

Enhancing Self-Sufficiency with Financial Empowerment: Using CFPB's *Your Money, Your Goals* toolkit with Refugees

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Consumer Financial Protection Bureau

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ICF International



Webinar Format & Guidance

- Live Meeting webinar format
- Use the chat and polling functions to experience some interactive group exercises
- Directions for what to do with technical difficulties
 - Please clear cookies from your browser
 - If you are having trouble, please call Dorothy at 202-841-8094

Learning Objectives

- Get an introduction to the Consumer Financial Protection Bureau (CFPB) and available resources.
- Get an introduction to the Your Money, Your Goals, a financial empowerment toolkit for social services.
- Make a case for adopting the Your Money, Your Goals toolkit in organizations and programs serving refugees
- Experience training on selected modules and tools that include:
 - Managing income and benefits
 - Saving for the unexpected, emergencies, goals
 - Paying bills and other expenses
 - Managing cash flow using a sample Somali family in Phoenix, AZ

Opening Activity: Money and Me. Dealing with Differences

1. List all of the words, phrases, sayings, songs, or other associations **you** have with the word **money**.
2. List differences in how refugee families you work with deal with **money**.

Money and me: Opening activity

money

any generally accepted medium
of exchange

Money: What does it mean?

- Where do our associations about money come from?
- How do these associations reflect our attitudes and feelings about money?
- How are our attitudes and feelings related to our behaviors and actions?
- What does this mean when we are working with clients?

Introduction to the CFPB



Consumer Financial
Protection Bureau

- Consumer Financial Protection Bureau
- The CFPB's mission is to make markets for consumer financial products and services work for Americans.

Introduction to the CFPB

- Education
- Enforcement
- Study

Consumer education and engagement

- Consumer Engagement
- Financial Education
- Financial Empowerment
- Older Americans
- Service member Affairs
- Students

Financial empowerment

What is financial empowerment?

How is it different than financial education, financial literacy, financial capacity, or other commonly used terms?



Case manager and social service professional

- **Case manager = Anyone who works directly with people with low or moderate income in a wide range of organizations and on a broad range of issues**
- Generally do one or more of the following with clients:
 - Conduct needs assessments.
 - Develop action plans with clients.
 - Provide education, information, resources, and referrals needed to implement action plans.
 - Monitor progress.
 - Evaluate results.

CFPB, financial empowerment, and case managers



Your Money, Your Goals Milestones

- Field Test (Fall 2013).
 - 1,400 case managers trained in 21 states
 - Six months later, case manager respondents were discussing finances with clients (84 percent), using YMYG with clients (72 percent), and referring clients (69 percent)
 - Feedback informed toolkit revision
- National Publication of Revised YMYG (Summer 2014)
- National Rollout with Ten National Partners (July 2014-May, 2015)

National Rollout Partners (July, 2014 and January, 2015)

- ❑ The Community Action Partnership
- ❑ USDA Cooperative Extension
- ❑ Catholic Charities USA
- ❑ Los Angeles County
- ❑ National Association Community Health Centers-Health Corps (AmeriCorps Volunteers)
- ❑ U.S. Department of Health and Human Services' Administration for Children and Families' (ACF) Office of Regional Operations
- ❑ Minnesota Financial Literacy Interagency Work Group
- ❑ Sault Saint Marie Tribe of Chippewa Indians
- ❑ District of Columbia's Department of Human Services
- ❑ United Way Worldwide



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HOME > ASK CFPB

ask cfpb

example: how do I lower my interest rate



Money transfers

money transfers remittances overseas

remittance transfers international

wire money send money abroad ACH

Automated Clearing House (ACH)

Automated Clearing House network



Mortgages

housing counseling lender

reverse mortgage servicer

housing counselor GFE

Good Faith Estimate foreclosure

insurance broker

Other categories

Student loans Auto loans

Bank accounts and services

Credit reports and scores Prepaid cards

Credit cards Debt collection

Payday loans Money basics



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Submit a complaint

Have an issue with a financial product or service? We'll forward your complaint to the company and work to get a response from them.

