TRUIST HH

Monitoring, Evaluation and Learning (MEL) Guidebooks

Attached within this document you can access the MEL guidebooks and grant pillar indicators.

Grantee Monitoring and Reporting Guidebook - Non-Pillar

Grantee Monitoring and Reporting Guidebook - Pillar Under $500k

Grantee Monitoring and Reporting Guidebook - Pillar $500k-$2.49m

Grantee Monitoring and Reporting Guidebook - Pillar $2.5m+

Grantee Reporting Indicators – Quick Reference One Page Summary of grant pillar Indicators for the Truist Foundation MEL process.

Truist Foundation
Grantee Monitoring and Reporting Guidebook

Non-pillar aligned [Month] Grants

v1.18

Truist Foundation

The Truist Foundation is committed to serving our communities with humanity and grace. Through direct grants to nonprofit organizations, we can advance equitable opportunities to succeed.

From the desk of Lynette Bell, Truist Foundation President

A few days after our launch in 2020, the world quickly had to reevaluate its perspectives and priorities spurred by a global pandemic and a long-overdue reckoning with racial inequity. It made us take a hard look at our plans and affirmed commitments.

Truist Foundation believes in providing the requisite resources to our communities to become financially empowered. Our grants focus on strengthening small businesses and building career pathways to economic mobility. Through these two key areas of focus, we aim to help level the playing field for all people to have equitable opportunities to thrive. We recognize deepening our impact, and our relationships within communities goes beyond writing checks.

With the mission to advance economic opportunity for all, the Truist Foundation will invest in community-led solutions to address the root causes of inequity across our country. We're partnering with communities to co-create pioneering initiatives driving lasting change.

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The Truist Foundation is excited to partner with your organization to create positive impacts in local communities.

This packet lays out the basics of reporting for Truist Foundation grantees. You will find reporting requirements, questions, indicators, and deadlines in it. We hope this provides clarity on what we will ask of you over the grant period. As always, we are available if you have any questions.

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Concise update (via survey link) on key activities completed, progress against each of the grant goals, grant spending (budget vs. actual by category), lessons learned, risks/challenges, and key accomplishments.

Expected time to complete: 1 hour

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Comprehensive report (via survey link) that discusses project accomplishments, impacts, stories, and lessons learned. For grants under $250K, the requirements for this report will be limited to essential elements with reduced free-form narrative inputs. Expected time to complete depends on grant size and scope.

Expected time to complete: 2-6 hours

*Annual for multi-year grants
**Annual

Truist Foundation

Reporting Cadence – March Grants

The table below indicates the timing for our monitoring and reporting requirements. Truist Foundation will send invites and reminders for each event as needed. In most cases, the grant payment will occur within two months of grant approval, and the grant activities will start in month 3 or 4. This calendar displays the timeline for the grants approved in March.

Tasks	Months																
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Grant approved	☑															
Grant agreement		📋														
Indicators update													UWAC	<$500k		$500+
Final grant report / status update													UWAC	<$500k		$500+

The cycle will repeat for multi-year grants

Final Report/ Status Update Guidance:
1) United Way Annual Campaign (UWAC) final grant reports are due in March
2) Grant <$500k final reports are due in April
3) Grants amounts $500k+ final reports are due in June

Truist Foundation

Reporting Cadence – June Grants

The table below indicates the timing for our monitoring and reporting requirements. Truist Foundation will send invites and reminders for each event as needed. In most cases, the grant payment will occur within two months of grant approval, and the grant activities will start in month 3 or 4. This calendar displays the timeline for the grants approved in June.

Tasks	Months															
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Grant approved	☑															
Grant agreement		🗒														
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Final grant report / status update													UWAC	<$500k		$500+

The cycle will repeat for multi-year grants

Final Report/ Status Update Guidance:
1) United Way Annual Campaign (UWAC) final grant reports are due in June
2) Grant <$500k final reports are due in July
3) Grants amounts $500k+ final reports are due in September

Truist Foundation

Reporting Cadence – October Grants

The table below indicates the timing for our monitoring and reporting requirements. Truist Foundation will send invites and reminders for each event as needed. In most cases, the grant payment will occur within two months of grant approval, and the grant activities will start in month 3 or 4. This calendar displays the timeline for the grants approved in March.

Tasks	Months															
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
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Final grant report / status update													UWAC	<$500k		$500+

The cycle will repeat for multi-year grants

Final Report/ Status Update Guidance:
1) United Way Annual Campaign (UWAC) final grant reports are due in October
2) Grant <$500k final reports are due in November
3) Grants amounts $500k+ final reports are due in January

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Grant Updates and Report Form Details

The following section shares the question topics that will be asked in the status updates, indicator updates, and final report.

Form guides will also be shared with you which detail the exact questions asked in the forms with supporting guidance.

Truist Foundation

The form template will be shared via survey link in an email from the Truist Foundation at least one month before the due date and will request the following information:

o Impact the program had on the intended beneficiaries.

o *[Only for grants over $500k]* List the key grant funded activities and milestones completed within this reporting period.

o Progress against each of the short-term grant goals. Explain if and why goals will not be met and if any corrective actions are planned (for multi-year grants).

o Long-term program goal progress for multi-year grants.

o Number of Truist teammates that volunteered with your organization within the last 12 months.

o Identify any changes from the original program budget proposed in the application.

o Percent breakdown of the grant funds spending across the

following categories: Training / Technical Assistance / Support Services or Educational Programming, Program Operating Funds / Administration, Administrative Fees, Loans, Grants, Other.

o Percentage of the program budget this grant funded.

o Plans for continuing this program.

o Share any media coverage, including social media the program received.

Truist Foundation

Indicator Update (Annual)

The form template will be shared via survey link in an email from the Truist Foundation at least one month before the due date and will request the following information:

- Results for required pillar-aligned output and outcome indicators based on grant activity and grant size.
- Results for optional pillar-aligned indicators based on grant activity and grant size, where applicable to program.
- Additional grantee proposed indicators and results to provide a comprehensive picture of the impact of the program.
- Provide a breakdown of the budget vs actual spend by category for the grant and compare spending progress to plan.
- *[Only for grants over $500k]* Explain indicator data collection process.
- *[Only for grants over $500k]* Identify data quality concerns or challenges.
- *[Only for grants over $500k]* Please share stories of impact or case studies highlighting the programs positive impacts for beneficiaries. These stories will be used to support Truist Foundation's strategic communications.

Truist Foundation

Status Update (Annual*)

The form template will be shared via survey link in an email from the Truist Foundation at least one month before the due date and will request the following information:

- o Major accomplishments within the reporting period.

- o Identify the key grant-funded activities and milestones completed within the reporting period.

- o List upcoming major activities or milestones in the next three to six months.

- o Progress against each of the grant goals. Explain if and why goals will not be met and if any corrective actions are planned.

- o Share any program risks you have experienced within the reporting period or anticipate in the future.

- o Lessons learned through the implementation of this program.

- o Note any support requested from the Truist Foundation or opportunities for collaboration in the next three to six months, including sharing program success on social media or participating in key program events.

- o Identify upcoming volunteer opportunities for Truist teammates.

*This form is for multi-year grants only

Truist Foundation

Update and Report Due Dates – Grants Approved in March

For all applicable updates and reports, Truist Foundation will send a survey of questions to grantees according to the below timelines.

Updates & reports	Report progress as of:	Survey link sent:	Survey due date:
Final report	Duration of grant	Mar 7	Grant value less than $500k: Apr 30 Grant value $500k+: Jun 15 United Way Annual Campaign: Mar 31

Truist Foundation

Update and Report Due Dates – Grants Approved in June

For all applicable updates and reports, Truist Foundation will send a survey of questions to grantees according to the below timelines.

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Truist Foundation

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Final report	Duration of grant	Oct 7	Grant value less than $500k: Nov 30 Grant value $500k+: Jan 15 United Way Annual Campaign: Oct 31

Truist Foundation

Indicators for Measuring Grant Outcomes and Outputs

Truist Foundation

Truist Foundation Strategic Pillars

Vision: Truist Foundation strives to inspire and build economic mobility and wealth building for underserved communities

Building career pathways to economic mobility

Enable and equip frontline workers and unemployed adults, specifically women and Black, Indigenous, and people of color (BIPOC), with the tools and resources they need to move into middle-skill jobs that provide economic mobility and more pathways for people to thrive.

Help workers navigate resources

Support reskilling and upskilling initiatives

Field building

Strengthening small businesses

Strengthen the supports that allow minority and women-owned small businesses to become more financially sustainable and resilient by eliminating structural barriers to growth and improving knowledge sharing, collaboration, and innovation within the small business ecosystem.

Increase access to capital

Increase access to technical support, education, and networks

Strengthen equitable small business ecosystems

Truist Foundation

Indicator Framework

There are three types of grant indicators that Truist Foundation will collect from grantees.

1 | **Required** standard grant portfolio indicators

2 | **Optional** standard grant portfolio indicators

3 | **Grantee-proposed** unique program indicators

The form template will be shared via survey link and will request the following information:

1. Truist Foundation required indicators are customized based on strategic pillar alignment, program activity, and total grant amount. The following slides indicate the required grant indicators based on the strategic pillar and activities associated with the grant. We understand that not all portfolio level indicators will be applicable to your program activities.

2. Truist Foundation optional indicators are grouped by strategic pillar, program activity, and total grant amount. These are optional indicators that Truist Foundation desires to collect if it is not overly burdensome on grantees.

3. We understand that the portfolio level indicators might not adequately capture the unique activities and impact of your program. Additionally, we are asking grantees to propose indicators that measure the impact, outcome, and effectiveness of the program the grant supports. These program indicators may be tailored to the unique activities and goals associated with the grant and the program it supports. Please limit to five or less.

Truist Foundation

How to Determine Applicable Grant Indicators for Your Grant

1. Identify the Truist Foundation pillar category most closely associated with your grant.

	Small businesses pillar	**Career pathways pillar**	**Thriving communities/ other**
	Grants that directly support small businesses	Grants that directly support workers and unemployed adults	Grants that are not aligned with either of Truist Foundation's pillars
Outcome indicators	Report on all **outcome** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	Report on all **outcome** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	Report on # of lives the grant impacted. No other outcome indicators are required.

2. Identify the program activities that will be conducted with the grant funding.

	Technical assistance Loans Grantmaking	Support services and training	All activities
Output indicators	Report on all **output** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	Report on all **output** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	No output indicators are required to be reported.

3. Provide up to five unique outcome or output indicators that quantify the meaningful impact of the grant that you think will be of interest to Truist Foundation. Unique grantee indicators not included in the required and optional list may be reported when completing grant reports.

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Demographics, Spending Categories, and Glossary of Terms

Truist Foundation

Truist Foundation Demographics Categories

In addition to collecting output and outcome indicators, grantees should also report a demographic breakdown for select indicators.

1) Please provide a percent breakdown by gender if available.
- Men
- Women
- Other not listed
- Prefer not to answer

2) Please provide a percent breakdown by race or ethnic group if available.
- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino/x
- Native Hawaiian or other Pacific Islander
- White, non-Hispanic
- Multiracial
- Other not listed
- Prefer not to answer

3) Percent of lives impacted that are low-to-moderate income (LMI) if available.

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Truist Foundation Grant Spending Categories

In addition to collecting output and outcome indicators, grantees should also report actual grant spending by any of the major categories below that are relevant to the grant. It is expected that some grants will only have a single spending category.

1) Training, Technical Assistance, Support Services or Educational Programming
2) Program Operating Funds / Administration
3) Administrative Fees (e.g., fiscal sponsorship fees)
4) Loans
5) Grants
6) Other

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Glossary

- **Demographics**: identifying details to show the data break down by race/ethnicity and gender of beneficiaries.

- **Low-to-Moderate Income (LMI) Beneficiary**: A household that make less than 80% of the area median income.

- **Technical Assistance**: A capacity-building effort with a beneficiary or organization to provide direct assistance that is tailored to their unique needs.

- **Middle-Skill Job**: A job that requires a minimum of a high school diploma but does not require a 4-year college degree.

- **Milestone**: A discrete event or activity that indicates progress towards program objectives.

- **Net Promotor Score**: Single question metric [On a scale of 0-to-10, how likely is it that you would recommend [organization, product, or service] to a friend or colleague?] with a response scale rated from 0 (not likely) to 10 (extremely likely). Calculate the score by subtracting the percentage of detractors (response score of 0 to 6) from the percentage of promotors (response score of 9 to 10) [*total % of promoters – total % of detractors = net promoter score*].

- **Percent Change in Beneficiary Wages**: Calculated by taking the total pre-intervention wages for all beneficiaries and total post-intervention wages and calculating the net change for all beneficiaries that report wage data.

- **CFPB Financial Well-being**: A survey-based index to measure an individual's financial well-being developed by the Consumer Financial Protection Board. Additional guidance on data collection and calculation are available at www.consumerfinance.gov/data-research/research-reports/financial-well-being-scale/

- **Percent Change in Beneficiary Financial Well-being**: Calculated by taking the total pre-intervention and post-intervention CFPB scores and calculating the net change for all beneficiaries that report CFPB data.

