

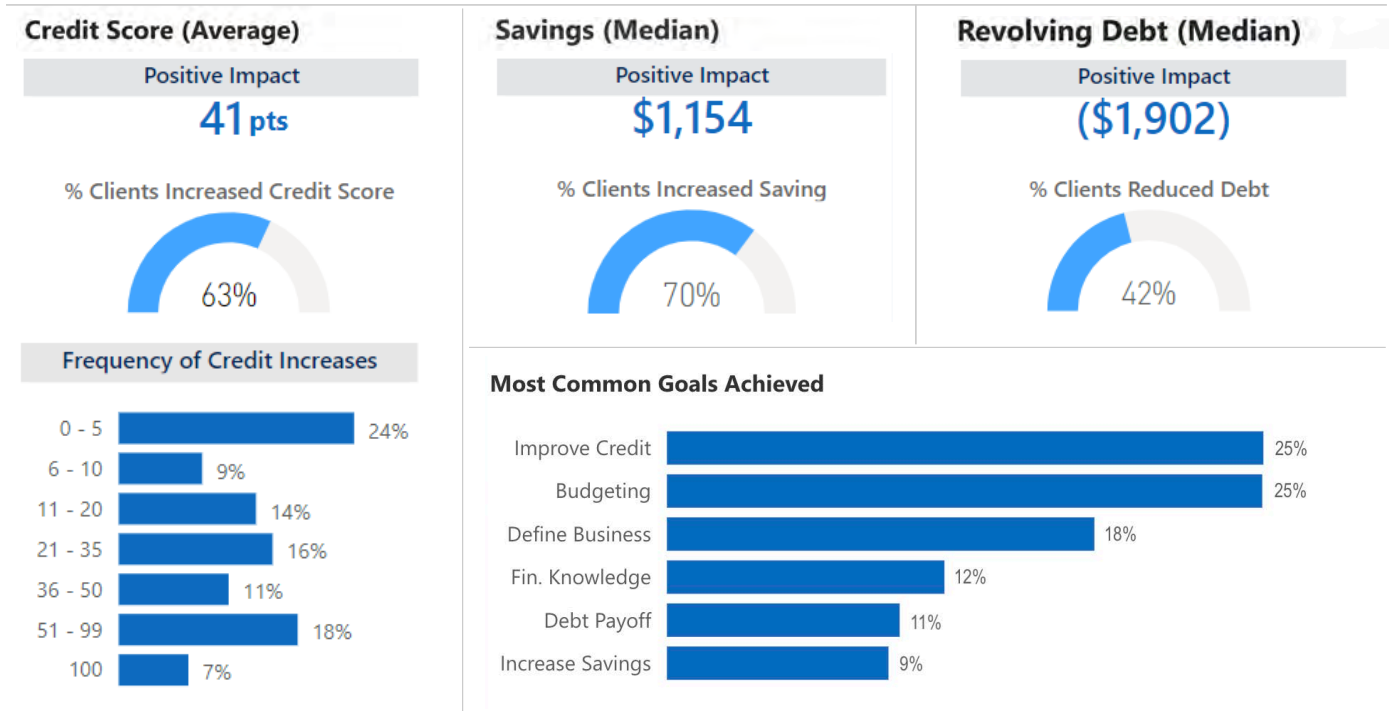


HOPE Impact Report

Q1 - 2023

Improved Financial Outcomes

Among HOPE clients, 63% see an improvement to their FICO Score after participating in HOPE's financial coaching program. Among this sample that saw an improvement, **the average increase was +41 points with 30% of clients reaching above prime FICO Scores of 660 or higher.** Among a large sample of 29,316, of whom both at entry and secondary financial data were obtained, the average FICO Score change was +18 points. These improvements are 2-3x the rate of other financial empowerment firms (see Urban Institute, 2015; PERC University of Arizona Report, 2005; Experian 2016).



Improved Financial Health and Behavior

1 - strongly disagree, 5 - strongly agree

I am confident in my abilities to manage my finances.



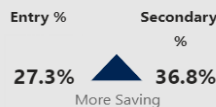
In the past month, I have had serious financial worries.



I have a budget and plan ahead financially.



Percent of clients who have 3 months of savings for a financial emergency.



Percent of clients who are unbanked.



Percent of clients who are underbanked.



