United Way for Greater Austin

- Our Vision – Greater Austin is a resilient, innovative philanthropic, creative, and thriving community for all.

- Our Mission – We inspire, lead and unite an eclectic community of philanthropists, including individuals, nonprofits, businesses and government to overcome barriers to economic opportunities and ensure Greater Austin continues to thrive.
Financial Opportunity

- Learn Where You Earn
- Bank on Central Texas
- Earned Income Tax Credit
- Client-Focused Financial Empowerment Seminar
1k/week

ESTIMATED NUMBER OF FAMILIES IMPACTED

700

EMPLOYEES PARTICIPATING
What is Bank On Central Texas?
Why We’re Here

- Breaking down barriers
- Empowering clients
- Increase capacity
Who we are

- **Sara Johnson, Director** - [Baltimore CASH Campaign](#)
  - Coalition of diverse partners formed in 2001 to implement strategies to increase financial stability for low-income Baltimore families.
  - Marketing/outreach about the Earned Income Tax Credit, provide free volunteer income tax assistance, develop asset building opportunities for clients through financial education workshops and coaching, advocate for issues impacting working families.

- **Sue Rogan, Director of Financial Education** - [Maryland CASH Campaign](#)
  - State-wide network of free tax preparation and financial education providers
  - Capacity building/training for local partners, coordinate financial education through the [MD CASH Academy](#), conduct research & policy advocacy on financial issues.

  CASH = Creating Assets, Savings, and Hope
Financial Realities

- 16.2% of Texans households are poor. However, even more families are financially vulnerable.
- 1 in 4 Texans are asset poor, meaning that they lack the financial resources to weather a job loss or other emergency.
- 49.5% of Texans are liquid asset poor.
- 38% of Texans do not have emergency savings meaning they could not live at the poverty level for 3 months if there was a financial emergency.

Source: CFED Scorecard
Changing Financial Service System

- Financial institutions leaving neighborhoods
  - Redlining

- Proliferation of “fringe” financial service providers
  - Refund Anticipation Loans/Checks
  - Payday loans

- Bankruptcy reform

- Lack of access to affordable, appropriate credit

- Changes in tax law and tax preparation industry
**PRACTITIONERS ROLE**

- Practitioners **should not** give financial advice, investment tips, or provide referrals to brokers. In sort, we are not financial planners.
  
  “Save for emergencies” vs “get a CD at XYZ Bank”

- Practitioners currently help clients create budgets, manage benefits, and sometimes manage their finances (representative payees).

- Practitioners can help clients work through the *psychosocial* side of financial management.
  
  - One on One or Group Financial Coaching
  - Money Buddy
PRACTITIONERS ROLE

Financial Therapy

- Financial Therapy Association  
  http://www.financialtherapyassociation.org/Home.html
- Mix of financial planning and psychology or social work.
- Relatively new field with mixed evidence-base and wide range of theoretical models
- Financial therapy support groups  financialtherapygroups.com

Relationship Finance

- Practice focus on identifying and addressing financial value and behavioral differences between couples and improving communication.
- Financial issues are often cited at the #1 cause of divorce.
- www.makelovenotdebt.com
FINANCIAL SOCIAL WORK

Termed coined by Reeta Wolfsohn, founder of the Center for Financial Social Work

- Focus on emotional and gender issues around money.
- Offer self-study certification program and extensive workshops across the country.

SSW Financial Social Work Initiative

- Students: mini-mester, SOWK 699
- Continuing education: 6 CEU course, certificate program, webinars
- Research: CSWE, SSR,
BEHAVIORAL ECONOMICS

- Branch of economic and financial analysis that uses social, cognitive and emotional factors to understand the economic decisions of consumers, borrowers and investors.

- The central insight of behavioral economics is that there are no neutral choices. Every decision is influenced by the context in which it is made, and the things that influence decisions are more subtle and powerful than we recognize.

