

THE MASSACHUSETTS OFFICE FOR
REFUGEES AND IMMIGRANTS (ORI)



2022 Financial Literacy for Newcomers Annual Report

A program that teaches important, complex concepts behind the American financial system to refugees and immigrants.

Massachusetts Governor

Charlie Baker

EOHHS Secretary

Marylou Sudders

ORI Executive Director

Mary Truong

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Message from Mary Truong

ORI Executive Director



Dear Friends,

First and foremost, I would like to express my heart-felt thanks for your support of the Office for Refugees and Immigrants' (ORI's) Financial Literacy for Newcomers Program (FLN). Since its inception in 2017, this program has served more than 1500 refugees, immigrants and some U.S citizens (Puerto Rican evacuees) in attaining the basic financial literacy they will need to become self-sufficient and fully engaged members of their communities.

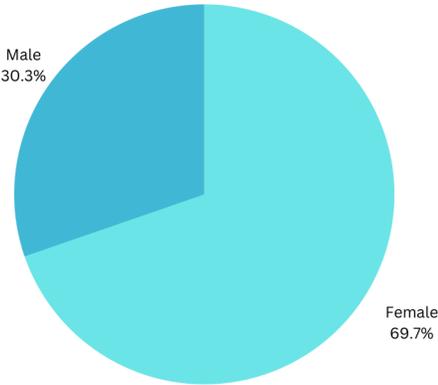
In State Fiscal Year 2022, ORI built on its successful FLN program model to enhance the financial education topics addressed in multi-session workshops, expand the reach of our FLN network with new service providers in more cities and towns across the Commonwealth, and diversify the program's multi-lingual and multi-cultural capacity to meet the needs of new incoming refugee and immigrant populations from countries as diverse as Afghanistan, Haiti, Ukraine and others. We were able to increase funding in response to the increased demand for FLN services, and gratefully resumed in-person workshops for the first time since the Covid-19 pandemic.

ORI staff continues to work closely with our community partners to enhance and deliver FLN services of the highest quality. Our goal is always to ensure the program's continued relevance to American financial systems while remaining responsive to the changing needs of a diverse refugee and immigrant clientele.

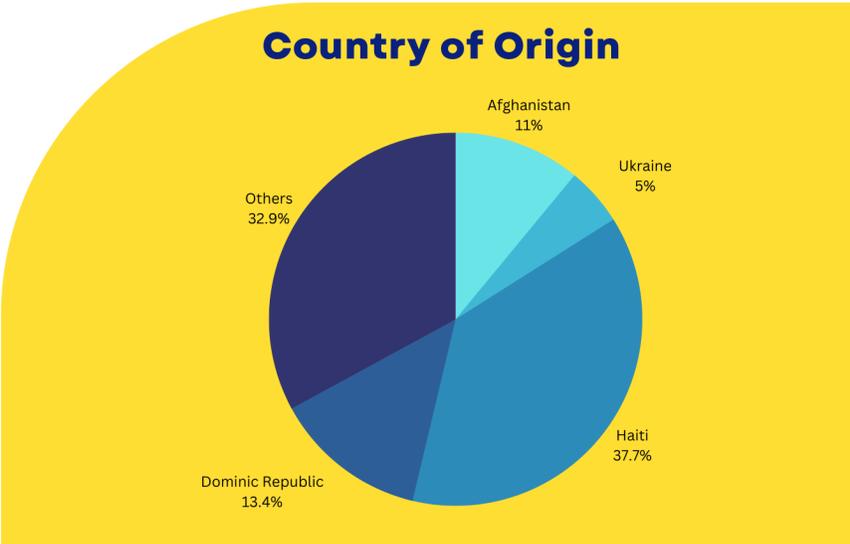
The FLN program would not be a success without your ongoing support, as well as that of ORI's dedicated staff, volunteers, service providers, funders (both private and public), and our refugee and immigrant clients. We are deeply grateful for your continued partnership.