Truist Foundation

Truist Foundation Contacts

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THANK YOU

Appendix: Truist Foundation Strategy Success Criteria

Truist Foundation

Vision: Truist Foundation strives to inspire and build economic mobility and wealth building for underserved communities

Key Definitions

- **Economic mobility** reflects the ability of an individual or community to improve their financial situation over time. Increasing income, net worth, savings, and increased career opportunities are indicators of economic mobility.

- **Wealth building** is measured by the accrual of assets that provide long-term financial stability across generations. Home ownership and the ability to save for emergencies, retirement and education are key indicators of wealth building.

- **Underserved** communities experience exclusion from services and support systems to which others have ready access. They often lack access to financial services and live in areas with high poverty.

How will we know we have succeeded?

| Measurable improvements in economic mobility in communities we serve | Reduction in poverty rate and government assistance eligibility in communities we serve | Improvements in measures of household wealth, savings, and outstanding debt |

| Reduction in the number of LMI individuals in communities we serve | Reduced unemployment rate and increased share of workers in middle skilled and salaried jobs |

Truist Foundation

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I. Strengthening small business supports to revitalize the entrepreneurial spirit, focusing on minority and women-owned businesses

Key Definitions

- Revitalizing the **entrepreneurial spirit** means giving people without significant capital resources the confidence and support necessary to take risks and pursue their business ideas and sustain and grow existing businesses.

How will we know we have succeeded?

Minority and women-owned small businesses do not encounter barriers to access the capital and resources necessary for growth.	Minority and women-owned small businesses are financially sustainable and have sufficient capital to withstand economic shocks.
More minority and women community members have the resources, technical support and confidence to start small businesses.	Truist has greater expertise and understanding of small business challenges and ways to more effectively support them.

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I.1 Increase access to capital

Key Definitions

- Increasing access to capital means providing entrepreneurs with the debt structures that they need to launch, grow, or sustain their operations.

How will we know we have succeeded?

Minority and women-owned small businesses have increased access to mainstream banking and affordable capital.

CDFIs revise guarantor requirements to be more inclusive of women and BIPOC.

Private investors increase their investments in minority and women-owned businesses.

CDFIs provide more loans and financial services to low-income communities and minority and women-owned small businesses.

CDFIs and microlenders have increased financial health to adjust their risk profile and grow geographical reach and diversity of beneficiaries.

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I.2. Increase access to technical support, education, and networks

Key Definitions

- Access to technical support, education, and networks refers to the many non-financial forms of capital that are critical for building and growing a successful business. Those forms of capital include but are not limited to social, educational, technical, and resource navigation.

How will we know we have succeeded?

Minority and women-owned small businesses have the knowledge and technical support they need to start, grow, and sustain their business.

Increased awareness and utilization of support services with recognized and trusted entities that can scale solutions across communities.

Minority and women-owned small businesses have robust support networks consisting of peers, mentors, funders and service providers to get assistance when needed.

Minority and women-owned small business owners learn from each other and incorporate benefits from cohort-based education and networking programs.

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I.3. Strengthen equitable small business ecosystems

Key Definitions

- In an **equitable small business ecosystem**, everyone has equal awareness and access to the tools, technical services, and support necessary for their small business to thrive. Additionally, the ecosystem stakeholders reflect the communities they are serving.

How will we know we have succeeded?

Small business ecosystem stakeholders are equipped with data and knowledge from the field to guide their efforts through improved leadership and coordination.	Government and corporate policies create a supportive environment for small businesses and reduce structural barriers faced by minority and women small business owners.	Innovations that address challenges faced by minority and women-owned businesses are developed, shared, and used to influence changes in industry policies and practices.

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II. Redefine and strengthen career pathways to jobs that lead to economic mobility for all, focusing BIPOC.

Key Definitions

- **Redefining career pathways** focuses on aligning career trajectories with continuous changes in the employment environment. Examples include reduced geographical barriers for knowledge work and upskilling that doesn't require a four-year degree.

How will we know we have succeeded?

Increased enrollment in career pipeline programs that offer upskilling opportunities and job placement support.	More minimum wage, hourly, and non-traditional workers move into middle-skill and salaried jobs.
BIPOC employees are promoted more quickly and have more career advancement opportunities.	Truist Foundation better understands the challenges and incentives to meet workforce needs.

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II.1. Help workers navigate resources

Key Definitions

- Helping workers navigate resources means connecting people to support systems that promote advancement into middle-skill jobs.

- Resources navigators are the people, often career coaches, and resources that help connect workers with support systems and help them to benefit fully from those systems.

How will we know we have succeeded?

Increased access and participation in career pathway programs to support career transitions.	Increased the number of organizations helping workers to navigate resources.
More BIPOC and women salaried workers have access to resource navigators and are connected to support systems that promote their well-being and career advancement into middle-skill jobs.	Through expanded broadband connectivity, increased access to digital platforms and technology solutions that help workers navigate career transitions.

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II.2. Support re-skilling and upskilling initiatives

Key Definitions

- Re-skilling and up-skilling initiatives refers to solutions that equip BIPOC people with the skills and credentials they need to transition into salaried/middle skill jobs.

How will we know we have succeeded?

Increased standardization of meaningful credentials and skills for middle-skill jobs.

More workers transition from hourly to salary middle-skill jobs, shrinking the gap between the supply and demand for skilled labor.

Increased funding and scale-up of evidence-based solutions for reskilling initiatives, non-degree credentials, and coaching.

Increased entry into career pipeline programs that offer upskilling opportunities, wraparound and job placement support focused on transitioning workers into in-demand, middle-skill jobs.

Truist Foundation

II.3. Field building

Key Definitions

- **Field building** reflects the need to obtain insight into the evolving demands for new skills and wraparound services in order to eliminate barriers employers and workers face to achieve a more diverse workforce.

How will we know we have succeeded?

More companies understand and are addressing the challenges that inhibit workers from accessing middle-skill jobs.	Coalitions generate concrete ideas on how to create more middle-skill opportunities and improve upward mobility for BIPOC employees.
Corporate and government policies are enacted to increase worker protections, establish inclusive workplaces, and remove barriers to high-quality training and employment.	More corporate and philanthropic voices advocating for policy changes that improve U.S. worker protections and supports, expand worker power and broaden access to employment and training opportunities.

Truist Foundation

Truist Foundation

Grantee Monitoring and Reporting Guidebook

Under $500k [Month] Grants

v1.18

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Reporting Cadence – March Grants Under $500k

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Grant approved	☑															
Grant agreement		▤														
Indicators update														📄		
Final grant report / status update														📄		

The Cycle will repeat for multi-year grants

HH Truist Foundation

Reporting Cadence – June Grants Under $500k

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Reporting Cadence – October Grants Under $500k

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⊞ **Truist Foundation**

Final Report

The form template will be shared via survey link in an email from the Truist Foundation at least one month before the due date and will request the following information:

- o Impact the program had on the intended beneficiaries.

- o *[Only for grants over $500k]* List the key grant funded activities and milestones completed within this reporting period.

- o *[Only for grants over $500k]* Lessons learned through the implementation of this program.

- o Progress against each of the short-term grant goals. Explain if and why goals will not be met and if any corrective actions are planned (for multi-year grants).

- o Long-term program goal progress for multi-year grants.

- o Number of Truist teammates that volunteered with your organization within the last 12 months.

- o Identify any changes from the original program budget proposed in the application.

- o Percent breakdown of the grant funds spending across the following categories: Training / Technical Assistance / Support Services or Educational Programming, Program Operating Funds / Administration, Administrative Fees, Loans, Grants, Other.

- o Percentage of the program budget this grant funded.

- o Plans for continuing this program.

- o Share any media coverage, including social media the program received.

Truist Foundation

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The form template will be shared via survey link in an email from the Truist Foundation at least one month before the due date and will request the following information:

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- Additional grantee proposed indicators and results to provide a comprehensive picture of the impact of the program.

- Provide a breakdown of the budget vs actual spend by category for the grant and compare spending progress to plan.

- *[Only for grants over $500k]* Explain indicator data collection process.

- *[Only for grants over $500k]* Identify data quality concerns or challenges.

- *[Only for grants over $500k]* Please share stories of impact or case studies highlighting the programs positive impacts for beneficiaries. These stories will be used to support Truist Foundation's strategic communications.

Truist Foundation

Status Update (Annual*)

The form template will be shared via survey link in an email from the Truist Foundation at least one month before the due date and will request the following information:

o Major accomplishments within the reporting period.

o Identify the key grant-funded activities and milestones completed within the reporting period.

o List upcoming major activities or milestones in the next three to six months.

o Progress against each of the grant goals. Explain if and why goals will not be met and if any corrective actions are planned.

o Share any program risks you have experienced within the reporting period or anticipate in the future.

o Lessons learned through the implementation of this program.

o Note any support requested from the Truist Foundation or opportunities for collaboration in the next three to six months, including sharing program success on social media or participating in key program events.

o Identify upcoming volunteer opportunities for Truist teammates.

*This form is for multi-year grants only

Truist Foundation

Update and Report Due Dates – Grants Approved in March

For all applicable updates and reports, Truist Foundation will send a survey of questions to grantees according to the below timelines.

Updates & reports	Report progress as of:	Survey link sent:	Survey due date:
Final report	Duration of grant	Mar 7	Apr 30

Truist Foundation

Update and Report Due Dates – Grants Approved in June

For all applicable updates and reports, Truist Foundation will send a survey of questions to grantees according to the below timelines.

Updates & reports	Report progress as of:	Survey link sent:	Survey due date:
Final report	Duration of grant	Jun 7	Jul 31

Truist Foundation

Update and Report Due Dates – Grants Approved in October

For all applicable updates and reports, Truist Foundation will send a survey of questions to grantees according to the below timelines.

Updates & reports	Report progress as of:	Survey link sent:	Survey due date:
Final report	Duration of grant	Oct 7	Nov 30

Truist Foundation

Indicators for Measuring Grant Outcomes and Outputs

Truist Foundation

Truist Foundation Strategic Pillars

Vision: Truist Foundation strives to inspire and build economic mobility and wealth building for underserved communities

Building career pathways to economic mobility

Enable and equip frontline workers and unemployed adults, specifically women and Black, Indigenous, and people of color (BIPOC), with the tools and resources they need to move into middle-skill jobs that provide economic mobility and more pathways for people to thrive.

Help workers navigate resources

Support reskilling and upskilling initiatives

Field building

Strengthening small businesses

Strengthen the supports that allow minority and women-owned small businesses to become more financially sustainable and resilient by eliminating structural barriers to growth and improving knowledge sharing, collaboration, and innovation within the small business ecosystem.

Increase access to capital

Increase access to technical support, education, and networks

Strengthen equitable small business ecosystems

Truist Foundation

Indicator Framework

There are three types of grant indicators that Truist Foundation will collect from grantees.

1 | **Required** standard grant portfolio indicators

2 | **Optional** standard grant portfolio indicators

3 | **Grantee-proposed** unique program indicators

The form template will be shared via survey link and will request the following information:

1. Truist Foundation required indicators are customized based on strategic pillar alignment, program activity, and total grant amount. The following slides indicate the required grant indicators based on the strategic pillar and activities associated with the grant. We understand that not all portfolio level indicators will be applicable to your program activities.

2. Truist Foundation optional indicators are grouped by strategic pillar, program activity, and total grant amount. These are optional indicators that Truist Foundation desires to collect if it is not overly burdensome on grantees.

3. We understand that the portfolio level indicators might not adequately capture the unique activities and impact of your program. Additionally, we are asking grantees to propose indicators that measure the impact, outcome, and effectiveness of the program the grant supports. These program indicators may be tailored to the unique activities and goals associated with the grant and the program it supports. Please limit to five or less.

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How to Determine Applicable Grant Indicators for Your Grant

1. Identify the Truist Foundation pillar category most closely associated with your grant.

	Small businesses pillar	**Career pathways pillar**	**Thriving communities/ other**
	Grants that directly support small businesses	Grants that directly support workers and unemployed adults	Grants that are not aligned with either of Truist Foundation's pillars
Outcome indicators	Report on all **outcome** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	Report on all **outcome** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	Report on # of lives the grant impacted. No other outcome indicators are required.

2. Identify the program activities that will be conducted with the grant funding.

	Technical assistance Loans Grantmaking	Support services and training	All activities
Output indicators	Report on all **output** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	Report on all **output** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	No output indicators are required to be reported.

3. Provide up to five unique outcome or output indicators that quantify the meaningful impact of the grant that you think will be of interest to Truist Foundation. Unique grantee indicators not included in the required and optional list may be reported when completing grant reports.

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Small Businesses Pillar Indicators – Portfolio-level Outcome Indicators

The following outcome indicators are required or optional **based on total grant amount**, for all Small Businesses pillar grants regardless of program activity. Truist Foundation will provide a survey link for grantees to input these indicators as needed.

