

Your Money, Your Goals

Financial empowerment in case management

Presented by Yuliya Rzad at the

Community Action Partnership 2017 Annual Convention



Consumer Financial
Protection Bureau

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About the CFPB



Consumer Financial
Protection Bureau

- The CFPB works to make consumer financial markets work for **consumers, responsible providers, and the economy as a whole.**

VIDEO PLACEHOLDER

- Play the 5th anniversary [video](#)

CFPB's work



Empower



Enforce



Educate

Office of Financial Empowerment

- Part of the CFPB's Division of Consumer Education and Engagement
- Serves populations who lack full, affordable access to financial services
 - Low- to moderate-incomes
 - Low wealth
 - Financially underserved or vulnerable

Your Money, Your Goals



- **Toolkit** with financial education modules and tools
- **Scalable** –reached more than 17,000 frontline staff and nearly 600,000 consumers
- **National perspective, local context** – identify financial need and link consumers to local resources

What's in the toolkit?

Topics include:

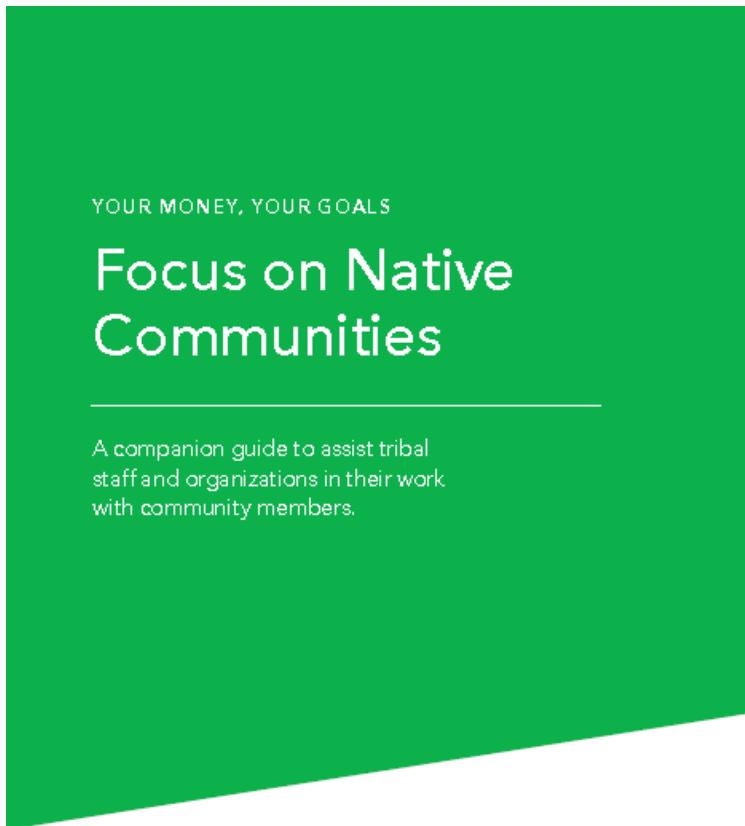
- Goals
- Saving
- Income and spending
- Cash flow budgeting
- Debt
- Financial services
- Consumer protection



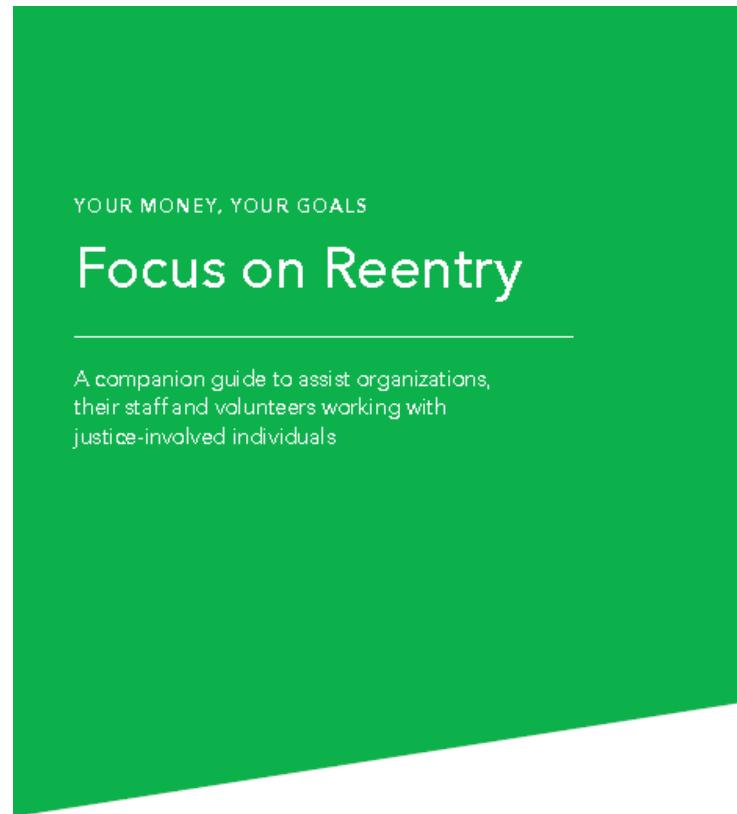
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December 2016