CHECK YOUR COMPLAINT STATUS

 [Check status](#)

[First login?](#)

Para presentar una queja en español, llamar al **(855) 411-2372**

Choose a product or service to get started

If you don't want to submit a complaint, you can [tell your story](#).

LOANS



[Mortgage](#)



[Student loan](#)



[Vehicle loan or lease](#)

Available Languages

- For help in over 180 languages, please contact the CFPB at (855) 411-2372.



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中文 Chinese

消費者金融保護局（Consumer Financial Protection Bureau, 簡稱為CFPB）是一個新成立的聯邦政府機構，旨在使金融產品及服務為大家服務——不論是買房子、選擇信用卡、向國外的家人寄錢、或是以其他各種方式使用消費者金融產品。

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[HOME](#) > REMITTANCE TRANSFER RULE (SUBPART B OF REGULATION E)

Remittance Transfer Rule (subpart B of Regulation E)



We amended Regulation E, which implements the Electronic Fund Transfer Act and the official interpretation to the regulation. The amendments are effective as of October 28, 2013, as subpart B of Regulation E. The amendments provide new protections, including disclosure requirements, and error resolution and cancellation rights, to consumers who send remittance transfers to other consumers or businesses in a foreign country. The amendments implement statutory requirements set forth in the Dodd-Frank Act.

The rule is below. This page also contains resources to help you understand the rule and its implications, as well as links to our consumer education resources.

CONTENTS

1. [The rule](#)
 - a. [Effective date](#)
 - b. [The documents issuing the rule](#)
2. [Related proposals](#)
3. [Safe harbor countries list](#)
4. [Resources to help you comply](#)
5. [Model forms](#)
6. [Summary of the rule](#)
7. [Consumer education materials](#)

The rule

The rule created subpart B of Regulation E. This link is to our eRegs tool which contains

Email updates

[SIGN UP](#)

AT A GLANCE

Status	Final Rule
Issued	January 20, 2012
Published	February 07, 2012
Amended	July 10, 2012 August 20, 2012 January 29, 2013 May 22, 2013 August 14, 2013 August 22, 2014
Effective Date	October 28, 2013
Docket nos.	CFPB-2011-0009 CFPB-2012-0050



Contact us (855) 411-2372

HOME > SENDING MONEY TO ANOTHER COUNTRY

Sending money to another country



Did you send money to family, friends, or others in another country? Are you planning on sending money abroad?

We are the CFPB, a new federal government agency, protecting consumers and ensuring that financial products and services work for everyone in the U.S. – including when you send money to another country. We want you to have the information you need to make the best financial decision for you and your family.

If you think you may have an issue, contact the CFPB:
(855) 411-2372 and press 1.

Get help in more languages

- [English](#)
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YOUR RIGHTS

When you're sending money to another country, in most cases you have new federal rights to protect you, including your right to:

- Have the money delivered to the correct person or business.
- Before you pay, and after the transfer is sent, receive information about:
 - exchange rate (if any)
 - certain fees
 - taxes
 - amount to be received
- Cancel a transfer, generally within 30 minutes after it is sent, at no cost.
- Report a problem to the company within 180 days and have it investigated. The company has to look into the problem within 90 days and report an outcome to you.
 - In some cases, you may get a refund or have the transfer sent again.
- Contact the CFPB if you have a problem when sending money.

Common issues reported to CFPB

BEFORE AND AFTER

These are examples of the information that most providers are required to give to you before and after you send money.

Transfer Amount:	\$100.00
Transfer Fees:	+\$7.00
Transfer Taxes:	+\$3.00
TOTAL:	\$110.00

Exchange Rate: US \$1.00 = 12.27 MXN

Transfer Amount:	1,227.00 MXN
Other Fees:	-30.00 MXN
TOTAL TO RECIPIENT:	1,197.00 MXN

Recipient may receive less due to fees charged by the recipient's bank and foreign taxes.