Outcome indicators	<$500K
# of lives the program/project will impact by demographic and LMI	Required
Amount ($) of additional resources mobilized to underserved communities	Required
# of jobs created by demographics and location (ZIP code)	Required
# of jobs preserved or maintained by demographics and location (ZIP code)	Required
Average change in business equity (assets-liabilities) for small business owners within 12 months after receiving support (pre-post intervention) by demographics	Optional
Average change in financial well-being for small business owners within 12 months after receiving support (pre-post intervention) by demographics (Based on CFPB financial well-being score or equiv.)	Optional
Average change in revenue for small businesses 12 months after receiving support (pre-post intervention)	Optional
# of new financing products created and available for LMI borrowers	Optional

Truist Foundation

Small Businesses Pillar Indicators – Portfolio-level Output Indicators

The following output indicators are required or optional **based on total grant amount**, for all Small Businesses pillar grants that provide direct technical assistance to small businesses. Truist Foundation will provide a survey link for grantees to input these indicators as needed.

Output indicators for technical assistance program activities	<$500K
# of small businesses supported by owner demographic, LMI, and business location (ZIP code)	Required
Total hours of technical assistance/training/advisory services provided to small businesses	Required
# of training sessions, workshops and/or events	Required
# of participants for all training session, workshop and/or events by demographics	Required
# of participants that enrolled in training sessions	Required
# of training session participants that completed the program by demographics	Required
Average Net Promotor Score (NPS) for the programs workshop/event/training sessions	Optional
# of people that completed the Net Promotor Score (NPS) survey	Optional
# of new training / technical assistance modules created	Optional
Training/technical assistance evaluation survey results (survey participants upon prog. completion)	Optional

Truist Foundation

Small Businesses Pillar Indicators – Portfolio-level Output Indicators

The following output indicators are required or optional **based on total grant amount**, for all Small Businesses pillar grants that provide loans or grants to small businesses. Truist Foundation will provide a survey link for grantees to input these indicators as needed.

Output indicators for loan program activities*	<$500K
# of loans and total amount t($) distributed with Truist grant funds	Required
# of loans issued to first-time business borrowers	Required
List of loans from Truist grant funds by amount, location (ZIP code), recipient organization, NAICS code, interest rate, duration, business start date, and owner demographics	Optional

Providing borrower demographics and LMI information will be optional for all loan program activity indicators.

Output indicators for grant program activities	<$500K
# of grants and total amount ($) distributed with Truist grant funds	Required
List of grants issued from Truist grant funds by amount, purpose, location (ZIP code), recipient organization, and demographics	Optional

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Small Businesses Pillar Indicators – Population-level Indicators

We will not require grantees to collect and report on population indicators unless there is a unique grant that is focused on systems change.

<u>For grantees that work on systemic change for small businesses</u>, these are population-level indicators that measure success. The Truist Foundation strives to create systemic change and has identified third-party* population indicators that measure small businesses progress. We encourage grantees to select from the indicators below and propose any additional indicators that measure population-level changes.

Small businesses systems impact / strengthening and population indicators
- # of small businesses started in the community by demographics
- % change in number of small businesses
- % of small businesses receiving support and technical assistance by location (ZIP code)
- % of women-owned and minority-owned small businesses in the community by industry
- % change in business revenue by owner demographic
- Participation / membership in small business organizations by demographics
- # of small business closures and bankruptcies by demographics
- # of financial institutions located or operating in community
- Home equity by demographic (proxy indicator for small business access to capital)

Third-party sources include Bureau of Labor Statistics (BLS) and the Small Business Administration (SBA).

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Career Pathways Pillar Indicators – Portfolio-level Outcome Indicators

The following outcome indicators are required or optional **based on total grant amount**, for all Career Pathways grants regardless of program activity. Truist Foundation will provide a survey link for grantees to input these indicators as needed.

Outcome indicators	<$500K
# of lives the program/project will impact by demographic and low-to-moderate income (LMI)	Required
# of workers placed into a job by demographics and location (ZIP code)	Required
# of workers placed into a part-time job	Required
# of workers placed into a full-time job	Required
# of workers placed into a salaried job	Required
# of workers placed into an hourly job	Required
# of workers placed into a job that provides health insurance benefits	Required
# of workers placed into a middle-skill or higher job by demographics and location (ZIP code)	Required
# of workers that were unemployed at the time of placement	Required
% of beneficiaries that receive a promotion or career advancement within 12 months of program completion by demographics	Optional
% change in beneficiary wages within 12 months of program completion (pre-post intervention) by demographics	Optional
Average change in financial well-being for beneficiaries within 12 mos. after receiving support (pre-post intervention) by demographics (Based on CFPB financial well-being score or equivalent)	Optional

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Career Pathways Pillar Indicators – Portfolio-level Output Indicators

The following output indicators are required or optional **based on total grant amount**, for all Career Pathways pillar grants that provide direct support services and training programs to workers. Truist Foundation will provide a survey link for grantees to input these indicators as needed.

Output indicators for support services and training program activities	<$500K
# of training sessions, workshops and/or events held	Required
# of participants for all training sessions, workshop and/or event by demographics	Required
# of participants that enrolled in training programs	Required
# of participants that completed training programs by demographics	Required
Total hours of technical assistance / advisory services / training provided	Required
# of technical assistance sessions conducted	Required
# of workers enrolled in support services (childcare, transportation, housing, etc.) by demographics	Required
Average Net Promotor Score (NPS) for the programs workshop/event/training sessions	Optional
# of people that completed the Net Promotor Score (NPS) survey	Optional
# of new training/technical assistance modules created	Optional
# of industry-recognized certificates obtained by program participants	Optional
Training/technical assistance eval. survey results (survey participants upon program completion)	Optional

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Career Pathways Pillar Indicators – Population Indicators

We will not require grantees to collect and report on population indicators unless there is a unique grant that is focused on systems change.

For grantees that work on systemic change for workers, these are population-level indicators that measure success. The Truist Foundation strives to create systemic change and has identified third-party* population indicators that measure worker's economic progress. We encourage grantees to select from the indicators below and propose any additional indicators that measure population-level changes.

Career pathways systems impact / strengthening and population indicators
- Median household income
- % of workers in minimum wage jobs by demographics
- % of workers in salaried jobs by demographics
- Unemployment & underemployment (U-6) rate
- % LMI households by demographics
- Average hourly wage
- Workforce participation rate
- Enrollment at tech schools and community colleges (non-degree programs)
- % of workers in management jobs by demographic
- Poverty rate
- Home ownership rate
- % households without internet access
- Distressed Communities Index
- # of financial institutions located or operating in community

Third-party sources include Bureau of Labor Statistics (BLS) and the Small Business Administration (SBA).

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Demographics, Spending Categories, and Glossary of Terms

Truist Foundation Demographics Categories

In addition to collecting output and outcome indicators, grantees should also report a demographic breakdown for select indicators.

1) Please provide a percent breakdown by gender if available.
- Men
- Women
- Other not listed
- Prefer not to answer

2) Please provide a percent breakdown by race or ethnic group if available.
- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino/x
- Native Hawaiian or other Pacific Islander
- White, non-Hispanic
- Multiracial
- Other not listed
- Prefer not to answer

3) Percent of lives impacted that are low-to-moderate income (LMI) if available.

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Truist Foundation Grant Spending Categories

In addition to collecting output and outcome indicators, grantees should also report actual grant spending by any of the major categories below that are relevant to the grant. It is expected that some grants will only have a single spending category.

1) Training, Technical Assistance, Support Services or Educational Programming
2) Program Operating Funds / Administration
3) Administrative Fees (e.g., fiscal sponsorship fees)
4) Loans
5) Grants
6) Other

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Glossary

- **Demographics**: identifying details to show the data break down by race/ethnicity and gender of beneficiaries.

- **Low-to-Moderate Income (LMI) Beneficiary**: A household that make less than 80% of the area median income.

- **Technical Assistance**: A capacity-building effort with a beneficiary or organization to provide direct assistance that is tailored to their unique needs.

- **Middle-Skill Job**: A job that requires a minimum of a high school diploma but does not require a 4-year college degree.

- **Milestone**: A discrete event or activity that indicates progress towards program objectives.

- **Net Promotor Score**: Single question metric [On a scale of 0-to-10, how likely is it that you would recommend [organization, product, or service] to a friend or colleague?] with a response scale rated from 0 (not likely) to 10 (extremely likely). Calculate the score by subtracting the percentage of detractors (response score of 0 to 6) from the percentage of promotors (response score of 9 to 10) [*total % of promoters – total % of detractors = net promoter score*].

- **Percent Change in Beneficiary Wages**: Calculated by taking the total pre-intervention wages for all beneficiaries and total post-intervention wages and calculating the net change for all beneficiaries that report wage data.

- **CFPB Financial Well-being**: A survey-based index to measure an individual's financial well-being developed by the Consumer Financial Protection Board. Additional guidance on data collection and calculation are available at www.consumerfinance.gov/data-research/research-reports/financial-well-being-scale/

- **Percent Change in Beneficiary Financial Well-being**: Calculated by taking the total pre-intervention and post-intervention CFPB scores and calculating the net change for all beneficiaries that report CFPB data.

Truist Foundation

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THANK YOU

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Appendix: Truist Foundation Strategy Success Criteria

Vision: Truist Foundation strives to inspire and build economic mobility and wealth building for underserved communities

Key Definitions

- **Economic mobility** reflects the ability of an individual or community to improve their financial situation over time. Increasing income, net worth, savings, and increased career opportunities are indicators of economic mobility.

- **Wealth building** is measured by the accrual of assets that provide long-term financial stability across generations. Home ownership and the ability to save for emergencies, retirement and education are key indicators of wealth building.

- **Underserved** communities experience exclusion from services and support systems to which others have ready access. They often lack access to financial services and live in areas with high poverty.

How will we know we have succeeded?

Measurable improvements in economic mobility in communities we serve	Reduction in poverty rate and government assistance eligibility in communities we serve	Improvements in measures of household wealth, savings, and outstanding debt

Reduction in the number of LMI individuals in communities we serve	Reduced unemployment rate and increased share of workers in middle skilled and salaried jobs

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I. Strengthening small business supports to revitalize the entrepreneurial spirit, focusing on minority and women-owned businesses

Key Definitions

- Revitalizing the **entrepreneurial spirit** means giving people without significant capital resources the confidence and support necessary to take risks and pursue their business ideas and sustain and grow existing businesses.

How will we know we have succeeded?

Minority and women-owned small businesses do not encounter barriers to access the capital and resources necessary for growth.

Minority and women-owned small businesses are financially sustainable and have sufficient capital to withstand economic shocks.

More minority and women community members have the resources, technical support and confidence to start small businesses.

Truist has greater expertise and understanding of small business challenges and ways to more effectively support them.

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I.1 Increase access to capital

Key Definitions

- Increasing access to capital means providing entrepreneurs with the debt structures that they need to launch, grow, or sustain their operations.

How will we know we have succeeded?

Minority and women-owned small businesses have increased access to mainstream banking and affordable capital.

CDFIs revise guarantor requirements to be more inclusive of women and BIPOC.

Private investors increase their investments in minority and women-owned businesses.

CDFIs provide more loans and financial services to low-income communities and minority and women-owned small businesses.

CDFIs and microlenders have increased financial health to adjust their risk profile and grow geographical reach and diversity of beneficiaries.

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I.2. Increase access to technical support, education, and networks

Key Definitions

- Access to technical support, education, and networks refers to the many non-financial forms of capital that are critical for building and growing a successful business. Those forms of capital include but are not limited to social, educational, technical, and resource navigation.

How will we know we have succeeded?

Minority and women-owned small businesses have the knowledge and technical support they need to start, grow, and sustain their business.

Increased awareness and utilization of support services with recognized and trusted entities that can scale solutions across communities.

Minority and women-owned small businesses have robust support networks consisting of peers, mentors, funders and service providers to get assistance when needed.

Minority and women-owned small business owners learn from each other and incorporate benefits from cohort-based education and networking programs.

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I.3. Strengthen equitable small business ecosystems

Key Definitions

- In an **equitable small business ecosystem**, everyone has equal awareness and access to the tools, technical services, and support necessary for their small business to thrive. Additionally, the ecosystem stakeholders reflect the communities they are serving.

How will we know we have succeeded?

Small business ecosystem stakeholders are equipped with data and knowledge from the field to guide their efforts through improved leadership and coordination.	Government and corporate policies create a supportive environment for small businesses and reduce structural barriers faced by minority and women small business owners.	Innovations that address challenges faced by minority and women-owned businesses are developed, shared, and used to influence changes in industry policies and practices.

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II. Redefine and strengthen career pathways to jobs that lead to economic mobility for all, focusing BIPOC.

Key Definitions

- **Redefining career pathways** focuses on aligning career trajectories with continuous changes in the employment environment. Examples include reduced geographical barriers for knowledge work and upskilling that doesn't require a four-year degree.

How will we know we have succeeded?

Increased enrollment in career pipeline programs that offer upskilling opportunities and job placement support.	More minimum wage, hourly, and non-traditional workers move into middle-skill and salaried jobs.
BIPOC employees are promoted more quickly and have more career advancement opportunities.	Truist Foundation better understands the challenges and incentives to meet workforce needs.

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II.1. Help workers navigate resources

Key Definitions

- Helping workers navigate resources means connecting people to support systems that promote advancement into middle-skill jobs.

