

Memorandum of Understanding

Parties: Contra Costa County (County) and Community Financial Resources (Agency)

Background: Community Financial Resources (CFR), a non-profit agency, and Contra Costa County, by and through its Employment and Human Services Department (EHSD), Community Services Bureau (CSB), wish to implement the Family Financial Fitness Program (Program) for parents receiving services from CSB. The Program is designed to incent beneficial money management behaviors, including appropriate financial product usage, and will be delivered by CSB, after training from CFR, to CSB parents through group workshops, events, 1-to-1 coaching, or a combination of all.

Funding Source: Annie E. Casey Foundation's Economic Security program grant. CFR is a grant recipient.

CFR and CSB will work jointly to implement the Program to:

1. Strengthen the financial knowledge and capabilities of CSB parents through behavior based incentives.
2. Help CSB parents develop money management techniques, savings habits, establish or improve credit scores/histories, and recognize credit as an asset.
3. Connect CSB parents with appropriate entry-level financial products and services, including accounts at banks, credit unions, and other CFR-sponsored/vetted products.
4. Build the capacity of CSB staff to deliver task-based financial education that promotes beneficial financial behaviors among participants.
5. Evaluate the impact of the consumer education and financial product usage on the households participating in the program.

Term of Agreement: September 1, 2016 – February 15, 2017. The incentive awards outlined in this MOU expires January 31, 2017 (unless extended or renewed). Reporting data for the Pilot must be submitted to the respective parties by February 15, 2017.

Agency's Obligations – CFR shall:

1. Provide a budget up to \$2,860.00 for client incentives over the full term of this MOU. Cash awards will be deposited onto CFR prepaid debit card accounts established by the parent (alternatives to be provided for parents without social security numbers). The following incentives will be offered:
 - a. Up to \$500 for workshop attendance incentives which can be food, amenities, or gift cards.
 - b. Up to \$750 for a total of six (6) \$125 cash prize drawings to award financial management behaviors documented on the Ticket Tracking Spreadsheet (Attachment A).

- i. Beneficial money management behaviors to be awarded must be approved by CFR.
 - ii. Ticket award weights to emphasize the more impactful behaviors, e.g. 1 ticket for X vs 2 tickets for Y vs 3 tickets for Z, must be approved by CFR.
 - c. One \$125 prize drawing for parents submitting post-program financial practices surveys by January 31, 2017. A minimum of thirty (30) post-program financial practices surveys must be returned for the drawing to take place.
 - d. Up to \$735 to fund the first seven (7) parents with \$105 Mini-Matches to open up a Cooperative Center Federal Credit Union (CCFCU) secured credit-builder card.
 - e. Up to \$750 to fund the first fifteen (15) parents with \$50 bonuses to open and fund CFR Focus Card Savings Account, establish a savings goal, and use an automatic savings trigger for at least three (3) months.
2. Assign a CFR manager to assist CSB in the implementation and support of the Program.
3. Work with CSB to shape the Program for their target audience.
4. Train CSB staff on the Program curriculum, concepts and approach including client activities that reinforce beneficial money management behaviors.
5. Work with CSB to develop appropriate Program marketing and outreach materials.
6. Provide information on CFR sponsored/vetted consumer friendly products, e.g. prepaid debit and secured credit cards, local credit union or community bank accounts, and train CSB staff on effectively integrating these products into the Program to reinforce money management concepts and beneficial behaviors.
7. Meet periodically with CSB to review project implementation and strategize improving program participation and effectiveness.
8. Coordinate the provision of attendance incentives.
9. Provide CSB any utilization data that may be available on CFR-sponsored products.
10. Share evaluation data with CSB to support the documentation of outcomes.
11. Comply with confidentiality requirements as specified in Head Start Performance Standards regulation 45 CFR 1304.41(a)(1).

12. Mutual Indemnification

- A. CFR shall defend, indemnify and hold harmless County, its officers, employees and agents, from and against any and all liability, loss, expense, or claims for injury or damages arising out of the performance of this Agreement but only in proportion to and to the extent such liability, loss, expense, or claims for injury or damages are caused by or result from the negligent or intentional acts or omissions of CFR, its officers, agents, or employees.

- B. County shall defend, indemnify and hold harmless CFR, its officers, employees and agents, from and against any and all liability, loss, expense, or claims for injury or damages arising out of the performance of this Agreement but only in proportion to and to the extent such liability, loss, expense, or claims for injury or damages are caused by or result from the negligent or intentional acts or omissions of County, its officers, agents, or employees.

13. All information collected from participants in the Program will be provided anonymously. CFR agrees that it will not disclose the identities of Program participants to third parties.

County's Obligations – CSB shall:

1. Assign one staff person to coordinate the Program and act as primary point of contact for CFR, who will meet monthly with CFR liaison to review program status.
2. Enroll parents in the Program by having them sign-in and complete an enrollment form at the workshops (Attachment B).
3. Document a Program delivery schedule for financial capability coursework, workshops or coaching sessions that will include a goal of working with at least seventy-five (75) unique parents as active participants.
4. Identify and train up to thirty-five (35) CSB staff members to deliver Program components for up to 75 parents enrolled in CSB programs. Publicize the availability of the Program to CSB parents.
5. Engage at least fifty (50) unique parents in beneficial money management behavior tracking system.
6. Help at least forty (40) parents open, fund, and use a bank or credit union account, CFR sponsored prepaid credit card, or secured credit card account through the use of CFR provided consumer education materials.
7. Assess thirty (30) parents' financial service needs through a baseline financial practices survey provided by CFR.
8. Conduct prize drawings. In order for a prize drawing to take place, at least thirty (30) tickets must be in the pool.
 - a. A ticket can be in one (1) pool only.
 - b. After the prize drawing takes place, all tickets making up that pool must be discarded.
9. Document beneficial behaviors and ticket awards for at least fifty (50) parents participating in the prize drawing and submit electronic versions of CFR's Ticket Tracker spreadsheet to indicate the number of tickets given.
 - a. Include comments, as appropriate, e.g. set-up and usage of bank or credit union accounts.

10. Compare credit scores for all parents who voluntarily get and qualify for the CCFCU secured credit-builder card. The credit score will be tracked at time of credit application and credit score at the end of the program (can be Credit Karma Vintage Score). The parent's credit score will go on the Savings Match Agreement authorizing CFR to monitor the change in credit score over time. That form is scanned and emailed to CFR to be stored on a secure server.
11. Collect post-program financial practices surveys from a goal of at least thirty (30) parents.
12. Follow the CFR's procedures outlined in Part I.1(d) to claim the product incentive award.
13. Retain the records identified in items nine (9) through eleven (11) for three (3) years from the expiration of the terms of agreement.
14. Destroy documents identified in items nine (9) through eleven (11) when its retention period has expired.
15. Cite CFR's authorship of Program materials appropriately and only use CFR provided materials with CFR's prior permission.
16. Provide feedback to CFR on its performance.

The signatures below have the authority to commit their respective organizations to the terms and conditions of this Memorandum of Understanding.

For Community Financial Resources:

Lauren Leimbach, Executive Director
Lauren@communityfinancialresources.net

Date

For Contra Costa County Employment & Human Services Department

Kathy Gallagher, Executive Director
KGallagher@ehsd.cccounty.us

Date