

The Five Elements of Integration

Embedding financial empowerment (FE) services in a municipal system

Strategic alignment

Successful FE integration starts with strategic alignment at multiple levels. This helps provide clarity on direction and establishes a vision for success so that an effective integrated FE service model can be developed.

Relationships with clients

Trusting relationships between the organization, frontline staff and clients impacts if and how clients access the FE support they need.

Capacity building & Service delivery tools

Provide training and tools for frontline staff to use on an everyday basis (e.g. practice guides, databases, financial health assessments, training, etc.)

Relationships with partners

Partnerships between municipal and community partners should be based on mutual trust, shared goals, and clear and transparent communication.

Structural model

A structural model connects the strategy to the frontline service delivery program and is necessary for success (e.g. technology, professional development, organizational policy, etc.)