- Predictably Irrational: The Hidden Forces that Shape Our Decisions by Dan Ariely
BEHAVIORAL ECONOMICS

- **Classic Economic View** – People use rational and logic when making financial decisions and with the right education and incentives people will change their behavior.

- **Behavioral Economics View** – People are influenced by a variety of factors that are often not rational.
The power of defaults

A default is the choice we make when we do not choose. And because people procrastinate, confused or just reluctant to make decisions, the default option often becomes the most common choice.
Impact of Automatic Enrollment in 401(k) Before, During and After

401(k) participation by tenure at firm

Fraction of employees ever participated

Tenure at company (months)

Policy Application: Pension Reform Bill of 2006

The 900-page Pension Protection Act of 2006 comes as the number of people covered by a defined-benefit pension has steadily declined and awareness has grown about the lack of adequate savings among Americans.

A majority of workers 45 and older have less than $50,000 in savings, according to a survey by the Employee Benefit Research Institute (EBRI). What's more, almost 40 percent of workers over 40 don't participate in a 401(k) when they are eligible.

The new legislation encourages companies to automatically enroll 401(k)-eligible employees and to automatically increase worker contributions every year. It also allows the plan provider chosen by the employer to offer investment advice to workers.

Automatic enrollment is expected to boost the participation rate in 401(k) plans beyond 90 percent.

By Jeanne Sahadi, CNNMoney.com
Endowment Effect
Loss Aversion

1. The endowment effect
   “Ownership creates satisfaction”

2. Loss aversion
   “People are more motivated by avoiding a loss than acquiring a similar gain”

Perceived loss can be substantially greater than perceived gain. In other words, you feel worse about losing $20 than you feel happy about finding $20. So people’s choices will be skewed towards avoiding the possibility of loss.
The endowment effect

- People value a thing more once it becomes theirs.
- Ownership increases utility.
- Term originated by Richard Thaler (U. of Chicago).

Students in every other seat were given university mugs. Then reported how much they would be willing to sell the mug for.

Students who did not get a mug reported the price they would be willing to pay to get one.

What happened?

a) The students with mugs priced them higher.

b) The students with no mugs priced them higher. **(Correct Answer)**

c) Both sets of students priced them about the same
Students with the mugs were willing to sell them, on average, for $4.50.

Students with no mugs were willing to buy them, on average, for $2.25.

Endowment effect and marketing

- Money-back guarantees are offered by businesses because it reduces people’s resistance to trying a product.
- Once someone tries the product, the endowment effect may seal the deal.
**Short-term timeframe**

Short-term gains or losses are more powerful motivators than anticipated final states of wealth. So we respond more strongly to the chance to get something today than to a potentially bigger payoff down the road.
**Proliferation of choices**

We tend to think that more choices are always better. But in fact, when faced with multiple alternatives, people become overwhelmed or confused and are less likely to choose any of the options.
Time Inconsistent Preferences:

If you were deciding today, would you choose fruit or chocolate for next week?
Time Inconsistent Preferences:

<table>
<thead>
<tr>
<th>Choosing Today</th>
<th>Eating Next Week</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Today</strong>, subjects typically choose fruit for <strong>next week</strong>.</td>
<td>74% choose fruit</td>
</tr>
</tbody>
</table>
Time Inconsistent Preferences:

Choosing and Eating Simultaneously

70% choose chocolate
**Appealing to the right identity.** People think about themselves in a variety of different ways – as a parent, worker, poor person, woman, etc. – and they will make different choices in the same situation when they have different “identities” in mind.

**Mental accounting.** People compartmentalize money into distinct categories and have different propensities to save or spend from different mental accounts. So we might be very good about not touching the rent money, but will blow “found” money on a night out
**Peer influence.** People are more influenced by peers than by “experts.” So information presented in small groups is more effective than one-on-one, and people are more likely to agree or identify with something if others agree or identify with it too.