Before you pay

Before sending money, you will see:

- Your out-of-pocket amount.
- The exchange rate, if any.
- Total to Recipient (i.e., amount expected to arrive).

After you pay

After sending money, you will see:

- When the money will be available
- What to do in case of an error
- How to submit a complaint
- Exchange rate, if any
- Total to recipient (i.e., amount expected to arrive)
- Instructions on your right to cancel transfers
- How to submit a complaint, including information to contact the CFPB and, in some cases, a state regulator

Date Available:	October 28, 2013
Transfer Amount:	\$100.00
Transfer Fees:	+\$7.00
Transfer Taxes:	+\$3.00
TOTAL:	\$110.00

Exchange Rate: US \$1.00 = 12.27 MXN

Transfer Amount:	1,227.00 MXN
Other Fees:	-30.00 MXN
TOTAL TO RECIPIENT:	1,197.00 MXN

Recipient may receive less due to fees charged by the recipient's bank and foreign taxes.

You have a right to dispute errors in your transaction. If you think there is an error, contact us within 180 days at 800-123-

CFPB Remittances Rule: Education Initiative

- Earned media
 - Spanish language press
 - Spanish language TV
 - Spanish language radio
- Owned media – consumerfinance.gov and social media assets
- Organizational marketing – working with other “trusted” organizations to help us spread the word.
 - Organization networks can penetrate to the grassroots level

- Paid media:



CFPB Remittances Rule: Education Initiative

Send money abroad
with more confidence.



Costs of international money
transfers are now easier to see.



When you send money to family, friends or others outside of the United States, do you know how much they'll actually receive? Now it's possible to know more *before* you send.

New protections apply when you send money abroad.

Before you pay—you will learn more about:

- The exchange rate
- The fees and taxes you'll pay
- The amount that will be received

You will also receive information about:

- When the money will be available at its destination
- Your right to cancel the transfer
- How to get help if errors are made
- How to submit a complaint

Many money transfer providers must provide this new information, but not all. Other protections also may be available to you, depending on how you send the money and the laws in your state.

To learn more, call the Consumer Financial Protection Bureau at **855-411-CFPB (2372)** or visit consumerfinance.gov.

更放心地汇款到国外



现在能更容易地看到国际
汇款的费用



您给美国境外的亲友或其他人汇款时知道他们实际上会收到多少钱吗？现在您可以在汇款之前了解到更多

您向海外汇款可以有新的保障。

在汇款前——关于下列事项您会了解得更多：

- 汇率
- 您要付的费用和税金
- 会收到的金额

您还会得到关于以下的信息：

- 钱在目的地何时可使用
- 您取消汇款的权利
- 发生错误时如何取得帮助
- 如何提交投诉

很多、但不是所有的提供汇款的服务商必需提供这些新的信息。视您的汇款方式和所在州的法律而定您可能获得其他的保障

欲知详情，请拨打 **855-411-CFPB (2372)** 给消费者金融保护局。

CFPB Remittances Rule: Education Initiative

Send money abroad
with more confidence.



Do you send money to family, friends or others outside the United States? Now it's easier to get clear information about costs and exchange rates before you pay, and get answers if something goes wrong.

To learn more, call 855-411-CFPB (2372) or go to consumerfinance.gov/askcfpb.



Envíe dinero al exterior
con más confianza.



¿Envía dinero a familiares, amigos u otras personas fuera de Estados Unidos? Ahora es más fácil obtener información clara acerca de los costos y el tipo de cambio antes de pagar y obtener respuestas si algo sale mal.

Para obtener más información, llame al 855-411-CFPB (2372) o visite consumerfinance.gov/es.