- Resources navigators are the people, often career coaches, and resources that help connect workers with support systems and help them to benefit fully from those systems.

How will we know we have succeeded?

Increased access and participation in career pathway programs to support career transitions.	Increased the number of organizations helping workers to navigate resources.
More BIPOC and women salaried workers have access to resource navigators and are connected to support systems that promote their well-being and career advancement into middle-skill jobs.	Through expanded broadband connectivity, increased access to digital platforms and technology solutions that help workers navigate career transitions.

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II.2. Support re-skilling and upskilling initiatives

Key Definitions

- Re-skilling and up-skilling initiatives refers to solutions that equip BIPOC people with the skills and credentials they need to transition into salaried/middle skill jobs.

How will we know we have succeeded?

Increased standardization of meaningful credentials and skills for middle-skill jobs.	More workers transition from hourly to salary middle-skill jobs, shrinking the gap between the supply and demand for skilled labor.
Increased funding and scale-up of evidence-based solutions for reskilling initiatives, non-degree credentials, and coaching.	Increased entry into career pipeline programs that offer upskilling opportunities, wraparound and job placement support focused on transitioning workers into in-demand, middle-skill jobs.

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II.3. Field building

Key Definitions

- **Field building** reflects the need to obtain insight into the evolving demands for new skills and wraparound services in order to eliminate barriers employers and workers face to achieve a more diverse workforce.

How will we know we have succeeded?

More companies understand and are addressing the challenges that inhibit workers from accessing middle-skill jobs.	Coalitions generate concrete ideas on how to create more middle-skill opportunities and improve upward mobility for BIPOC employees.
Corporate and government policies are enacted to increase worker protections, establish inclusive workplaces, and remove barriers to high-quality training and employment.	More corporate and philanthropic voices advocating for policy changes that improve U.S. worker protections and supports, expand worker power and broaden access to employment and training opportunities.

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Grantee Monitoring and Reporting Guidebook

$500k - $2.49M [Month] Grants

v1.18

Truist Foundation

The Truist Foundation is committed to serving our communities with humanity and grace. Through direct grants to nonprofit organizations, we can advance equitable opportunities to succeed.

A few days after our launch in 2020, the world quickly had to reevaluate its perspectives and priorities spurred by a global pandemic and a long-overdue reckoning with racial inequity. It made us take a hard look at our plans and affirmed commitments.

Truist Foundation believes in providing the requisite resources to our communities to become financially empowered. Our grants focus on strengthening small businesses and building career pathways to economic mobility. Through these two key areas of focus, we aim to help level the playing field for all people to have equitable opportunities to thrive. We recognize deepening our impact, and our relationships within communities goes beyond writing checks.

With the mission to advance economic opportunity for all, the Truist Foundation will invest in community-led solutions to address the root causes of inequity across our country. We're partnering with communities to co-create pioneering initiatives driving lasting change.

Here for better,

Lynette Bell
President, Truist Foundation

**From the desk of
Lynette Bell,
Truist Foundation
President**

The Truist Foundation is excited to partner with your organization to create positive impacts in local communities.

This packet lays out the basics of reporting for Truist Foundation grantees. You will find reporting requirements, questions, indicators, and deadlines in it. We hope this provides clarity on what we will ask of you over the grant period. As always, we are available if you have any questions.

Table of contents

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Truist Foundation MEL Guiding Principles

1   **Right-sized**
The value of data collected must exceed the cost to collect it.

2   **Actionable**
Don't collect unnecessary data that will not be used.

3   **Impact and outcome-focused**
Measure meaningful outcomes & impacts, not vanity metrics.

4   **Learning-centered**
Build on what others have learned; don't start from scratch.

5   **Minimize cost and burden**
Limit burden on grantees and staff by designing targeted and efficient data collection approaches.

6   **Equitable**
MEL respects the individuals, organizations, and communities providing data and stories.

Monitoring & Reporting – Activity Descriptions

Kick-Off Meeting

Initial meeting (virtual) with stakeholders to kick off the project, review timelines, project goals, and upcoming activities. In some cases, the kick-off meeting and MEL kick-off meeting will be combined. May require multiple meetings for grants over $2.5M.
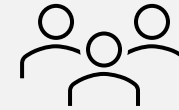
Expected time to complete: 30-60 minutes

Monitoring, Evaluation and Learning (MEL) Kick-Off Meeting

Meeting (virtual) to finalize reporting requirements, required indicators, and formats and discuss any concerns or anticipated challenges. In some cases, the kick-off meeting and MEL kick-off meeting will be combined. May require multiple meetings for grants over $2.5M.

Expected time to complete: 30-60 minutes

Project Status Meetings*

This meeting (virtual) will be an opportunity to check in with the Truist Foundation team on grant progress, accomplishments, upcoming project activities, and challenges faced. No slides are required. The project status update will be the basis for the discussion. Questions that arise mid-cycle from both sides will be saved for this meeting.

Expected time to complete: 30-60 minutes

Project Status Update*

Concise update (via survey link) on key activities completed, progress against each of the grant goals, grant spending (budget vs. actual by category), lessons learned, risks/challenges, and key accomplishments.

Expected time to complete: 1 hour

Indicators Update**

Submission of progress (via survey link) for output and outcome indicators tailored to the grant size and activities.

Expected time to complete: 2-3 hours

Final Grant Report

Comprehensive report (via survey link) that discusses project accomplishments, impacts, stories, and lessons learned. For grants under $250K, the requirements for this report will be limited to essential elements with reduced free-form narrative inputs. Expected time to complete depends on grant size and scope.

Expected time to complete: 2-6 hours

*Quarterly, Semi-Annual or Annual depending on grant amount
**Semi-Annual or Annual depending on grant amount

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5

Reporting Cadence – March Grants $500k-$2.49M

The table below indicates the timing for our monitoring and reporting requirements. Truist Foundation will send invites and reminders for each event as needed. In most cases, the grant payment will occur within two months of grant approval, and the grant activities will start in month 3 or 4. This calendar displays the timeline for the grants approved in March.

Tasks	Months															
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Grant approved	☑															
Grant agreement		🗒														
Kick-off meeting			👥													
MEL meeting				👥												
Status meeting							👥			👥			👥			
Status update							📄			📄			📄			
Indicators update										📄						📄
Final grant report / status update																📄
Completion / status meeting																👥

Optional Quarterly Reporting
Some grantees may be asked to provide quarterly reports in addition to a mid-year report. This will be communicated in the grant agreement.

The cycle will repeat for multi-year grants

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Reporting Cadence – June Grants $500k-$2.49M

The table below indicates the timing for our monitoring and reporting requirements. Truist Foundation will send invites and reminders for each event as needed. In most cases, the grant payment will occur within two months of grant approval, and the grant activities will start in month 3 or 4. This calendar displays the timeline for the grants approved in June.

Tasks	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Grant approved	☑															
Grant agreement		▣														
Kick-off meeting			👥													
MEL meeting				👥												
Status meeting							👥			👥			👥			
Status update							📄			📄			📄			
Indicators update										📄						📄
Final grant report / status update																📄
Completion / status meeting																👥

Optional Quarterly Reporting
Some grantees may be asked to provide quarterly reports in addition to a mid-year report. This will be communicated in the grant agreement.

The cycle will repeat for multi-year grants

Reporting Cadence – October Grants $500k-$2.49M

The table below indicates the timing for our monitoring and reporting requirements. Truist Foundation will send invites and reminders for each event as needed. In most cases, the grant payment will occur within two months of grant approval, and the grant activities will start in month 3 or 4. This calendar displays the timeline for the grants approved in October.

Tasks	Months														
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Grant approved	☑															
Grant agreement		🗎														
Kick-off meeting			👥													
MEL meeting				👥												
Status meeting							👥			👥			👥			
Status update							🗎			🗎			🗎			
Indicators update										🗎						🗎
Final grant report / status update																🗎
Completion / status meeting																👥

Optional Quarterly Reporting
Some grantees may be asked to provide quarterly reports in addition to a mid-year report. This will be communicated in the grant agreement.

The cycle will repeat for multi-year grants

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8

Grant Updates and Report Form Details

The following section shares the question topics that will be asked in the status updates, indicator updates, and final report.

Form guides will also be shared with you which detail the exact questions asked in the forms with supporting guidance.

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Status Update (Quarterly, Mid-Year, and Annual)

The form template will be shared via survey link in an email from the Truist Foundation at least one month before the due date and will request the following information:

o Major accomplishments within the reporting period.

o Identify the key grant-funded activities and milestones completed within the reporting period.

o List upcoming major activities or milestones in the next three to six months.

o Progress against each of the grant goals. Explain if and why goals will not be met and if any corrective actions are planned.

o Share any program risks you have experienced within the reporting period or anticipate in the future.

o Lessons learned through the implementation of this program.

o Note any support requested from the Truist Foundation or opportunities for collaboration in the next three to six months, including sharing program success on social media or participating in key program events.

o Identify upcoming volunteer opportunities for Truist teammates.

The update will be discussed during the Quarterly/Mid-Year/Annual meetings at which time grantees will have the opportunity to ask Truist Foundation questions and expand on report narratives as needed.

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Indicator Update (Mid-Year and Annual)

The form template will be shared via survey link in an email from the Truist Foundation at least one month before the due date and will request the following information:

- Results for required pillar-aligned output and outcome indicators based on grant activity and grant size. (see indicator list on slide 16-21)
- Results for optional pillar-aligned indicators based on grant activity and grant size, where applicable to program. (see indicator list on slide 16-21)
- Additional grantee proposed indicators and results to provide a comprehensive picture of the impact of the program.
- Provide a breakdown of the budget vs actual spend by category for the grant and compare spending progress to plan.

- *[Only for grants over $500k]* Explain indicator data collection process.
- *[Only for grants over $500k]* Identify data quality concerns or challenges.
- *[Only for grants over $500k]* Please share stories of impact or case studies highlighting the programs positive impacts for beneficiaries. These stories will be used to support Truist Foundation's strategic communications.

The update will be discussed during the Mid-Year or Annual meetings at which time grantees will have the opportunity to ask Truist Foundation questions and expand on report narratives as needed.

Truist Foundation

Final Report

The form template will be shared via survey link in an email from the Truist Foundation at least one month before the due date and will request the following information:

- Impact the program had on the intended beneficiaries.

- *[Only for grants over $500k]* List the key grant funded activities and milestones completed within this reporting period.

- *[Only for grants over $500k]* Lessons learned through the implementation of this program.

- Progress against each of the short-term grant goals. Explain if and why goals will not be met and if any corrective actions are planned (for multi-year grants).

- Long-term program goal progress for multi-year grants.

- Number of Truist teammates that volunteered with your organization within the last 12 months.

- Identify any changes from the original program budget

proposed in the application.

- Percent breakdown of the grant funds spending across the following categories: Training / Technical Assistance / Support Services or Educational Programming, Program Operating Funds / Administration, Administrative Fees, Loans, Grants, Other.

- Percentage of the program budget this grant funded.

- Plans for continuing this program.

- Share any media coverage, including social media the program received.

Update and Report Due Dates – Grants Approved in March

For all applicable updates and reports, Truist Foundation will send a survey of questions to grantees according to the below timelines.

Updates & reports	Report progress as of:	Survey link sent:	Survey due date:
Quarterly update 1	Aug 31	Aug 7	Sep 15
Mid-year update	Nov 30	Nov 7	Dec 15
Quarterly update 2	Feb 28	Feb 7	Mar 15
Final report	Duration of grant	Mar 7	Jun 15

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Update and Report Due Dates – Grants Approved in June

For all applicable updates and reports, Truist Foundation will send a survey of questions to grantees according to the below timelines.

Updates & reports	Report progress as of:	Survey link sent:	Survey due date:
Quarterly update 1	Nov 30	Nov 7	Dec 15
Mid-year update	Feb 28	Feb 7	Mar 15
Quarterly update 2	May 31	May 7	Jun 15
Final report	Duration of grant	Jun 7	Sep 15

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Update and Report Due Dates – Grants Approved in October

For all applicable updates and reports, Truist Foundation will send a survey of questions to grantees according to the below timelines.

Updates & reports	Report progress as of:	Survey link sent:	Survey due date:
Quarterly update 1	Mar 31	Mar 7	Apr 15
Mid-year update	Jun 30	Jun 7	Jul 15
Quarterly update 2	Sep 30	Sep 7	Oct 15
Final report	Duration of grant	Oct 7	Jan 15

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Indicators for Measuring Grant Outcomes and Outputs

Truist Foundation

Truist Foundation Strategic Pillars

Vision: Truist Foundation strives to inspire and build economic mobility and wealth building for underserved communities

Building career pathways to economic mobility

Enable and equip frontline workers and unemployed adults, specifically women and Black, Indigenous, and people of color (BIPOC), with the tools and resources they need to move into middle-skill jobs that provide economic mobility and more pathways for people to thrive.

Help workers navigate resources

Support reskilling and upskilling initiatives

Field building

Strengthening small businesses

Strengthen the supports that allow minority and women-owned small businesses to become more financially sustainable and resilient by eliminating structural barriers to growth and improving knowledge sharing, collaboration, and innovation within the small business ecosystem.

