

# FREQUENTLY ASKED QUESTIONS



USI | URBAN STRATEGIES, INC.  
Families at the Center of Results

## What can USI offer to my family and me in our community?

At USI, we understand the challenges faced by families in our targeted communities. Our Family Support program offers a range of direct resources, from workforce education to health and wellness programs, tailored to empower and uplift your family toward stability and growth.

## What is the difference between Family Support and regular case management?

In our Family Support program, we understand that every family comes with its own set of experiences, challenges, and concerns. We focus on providing support that respects each family's culture and unique situation. Instead of treating families like cases to be managed, our goal is to work together to meet your family's needs in a way that brings about lasting change, ensuring fairness and opportunities for all in the community.

## How does USI ensure that our voices are heard in community development?

We believe in the power of your voice and the agency of those we serve. The USI approach involves active community engagement where your opinions serve as a guide. Families are integral to the decision-making process, fostering a collaborative and all-encompassing environment for community improvement.

## Why should we trust USI in our community?

We value your lived experiences and decisions, and we want to support you and the systems you encounter in your journey to becoming stable and thriving.

## What kind of Family Support can I expect?

We're committed to your economic empowerment. We provide access to job training, financial counseling, and pathways to homeownership, designed to support your journey toward economic stability and upward mobility in a sustainable way.

Recognizing the importance of education and health, we also collaborate with local institutions to enhance access to quality educational programs and healthcare services. Our focus is on creating a supportive environment where your family can access the essential services needed for a thriving life.

## Can my family participate in USI's programs? How do we get started?

Absolutely! If you're a resident of a neighborhood or community we serve, you're eligible for our programs.

To get started, visit any of our local offices or contact us through our website. Our Family Support Specialists are here to guide you through the process and help you access the resources you need.

## What are USI CDFI's requirements to qualify for a loan?

We lend to businesses with any legal structure: sole proprietors, limited liability companies, corporations, partnerships, and nonprofits. You must be over the age of 18, have a Social Security Number (SSN) OR an Individual Tax Identification Number (ITIN), be located in the U.S., and are wanting to start or grow your business (we don't offer personal loans.)