CFPB Proposed Language Access Plan

Your input can help us improve how we:

- Explain consumer protections
- Provide access to our complaint system
- Communicate during supervision and enforcement actions
- Distribute consumer guides and tools
- Use online communities and social media
- Reach out through community organizations

HOME > LANGUAGES

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我們監管銀行、信用合作社和其他的金融公司，並且執行金融法律使您免受不公正、有欺騙性的、濫用的行為所害。

您有遇到金融產品或服務方面的問題嗎？我們希望能聽到您的意見。

一位會說中文的人可以接聽您的來電。我們會把您的投訴轉交給有關的公司，並幫您從他們那裡拿到答復。您可以提出關於信用卡、房屋貸款、預付卡、寄錢到國外、信用報告、銀行帳戶或服務、討債、發薪日貸款、學生貸款、汽車貸款、或其他消費貸款的投訴。請打電話給CFPB電話號碼是 (855) 411-2372 然後按 3。

需要任何這些方面的相關資訊嗎？

- [寄錢方面的資訊](#)

Goal and purpose of *Your Money, Your Goals*

Goal

Improve client outcomes by making it easier for case managers to help clients become more financially empowered

Purpose

Provide case managers with information, skills, and tools that can build their own financial empowerment as well as their clients'. It is designed to be used by case managers that work with many different clients within a wide variety of agencies and programs.

The Toolkit is an open source document. This means that you can take any of the tools, in part or in entirety, and change them to meet the real experience of refugee families.

Your Money, Your Goals at consumerfinance.gov

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

An official website of the United States Government

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[HOME](#) > YOUR MONEY, YOUR GOALS

  

Your Money, Your Goals

GET THE TOOLKIT

Your Money, Your Goals is a toolkit that social services organizations can use to help their clients set goals, choose financial products and build skills in managing money, credit, and debt.
([English](#) | [Spanish](#))

GET THE TRAINING

Use these to prepare to train case managers:

- [Implementation guide](#)
- [Train the trainer videos](#)
- Training in English ([PPT](#) | [PDF](#))
- Training in Spanish ([PPT](#) | [PDF](#))
- [Creating a referral guide](#)

FOLLOW-UP RESOURCES

Sample surveys trainers can use:

- [Pre-training](#)
- [Post-training](#)
- [Follow-up](#)

 Consumer Financial Protection Bureau

Organization of *Your Money, Your Goals*

- **Introductory modules**

- Module 1: Introduction to the toolkit
- Module 2: Assessing the situation
- Module 3: Starting the conversation
- Module 4: Emotional & cultural influences on financial decisions
- Module 5: Using the toolkit

Organization of *Your Money, Your Goals*

■ **Content modules**

- Module 6: Setting goals
- Module 7: Saving for the unexpected, emergencies, & goals
- Module 8: Managing income & benefits
- Module 9: Paying bills & other expenses
- Module 10: Managing cash flow
- Module 11: Dealing with debt
- Module 12: Improving credit reports & scores
- Module 13 Evaluating financial service providers, products, & services
- Module 14: Protecting consumers rights

Group Exercise: Scavenger Hunt.

Use the Your Money, Your Goals toolkit or the two page summary of modules and tools to find the answers to questions below.

Where would you start if your client...

1. Felt overwhelmed by debt?
2. Felt like she couldn't make ends meet?
3. Has used high-cost credit products in the past and wants to avoid these in the future?
4. Wants to make changes but does not have clear goals?
5. Has many financial issues, and you don't know where to start?

Why Adopt & Integrate Your Money, Your Goals?

- Provides benefit to frontline staff and helps achieve program, self sufficiency outcomes
 - Increases knowledge, confidence, tools
- Provides benefit to refugees
 - Easy to use tools on money topics
- Toolkit and training materials are free
 - www.consumerfinance.gov/your-money-your-tools

What Does Implementation Look Like?

- Flexible
- Toolkit is not a curriculum.
 - Not meant for modules to be used in order.
 - Use tools as needed
 - Complement to Picture This! and other resources.
- Incorporate information and tools into interactions with clients.
- Strategies for overcoming language barriers.