Companion guides to the toolkit



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Training on *Your Money, Your Goals*

Your Money, Your Goals

A Financial Empowerment Toolkit



Su dinero, sus metas

Un conjunto de herramientas de empoderamiento financiero



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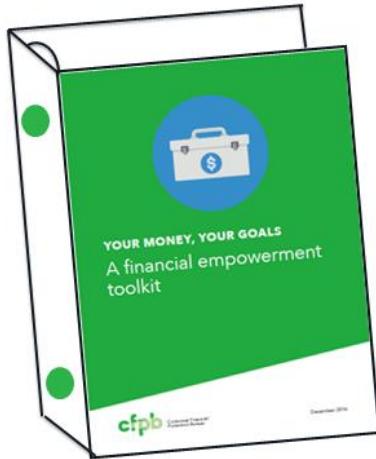
Using Your Money, Your Goals

A GUIDE TO IMPLEMENTING THE TOOLKIT AND TRAINING



May 2017

Your Money, Your Goals toolkit and training



- Gain confidence and knowledge about consumer finance issues
- Identify financial challenges and provide actionable tools to the people you serve



Submitting a complaint

 An official website of the United States Government

Español 中文 Tiếng Việt 한국어 Tagalog Русский العربية Kreyòl Ayisyen (855) 411-2372



Search

 Submit a Complaint

Consumer Tools

Educational Resources

Data & Research

Policy & Compliance

About Us

Having a problem with a financial product or service?

Tell us about your issue—we'll forward it to the company and work to get you a response, generally within 15 days.



Submit a complaint

We've handled over 1 million complaints, helping consumers connect with financial companies to get direct responses about problems with mortgages, student loans, payday loans, debt collection, credit reports, and other financial products and services.

Every complaint we receive gives us insights into problems that people are experiencing in the marketplace and helps us to identify and prioritize problems for potential action. The result: better outcomes for consumers, and a better financial marketplace for everyone.

[Start a new complaint](#)

About us

The CFPB is an independent federal agency built to protect consumers. We write and enforce rules that keep banks and other financial companies operating fairly. We also educate and empower consumers, helping them make more informed choices to achieve their financial goals.

HAVE A QUESTION? PREGUNTAS?

(855) 411-2372

Your Money, Your Goals

Your Money, Your Goals

Your Money, Your Goals is a set of financial empowerment materials for organizations that help people meet their financial goals by increasing their knowledge, skills, and resources.

Whether you're helping people get a job, find a place to live, or deal with a legal problem, money always comes up. You can use these tools to start the conversation.

● Featured video

Behind on bills? Start with one step.

Colorful, compact, and easy to use, *Behind on bills* offers tools that can help you work through issues with people who are having a hard time making ends meet.



About us

The CFPB is an independent federal agency built to protect consumers. We write and enforce rules that keep banks and other financial companies operating fairly. We also educate and empower consumers, helping them make more informed choices to achieve their financial goals.

CONNECT WITH US

Subscribe for email updates on new consumer resources and guides.

Email Address

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Getting Your Money, Your Goals materials

Resources for the people you serve

Your Money, Your Goals materials can be used in many different settings. From legal aids to housing authorities, faith-based groups to universities, if you're working with people to help set goals and solve financial problems, you'll find helpful tools and information here.



Toolkit

The toolkit has information that helps you have the money conversation with the people you serve. Use the tools to help achieve goals and work through challenges.

[Access the toolkit](#)



Issue-focused tools

Use these bright, interactive booklets to easily help people begin to address common financial stressors.

[Discover issue-focused tools](#)

Companion guides

Companion guides have specific information for populations with unique needs.

[See companion guides](#)

Online resources

We've consolidated the websites referenced in the Your Money, Your Goals materials to make them easier to access and share.