Increase access to capital

Increase access to technical support, education, and networks

Strengthen equitable small business ecosystems

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Indicator Framework

There are three types of grant indicators that Truist Foundation will collect from grantees.

1	**Required** standard grant portfolio indicators	
2	**Optional** standard grant portfolio indicators	
3	**Grantee-proposed** unique program indicators	

The form template will be shared via survey link and will request the following information:

1. Truist Foundation required indicators are customized based on strategic pillar alignment, program activity, and total grant amount. The following slides indicate the required grant indicators based on the strategic pillar and activities associated with the grant. We understand that not all portfolio level indicators will be applicable to your program activities.

2. Truist Foundation optional indicators are grouped by strategic pillar, program activity, and total grant amount. These are optional indicators that Truist Foundation desires to collect if it is not overly burdensome on grantees.

3. We understand that the portfolio level indicators might not adequately capture the unique activities and impact of your program. Additionally, we are asking grantees to propose indicators that measure the impact, outcome, and effectiveness of the program the grant supports. These program indicators may be tailored to the unique activities and goals associated with the grant and the program it supports. Please limit to five or less.

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How to Determine Applicable Grant Indicators for Your Grant

1. Identify the Truist Foundation pillar category most closely associated with your grant.

	Small businesses pillar Grants that directly support small businesses	**Career pathways pillar** Grants that directly support workers and unemployed adults	**Thriving communities/ other** Grants that are not aligned with either of Truist Foundation's pillars
Outcome indicators	Report on all **outcome** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	Report on all **outcome** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	Report on # of lives the grant impacted. No other outcome indicators are required.

2. Identify the program activities that will be conducted with the grant funding.

	Technical assistance Loans Grantmaking	Support services and training	All activities
Output indicators	Report on all **output** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	Report on all **output** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	No output indicators are required to be reported.

3. Provide up to five unique outcome or output indicators that quantify the meaningful impact of the grant that you think will be of interest to Truist Foundation. Unique grantee indicators not included in the required and optional list may be reported when completing grant reports.

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Small Businesses Pillar Indicators – Portfolio-level Outcome Indicators

The following outcome indicators are required or optional **based on total grant amount**, for all Small Businesses pillar grants regardless of program activity. Truist Foundation will provide a survey link for grantees to input these indicators as needed.

Outcome indicators	$500K-$2.5M
# of lives the program/project will impact by demographic and LMI	Required
Amount ($) of additional resources mobilized to underserved communities	Required
# of jobs created by demographics and location (ZIP code)	Required
# of jobs preserved or maintained by demographics and location (ZIP code)	Required
Average change in business equity (assets-liabilities) for small business owners within 12 months after receiving support (pre-post intervention) by demographics	Optional
Average change in financial well-being for small business owners within 12 months after receiving support (pre-post intervention) by demographics (Based on CFPB financial well-being score or equiv.)	Optional
Average change in revenue for small businesses 12 months after receiving support (pre-post intervention)	Optional
# of new financing products created and available for LMI borrowers	Optional

Truist Foundation

Small Businesses Pillar Indicators – Portfolio-level Output Indicators

The following output indicators are required or optional **based on total grant amount**, for all Small Businesses pillar grants that provide direct technical assistance to small businesses. Truist Foundation will provide a survey link for grantees to input these indicators as needed.

Output indicators for technical assistance program activities	$500K-$2.5M
# of small businesses supported by owner demographic, LMI, and business location (ZIP code)	Required
Total hours of technical assistance/training/advisory services provided to small businesses	Required
# of training sessions, workshops and/or events	Required
# of participants for all training session, workshop and/or events by demographics	Required
# of participants that enrolled in training sessions	Required
# of training session participants that completed the program by demographics	Required
Average Net Promotor Score (NPS) for the programs workshop/event/training sessions	Optional
# of people that completed the Net Promotor Score (NPS) survey	Optional
# of new training / technical assistance modules created	Optional
Training/technical assistance evaluation survey results (survey participants upon prog. completion)	Optional

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Small Businesses Pillar Indicators – Portfolio-level Output Indicators

The following output indicators are required or optional **based on total grant amount**, for all Small Businesses pillar grants that provide loans or grants to small businesses. Truist Foundation will provide a survey link for grantees to input these indicators as needed.

Output indicators for loan program activities*	$500K-$2.5M
# of loans and total amount t($) distributed with Truist grant funds	Required
# of loans issued to first-time business borrowers	Required
List of loans from Truist grant funds by amount, location (ZIP code), recipient organization, NAICS code, interest rate, duration, business start date, and owner demographics	Required

Providing borrower demographics and LMI information will be optional for all loan program activity indicators.

Output indicators for grant program activities	$500K-$2.5M
# of grants and total amount ($) distributed with Truist grant funds	Required
List of grants issued from Truist grant funds by amount, purpose, location (ZIP code), recipient organization, and demographics	Required

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Small Businesses Pillar Indicators – Population-level Indicators

We will not require grantees to collect and report on population indicators unless there is a unique grant that is focused on systems change.

For grantees that work on systemic change for small businesses, these are population-level indicators that measure success. The Truist Foundation strives to create systemic change and has identified third-party* population indicators that measure small businesses progress. We encourage grantees to select from the indicators below and propose any additional indicators that measure population-level changes.

Small businesses systems impact / strengthening and population indicators
- # of small businesses started in the community by demographics
- % change in number of small businesses
- % of small businesses receiving support and technical assistance by location (ZIP code)
- % of women-owned and minority-owned small businesses in the community by industry
- % change in business revenue by owner demographic
- Participation / membership in small business organizations by demographics
- # of small business closures and bankruptcies by demographics
- # of financial institutions located or operating in community
- Home equity by demographic (proxy indicator for small business access to capital)

Third-party sources include Bureau of Labor Statistics (BLS) and the Small Business Administration (SBA).

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Career Pathways Pillar Indicators – Portfolio-level Outcome Indicators

The following outcome indicators are required or optional **based on total grant amount**, for all Career Pathways grants regardless of program activity. Truist Foundation will provide a survey link for grantees to input these indicators as needed.

Outcome indicators	$500K-$2.5M
# of lives the program/project will impact by demographic and low-to-moderate income (LMI)	Required
# of workers placed into a job by demographics and location (ZIP code)	Required
# of workers placed into a part-time job	Required
# of workers placed into a full-time job	Required
# of workers placed into a salaried job	Required
# of workers placed into an hourly job	Required
# of workers placed into a job that provides health insurance benefits	Required
# of workers placed into a middle-skill or higher job by demographics and location (ZIP code)	Required
# of workers that were unemployed at the time of placement	Required
% of beneficiaries that receive a promotion or career advancement within 12 months of program completion by demographics	Required
% change in beneficiary wages within 12 months of program completion (pre-post intervention) by demographics	Required
Average change in financial well-being for beneficiaries within 12 mos. after receiving support (pre-post intervention) by demographics (Based on CFPB financial well-being score or equivalent)	Optional

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Career Pathways Pillar Indicators – Portfolio-level Output Indicators

The following output indicators are required or optional **based on total grant amount**, for all Career Pathways pillar grants that provide direct support services and training programs to workers. Truist Foundation will provide a survey link for grantees to input these indicators as needed.

Output indicators for support services and training program activities	$500K-$2.5M
# of training sessions, workshops and/or events held	Required
# of participants for all training sessions, workshop and/or event by demographics	Required
# of participants that enrolled in training programs	Required
# of participants that completed training programs by demographics	Required
Total hours of technical assistance / advisory services / training provided	Required
# of technical assistance sessions conducted	Required
# of workers enrolled in support services (childcare, transportation, housing, etc.) by demographics	Required
Average Net Promotor Score (NPS) for the programs workshop/event/training sessions	Optional
# of people that completed the Net Promotor Score (NPS) survey	Optional
# of new training/technical assistance modules created	Optional
# of industry-recognized certificates obtained by program participants	Optional
Training/technical assistance eval. survey results (survey participants upon program completion)	Optional

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Career Pathways Pillar Indicators – Population Indicators

We will not require grantees to collect and report on population indicators unless there is a unique grant that is focused on systems change.

<u>For grantees that work on systemic change for workers</u>, these are population-level indicators that measure success. The Truist Foundation strives to create systemic change and has identified third-party* population indicators that measure worker's economic progress. We encourage grantees to select from the indicators below and propose any additional indicators that measure population-level changes.

Career pathways systems impact / strengthening and population indicators
- Median household income
- % of workers in minimum wage jobs by demographics
- % of workers in salaried jobs by demographics
- Unemployment & underemployment (U-6) rate
- % LMI households by demographics
- Average hourly wage
- Workforce participation rate
- Enrollment at tech schools and community colleges (non-degree programs)
- % of workers in management jobs by demographic
- Poverty rate
- Home ownership rate
- % households without internet access
- Distressed Communities Index
- # of financial institutions located or operating in community

Third-party sources include Bureau of Labor Statistics (BLS) and the Small Business Administration (SBA).

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Demographics, Spending Categories, and Glossary of Terms

Truist Foundation Demographics Categories

In addition to collecting output and outcome indicators, grantees should also report a demographic breakdown for select indicators.

1) Please provide a percent breakdown by gender if available.
- Men
- Women
- Other not listed
- Prefer not to answer

2) Please provide a percent breakdown by race or ethnic group if available.
- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino/x
- Native Hawaiian or other Pacific Islander
- White, non-Hispanic
- Multiracial
- Other not listed
- Prefer not to answer

3) Percent of lives impacted that are low-to-moderate income (LMI) if available.

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Truist Foundation Grant Spending Categories

In addition to collecting output and outcome indicators, grantees should also report actual grant spending by any of the major categories below that are relevant to the grant. It is expected that some grants will only have a single spending category.

1) Training, Technical Assistance, Support Services or Educational Programming
2) Program Operating Funds / Administration
3) Administrative Fees (e.g., fiscal sponsorship fees)
4) Loans
5) Grants
6) Other

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Glossary

- Demographics: identifying details to show the data break down by race/ethnicity and gender of beneficiaries.

- Low-to-Moderate Income (LMI) Beneficiary: A household that make less than 80% of the area median income.

- Technical Assistance: A capacity-building effort with a beneficiary or organization to provide direct assistance that is tailored to their unique needs.

- Middle-Skill Job: A job that requires a minimum of a high school diploma but does not require a 4-year college degree.

- Milestone: A discrete event or activity that indicates progress towards program objectives.

- Net Promotor Score: Single question metric [On a scale of 0-to-10, how likely is it that you would recommend [organization, product, or service] to a friend or colleague?] with a response scale rated from 0 (not likely) to 10 (extremely likely). Calculate the score by subtracting the percentage of detractors (response score of 0 to 6) from the percentage of promotors (response score of 9 to 10) [*total % of promoters – total % of detractors = net promoter score*].

- Percent Change in Beneficiary Wages: Calculated by taking the total pre-intervention wages for all beneficiaries and total post-intervention wages and calculating the net change for all beneficiaries that report wage data.

- CFPB Financial Well-being: A survey-based index to measure an individual's financial well-being developed by the Consumer Financial Protection Board. Additional guidance on data collection and calculation are available at www.consumerfinance.gov/data-research/research-reports/financial-well-being-scale/

- Percent Change in Beneficiary Financial Well-being: Calculated by taking the total pre-intervention and post-intervention CFPB scores and calculating the net change for all beneficiaries that report CFPB data.

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THANK YOU

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Appendix: Truist Foundation Strategy Success Criteria

Truist Foundation

Vision: Truist Foundation strives to inspire and build economic mobility and wealth building for underserved communities

Key Definitions

- **Economic mobility** reflects the ability of an individual or community to improve their financial situation over time. Increasing income, net worth, savings, and increased career opportunities are indicators of economic mobility.

- **Wealth building** is measured by the accrual of assets that provide long-term financial stability across generations. Home ownership and the ability to save for emergencies, retirement and education are key indicators of wealth building.

- **Underserved** communities experience exclusion from services and support systems to which others have ready access. They often lack access to financial services and live in areas with high poverty.

How will we know we have succeeded?

Measurable improvements in economic mobility in communities we serve	Reduction in poverty rate and government assistance eligibility in communities we serve	Improvements in measures of household wealth, savings, and outstanding debt

Reduction in the number of LMI individuals in communities we serve	Reduced unemployment rate and increased share of workers in middle skilled and salaried jobs

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I. Strengthening small business supports to revitalize the entrepreneurial spirit, focusing on minority and women-owned businesses

Key Definitions

- Revitalizing the **entrepreneurial spirit** means giving people without significant capital resources the confidence and support necessary to take risks and pursue their business ideas and sustain and grow existing businesses.

How will we know we have succeeded?

Minority and women-owned small businesses do not encounter barriers to access the capital and resources necessary for growth.	Minority and women-owned small businesses are financially sustainable and have sufficient capital to withstand economic shocks.
More minority and women community members have the resources, technical support and confidence to start small businesses.	Truist has greater expertise and understanding of small business challenges and ways to more effectively support them.

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I.1 Increase access to capital

Key Definitions

- Increasing access to capital means providing entrepreneurs with the debt structures that they need to launch, grow, or sustain their operations.