Poll Survey Questions

1. Does your organization routinely address the following topics with refugees?

- Saving, cash flow, paying bills, banking, protecting identity, debt, credit

2. Which financial topics are most critical for refugees during their initial period of resettlement?

- Saving, cash flow, public benefits, paying bills, banking, consumer protection, credit, debt

3. Which financial topics are most critical for refugees after getting a first job?

- Saving, cash flow, banking, consumer protection, taxes, credit, debt, options for getting paid

Your Money, Your Goals Training

Selected Modules and Tools that will benefit staff and refugee clients.

- **Managing Income and Benefits (Module 8, p.87)**
- **Saving for the unexpected, emergencies, goals (Module 7, p.61)**
- **Paying bills and other expenses (Module 9, p.107)**
- **Managing cash flow (Module 10, p.133)**

Your Money, Your Goals

Module 8: Managing income and benefits

Income, benefits and wage garnishments

Income

- Regular income
- Irregular income
- Seasonal
- One-time occurrence

Benefits

Wage garnishments

Earned Income Tax Credit

Maximum tax credit (for 2013)

- \$6,044 with three or more qualifying children
- \$5,372 with two qualifying children
- \$3,250 with one qualifying child
- \$487 with no qualifying children

All information regarding tax credits from the Internal Revenue Service at www.irs.gov.

Tool 1: Income tracker

	Week 1	Week 2	Week 3	Week 4	Total	Regular	Irregular	Seasonal	One-time
Job									
Second job									
Self-employment income									
SNAP									
TANF									
SSI									
Child support									
Gift									
Tax refund									
Weekly total									

Module 7: Saving

- What is savings?
- **Savings is money you set aside today from your income for use in the future**
- What are examples of unexpected expenses or emergencies?

Emergency fund

- **Emergency fund or a rainy day fund = an important part of your savings plan.**
- Having your own money set aside to cover unexpected expenses can **save you money**, because you won't pay interest, fees, or other costs that come from borrowing the money you need.
- **Group Exercise:** Use the chat function to list as many emergency costs you can think of for under \$500.00
 - Finding a safe place to put savings is addressed in Module 7, Tool 3 Finding a safe place for savings, p. 79
 - Module 7, Tool 1 Savings Plan, p. 71 provides a worksheet to use for short term and long term savings.

Cost to replace spark plugs on your car = \$350

	Emergency savings	Credit card	Payday loan
Amount to cover expense	\$350	\$350	\$350
APR		21.99% annual percentage rate (APR)	\$15 for every \$100 borrowed for 14 days. This means a 391% annual percentage rate (APR).
Payment		Must pay at least a certain amount each month. (For the purposes of the example, the individual is choosing a fixed monthly payment of \$50.)	Must pay back loan amount (\$350) plus fee (\$52.50) within 14 days. If entire loan cannot be paid within 14 days, it can be rolled over (or extended) for another 14 days for an additional fee of (\$52.50).
Total cost and time to repay	\$0	You would pay \$28.11 in interest in addition to the principal borrowed. It will take just over eight months to pay back the full amount.	The total cost depends on how long it takes you to save up to pay back the entire loan. If you renew or roll over this loan seven times, you would be in debt for 14 additional weeks and could pay up to \$367.50 in fees.

Your Money, Your Goals

Module 9: Paying bills and other expenses

Paying Bills

- Cash
- Money orders
- Checks
- Credit cards
- Automatic debit
- Online bill payment

Module 9: Paying bills and other expenses

Spending

- Money you use to pay for a wide range of basic needs, your financial obligations, and other things you may want.

Needs, wants, and obligations

- Needs are things you must have to live.
- Wants are things you can survive without.
- Obligations are things you must pay because you owe someone money (a car loan) or have been ordered to pay someone (child support).

Group Exercise: Need, Want, or Obligation?