[View online resources](#)

Training and implementation

We have everything you need to bring Your Money, Your Goals to your organization. Review our Implementation Guide, watch the trainer videos, adapt the training slides, and you're on your way.

[Get started bringing these tools to your organization](#)

Behind on bills?

- Colorful and engaging
- Small and portable
- Tools focused on tracking income and expense, budgeting, and cash flow
- Order up to 50 copies for free at:
<https://pueblo.gpo.gov/CFPBPublics/CFPBPublics.php?PubID=13263>

Behind on bills?
Start with one step.



Just the tools

Eight tools if you are behind on bills

- **Blue-Green** – can be used to help people build a clear picture of their income and spending
- **Yellow** – can be used to think about goals and identify ways to increase income and other resources and cut expenses
- **Red** – can be used for immediate challenges and needs



Where does all my money come from?

INCOME TRACKER



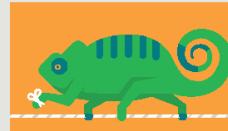
Where does my money go?

SPENDING TRACKER



What are all my bills and when are they due?

BILL CALENDAR



What is one thing I want to change?

GOAL SETTING

8

Tools if you're behind on bills.



How can I get extra money out of my situation?

SHORT-TERM STRATEGIES



How do I make tough choices in tight months?

PRIORITIZING BILLS



How do I respond to a debt collector?

DEALING WITH DEBT COLLECTORS



Who else can I turn to for help?

RESOURCE CARDS



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Tool structure

Unfold...



...refold and turn page

One thing I'm proud of:	One promise to myself:	One thing I'd like to change:	One dream I have for myself:
_____ _____ _____ _____ _____	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____	_____ _____ _____ _____ _____
Who can help me?		Date to complete:	

A step further

Create an action plan. Think about how long it will realistically take to reach your goal. Then, make an action plan and stick to it. Don't forget to list any resources that might help you. For example, you might seek out information, tools and equipment, professional assistance, a loan, or find transportation.

Step 1	
Resources needed:	Date to complete:
Step 2	
Resources needed:	Date to complete:
Step 3	
Resources needed:	Date to complete:

Tool description

Worksheet

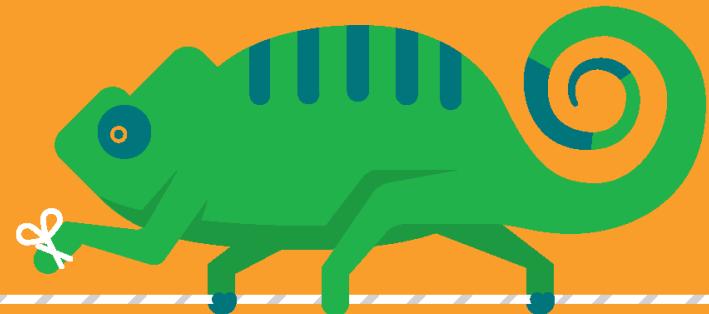
A step further

Goal setting

- **Identify** the things that really matter to you
- **Work** toward a future that includes those things
- **Track** your progress
- **Take pride** in making life better for you and your family

GOAL SETTING

What is one thing I want to change?



This tool will help you:

- **Identify** the things that really matter to you
- **Work** toward a future that includes those things
- **Track** your progress
- **Take pride** in making life better for you and your family

What to do:

1. **Pick a statement** that interests you
2. **Write down** your goal
3. **Share** your goal with someone who will hold you to it



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YOUR MONEY. YOUR GOALS.

Start with one question:
How have you helped someone else reach a goal?

One thing
I'm proud of:

One promise
to myself:

One thing
I'd like to
change:

One dream
I have for
myself:

Who can help me?

Date to complete:

Goal setting

A step further

Create an action plan. Think about how long it will realistically take you to reach your goal. Then, make an action plan and stick to it. Don't forget to list any resources that might help you. For example, you might seek out information, tools and equipment, professional assistance, a loan, or find transportation.

Step 1

Resources needed:

Date to complete:

Step 2

Resources needed:

Date to complete:

Step 3

Resources needed:

Date to complete:



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Resource cards

- Connect to resources and referrals for
 - **Paying** utility bills
 - **Finding** a job or benefits
 - **Dealing** with debt
 - **Getting** a response from banks and debt collectors
 - **Finding** a lawyer
 - **Exploring** health care programs

RESOURCE CARDS

Who else can I turn to for help?