**Cognitive load.** In an unfamiliar or uncomfortable situation, fewer mental resources are available to process information, so decisions become even less likely and more dependent on outside context (making all of the above bullets even truer).
EXPLORING YOUR FINANCIAL VALUES

- Why do my financial values matter if I’m counseling someone else?

- How does my own financial history impact my decisions?

- How can I help someone else with their finances if my own finances are not perfect?

- I don’t have enough money to manage, so why do my financial values matter?
WHAT DO YOU THINK OF?

- Money
- Wealth
- Security
- Debt
- Credit cards
- Student loans
- Homeownership
- Transportation
- Healthcare
Money Messages

Take a moment to complete your money messages worksheet
HABITUDE EXAMPLE

What is your reaction?

Why?

- Attitudes determined by:
  - Your experiences
  - How your parents feel about dogs.
  - Role of dogs in your culture.

- Habits will be:
  - Approach and pet.
  - Avoid and run away.
  - Chase it away.
MONEY HABITUDES

- **Charitable giving**
  - Attitude to help others, habit could be to share and be generous.
  - Attitude that you are entitled to whatever you have because your family worked hard, habit may be to be very guarded with your money.

- **Debt**
  - Attitude all debt is bad, habit not use any loans or credit.
  - Attitude everything will work out, habit borrow even if high risk.
MONEY HABITUDES

 Saving and Spending

- If your family lost money due to corrupt bank or government, attitude to distrust all financial institutions, habit hide your money and avoid mainstream financial services.

- If money has never been a worry, attitude that $10 is not a lot of money, habit to purchase anything whenever you want since it’s only $10.
HOW DO MONEY HABITUDES DEVELOP?

- Your personality
- Your family
- Personal experiences
- Society, community, and culture
- Religion and spiritual beliefs
- Media
YOUR PERSONALITY

- Opportunities for responsibility, how did you view yourself, how did others view you

- Online tests
  - [https://www.bettermoneyskills.com/FinancialPersonality.aspx](https://www.bettermoneyskills.com/FinancialPersonality.aspx)
  - [http://www.independent.co.uk/money/spend-save/what-is-your-financial-personality-763687.html](http://www.independent.co.uk/money/spend-save/what-is-your-financial-personality-763687.html)
  - [http://getoutofdebt.org/14479/what-is-your-money-personality-take-this-online-test-and-find-out](http://getoutofdebt.org/14479/what-is-your-money-personality-take-this-online-test-and-find-out)
  - [http://www.moneyworkbook.com/finpers.htm](http://www.moneyworkbook.com/finpers.htm)
YOUR FAMILY

What did you see within your own family?

- Your mother told you not to tell your father how much her new shoes cost.
- You father bought a new car every year.
- Your uncle lived with you for months at a time and didn’t help with expenses, but your family never complained.
- Your parents were always clipping coupons and would only buy items on-sale.
- Bill-paying time was stressful and a big fight.
- Your parents had two totally different financial styles.
- Money was tight all year except for holidays and birthdays.
PERSONAL EXPERIENCES

- How did you handle challenges growing up?
- How did you handle competing priorities?
- Did you hear “no” or “yes” more regularly?
- What happened when you succeeded?
- What happened when you failed?
- How did you earn your first dollar? How did it feel?
- How did it feel when you earned your first paycheck?
- What happened with your first loan or credit card?
SOCIETY, COMMUNITY, AND CULTURE

- Small town, tight-knit communities vs individual homes, tight-knit family
- Weddings
- Celebrating holidays and birthdays
- Property ownership
- Importance of savings
- Individual vs community assets
RELIGION AND SPIRITUAL TEACHINGS

- Wide range of messages from minimal involvements to expectations of significant financial contributions.
- Tithing is often a personal and private donation, while some religious groups prefer more public displays of giving.
- Some promote very simple living, while others see material possessions as rewards for doing God’s work.
- Examples of messages:
  - God helps those who help themselves.
  - Have faith and God will provide.
MEDIA