- Cell phone including data plan
- Paper towels
- Bottled water
- Pet food
- Credit card payment
- Home-based Internet connection
- Baby formula
- Cigarettes

Module 9-Paying Bills and Other Expenses

What options and methods do we have for paying bills?

- Group Exercise, *Needs, Wants, Obligations*
- Review of Tool 1, Spending tracker
- Review of Tool 2, Bill calendar
- Review of Tool 4, When cash is short

Tool 1: Spending tracker

Transportation	Gas, car payment, insurance payment, repairs
Health care	Co-payments, medication, eye care, dental care
Personal care	Haircuts, hygiene items, dry cleaning, pet costs
Childcare and school expenses	Child care costs, diapers, school supplies, school materials fees, field trip and other activity fees
Entertainment	Going to the movies, going to concerts, sports equipment/fees, sporting events, lottery tickets, memberships, alcohol, books/CDs, subscriptions
Court-ordered obligations	Child Support, restitution, etc.
Gifts, donations, and other	Donations to religious organizations or other charities, gifts, other expenses
Transportation	Gas, car payment, insurance payment, repairs
Health care	Co-payments, medication, eye care, dental care

Tool 1: Spending tracker

Savings	Saving for goals, saving for emergencies, saving for children's education, saving for retirement, saving for holiday purchases, saving for back to school shopping
Debt payment	Credit card payments, payday loan payments, pawn loan payments, car title loan payments, and other loan payments
Housing	Rent, mortgage, insurance, property taxes
Utilities	Electricity, gas, water, sewage, phone, television, Internet service, cell phone
Household supplies and expenses	Things for your home like cleaning supplies, kitchen appliances, furniture, other equipment
Groceries	Food and beverages to be brought into the home, including baby formula and food
Eating out (meals and beverages)	Any meals or beverages purchased outside of the home
Savings	Saving for goals, saving for emergencies, saving for children's education, saving for retirement, saving for holiday purchases, saving for back to school shopping
Debt payment	Credit card payments, payday loan payments, pawn loan payments, car title loan payments, and other loan payments

Tool 3: Strategies for cutting expenses

Check if an option for you	Strategy for cutting expenses and other uses of financial resources	Additional information or resources you need to access this information	Estimate \$ value of spending cut you select
Cut back on regular (recurring expenses)			
	Television	<i>Check with your provider about bundling and lower cost plans or discontinue cable.</i>	
	Internet		
	Phone	<i>Check if you qualify for a "Lifeline" phone rate.</i>	
	Cell phone plan	<i>Review prepaid or fixed call plans. Check if you qualify for a "Lifeline" phone rate.</i>	

Tool 2: Bill calendar

Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	End of Week
—	—	—	—	—	—	—	
Bills:	Total bills for week:						
—	—	—	—	—	—	—	
Bills:	Total bills for week:						
—	—	—	—	—	—	—	

Tool 4: When cash is short – prioritizing bills and spending

Protect your income	Protect your shelter	Protect your assets	Pay your obligations
<p>If you need a car to get to and from work, stay current on your car payment and insurance.</p> <p><i>Maintain other expenses to keep your job.</i></p>	<p>Whether you rent or have a mortgage, the costs of losing your home are big.</p> <p><i>Be sure to pay taxes, condo fees, mobile home lot payments, too.</i></p> <p><i>If possible, maintain your utilities. They are difficult to live without, and reconnection is expensive.</i></p>	<p>Do not let essential insurance coverage lapse; this includes auto, renter's / homeowner's, health.</p> <p><i>Not having insurance puts your assets, including your health/your family's health, at risk.</i></p>	<p>Example include:</p> <ul style="list-style-type: none"> ▪ Child support ▪ Income taxes ▪ Student loans
<p>Your expenses:</p>	<p>Your expenses:</p>	<p>Your expenses:</p>	<p>Your expenses:</p>