These resources may help you:

- Pay utility bills
- Find a job or benefits
- Deal with debt
- Get a response from banks and debt collectors
- Find a lawyer
- Explore health care programs

What to do:

1. Add any relevant local resources
2. Photocopy and cut into eight referral cards
3. Keep the cards in your wallet or a handy place

Start with one question:
Is there anything else you're concerned about?



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YOUR MONEY. YOUR GOALS.



Need help with housing or paying utility bills?

- _____
- _____
- Call the FCC to see if you qualify for a "Lifeline" phone rate: [888.225.5322](tel:888.225.5322)
- To find out about public housing and eligibility, call HUD's Housing Counseling Office: [800.569.4287](tel:800.569.4287)



Need help finding a job?

- _____
- _____
- _____
- Search for a job: usa.gov/find-a-job
- Call the American Job Centers to find out what's required for different careers: [877.872.5627](tel:877.872.5627)



Need help dealing with debt?

- _____
- _____
- For debt management, call the National Foundation for Credit Counseling (NFCC): [800.388.2227](tel:800.388.2227)
- To find out more about student debt, visit: cfpb.gov/paying-for-college



Need help finding a lawyer?

- _____
- _____
- For legal resources listed state by state, visit: lawhelp.org
- To find out if you're eligible for assistance from a Legal Services program funded by the Legal Services Corporation, visit: lsc.gov/what-legal-aid/find-legal-aid



Need help getting a bank or debt collector to respond?

- _____
- _____
- Submit a complaint with the CFPB: cfpb.gov/complaint
- Contact your state attorney general's office: naag.org/naag/attorneys-general/whos-my-ag.php



Need help with benefits?

- _____
- _____
- To find out which benefits you may qualify for, visit: benefits.gov
- To check your Social Security status, visit: ssa.gov



Need help with health care bills?

- _____
- _____
- To enroll in health insurance, visit: healthcare.gov
- To find out about your state's Medicaid and CHIP programs, visit: medicaid.gov
- To get local help with Medicare and SHIP programs, visit: shiptacenter.org



Need help with...?

- _____
- _____
- _____
- Have money questions? Visit "Ask CFPB": cfpb.gov/askcfpb

Resource cards

A step further

Make sure you get unbiased information. It's important to get accurate, up-to-date information. Unbiased individuals and organizations 1) do not try to sell you products and services, 2) do not ask for payment up front, 3) are able to show you the impact any actions you take may have on your financial situation.

Key questions for additional resources:

Y N

- | | | | | | |
|--|--------------------------|--------------------------|---|--------------------------|--------------------------|
| 1. Does this individual or organization earn revenue by selling financial products or services? | <input type="checkbox"/> | <input type="checkbox"/> | 4. Can it provide references? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Does it require cash up-front? | <input type="checkbox"/> | <input type="checkbox"/> | 5. Will it provide unbiased information and not try to sell you financial products or services? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Has the state Attorney General's Office or Better Business Bureau, or another entity taken action against it? | <input type="checkbox"/> | <input type="checkbox"/> | 6. Do you know anyone personally whom it has helped? | <input type="checkbox"/> | <input type="checkbox"/> |

If the answer to 1, 2, or 3 is "yes," consider finding a different source of information.

If the answer to 4, 5, or 6 is "no," consider a different place to seek information.



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Prioritizing bills

- **Understand what might happen** if you fall behind on your obligations
- **Assess the tradeoffs** in your situation
- **Make a plan to pay** this month's most important bills

PRIORITIZING BILLS

How do I make tough choices in tight months?



This tool will help you:

- **Understand what might happen** if you fall behind on your obligations
- **Assess the tradeoffs** in your situation
- **Make a plan to pay** this month's most important bills

What you'll need:

- Bill statements and overdue notices
- Any letters from creditors that threaten possible eviction, repossession, default, or discontinuation of service



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Start with one question:
How do you decide which bill to pay first?

Weigh the **risk** of not paying certain bills right now.



Things I need to keep or get a job

- Transportation to get to work—car payment, gas and insurance, or bus fare
- Tools or uniform for work
- Childcare
- _____
- _____
- _____



Things I need to stay housed and keep utilities connected

- Rent or mortgage, property taxes if I own my home
- Utilities—gas, electric, water, sewer
- _____
- _____

Tip: The costs of losing a place to live add up fast, and late payments on your mortgage or an eviction can make it harder to find a new place if you need one.