How will we know we have succeeded?

Minority and women-owned small businesses have increased access to mainstream banking and affordable capital.

CDFIs revise guarantor requirements to be more inclusive of women and BIPOC.

Private investors increase their investments in minority and women-owned businesses.

CDFIs provide more loans and financial services to low-income communities and minority and women-owned small businesses.

CDFIs and microlenders have increased financial health to adjust their risk profile and grow geographical reach and diversity of beneficiaries.

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I.2. Increase access to technical support, education, and networks

Key Definitions

- Access to technical support, education, and networks refers to the many non-financial forms of capital that are critical for building and growing a successful business. Those forms of capital include but are not limited to social, educational, technical, and resource navigation.

How will we know we have succeeded?

Minority and women-owned small businesses have the knowledge and technical support they need to start, grow, and sustain their business.	Increased awareness and utilization of support services with recognized and trusted entities that can scale solutions across communities.
Minority and women-owned small businesses have robust support networks consisting of peers, mentors, funders and service providers to get assistance when needed.	Minority and women-owned small business owners learn from each other and incorporate benefits from cohort-based education and networking programs.

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I.3. Strengthen equitable small business ecosystems

Key Definitions

- In an **equitable small business ecosystem**, everyone has equal awareness and access to the tools, technical services, and support necessary for their small business to thrive. Additionally, the ecosystem stakeholders reflect the communities they are serving.

How will we know we have succeeded?

Small business ecosystem stakeholders are equipped with data and knowledge from the field to guide their efforts through improved leadership and coordination.	Government and corporate policies create a supportive environment for small businesses and reduce structural barriers faced by minority and women small business owners.	Innovations that address challenges faced by minority and women-owned businesses are developed, shared, and used to influence changes in industry policies and practices.

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II. Redefine and strengthen career pathways to jobs that lead to economic mobility for all, focusing BIPOC.

Key Definitions

- **Redefining career pathways** focuses on aligning career trajectories with continuous changes in the employment environment. Examples include reduced geographical barriers for knowledge work and upskilling that doesn't require a four-year degree.

How will we know we have succeeded?

Increased enrollment in career pipeline programs that offer upskilling opportunities and job placement support.	More minimum wage, hourly, and non-traditional workers move into middle-skill and salaried jobs.
BIPOC employees are promoted more quickly and have more career advancement opportunities.	Truist Foundation better understands the challenges and incentives to meet workforce needs.

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II.1. Help workers navigate resources

Key Definitions

- Helping workers navigate resources means connecting people to support systems that promote advancement into middle-skill jobs.

- Resources navigators are the people, often career coaches, and resources that help connect workers with support systems and help them to benefit fully from those systems.

How will we know we have succeeded?

Increased access and participation in career pathway programs to support career transitions.	Increased the number of organizations helping workers to navigate resources.
More BIPOC and women salaried workers have access to resource navigators and are connected to support systems that promote their well-being and career advancement into middle-skill jobs.	Through expanded broadband connectivity, increased access to digital platforms and technology solutions that help workers navigate career transitions.

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II.2. Support re-skilling and upskilling initiatives

Key Definitions

- Re-skilling and up-skilling initiatives refers to solutions that equip BIPOC people with the skills and credentials they need to transition into salaried/middle skill jobs.

How will we know we have succeeded?

Increased standardization of meaningful credentials and skills for middle-skill jobs.	More workers transition from hourly to salary middle-skill jobs, shrinking the gap between the supply and demand for skilled labor.
Increased funding and scale-up of evidence-based solutions for reskilling initiatives, non-degree credentials, and coaching.	Increased entry into career pipeline programs that offer upskilling opportunities, wraparound and job placement support focused on transitioning workers into in-demand, middle-skill jobs.

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II.3. Field building

Key Definitions

- **Field building** reflects the need to obtain insight into the evolving demands for new skills and wraparound services in order to eliminate barriers employers and workers face to achieve a more diverse workforce.

How will we know we have succeeded?

More companies understand and are addressing the challenges that inhibit workers from accessing middle-skill jobs.	Coalitions generate concrete ideas on how to create more middle-skill opportunities and improve upward mobility for BIPOC employees.
Corporate and government policies are enacted to increase worker protections, establish inclusive workplaces, and remove barriers to high-quality training and employment.	More corporate and philanthropic voices advocating for policy changes that improve U.S. worker protections and supports, expand worker power and broaden access to employment and training opportunities.

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Grantee Monitoring and Reporting Guidebook

$2.5M+ [Month] Grants

v1.18

Truist Foundation

The Truist Foundation is committed to serving our communities with humanity and grace. Through direct grants to nonprofit organizations, we can advance equitable opportunities to succeed.

From the desk of Lynette Bell, Truist Foundation President

A few days after our launch in 2020, the world quickly had to reevaluate its perspectives and priorities spurred by a global pandemic and a long-overdue reckoning with racial inequity. It made us take a hard look at our plans and affirmed commitments.

Truist Foundation believes in providing the requisite resources to our communities to become financially empowered. Our grants focus on strengthening small businesses and building career pathways to economic mobility. Through these two key areas of focus, we aim to help level the playing field for all people to have equitable opportunities to thrive. We recognize deepening our impact, and our relationships within communities goes beyond writing checks.

With the mission to advance economic opportunity for all, the Truist Foundation will invest in community-led solutions to address the root causes of inequity across our country. We're partnering with communities to co-create pioneering initiatives driving lasting change.

Here for better,

Lynette Bell
President, Truist Foundation

The Truist Foundation is excited to partner with your organization to create positive impacts in local communities.

This packet lays out the basics of reporting for Truist Foundation grantees. You will find reporting requirements, questions, indicators, and deadlines in it. We hope this provides clarity on what we will ask of you over the grant period. As always, we are available if you have any questions.

Table of contents

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Truist Foundation MEL Guiding Principles

1 **Right-sized**
The value of data collected must exceed the cost to collect it.

2 **Actionable**
Don't collect unnecessary data that will not be used.

3 **Impact and outcome-focused**
Measure meaningful outcomes & impacts, not vanity metrics.

4 **Learning-centered**
Build on what others have learned; don't start from scratch.

5 **Minimize cost and burden**
Limit burden on grantees and staff by designing targeted and efficient data collection approaches.

6 **Equitable**
MEL respects the individuals, organizations, and communities providing data and stories.

Monitoring & Reporting – Activity Descriptions

Kick-Off Meeting

Initial meeting (virtual) with stakeholders to kick off the project, review timelines, project goals, and upcoming activities. In some cases, the kick-off meeting and MEL kick-off meeting will be combined. May require multiple meetings for grants over $2.5M.
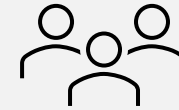
Expected time to complete: 30-60 minutes

Monitoring, Evaluation and Learning (MEL) Kick-Off Meeting

Meeting (virtual) to finalize reporting requirements, required indicators, and formats and discuss any concerns or anticipated challenges. In some cases, the kick-off meeting and MEL kick-off meeting will be combined. May require multiple meetings for grants over $2.5M.

Expected time to complete: 30-60 minutes

Project Status Meetings*

This meeting (virtual) will be an opportunity to check in with the Truist Foundation team on grant progress, accomplishments, upcoming project activities, and challenges faced. No slides are required. The project status update will be the basis for the discussion. Questions that arise mid-cycle from both sides will be saved for this meeting.

Expected time to complete: 30-60 minutes

Project Status Update*

Concise update (via survey link) on key activities completed, progress against each of the grant goals, grant spending (budget vs. actual by category), lessons learned, risks/challenges, and key accomplishments.

Expected time to complete: 1 hour

Indicators Update**

Submission of progress (via survey link) for output and outcome indicators tailored to the grant size and activities.

Expected time to complete: 2-3 hours

Final Grant Report

Comprehensive report (via survey link) that discusses project accomplishments, impacts, stories, and lessons learned. For grants under $250K, the requirements for this report will be limited to essential elements with reduced free-form narrative inputs. Expected time to complete depends on grant size and scope.

Expected time to complete: 2-6 hours

*Quarterly, Semi-Annual or Annual depending on grant amount
**Semi-Annual or Annual depending on grant amount

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Reporting Cadence – March Grants $2.5M+

The table below indicates the timing for our monitoring and reporting requirements. Truist Foundation will send invites and reminders for each event as needed. In most cases, the grant payment will occur within two months of grant approval, and the grant activities will start in month 3 or 4. This calendar displays the timeline for the grants approved in March.

Tasks	Months															
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Grant approved	☑															
Grant agreement		📋														
Kick-off meeting			👥													
MEL meeting				👥												
Status meeting							👥			👥			👥			
Status update							📄			📄			📄			
Indicators update										📄						📄
Final grant report / status update																📄
Completion / status meeting																👥

The cycle will repeat for multi-year grants

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Reporting Cadence – June Grants $2.5M+

The table below indicates the timing for our monitoring and reporting requirements. Truist Foundation will send invites and reminders for each event as needed. In most cases, the grant payment will occur within two months of grant approval, and the grant activities will start in month 3 or 4. This calendar displays the timeline for the grants approved in June.

Tasks	Months															
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Grant approved	☑															
Grant agreement		🗎														
Kick-off meeting			👥													
MEL meeting				👥												
Status meeting							👥			👥			👥			
Status update							📄			📄			📄			
Indicators update										📄						📄
Final grant report / status update																📄
Completion / status meeting																👥

The cycle will repeat for multi-year grants

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Reporting Cadence – October Grants $2.5M+

The table below indicates the timing for our monitoring and reporting requirements. Truist Foundation will send invites and reminders for each event as needed. In most cases, the grant payment will occur within two months of grant approval, and the grant activities will start in month 3 or 4. This calendar displays the timeline for the grants approved in October.

Tasks	Months															
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Grant approved	☑															
Grant agreement		▤														
Kick-off meeting			👥													
MEL meeting				👥												
Status meeting							👥			👥			👥			
Status update							📄			📄			📄			
Indicators update										📄						📄
Final grant report / status update																📄
Completion / status meeting																👥

The cycle will repeat for multi-year grants

Truist Foundation

8

Grant Updates and Report Form Details

The following section shares the question topics that will be asked in the status updates, indicator updates, and final report.

Form guides will also be shared with you which detail the exact questions asked in the forms with supporting guidance.

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Status Update (Quarterly, Mid-Year, and Annual)

The form template will be shared via survey link in an email from the Truist Foundation at least one month before the due date and will request the following information:

o Major accomplishments within the reporting period.

o Identify the key grant-funded activities and milestones completed within the reporting period.

o List upcoming major activities or milestones in the next three to six months.

o Progress against each of the grant goals. Explain if and why goals will not be met and if any corrective actions are planned.

o Share any program risks you have experienced within the reporting period or anticipate in the future.

o Lessons learned through the implementation of this program.

o Note any support requested from the Truist Foundation or opportunities for collaboration in the next three to six months, including sharing program success on social media or participating in key program events.

o Identify upcoming volunteer opportunities for Truist teammates.

The update will be discussed during the Quarterly/Mid-Year/Annual meetings at which time grantees will have the opportunity to ask Truist Foundation questions and expand on report narratives as needed.

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Indicator Update (Mid-Year and Annual)

The form template will be shared via survey link in an email from the Truist Foundation at least one month before the due date and will request the following information:

- Results for required pillar-aligned output and outcome indicators based on grant activity and grant size. (see indicator list on slide 16-21)
- Results for optional pillar-aligned indicators based on grant activity and grant size, where applicable to program. (see indicator list on slide 16-21)
- Additional grantee proposed indicators and results to provide a comprehensive picture of the impact of the program.
- Provide a breakdown of the budget vs actual spend by category for the grant and compare spending progress to plan.

- *[Only for grants over $500k]* Explain indicator data collection process.
- *[Only for grants over $500k]* Identify data quality concerns or challenges.
- *[Only for grants over $500k]* Please share stories of impact or case studies highlighting the programs positive impacts for beneficiaries. These stories will be used to support Truist Foundation's strategic communications.

The update will be discussed during the Mid-Year or Annual meetings at which time grantees will have the opportunity to ask Truist Foundation questions and expand on report narratives as needed.

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Final Report

The form template will be shared via survey link in an email from the Truist Foundation at least one month before the due date and will request the following information:

- Impact the program had on the intended beneficiaries.

- *[Only for grants over $500k]* List the key grant funded activities and milestones completed within this reporting period.

- *[Only for grants over $500k]* Lessons learned through the implementation of this program.

- Progress against each of the short-term grant goals. Explain if and why goals will not be met and if any corrective actions are planned (for multi-year grants).

- Long-term program goal progress for multi-year grants.

- Number of Truist teammates that volunteered with your organization within the last 12 months.

- Identify any changes from the original program budget proposed in the application.

- Percent breakdown of the grant funds spending across the following categories: Training / Technical Assistance / Support Services or Educational Programming, Program Operating Funds / Administration, Administrative Fees, Loans, Grants, Other.

- Percentage of the program budget this grant funded.

- Plans for continuing this program.

- Share any media coverage, including social media the program received.