Your Money, Your Goals

Module 10: Managing cash flow

Module 10: Managing cash flow

- **Keeping track of everything you earn and spend money on for a week, two weeks, or one month.** *Tool 1: Income Tracker from Module 8: Managing Income and Benefits and Tool 1: Spending Tracker from Module 9: Paying Bills and Other Expenses.*
- **Analyzing your spending.** *Tool 1: Spending Tracker from Module 9: Paying Bills and Other Expenses to do this.*
- **Using this information to create a cash flow budget.** *Tool 1: Cash Flow Budget to complete this step or Tool 2: Cash Flow Calendar. **Your cash flow budget is about setting targets for how you will use your income going forward.***

Module 10: Managing cash flow

- What is a cash flow budget?
- How is it different from a regular budget?
- What do you think may be the benefit of this approach for your clients?

Tool 1: Cash flow budget

	Week 1	Week 2
Beginning balance for the week	\$37.00	\$142.37
Sources of cash and other financial resources		
Income from job	\$305.34	\$290.80
SNAP	\$280.00	
Public housing voucher	\$650.00	
Total sources of cash and other financial resources	\$1,272.34	\$433.17
Uses of cash and other financial resources		
Housing	\$650.00	
Utilities	\$59.97	\$95.50
Groceries	\$180.00	\$80.00
Eating out (meals and beverages)		
Transportation	\$240.00	\$60.00
Total uses of cash and other financial resources	\$1,129.97	\$235.50
Ending balance for the week	\$142.37	\$197.67

Ending balance from previous week.

To get a starting balance, total your cash, debit card, and account balances

Tool 1: Cash flow budget

	Week 1	Week 2
Beginning balance for the week	\$37.00	\$142.37
Sources of cash and other financial resources		
Income from job	\$305.34	\$290.80
SNAP	\$280.00	
Public housing voucher	\$650.00	
Total sources of cash and other financial resources	\$1,272.34	\$433.17
Uses of cash and other financial resources		
Housing	\$650.00	
Utilities	\$59.97	\$95.50
Groceries	\$180.00	\$80.00
Eating out (meals and beverages)		
Transportation	\$240.00	\$60.00
Total uses of cash and other financial resources	\$1,129.97	\$235.50
Ending balance for the week	\$142.37	\$197.67

Total sources
minus total
uses.

This becomes
your beginning
balance for next
week.

Reading a cash flow budget: Scenario overview

- Mohamad Ali and his spouse have two children. They come from Somalia. After initial resettlement Mr. Ali got a job as a janitor in a Phoenix hotel for minimum wage, which is \$8.05 per hour.
- He is late with some of the bills, because he does not have the money during the week when he needs it.
- After tracking the family's spending, he developed a cash flow budget with a case worker.
- Using the cash flow, make some recommendations to Mr. Ali so that he can make ends meet.

Mohamad Ali Family of Four Cash Budget	<u>Week 1</u>	<u>Week 2</u>	<u>Week 3</u>	<u>Week 4</u>	<u>Week 1</u>
Beginning Balance for Week	\$26	\$230	\$236	(\$116)	(\$30)
<u>Sources of Cash & Other Financial Resources</u>					
Net income from hotel job		\$538		\$538	
Refugee Cash Assistance	\$335				
Loan from friend	\$100				
SNAP food benefit	\$650				
WIC food benefit for children	\$100				
Transportation bus tokens \$64x2 adults	<u>\$128</u>				
<u>Total Sources of Cash, Financial Resources</u>	\$1,339	\$768	\$236	\$422	
<u>Uses of Cash & Other Financial Resources</u>					
Debt payment loan to friend				\$100	
Savings	\$25	\$25	\$25	\$25	
Rent, including utilities	\$615				
Household and personal supplies		\$40			
Food	\$210	\$230	\$188	\$188	
Transportation bus	\$57	\$57	\$57	\$57	
Children's Clothing		\$98			
Diapers	\$22	\$22	\$22	\$22	
Cellular Phone	\$120				
Eating Out	\$50	\$50	\$50	\$50	
Entertainment	<u>\$10</u>	<u>\$10</u>	<u>\$10</u>	<u>\$10</u>	
<u>Total Uses of Cash & Other Financial Resources</u>	\$1,109	\$532	\$352	\$452	
Ending Balance for the Week (Sources Used)	\$230	\$236	(\$116)	(\$30)	