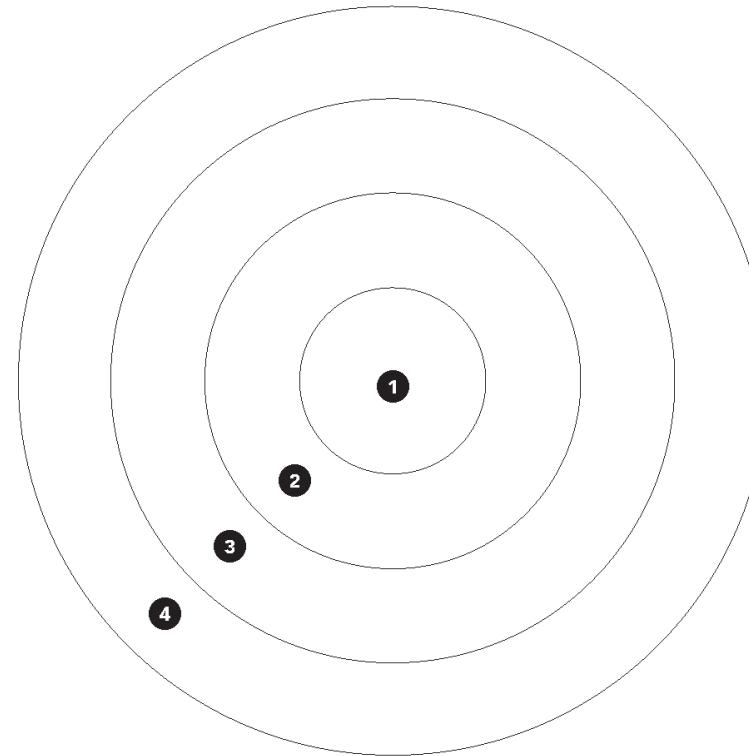
Insurance I need to pay for

- Car insurance—is required in most states
- Health insurance
- Home or renters' insurance
- _____
- _____



Obligations I need to pay

- Court-ordered obligations such as child support or fines
- Other loans and credit cards
- _____
- _____



Now **prioritize** your bills.

Ultimately, you're responsible for all your bills. If you can't pay them all at once, think about the order you pay them in.

Prioritizing bills

A step further:

If you have to miss a payment, try calling your creditors to tell them why. You may be able to make short-term arrangements. For example, if you are in good standing with your creditors, they may be willing to forgive the occasional fee.

If you find you're often late with a particular bill, negotiate a new due date to better line it up with the dates you receive income or benefits.

Timing matters. The consequences for paying bills late can vary depending on how late you are. For example, utility and credit card payments received within 30 days of their due dates typically don't affect your credit report. After 60 days, however, your credit card company may choose to raise the interest rate on your balances, which can make it take longer to pay off what you owe.

One strategy is to rotate the bills you pay each month. While not ideal, this can prevent you from losing your car or house, having a utility shut off, or getting into serious default on a loan.

Additional resources:

You may also wish to contact a certified housing or a credit counselor to help you build a plan to pay your debts.

HUD Office of Housing Counseling: 800.569.4287

National Foundation for Credit Counseling: 800.388.2227



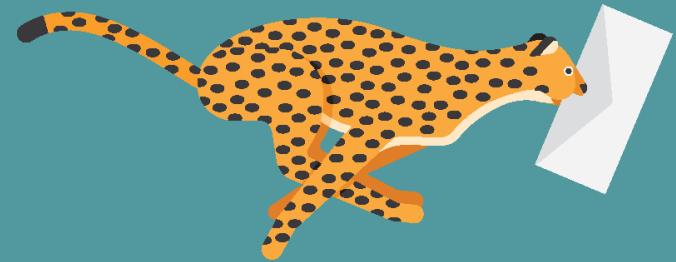
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Bill calendar

- **Get a total picture** of your monthly bills
- **Identify the weeks** when you have the most money due
- **Plan how to pay your bills** on time and avoid late fees
- **Remember** when your bills are coming up

BILL CALENDAR

What are all my bills and when are they due?



This tool will help you:

- **Get a total picture** of your monthly bills
- **Identify the weeks** when you have the most money due
- **Plan how to pay your bills** on time and avoid late fees
- **Remember** when your bills are coming up

What you'll need:

- All your bill statements from a single month
- Statements of any bills that are online

Some examples of bills: utilities, rent or mortgage, phone, memberships, cable, credit cards, car payments, student loans, child support, insurance



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YOUR MONEY. YOUR GOALS.

