathway, representing $7,208.00 in potential debt forgiveness.

The Iron Workers Union Local 14 pipeline placed two participants including one woman into union apprenticeships that provide not just a job, but a 40-year career trajectory with defined wage scales, benefits, and retirement security. The groundwork laid in Year 1 positions the program to expand this pipeline in Year 2.

A local automotive employer, moved by the transformation of one youth participant, committed to donating two free brake jobs per month to program participants reducing transportation-related financial barriers for active cases and has given us a discount on hourly service charges to all referrals we send over to his shop to help cut costs for our program. One young man's story created a permanent in-kind employer partnership that now benefits everyone in the program.

5. Sense of Belonging — Community & School

The Economic Mobility Program measures student connectedness to schools and adult connectedness to community at intake and exit using a six-point belonging scale (Very Weak to Very Strong), co-developed through technical assistance from Enterprise.



Community belonging data was collected from 32 cases at intake and 32 at exit. Of participants with paired intake and exit data, 16 improved their community belonging score, 16 remained the same, and zero declined. Average community belonging improved from 3.42 to 4.00 on the six-point scale, a 17.0% increase. Not a single participant's sense of community belonging went backward.

School belonging data was collected from 32 households at intake and 32 at exit. Average school belonging improved from 3.51 to 4.03 with a 14.8% increase. Of 32 paired cases, 13 improved; 17 remained stable, and only 2 declined slightly. For families whose children are navigating new school systems, language barriers, and mid-year transitions, stable or improving school belonging is a significant protective factor. At intake 78.2% of people said they had people to turn to in times of stress and need, and 21.8% said they did not have people to turn to.

Belonging Domain	Intake Avg.	Exit Avg.	Change	Improved	Stable	Declined
Community Belonging (out of 6)	3.42	4.00	+17.0%	16	16	0
School Belonging (out of 6)	3.51	4.03	+14.8%	13	17	2

6. Organizational & Financial Changes

Grant Question: Have there been any notable organizational or financial changes since the start of the grant that you would like to share?

Northeast Community Center has maintained organizational and financial stability throughout Year 1 of the Economic Mobility Program grant. There have been no significant leadership changes, and the program team has remained consistent, allowing for strong continuity of care across the participant's caseload.

One notable data point was the number of families and individuals served this first year, demonstrating how great the need is in our low-income neighborhood. We have now solidified our intake and referral triage process and feel more confident in that system going forward. The average time case managed is 9-12 months except immigrants which is at least 24 months due to the language barrier to allow for enough time to complete ESL classes.

A significant challenge this year was the data management platform. The team worked diligently to get the reporting dashboard operational, but due to unresponsive customer service we were unable to capture all desired data points. A new platform has been identified that will integrate well with both the Peer Support Program and the Economic Mobility Program, with local customer service support available.

Additionally, we are partnering with LISC to explore homeownership programs and banking partnerships for future program expansion. We have also hired a Peer Support Specialist, with that role beginning July 1, 2026, a milestone we are excited about as we expand the program's reach.

7. Financial Coaching Series

We completed 3 financial coaching series in Year 1, serving a total of 23 families. Two of those series were during Essential Skills series, and one was held at Shaw Middle School for neighborhood households. Participant feedback was consistently positive. Going forward, the financial coaching series will be offered quarterly at the Community Center and will be open to all Economic Mobility clients and anyone in the community interested. We will continue enrolling participants in our workforce readiness programs including Essential Skills, and are also establishing coaching series at the Native American Community Center, the Salvation Army, and Spokane Community College for students who are formerly incarcerated.

Coaching Series	Location	Families Served
Essential Skills Series #1	NECC	9
Essential Skills Series #2	NECC	5
Shaw Middle School Series	Shaw Middle School	9
Total		23