Demographics

Gender



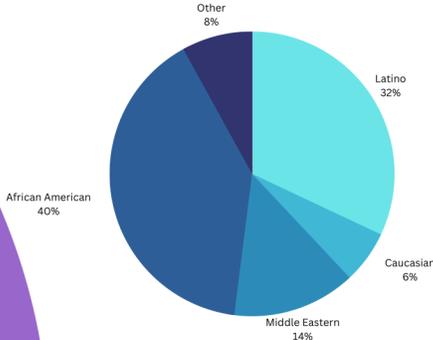
Country of Origin



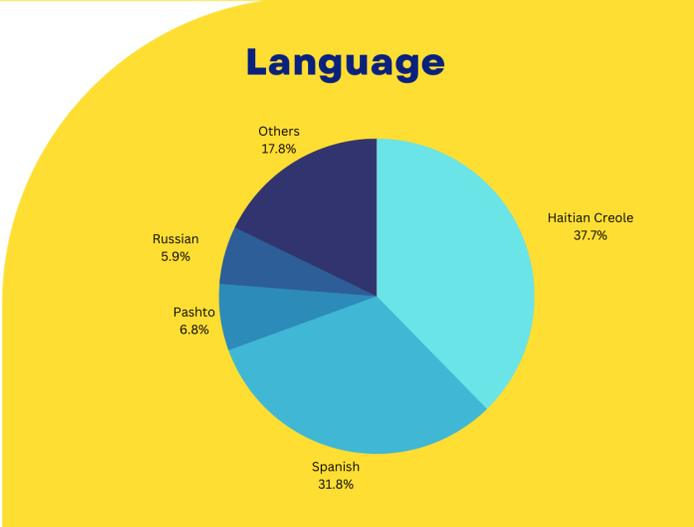
Income



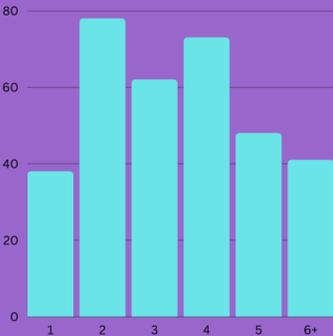
Ethnicity



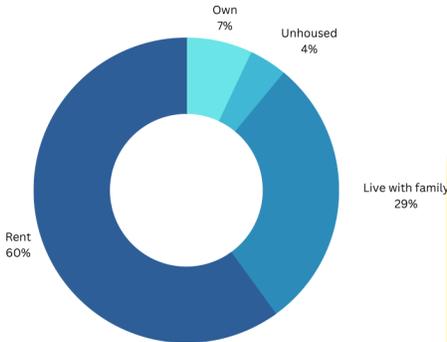
Language



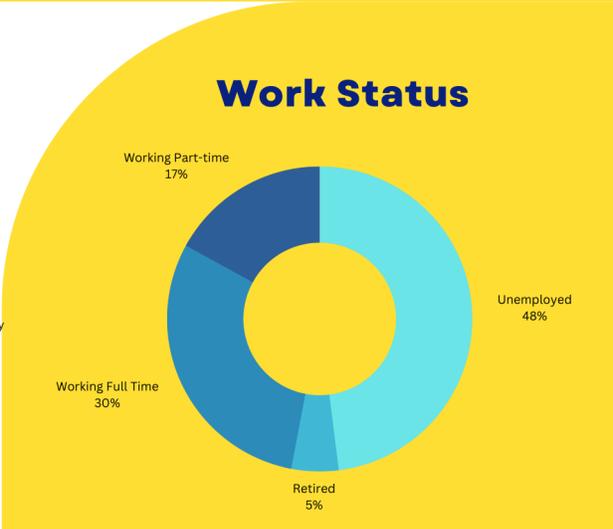
Household Size



Housing Situation



Work Status



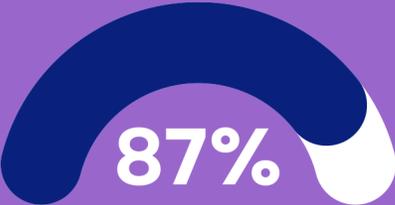
Measuring Progress



94.5% OF FLN PARTICIPANTS HAVE GRADUATED

Key Successes

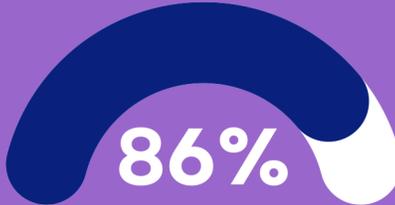
339 GRADUATES



FELT CONFIDENT ABOUT VISITING A BANK TO OPEN AN ACCOUNT



FELT CONFIDENT THAT THEY KNOW THE AMOUNT OF A DOWN PAYMENT NEEDED FOR BUYING A HOME



FELT CONFIDENT IN HOW TO USE A BANK DEBIT CARD

Measuring Progress (cont.)



100%

SAID THEY WOULD RECOMMEND FLN TO OTHERS AND THE EDUCATIONAL MATERIAL WERE HELPFUL OR VERY HELPFUL

Key Successes

80 WORKSHOPS



FELT CONFIDENT THAT THEY UNDERSTAND WHAT A HOME EQUITY LOAN IS



FELT CONFIDENT THAT THEY KNOW WHAT IS A GOOD CREDIT SCORE AND WHAT IS A BAD CREDIT SCORE



FELT CONFIDENT THAT THEY KNOW HOW TO REDUCE THEIR SPENDING

Looking Forward

Improving FLN's services

- Challenges and Emerging Issues: During SFY22, the FLN program manager position was vacant for a short period of time, consequently delaying this year program activities.
- This State Fiscal Year of 2023, we aim to increase the number of people served through our workshops to a minimum of 500 participants, a 32% growth. We will use our resources and expertise to empower and strengthen local community-based organizations.