Start with one question:

When you pay your bills on time, how do you feel?

Use this **bill calendar** to see all your bills and when they're due.

- 1 Label the calendar with the dates of the month you want to plan for.
 - 2 Make a list of all your bills.
 - 3 For each bill, mark the **payment date**: 7 days before the due date for mail, 2 days before the due date for online.
 - 4 Enter when you receive income into the calendar.

Month of _____

Bills:

Bill calendar

A step further:

- **Balancing act.** Enter your weekly income into the calendar to compare with your weekly bill totals.
- **Other expenses.** Don't forget things like birthday, holiday, and school expenses, or bills that are due every few months or once a year.
- **Top of mind.** You can use this calendar as a daily reminder—just pin it up where you'll see it!

One thing I'm going to try next month:



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Dealing with debt collectors

- **Take action to verify** whether the claim is valid
- **Know how to dispute** the claim if you do not owe the debt
- **Know what to do next** if you do own the debt

DEALING WITH DEBT COLLECTORS

How do I respond to a debt collector?



This tool will help you:

- **Take actions to verify** whether the claim is valid
- **Know how to dispute** the claim if you do not owe the debt
- **Know what to do next** if you do owe the debt

Know your rights:

A debt collector *cannot*:

- Call repeatedly to harass or abuse you
- Use obscene language
- Threaten you to take actions they can't or don't really plan to take
- Publish your name for not paying a debt
- Lie to you

If debt collectors harass you, they may be violating the law.

Start with one question:

Are debt collectors contacting you?

Need to submit a complaint?

cfpb.gov/complaint



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If a debt collector contacts you, don't ignore it!



Be sure.

Make sure you recognize the debt. Does this debt collector have the right to collect it?

Be cautious. Don't give the debt collector sensitive info like your full Social Security or bank account numbers. No matter what they say, you don't have to give it to them.

Keep records. Save everything debt collectors send you and the original copies of anything you send them. Write down dates, times, and notes for every call. These will help if you have a dispute or go to court.

Reply to court documents. If you don't respond, the court will usually assume you agree with what the creditor says, and issue a money judgment against you. You may want an attorney to advise or represent you at the hearing.



Ask questions.

Ask for information. If you're not sure about the debt or the amount, send a letter (or use the form to the right) asking for:

- the collector's name and address
- the original creditor's name and address
- the account number and amount owed
- documentation proving you're required to pay
- a copy of the last bill

Find out if the statute of limitations on the debt expired (when the collector can no longer sue you for the debt).

Dates to ask for:

- when the account became delinquent
- when the collector obtained the debt and what the amount was then



Resolve.

If the claim is legitimate, don't despair! At least now you know what you're dealing with. You still have options:

- Try to settle with the debt collector for a smaller amount that will fully resolve the account. (You can do this yourself by contacting the collector.)
- OR, negotiate a payment plan that will give you more time to pay down your debt.
- OR, pay the debt in full and move on.

If the claim is not legitimate, don't delay!

Send the debt collector a letter (or use the form to the right) disputing the claim immediately. You may lose your ability to dispute the claim if you wait until after a court issues judgment.

I want to dispute this debt because:

- This is not my debt.
- The amount is wrong.
- I do not think that you are the right person to pay.
- I already paid this debt in full or settled it.
- Other: _____

My name is _____
My address is _____
Check all that apply:
I am writing about _____
account number _____
I want to ask: _____

Send me the dates the debt was incurred, and the name and address of the original creditor.

Dealing with debt collectors

Resources:

- Ask CFPB
- Sample letters to debt collectors
- Submit a complaint
- Debt counseling
- Finding a lawyer

Additional resources

Have more questions about debt collection?

Visit Ask CFPB: cfpb.gov/askcfpb

Sample letters to debt collectors can be found on the CFPB's website: cfpb.gov/askcfpb/1695/

Having an issue with debt collection? Submit a complaint with the CFPB: help.cfpb.gov/app/debtcollection/ask#current

Need debt counseling? To find a certified nonprofit credit counselor, call National Foundation for Credit Counseling: 800.388.2227

If a debt collector sues, be sure to keep records and respond to any court documents. If you can't go to court on the scheduled date, you may want to find an attorney to help you ask for a different date.

Need help finding a lawyer?

lawhelp.org and
lsc.gov/what-legal-aid/find-legal-aid

This guide references third-party resources or content that consumers may find helpful. The inclusion of links or references to third-party sites does not necessarily reflect the Bureau's endorsement of the third-party, the views expressed on the outside site, or products or services offered on the outside site. The Bureau has not vetted these third-parties, their content, or any products or services they may offer. There may be other possible entities or resources that are not listed that may also serve your needs.



