



## Theory of Change

At TPA, our person-centered design approach informs our belief that *all* people are resilient and resourceful. We challenge the dominant narrative that “the poor,” particularly people of color, are lazy and inferior, and therefore deserve to live in poverty. By directly consulting with families living in poverty, tapping both their insights and resourcefulness, TPA works to change the prevailing mental mindsets within organizations that serve families, particularly families of color.

From the TPA design process comes solutions that promote and amplify family resilience, which in turn helps counter prevailing false narratives about families living in poverty. Moreover, when organizations embed a person-centered design approach into their practice, they begin to shift their own internal bias’ about what people living in poverty are capable of achieving. And, when organizations shift their own mental mindsets, they become more authentic partners to families living in poverty, which changes the organizational culture from embracing the “bottom line,” results-oriented standards of market performance, to one that is person-focused and respectful of the unique assets within each family.

When new mental mindsets set in, organizations will design and deliver services based on the assumption that families are resourceful and capable, which TPA believes will increase financial security.

Using a person-centered design approach, TPA partners with organizations seeking to improve the financial security of families living in poverty, especially families of color.



By designing solutions based on the knowledge and experiences of families living in poverty, organizations begin to shift their own internal bias' about what "the poor" are capable of achieving.



When organization's shift their mindsets, a new organizational culture is established, making them more authentic partners to families living in poverty, which leads to more effective program design and delivery and therefore, increased financial security for families in poverty.



When a critical mass of organizations and institutions begin to shift their mindset, a new narrative forms based on the shared belief no one chooses or deserves to live in poverty, which leads to increased financial security.