Cash flow analysis questions

- When does Mr. Ali and his family run out of money?
- What can he do to better match the timing of his income and his expenses?
- How does the SNAP and WIC food benefits factor into his cash flow?

Module 10: Managing cash flow



Increase sources of cash, income, or other financial resources, including accessing public benefits and applying for tax credits for which you qualify.



Decrease your spending or uses of cash and other financial resources.

Match timing of sources and uses of income where possible.

Tool 3: Improving cash flow checklist

Check if option for you	Strategy for improving cash flow	Tips and more information	Notes
Smooth out cash flow			
	Negotiate new due dates for bills to better line up with when you get income.	<i>Check with businesses you have had a long-standing relationship with first.</i>	
	Negotiate splitting a monthly payment into two smaller payments.	<i>For example, if a \$700 rent payment is due the first of the month, see if you can make a \$350 payment on the 1st and a \$350 on the 15th.</i>	
	Avoid large, lump sum or periodic payments by making monthly payments—car insurance and taxes, for example.	<i>You may have to pay a small fee to make this arrangement, but it may make handling these payments more manageable.</i>	

Hopes, wants, and dreams vs. strong goal

Hopes, wants, and dreams

I'd like to buy a new television.



I want to get out of credit card debt.



Strong goal

I will save \$400 and purchase a new television in six months.

I will pay down \$1,000 of my debt in the next year.

Calculating amount to set aside each week



Module 6: Action plan

Goal: _____

Steps	Resources	Date to complete step	When complete

Survey Questions

1. Does your organization routinely address issues of saving, cash flow management, credit, debt, consumer protection with refugees?
2. Which topics are most critical for refugees during their initial period of resettlement?

Multiple choice: saving, cash flow management, credit, debt, banking, consumer protection

Your Money, Your Goals

Module 9: Paying bills and other expenses

Poll Survey Questions

1. Can you envision including some or many Your Money, Your Goals tools into your organization's or program's support to refugees?
 - Yes or No.
2. This webinar provided a useful overview and helpful sampling of Your Money, Your Goals modules and tools.
 - Multiple choice: Strongly agree, agree, disagree, strongly disagree

Next Steps

1. Download Your Money, Your Goals at consumerfinance.gov/your-money-your-goals.
2. Take the financial empowerment self-assessment, Module 2, Assessing the situation, Tool 1, p.11.
 - Ask your colleagues to do the same.
 - Consider learning these topics together during staff meetings.
3. Explore modules and tools that are relevant in your work with refugees.
4. Stay in touch.

Let us know how you use the toolkit and what you learn along the way.

Your Money, Your Goals at consumerfinance.gov

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

An official website of the United States Government

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Your Money, Your Goals

GET THE TOOLKIT

Your Money, Your Goals is a toolkit that social services organizations can use to help their clients set goals, choose financial products and build skills in managing money, credit, and debt.
([English](#) | [Spanish](#))

GET THE TRAINING

Use these to prepare to train case managers:

- [Implementation guide](#)
- [Train the trainer videos](#)
- Training in English ([PPT](#) | [PDF](#))
- Training in Spanish ([PPT](#) | [PDF](#))
- [Creating a referral guide](#)

FOLLOW-UP RESOURCES

Sample surveys trainers can use:

- [Pre-training](#)
- [Post-training](#)
- [Follow-up](#)

 Consumer Financial Protection Bureau

Evaluation

- Directions for evaluation of webinar.

Thank you for Participating!