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Short-term strategies

- **Earn more** by taking on work or charging for services
- **Get money quickly** by selling stuff or expanding your benefits
- **Spend better** by developing habits that save you money
- **Cut costs** by avoiding fees or canceling memberships

SHORT-TERM STRATEGIES

How can I get extra money out of my situation?



This tool will help you:

- **Earn more** by taking on work or charging for services
- **Get money quickly** by selling stuff or expanding your benefits
- **Spend better** by developing habits that save you money
- **Cut costs** by avoiding fees or canceling memberships

Think about this:

If you run out of money before the end of the month, think about ways you can increase income and decrease spending. This tool has prompts that can put you on the path toward more money in and less money out. Share options you've identified with others in your household and build your plan together.



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Start with one question:

What's something that people say you're good at?

Think about some ways to bring in more money.

Skills I have  <hr/> <hr/> <hr/> <p>What do people count on you for? Cooking, crafts, yard work, a second language, babysitting?</p>	Other options I have  <hr/> <hr/> <hr/>	Fees I can avoid  <hr/> <hr/> <hr/> <p>Do you pay fees to access your money—for example, from ATMs or check-cashing services? Can you open a no-fee bank account?</p>	Utilities I can reduce  <hr/> <hr/> <hr/> <p>Can you unplug appliances when not using them? Can you set your thermostat lower during winter and higher during summer?</p>
Programs I can consider  <hr/> <hr/> <hr/> <p>Do you qualify for public housing or benefits (TANF, SNAP, Medicaid, LIHEAP)?</p>	<ul style="list-style-type: none">▪ Can you run errands for someone, give people rides, or sell produce from your garden?▪ Can you sell stuff you no longer need (old equipment, extra clothes) at a yard sale or online?	Plans I can change  <hr/> <hr/> <hr/> <p>Do you qualify for a “Lifeline” phone rate? Do you have memberships you’re not using (magazine subscriptions, movie-streaming services, gym)?</p>	Habits I can change  <hr/> <hr/> <hr/> <p>What would you consider changing to save money? Cooking at home vs. eating out, buying second-hand vs. buying new?</p>

Short-term strategies

A step further

Create an action plan. Think about how long it will realistically take you to reach your goal. Then, make an action plan and stick to it. Don't forget to list any resources that might help you. For example, you might seek out information, tools and equipment, professional assistance, a loan, or find transportation.

Step 1

Resources needed:	Date to complete:
-------------------	-------------------

Step 2

Resources needed:	Date to complete:
-------------------	-------------------

Step 3

Resources needed:	Date to complete:
-------------------	-------------------



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Income tracker

- **Get a total picture** of your income and financial resources
- **Remember** when all your funds are coming in
- **Think about how to plan** your expenses to avoid gaps in your ability to pay

INCOME TRACKER

Where does all my money come from?



This tool will help you:

- **Get a total picture** of your income and financial resources
- **Remember** when all your funds are coming in
- **Think about how to plan** your expenses to avoid gaps in your ability to pay

What you'll need:

- All your pay stubs and benefits statements, and records of electronic payments from the month

Some examples of income: any jobs, self-employment, seasonal work (shoveling, harvesting)

Some examples of government program benefits: Disability insurance (SSI, SSDI), Social Security, TANF, SNAP

Other types of income: Child support, gifts, tax refunds, help from family or friends

Start with one question:

How many sources of income do you have?

Use this **income tracker** to plan the best times to save and to spend.

Month of _____

- 1 Write in the names of any income and benefits that apply to you.
- 2 Fill out the table with the amounts you receive each week.
- 3 Total up each week's income.
- 4 Circle the payments that come at a predictable time and amount. This will show you the income you can count on each month.

	Week 1	Week 2	Week 3	Week 4	Week 5
 Primary job:					
 Government program:					
 Disability benefits:					
 Financial support:					
 Additional:					
 Additional:					
 Additional:					

Weekly totals:

--	--	--	--	--

Total income for this month:

--

Income tracker

A step further

Is your income more or less than you thought it was?

Does this feel like a typical month for you?

Does seeing your income week by week change how you think about your spending?

Wondering about the difference between net and gross income?

Gross income is what you earn before taxes or other deductions are taken from your pay. **Net income** is your gross income minus taxes and other deductions.