HOPE Assessments: Adult Financial Health

In addition to positive financial impacts, HOPE measures program success through the HOPE financial wellness assessment for adults. Driven by our Theory of Change and refined Financial Wellness Coaching Model (updated in 2022), HOPE clients continue to report improved financial health, including: **increased financial confidence, decreased financial worry, increased financial budgeting and planning, and increased emergency savings.**



HOPE Activities

Q1, 2023 Summary

With 230 adult HOPE Inside locations (servicing individuals from 46 states and Puerto Rico) currently open across the country, HOPE served over 19,000 individuals in Q1, 2023. These clients engaged in over 76,000 financial empowerment services including group education and one-on-one financial coaching. Client participation in HOPE activities led to numerous outcomes such as improved financial health (e.g. improved credit scores, reduced debt and increased savings), homeownership, and small business creation.

HOPE Client Profile

The average HOPE client served this year was a Black, non-Hispanic female, with an average household income of \$43,676.

At entry, the client had an average FICO score of 598, median revolving debt of \$1,182 and an average savings of \$300.



Avg. Income
\$43,676



% Low-to-Mod. Income
70%

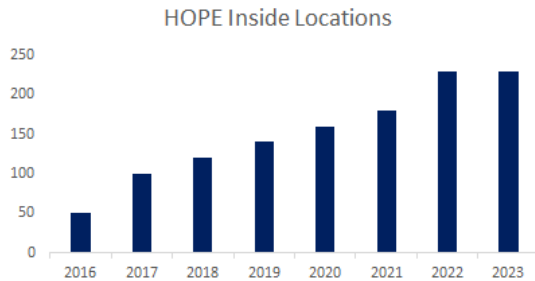


Female / Male
70% / 30%



Black / White / Other
62% / 21% / 17%

HOPE Inside Locations



HOPE Production

	Q1, 2023	PTD
Clients Served	19,440	1,696,511
Financial Empowerment Services	76,497	5,244,770
HOPE Inside Adult	75,221	2,669,361
HOPE Inside Disaster *	*	1,494,972
HOPE Inside Youth	1,276	1,080,437

*Disaster services included in HI adult services beginning Q2, 2022.

HOPE Program Highlights



Homeownership

Program Spotlight: Closing Cost Assistant Program (CCAP)

In partnership with Fulton Bank, HOPE assisted 122 clients to get approved for closing cost assistance grants totaling \$191,500, and helped clients secure more than \$26M in mortgage lending during Q1, 2023. To date, this partnership has assisted in allocating more than \$9.3M in down-payment grants to help clients obtain more than 5,900 funded mortgage loans totaling more than \$1B.

\$26.07M

Mortgage Loans
Funded in Q1, 2023
through the HOPE-Fulton
Bank CCAP Partnership

\$1.03B

Mortgage Loans
Funded to-date
through the HOPE-Fulton
Bank CCAP Partnership



Small Business Development

Program Spotlight: 1 Million Black Businesses (1MBB)

Since program inception (10.20.20 - 3.31.23), HOPE's 1 Million Black Businesses Initiative (1MBB) engaged 200,521 individuals with over 240,083 small business development services through HOPE-1MBB Small Business programs and in conjunction with HOPE's outstanding 1MBB partner, Shopify. Additionally, HOPE has secured 40,375 Coalition of the Willing partners to further support 1MBB small businesses.

200,521

Black Businesses
Engaged in 1MBB
services to-date,
in partnership with Shopify

240,083

HOPE 1MBB
Services to
Black Businesses to-date,
in partnership with
Shopify

40,375

HOPE Coalition of
the Willing partner
organizations have
pledged support to
1MBB businesses to date

A Story of HOPE

My client Robert C. has a story of HOPE which can inspire us all. He was referred to me by the Assistant Treasurer of the City of St. Louis, Ms. Christina Bennett. Robert was a young man who was transitioning back to society from incarceration. Robert left his past in California to seek a better life for himself and his family. When he initially enrolled in the program, he had a 490 credit score in August of 2022 and a considerable amount of collections. We immediately started on a budget and what items to dispute and have removed from his credit report. Robert attended my Credit and Money Management Workshop on predatory lending and credit, as many of the collections he had were due to predatory lending. In the first three months of working with me, he was able to use his savings of \$2,000 to begin paying off items that were owed. He acquired a job with the City of St. Louis as a Parking Enforcement Officer, opened a credit builder loan, and enrolled in Forest Park Community College where he is a straight A student and is looking to acquire his Associates degree in Cyber Security.

In the first three months, he increased his score by 103 points. He now has surpassed that by increasing his score by another 47pts. His score is now 640. From his challenging past, he has risen to higher heights and is going beyond. His goal is to acquire his own home for himself and his family. Chairman Bryant once said, nothing changes your life like love, God, and a 100-point increase to your credit score. Robert has made this change because he has all three going for him and pushing him to achieve greater

**Reginald Garth, Financial Wellbeing Coach, Credit & Money Management Program, HOPE
Inside St. Louis, MO - City of St. Louis Consortium**