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Update and Report Due Dates – Grants Approved in March

For all applicable updates and reports, Truist Foundation will send a survey of questions to grantees according to the below timelines.

Updates & reports	Report progress as of:	Survey link sent:	Survey due date:
Quarterly update 1	Aug 31	Aug 7	Sep 15
Mid-year update	Nov 30	Nov 7	Dec 15
Quarterly update 2	Feb 28	Feb 7	Mar 15
Final report	Duration of grant	Mar 7	Jun 15

Truist Foundation

Update and Report Due Dates – Grants Approved in June

For all applicable updates and reports, Truist Foundation will send a survey of questions to grantees according to the below timelines.

Updates & reports	Report progress as of:	Survey link sent:	Survey due date:
Quarterly update 1	Nov 30	Nov 7	Dec 15
Mid-year update	Feb 28	Feb 7	Mar 15
Quarterly update 2	May 31	May 7	Jun 15
Final report	Duration of grant	Jun 7	Sep 15

Truist Foundation

Update and Report Due Dates – Grants Approved in October

For all applicable updates and reports, Truist Foundation will send a survey of questions to grantees according to the below timelines.

Updates & reports	Report progress as of:	Survey link sent:	Survey due date:
Quarterly update 1	Mar 31	Mar 7	Apr 15
Mid-year update	Jun 30	Jun 7	Jul 15
Quarterly update 2	Sep 30	Sep 7	Oct 15
Final report	Duration of grant	Oct 7	Jan 15

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Indicators for Measuring Grant Outcomes and Outputs

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Truist Foundation Strategic Pillars

Vision: Truist Foundation strives to inspire and build economic mobility and wealth building for underserved communities

Building career pathways to economic mobility

Enable and equip frontline workers and unemployed adults, specifically women and Black, Indigenous, and people of color (BIPOC), with the tools and resources they need to move into middle-skill jobs that provide economic mobility and more pathways for people to thrive.

Help workers navigate resources

Support reskilling and upskilling initiatives

Field building

Strengthening small businesses

Strengthen the supports that allow minority and women-owned small businesses to become more financially sustainable and resilient by eliminating structural barriers to growth and improving knowledge sharing, collaboration, and innovation within the small business ecosystem.

Increase access to capital

Increase access to technical support, education, and networks

Strengthen equitable small business ecosystems

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Indicator Framework

There are three types of grant indicators that Truist Foundation will collect from grantees.

1 | **Required** standard grant portfolio indicators

2 | **Optional** standard grant portfolio indicators

3 | **Grantee-proposed** unique program indicators

The form template will be shared via survey link and will request the following information:

1. Truist Foundation required indicators are customized based on strategic pillar alignment, program activity, and total grant amount. The following slides indicate the required grant indicators based on the strategic pillar and activities associated with the grant. We understand that not all portfolio level indicators will be applicable to your program activities.

2. Truist Foundation optional indicators are grouped by strategic pillar, program activity, and total grant amount. These are optional indicators that Truist Foundation desires to collect if it is not overly burdensome on grantees.

3. We understand that the portfolio level indicators might not adequately capture the unique activities and impact of your program. Additionally, we are asking grantees to propose indicators that measure the impact, outcome, and effectiveness of the program the grant supports. These program indicators may be tailored to the unique activities and goals associated with the grant and the program it supports. Please limit to five or less.

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How to Determine Applicable Grant Indicators for Your Grant

1. Identify the Truist Foundation pillar category most closely associated with your grant.

	Small businesses pillar	**Career pathways pillar**	**Thriving communities/ other**
	Grants that directly support small businesses	Grants that directly support workers and unemployed adults	Grants that are not aligned with either of Truist Foundation's pillars
Outcome indicators	Report on all **outcome** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	Report on all **outcome** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	Report on # of lives the grant impacted. No other outcome indicators are required.

2. Identify the program activities that will be conducted with the grant funding.

	Technical assistance Loans Grantmaking	Support services and training	All activities
Output indicators	Report on all **output** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	Report on all **output** indicators required based on total grant amount. Report on optional outcome indicators if the data is available.	No output indicators are required to be reported.

3. Provide up to five unique outcome or output indicators that quantify the meaningful impact of the grant that you think will be of interest to Truist Foundation. Unique grantee indicators not included in the required and optional list may be reported when completing grant reports.

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Small Businesses Pillar Indicators – Portfolio-level Outcome Indicators

The following outcome indicators are required or optional **based on total grant amount**, for all Small Businesses pillar grants regardless of program activity. Truist Foundation will provide a survey link for grantees to input these indicators as needed.

Outcome indicators	$2.5M+
# of lives the program/project will impact by demographic and LMI	Required
Amount ($) of additional resources mobilized to underserved communities	Required
# of jobs created by demographics and location (ZIP code)	Required
# of jobs preserved or maintained by demographics and location (ZIP code)	Required
Average change in business equity (assets-liabilities) for small business owners within 12 months after receiving support (pre-post intervention) by demographics	Required
Average change in financial well-being for small business owners within 12 months after receiving support (pre-post intervention) by demographics (Based on CFPB financial well-being score or equiv.)	Optional
Average change in revenue for small businesses 12 months after receiving support (pre-post intervention)	Optional
# of new financing products created and available for LMI borrowers	Optional

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Small Businesses Pillar Indicators – Portfolio-level Output Indicators

The following output indicators are required or optional **based on total grant amount**, for all Small Businesses pillar grants that provide direct technical assistance to small businesses. Truist Foundation will provide a survey link for grantees to input these indicators as needed.

Output indicators for technical assistance program activities	$2.5M+
# of small businesses supported by owner demographic, LMI, and business location (ZIP code)	Required
Total hours of technical assistance/training/advisory services provided to small businesses	Required
# of training sessions, workshops and/or events	Required
# of participants for all training session, workshop and/or events by demographics	Required
# of participants that enrolled in training sessions	Required
# of training session participants that completed the program by demographics	Required
Average Net Promotor Score (NPS) for the programs workshop/event/training sessions	Required
# of people that completed the Net Promotor Score (NPS) survey	Required
# of new training / technical assistance modules created	Optional
Training/technical assistance evaluation survey results (survey participants upon prog. completion)	Optional

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Small Businesses Pillar Indicators – Portfolio-level Output Indicators

The following output indicators are required or optional **based on total grant amount**, for all Small Businesses pillar grants that provide loans or grants to small businesses. Truist Foundation will provide a survey link for grantees to input these indicators as needed.

Output indicators for loan program activities*	$2.5M+
# of loans and total amount t($) distributed with Truist grant funds	Required
# of loans issued to first-time business borrowers	Required
List of loans from Truist grant funds by amount, location (ZIP code), recipient organization, NAICS code, interest rate, duration, business start date, and owner demographics	Required

Providing borrower demographics and LMI information will be optional for all loan program activity indicators.

Output indicators for grant program activities	$2.5M+
# of grants and total amount ($) distributed with Truist grant funds	Required
List of grants issued from Truist grant funds by amount, purpose, location (ZIP code), recipient organization, and demographics	Required

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Small Businesses Pillar Indicators – Population-level Indicators

We will not require grantees to collect and report on population indicators unless there is a unique grant that is focused on systems change.

<u>For grantees that work on systemic change for small businesses</u>, these are population-level indicators that measure success. The Truist Foundation strives to create systemic change and has identified third-party* population indicators that measure small businesses progress. We encourage grantees to select from the indicators below and propose any additional indicators that measure population-level changes.

Small businesses systems impact / strengthening and population indicators
- # of small businesses started in the community by demographics
- % change in number of small businesses
- % of small businesses receiving support and technical assistance by location (ZIP code)
- % of women-owned and minority-owned small businesses in the community by industry
- % change in business revenue by owner demographic
- Participation / membership in small business organizations by demographics
- # of small business closures and bankruptcies by demographics
- # of financial institutions located or operating in community
- Home equity by demographic (proxy indicator for small business access to capital)

Third-party sources include Bureau of Labor Statistics (BLS) and the Small Business Administration (SBA).

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Career Pathways Pillar Indicators – Portfolio-level Outcome Indicators

The following outcome indicators are required or optional **based on total grant amount**, for all Career Pathways grants regardless of program activity. Truist Foundation will provide a survey link for grantees to input these indicators as needed.

Outcome indicators	$2.5M+
# of lives the program/project will impact by demographic and low-to-moderate income (LMI)	Required
# of workers placed into a job by demographics and location (ZIP code)	Required
# of workers placed into a part-time job	Required
# of workers placed into a full-time job	Required
# of workers placed into a salaried job	Required
# of workers placed into an hourly job	Required
# of workers placed into a job that provides health insurance benefits	Required
# of workers placed into a middle-skill or higher job by demographics and location (ZIP code)	Required
# of workers that were unemployed at the time of placement	Required
% of beneficiaries that receive a promotion or career advancement within 12 months of program completion by demographics	Required
% change in beneficiary wages within 12 months of program completion (pre-post intervention) by demographics	Required
Average change in financial well-being for beneficiaries within 12 mos. after receiving support (pre-post intervention) by demographics (Based on CFPB financial well-being score or equivalent)	Optional

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Career Pathways Pillar Indicators – Portfolio-level Output Indicators

The following output indicators are required or optional **based on total grant amount**, for all Career Pathways pillar grants that provide direct support services and training programs to workers. Truist Foundation will provide a survey link for grantees to input these indicators as needed.

Output indicators for support services and training program activities	$2.5M+
# of training sessions, workshops and/or events held	Required
# of participants for all training sessions, workshop and/or event by demographics	Required
# of participants that enrolled in training programs	Required
# of participants that completed training programs by demographics	Required
Total hours of technical assistance / advisory services / training provided	Required
# of technical assistance sessions conducted	Required
# of workers enrolled in support services (childcare, transportation, housing, etc.) by demographics	Required
Average Net Promotor Score (NPS) for the programs workshop/event/training sessions	Required
# of people that completed the Net Promotor Score (NPS) survey	Required
# of new training/technical assistance modules created	Optional
# of industry-recognized certificates obtained by program participants	Optional
Training/technical assistance eval. survey results (survey participants upon program completion)	Optional

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We will not require grantees to collect and report on population indicators unless there is a unique grant that is focused on systems change.

<u>For grantees that work on systemic change for workers</u>, these are population-level indicators that measure success. The Truist Foundation strives to create systemic change and has identified third-party* population indicators that measure worker's economic progress. We encourage grantees to select from the indicators below and propose any additional indicators that measure population-level changes.

Career pathways systems impact / strengthening and population indicators
- Median household income
- % of workers in minimum wage jobs by demographics
- % of workers in salaried jobs by demographics
- Unemployment & underemployment (U-6) rate
- % LMI households by demographics
- Average hourly wage
- Workforce participation rate
- Enrollment at tech schools and community colleges (non-degree programs)
- % of workers in management jobs by demographic
- Poverty rate
- Home ownership rate
- % households without internet access
- Distressed Communities Index
- # of financial institutions located or operating in community

Third-party sources include Bureau of Labor Statistics (BLS) and the Small Business Administration (SBA).

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Demographics, Spending Categories, and Glossary of Terms

Truist Foundation Demographics Categories

In addition to collecting output and outcome indicators, grantees should also report a demographic breakdown for select indicators.

1) Please provide a percent breakdown by gender if available.
- Men
- Women
- Other not listed
- Prefer not to answer

2) Please provide a percent breakdown by race or ethnic group if available.
- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino/x
- Native Hawaiian or other Pacific Islander
- White, non-Hispanic
- Multiracial
- Other not listed
- Prefer not to answer

3) Percent of lives impacted that are low-to-moderate income (LMI) if available.

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Truist Foundation Grant Spending Categories

In addition to collecting output and outcome indicators, grantees should also report actual grant spending by any of the major categories below that are relevant to the grant. It is expected that some grants will only have a single spending category.

1) Training, Technical Assistance, Support Services or Educational Programming
2) Program Operating Funds / Administration
3) Administrative Fees (e.g., fiscal sponsorship fees)
4) Loans
5) Grants
6) Other

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Glossary

- **Demographics**: identifying details to show the data break down by race/ethnicity and gender of beneficiaries.

- **Low-to-Moderate Income (LMI) Beneficiary**: A household that make less than 80% of the area median income.

- **Technical Assistance**: A capacity-building effort with a beneficiary or organization to provide direct assistance that is tailored to their unique needs.

- **Middle-Skill Job**: A job that requires a minimum of a high school diploma but does not require a 4-year college degree.

- **Milestone**: A discrete event or activity that indicates progress towards program objectives.

- **Net Promotor Score**: Single question metric [On a scale of 0-to-10, how likely is it that you would recommend [organization, product, or service] to a friend or colleague?] with a response scale rated from 0 (not likely) to 10 (extremely likely). Calculate the score by subtracting the percentage of detractors (response score of 0 to 6) from the percentage of promotors (response score of 9 to 10) [*total % of promoters – total % of detractors = net promoter score*].

- **Percent Change in Beneficiary Wages**: Calculated by taking the total pre-intervention wages for all beneficiaries and total post-intervention wages and calculating the net change for all beneficiaries that report wage data.