- Show what is “normal.”
  - Well-dressed, drive nice cars, lives in upscale housing with lots of amenities, unlimited income.
- Marketing of specific products.
- Savings and making tough financial choices are rarely plotlines in movies or tv shows.
- Ads show how easy it is to purchase items and how quickly it is to pay off debt if you get into trouble.
- Ads/shows often use emotional manipulation to create artificial needs.
  - Example: Pricey accidental death policies.
Evaluate & Reflect

- What are my financial values and attitudes?
- What values, attitudes does my client hold?
- Are they different? If so how? And how do you notice this?
- What are the environmental factors (Person in Environment)?
  Behavioral economics – hassle factors, loss aversion, defaults...
Habitude Cards

Exercise with Habitude Cards
How to use them with Clients
EXPLORING YOUR CLIENTS FINANCIAL VALUES

- I can’t save because......
- Every time I have money......
- My family is broke and I’ll always be broke.
- My money is my family’s money.
- I don’t know how to manage my money.
- Banks don’t care about poor people like me.
- Banks are for rich people.
- People who have money are greedy.
- I can never be rich.
Wheel of Money/Life

Rate your current financial status with 0 being poor and in the middle of the circle and 10 being high and at the outside of the circle.
Asset Building Continuum - Adults

**Emergency & Transitional services**
- Financial education
- Benefits screening
- Case management & referrals
- Counseling
- Income supports
- Utility discounts
- No fee/low fee checking/savings
- Second chance checking
- State ID or driver’s license
- Expansion of income limits (benefit cliffs)
- Expansion of asset limits
- Improve Check cashing regulations
- Employer incentives
- Bounce loans (overdraft)

**Financial stability**
- Financial education
- Financial coaching & credit counseling
- Free tax prep (VITA)
- Pro bono legal counsel
- Family Self-Sufficiency
- Subsidized health insurance
- Discount prescriptions
- Credit builder loans
- Debt consolidation
- Loan refinance/Short-term loans
- Debt management and settlement protections
- Refund anticipation loan/payday loan reform
- Bankruptcy and credit card reform
- Rent to own disclosures

**Short-term asset ownership**
- Financial education & coaching
- Car ownership
- IDAs (computers, 1st last month rent)
- Entrepreneurship
- Matched Savings Accounts
- Auto build CDs
- Ways to Work vouchers
- Affordable car loans
- Financial aid for higher ed.
- Insurance – car, rental, property, life
- Auto insurance pricing
- Matched account funding
- Funding for microenterprise programs
- Product quality protection
- Credit reporting standards

**Long-term wealth creation**
- Financial coaching
- Housing counseling
- Investment clubs
- Retirement planning
- Small business development
- Down payment assistance
- 401(k), 403(b), IRAs
- College Savings Plans
- Insurance – car, rental, property, life
- Predatory lending protections
- Foreclosure prevention
- Preserving individual right
- Identity theft protection

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Initial employment | Continuous employment | Career development and mobility

Maryland CASH Campaign 2010
ASKING THE RIGHT QUESTIONS

- **Open – Ended Questions**: There's a world of difference between asking "what is your address" and "what is your street like"? They're both questions about your living space but yield very different answers.

- **Closed-Ended Questions**: Closed ended questions are those questions, which can be answered finitely by either “yes” or “no.”

- **Reflective Listening**: Communication strategy involving two key steps: seeking to understand a speaker's idea, then offering the idea back to the speaker, to confirm the idea has been understood correctly.
Asking Powerful Questions

- Has any particular financial experience repeated itself multiple times in your life?
- How do you feel about taking personal responsibility for your own money?
- What is the first thing you plan to do?
- Who are you going to ask to help you?
Listening Exercises
SMART GOAL SETTING

- **Specific**: Set clear, concrete goals. Some examples might be implementing an exercise plan, saving for a down payment.