- Expand the program to new audiences and new areas, we want to include new languages and translation to our workshop series and materials supplied during classes.



GRADUATIONS

Over this year, we've worked with 10 Community based organizations to promote financial literacy across MA and to advance a more just and equitable society. Here, we highlight a few pictures of our FLN evening and weekend workshop and graduation ceremony.

FLN PARTNERS

Ascentria West Springfield

Ascentria Worcester

Association of Haitian Women Inc.

Angels-Net Foundation

New American Association of Massachusetts

Lawrence Family Development Inc.

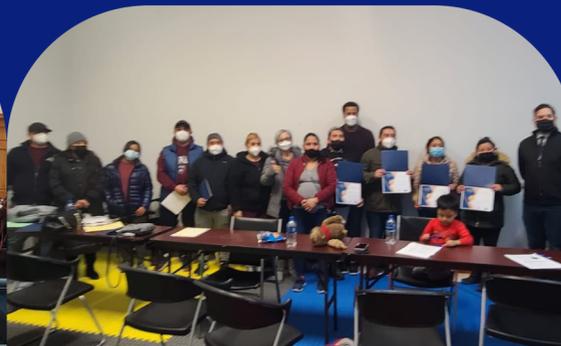
Quincy College

The Literacy Center Inc.

Community Economic Development Center

Mount Olive Community Center

*Thank
You*



ACKNOWLEDGEMENTS

We'd like to thank the following funders and supporters:

- The Legislature, Governor Baker & Lt. Governor Polito, and Secretary Sudders.

Volunteer Trainers: MassHousing, American Consumer Credit Counseling, BayCoast Bank, People's United Bank, Boston Private, and Eastern Bank

- Annual Report Design: Leandro Freire

We are also grateful to ORI staff and our partner organizations who have helped to make FLN a success.

- We wish to recognize the participation of:
 - Mary Truong, ORI Executive Director
 - Falah Hashem, ORI Chief of Staff
 - Leandro Freire, FLN Program Coordinator

We thank you for your continued support in our efforts to contribute to our mission.

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