- **CFPB Financial Well-being**: A survey-based index to measure an individual's financial well-being developed by the Consumer Financial Protection Board. Additional guidance on data collection and calculation are available at www.consumerfinance.gov/data-research/research-reports/financial-well-being-scale/

- **Percent Change in Beneficiary Financial Well-being**: Calculated by taking the total pre-intervention and post-intervention CFPB scores and calculating the net change for all beneficiaries that report CFPB data.

Truist Foundation

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Truist Foundation

THANK YOU

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Appendix: Truist Foundation Strategy Success Criteria

Vision: Truist Foundation strives to inspire and build economic mobility and wealth building for underserved communities

Key Definitions

- **Economic mobility** reflects the ability of an individual or community to improve their financial situation over time. Increasing income, net worth, savings, and increased career opportunities are indicators of economic mobility.

- **Wealth building** is measured by the accrual of assets that provide long-term financial stability across generations. Home ownership and the ability to save for emergencies, retirement and education are key indicators of wealth building.

- **Underserved** communities experience exclusion from services and support systems to which others have ready access. They often lack access to financial services and live in areas with high poverty.

How will we know we have succeeded?

| Measurable improvements in economic mobility in communities we serve | Reduction in poverty rate and government assistance eligibility in communities we serve | Improvements in measures of household wealth, savings, and outstanding debt |

| Reduction in the number of LMI individuals in communities we serve | Reduced unemployment rate and increased share of workers in middle skilled and salaried jobs |

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I. Strengthening small business supports to revitalize the entrepreneurial spirit, focusing on minority and women-owned businesses

Key Definitions

- Revitalizing the **entrepreneurial spirit** means giving people without significant capital resources the confidence and support necessary to take risks and pursue their business ideas and sustain and grow existing businesses.

How will we know we have succeeded?

Minority and women-owned small businesses do not encounter barriers to access the capital and resources necessary for growth.

Minority and women-owned small businesses are financially sustainable and have sufficient capital to withstand economic shocks.

More minority and women community members have the resources, technical support and confidence to start small businesses.

Truist has greater expertise and understanding of small business challenges and ways to more effectively support them.

Truist Foundation

I.1 Increase access to capital

Key Definitions

- Increasing access to capital means providing entrepreneurs with the debt structures that they need to launch, grow, or sustain their operations.

How will we know we have succeeded?

Minority and women-owned small businesses have increased access to mainstream banking and affordable capital.

CDFIs revise guarantor requirements to be more inclusive of women and BIPOC.

Private investors increase their investments in minority and women-owned businesses.

CDFIs provide more loans and financial services to low-income communities and minority and women-owned small businesses.

CDFIs and microlenders have increased financial health to adjust their risk profile and grow geographical reach and diversity of beneficiaries.

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I.2. Increase access to technical support, education, and networks

Key Definitions

- Access to technical support, education, and networks refers to the many non-financial forms of capital that are critical for building and growing a successful business. Those forms of capital include but are not limited to social, educational, technical, and resource navigation.

How will we know we have succeeded?

Minority and women-owned small businesses have the knowledge and technical support they need to start, grow, and sustain their business.

Increased awareness and utilization of support services with recognized and trusted entities that can scale solutions across communities.

Minority and women-owned small businesses have robust support networks consisting of peers, mentors, funders and service providers to get assistance when needed.

Minority and women-owned small business owners learn from each other and incorporate benefits from cohort-based education and networking programs.

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I.3. Strengthen equitable small business ecosystems

Key Definitions

- In an **equitable small business ecosystem**, everyone has equal awareness and access to the tools, technical services, and support necessary for their small business to thrive. Additionally, the ecosystem stakeholders reflect the communities they are serving.

How will we know we have succeeded?

Small business ecosystem stakeholders are equipped with data and knowledge from the field to guide their efforts through improved leadership and coordination.	Government and corporate policies create a supportive environment for small businesses and reduce structural barriers faced by minority and women small business owners.	Innovations that address challenges faced by minority and women-owned businesses are developed, shared, and used to influence changes in industry policies and practices.

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II. Redefine and strengthen career pathways to jobs that lead to economic mobility for all, focusing BIPOC.

Key Definitions

- **Redefining career pathways** focuses on aligning career trajectories with continuous changes in the employment environment. Examples include reduced geographical barriers for knowledge work and upskilling that doesn't require a four-year degree.

How will we know we have succeeded?

Increased enrollment in career pipeline programs that offer upskilling opportunities and job placement support.	More minimum wage, hourly, and non-traditional workers move into middle-skill and salaried jobs.
BIPOC employees are promoted more quickly and have more career advancement opportunities.	Truist Foundation better understands the challenges and incentives to meet workforce needs.

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II.1. Help workers navigate resources

Key Definitions

- Helping workers navigate resources means connecting people to support systems that promote advancement into middle-skill jobs.

- Resources navigators are the people, often career coaches, and resources that help connect workers with support systems and help them to benefit fully from those systems.

How will we know we have succeeded?

Increased access and participation in career pathway programs to support career transitions.	Increased the number of organizations helping workers to navigate resources.
More BIPOC and women salaried workers have access to resource navigators and are connected to support systems that promote their well-being and career advancement into middle-skill jobs.	Through expanded broadband connectivity, increased access to digital platforms and technology solutions that help workers navigate career transitions.

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II.2. Support re-skilling and upskilling initiatives

Key Definitions

- Re-skilling and up-skilling initiatives refers to solutions that equip BIPOC people with the skills and credentials they need to transition into salaried/middle skill jobs.

How will we know we have succeeded?

Increased standardization of meaningful credentials and skills for middle-skill jobs.	More workers transition from hourly to salary middle-skill jobs, shrinking the gap between the supply and demand for skilled labor.
Increased funding and scale-up of evidence-based solutions for reskilling initiatives, non-degree credentials, and coaching.	Increased entry into career pipeline programs that offer upskilling opportunities, wraparound and job placement support focused on transitioning workers into in-demand, middle-skill jobs.

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II.3. Field building

Key Definitions

- **Field building** reflects the need to obtain insight into the evolving demands for new skills and wraparound services in order to eliminate barriers employers and workers face to achieve a more diverse workforce.

How will we know we have succeeded?

More companies understand and are addressing the challenges that inhibit workers from accessing middle-skill jobs.	Coalitions generate concrete ideas on how to create more middle-skill opportunities and improve upward mobility for BIPOC employees.
Corporate and government policies are enacted to increase worker protections, establish inclusive workplaces, and remove barriers to high-quality training and employment.	More corporate and philanthropic voices advocating for policy changes that improve U.S. worker protections and supports, expand worker power and broaden access to employment and training opportunities.

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Small Business Pillar

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	$2.5M+	$2.49M - $500K	< $500K
	JUMBO	**LARGE**	**MEDIUM**

Outcome Indicators

Indicator Reporting Cadence:	6 months	6 months	Annual
# of lives the program/project will impact by demographic and low-to-median income (LMI)	Required	Required	Required
Amount of additional resources mobilized to underserved communities	Required	Required	Required
# of jobs created by demographics and location (zip code)	Required	Required	Required
# of jobs preserved or maintained by demographics and location (zip code)	Required	Required	Required
Avg. change in financial wellbeing for small business owners within 12 mos. after receiving support (pre-post intervention) by demographics (Based on CFPB financial wellbeing score or equiv.)	Optional	Optional	Optional
Avg. change in business equity (assets-liabilities) for small business owners within 12 months after receiving support (pre-post intervention) by demographics	Required	Optional	Optional
Change in revenue for small businesses 12 mos. after receiving support (pre-post intervention)	Optional	Optional	Optional
# of new financing products created and available for LMI borrowers	Optional	Optional	Optional

Technical Assistance (Depending on Program Activities)

# of small businesses supported by owner demographic, LMI, and business location (ZIP)	Required	Required	Required
Total hrs. of advisory services/training/technical assistance provided to small businesses	Required	Required	Required
# of training sessions, workshops and/or events	Required	Required	Required
# of participants for all training session, workshop and/or events by demographics	Required	Required	Required
# of participants that enrolled in training sessions	Required	Required	Required
# of training session participants that completed the program by demographics	Required	Required	Required
Avg. Net Promotor Score (NPS) for the programs workshop / event / training sessions	Required	Optional	Optional
# of people that completed the Net Promotor Score (NPS) survey	Required	Optional	Optional
# of new training / technical assistance modules created	Optional	Optional	Optional
Training/technical assistance evaluation survey results (survey participants upon prog. completion)	Optional	Optional	Optional

Grants (Depending on Program Activities)

List of grants issued from Truist grant funds by amount, purpose, location (ZIP), recipient organization, and demographics	Required	Required	Optional
# of grants and total amount ($) distributed with Truist grant funds and demographics	Required	Required	Required

Loans (Depending on Program Activities)

# of loans and total amount ($) distributed with Truist grant funds	Required	Required	Required
# of loans issued to first time business borrowers by demographics	Required	Required	Required
List of loans from Truist grant funds by amount, location (ZIP), recipient organization, NAICS code, interest rate, duration, business start date, and owner demographics	Required	Required	Optional

Career Pathways Pillar

TRUIST ⊞

		$2.5M+ JUMBO	$2.49M - $500K LARGE	< $500K MEDIUM
Outcome	Indicator Reporting Cadence:	6 months	6 months	Annual
# of lives the program/project will impact by demographic and low-to-moderate income (LMI)		Required	Required	Required
# of workers placed into a job by type by demographics and location (ZIP)		Required	Required	Required
# of workers placed into a part-time job		Required	Required	Required
# of workers placed into a full-time job		Required	Required	Required
# of workers placed into a salaried job		Required	Required	Required
# of workers placed into an hourly job		Required	Required	Required
# of workers placed into a job that provides health insurance benefits		Required	Required	Required
# of workers placed into a middle-skilled or higher job by demographics and location (ZIP)		Required	Required	Required
# of workers that were unemployed at the time of placement		Required	Required	Required
% of beneficiaries that receive a promotion or career advancement within 12 months of program completion by demographics		Required	Required	Optional
% change in beneficiary wages within 12 months of program completion (pre-post intervention) by demographics		Required	Required	Optional
Average change in financial wellbeing for beneficiaries within 12 mos. after receiving support (pre-post intervention) by demographics (Based on CFPB financial wellbeing score or equivalent)		Optional	Optional	Optional

Support Services and Training (Depending on Program Activities)

	JUMBO	LARGE	MEDIUM
# of training sessions, workshops and/or events held	Required	Required	Required
# of participants for all training sessions, workshop and/or event by demographics	Required	Required	Required
# of training session participants that completed the program by demographics	Required	Required	Required
Total hours of technical assistance / advisory services / training provided	Required	Required	Required
# of technical assistance sessions conducted	Required	Required	Required
# of workers enrolled in support services (childcare, transportation, housing, etc.) by demographics	Required	Required	Required
Average Net Promotor Score (NPS) for the programs workshop/event/training sessions	Required	Optional	Optional
# of new training/technical assistance modules created	Optional	Optional	Optional
# of industry-recognized certificates obtained by program participants	Optional	Optional	Optional
Training/technical assistance evaluation survey results (survey participants upon program completion)	Optional	Optional	Optional

Systems / Population Indicators

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We will not Requireduire grantees to collect and report on systems / population indicators unless there is a unique grant that is focused on systems change. In that case, we encourage grantees to select from among the indicators below and propose any additional indicators that will measure system- / population-level changes.

	$2.5M+ JUMBO	$2.49M - $500K LARGE	< $500K MEDIUM

Small Business Pillar: Systems Impact / Strengthening and Population Indicators

Indicator Reporting Cadence:	6 months	6 months	Annual
# of small businesses started in the community by demographics	Optional	Optional	Optional
% change in number of small businesses	Optional	Optional	Optional
% of small businesses receiving support and technical assistance by location (ZIP)	Optional	Optional	Optional
% of women-owned and minority-owned small businesses in the community by industry	Optional	Optional	Optional
% change in business revenue by owner demographic	Optional	Optional	Optional
Participation/membership in small business organizations by demographics	Optional	Optional	Optional
# of small business closures and bankruptcies by demographics	Optional	Optional	Optional
# of financial institutions located or operating in community	Optional	Optional	Optional

Career Pathways Pillar: Systems Impact / Strengthening and Population Indicators

	JUMBO	LARGE	MEDIUM
Median household income	Optional	Optional	Optional
% of workers in minimum wage jobs by demographics	Optional	Optional	Optional
% of workers in salaried jobs by demographics	Optional	Optional	Optional
Unemployment & underemployment (U-6) rate	Optional	Optional	Optional
% LMI households by demographics	Optional	Optional	Optional
Average hourly wage	Optional	Optional	Optional
Workforce participation rate	Optional	Optional	Optional
Enrollment at tech schools and community colleges (non-degree programs)	Optional	Optional	Optional
% of workers in management jobs by demographic	Optional	Optional	Optional
Poverty rate	Optional	Optional	Optional
Home ownership rate	Optional	Optional	Optional
% households without internet access	Optional	Optional	Optional
Index: distressed communities index	Optional	Optional	Optional
# of financial institutions located or operating in community	Optional	Optional	Optional