Additional resources

You may qualify for additional benefits. Check here:
benefits.gov



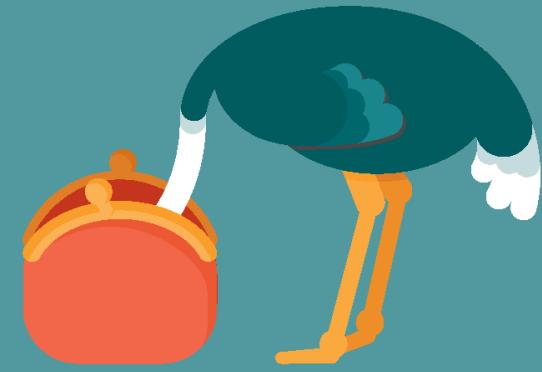
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Spending tracker

- **Track your spending** for a month
- **Analyze your spending** by category
- **Identify areas** you might cut back on
- **Set a goal** to keep you on track

SPENDING TRACKER

Where does my money go?



This tool will help you:

- **Track your spending** for a month
- **Analyze your spending** by category
- **Identify areas** you might cut back on
- **Set a goal** to keep you on track

What you'll need:

- All your receipts and bill statements from the month
- Any online records of your spending
- An envelope to keep your receipts in

TIP: There are free apps available to help you track your spending



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YOUR MONEY, YOUR GOALS

Start with one question:

How much do you think you spent last month?

Use this **spending tracker** to consider what is important to you.

- 1 Get an envelope to collect your receipts.
- 2 Use the table to sort your spending into the categories below. Don't forget about bills you share with others.
- 3 At month's end, total up each category.

This month's spending:



1												
2												
3												
4												
5												

Category totals:

--	--	--	--	--	--	--	--	--	--	--	--	--

Total spending for this month:

--

Spending tracker

A step further

Are you spending money on items you don't need?

Needs are things you can't live without, like shelter, utilities, food, clothing, and transportation. Needs may also include obligations: things you have to pay, like debt, child support, alimony, and student loans. Wants, however, are things you can choose to live without.

Needs	Wants

One want I will cut back on
next week:



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Thank you!

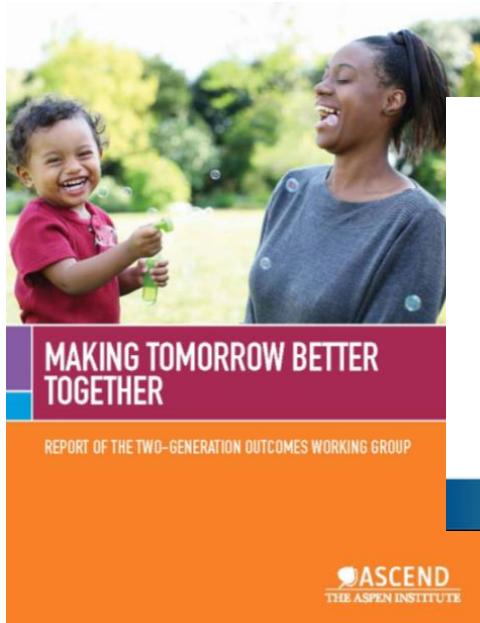
<https://www.consumerfinance.gov/your-money-your-goals/>

YourMoneyYourGoals@cfpb.gov



RESOURCES

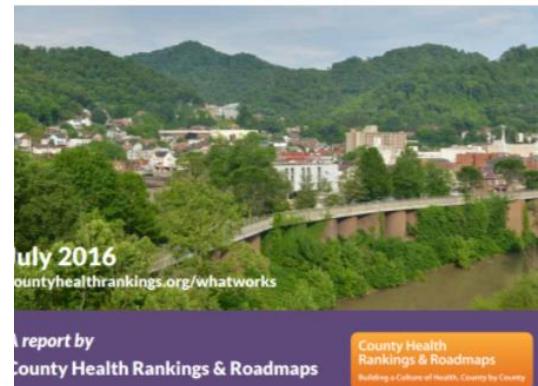
Blog: <https://lcrcweb.com/>



Financial Empowerment for Families



WHAT WORKS? | Strategies to Improve Rural Health



CSBG T/TA Resource Center: www.csbgta.org

EVALUATIONS

The Partnership Wants Your Feedback!



Please be sure to **complete** the evaluation for this session **online**, via the **CAPCON17 Event App**.

Thanks in Advance for your Cooperation!