

2025 OVERVIEW

A YEAR OF EXPANDED ACCESS & INNOVATION

- ✓ new online workshops
- ✓ expanded partnerships
- ✓ increased data tracking
- ✓ increased credits scores
- ✓ new jobs & more network

Sound Outreach's relationship-based, data-driven coaching model continues to produce measurable gains in financial stability, employment, and long-term self-sufficiency for low-income and ALICE households across Pierce County. Sustained engagement and strong partnerships are reflected in the trust built with clients and in their incredible outcomes.

C'S STORY

My coach and I set clear goals: pay off old debts, build a real budget, and start saving. It felt overwhelming at first, but step by step, I stayed committed.

Today, my credit score is above 680. I recently accepted a new job with a \$4.50 pay increase, and my

girlfriend and I are moving into our own apartment as we get ready to welcome our first child. I'm proud of how far I've come—and grateful for the support that helped me get here. This is just the beginning.



2025 Client Data

WHO WE SERVED

- 356+ individuals received one-on-one financial and/or employment coaching
- 200+ participants engaged through group-based workshops and cohort partnerships
- Majority of clients were low-income and ALICE households
- Clients served across Hilltop Tacoma, Bethel Family Center, and Sumner-Bonney Lake

CLIENT ENGAGEMENT & SERVICE DELIVERY

Most clients participated in multiple coaching sessions in a bundled services model:

- » Financial coaching
- » Employment and income support
- » Credit and debt counseling
- » Public benefits navigation
- All clients developed individualized Financial Action Plans
- Outcomes tracked across 150+ data points in Salesforce

PUBLIC BENEFITS & RESOURCE ACCESS

Clients successfully accessed critical supports including:

- SNAP and food assistance
 - Childcare subsidies
 - Tax credits & income supports
- These benefits reduced immediate financial strain and supported long-term stability.

150 DATA POINTS TRACKED

72 CLIENTS SECURED NEW EMPLOYMENT

FINANCIAL STABILITY OUTCOMES

- 47 clients increased credit scores, with an average increase of 59 points
- 11 clients moved from unscored to scored credit, expanding access to mainstream financial tools
- 65 clients increased net worth through:
 - » Debt reduction
 - » Emergency savings growth
 - » Improved budgeting and financial planning

EXPANDED ACCESS & INNOVATION

- Launched virtual financial and employment classes
 - » Offered every Monday and Friday
 - » Reduced transportation, scheduling, and work-hour barriers
- Increased access for working adults and families unable to attend in person

COMMUNITY PARTNERSHIPS & SYSTEMS IMPACT

Sound Outreach expanded reach and outcomes through active partnerships with:

- » Multicare
- » Tacoma Housing Authority
- » Tacoma Screw
- » Valeo
- » ARIVVA
- » Puyallup Tribe of Indians

These collaborations strengthened referral pipelines, employer connections, and holistic service delivery.

65 CLIENTS INCREASED THEIR NET WORTH

EMPLOYMENT & INCOME OUTCOMES

- 72 individuals secured new, unsubsidized employment
- Clients experienced:
 - » Increased earned income
 - » Improved job stability
 - » Expanded career pathways through coaching and referrals

47 CLIENTS INCREASED CREDIT SCORES, WITH AN AVERAGE INCREASE OF

59 POINTS