- **Measurable**: Identify markers that will indicate when you have reached your goals.

- **Achievable**: Ensure that your goals are realistic. Ask yourself the question of whether your goal is actually achievable or not, and be honest! Is it doable with a stretch?

- **Relevant**: Choose goals that are applicable to your personal or professional development. Make sure that these goals are something you are truly invested in, because you will be focusing a great deal of time and energy on them.

- **Timely**: Set a timeline that will guide your progress. Specifying a goal for two years down the road is not as powerful a motivator as one that you set for the next six months.
Examples of financial SMART goals

- I will open a bank account by next week.
- I will save $1,000 for a deposit on an apartment by May 1, 2014.
- I will pay off the $320 I owe to the electric company by December 15, 2013.
Are these goals SMART?

- I will spend less money.
- I will save $500 for Christmas presents this year.
- I will save more money
- I will save enough money for a down payment on a house by January 1, 2014.
Your SMART Goal

Please take a moment to write your own personal SMART goal on the pink sheet.

We will break up into groups of three to help each other make them SMARTer.
Volunteers

Is anyone willing to share their SMART goal with the group?
Role of the Practitioner

- Use tools to help ask directive questions; Remember money is emotional stay with your client where they are:
  - Habitudes Cards
  - Money Wheel
  - SMART Goals
We know ourselves. We have our goals. Now what?

- Most financial goals involve contributing money toward something. Where will you find this money?

- Reaching our goals start with a spending plan or a budget.
Things to consider in a budget

- Spending Log
- Income
- Expenses
  - Variable
  - Fixed

Categories that are relevant to individual
Needs vs. Wants

Examples:

- Car
- Clothing
- Groceries
- Housing
- Vacation
- Cable Television
- Cell Phone
- Restaurants
Preparing for Periodic Expenses

Car insurance costs $600 in June and $600 in December

Save $100 per month for Jan-June = $600
Save $100 per month for July-December = $600
Spending Plan

Put savings/goals

Income Replacement = Savings

Retirement = Savings

Car = repairs and replacement = Savings

House = repairs, H.I. & appliances = Savings (1 \( \frac{1}{2} \) - 3%)

Pets = Savings

Children = Savings
Spending Plan

What About Starbucks?
Budget Categories with Percents

- Housing 30%
- Food 20%
- Transportation 10%
- Clothing 10%
- Medical 5%
- Insurance 3%
- Education 1%
- Credit Cards / Loans 10%
- Savings 3%
- Entertainment 3%
- Charities 5%
Spending Plan Tools

- Online Budget Sources- Mint.com, Manilla.com, Banks
- Quicken
- Excel Spreadsheet
- Notebook
On-line savings tools
Piggy Mojo: www.piggymojo.com
On-line savings tools
Save Up: www.saveup.com
The Cost of Being Unbanked:

- Charge 1 – 10% of check

- Example: A worker makes $20,000
  Bi-Weekly take-home: $712

- If a check casher charges 1%, the worker pays more than $15 per month in check cashing fees or...

  $180 per year paid in check cashing fees!

  $100 in a Series-I U.S. Savings Bond will be worth about $540 in 30 years.

- Not to mention other predatory products, services and fees clients might find at a check casher
The unbanked

Dial 2-1-1 or visit www.uwatx.org/banking

**Bank Locator**

I am able to pay a small monthly fee for my bank account (between $2 and $5 per month):
- Yes
- No

My bank account should have the following (check all that apply):
- Debit Card
- Online Banking
- Checks
- Secured Credit Card
- International Wire Transfers

I have had problems with a bank account in the past (bounced checks, overdraft, unpaid fees) which led to the account being closed:
- Yes
- No

I have had a bank account, and my most recent account was closed by the bank within the last twelve months:
- Yes
- No
Bank vs. Credit Union

**Bank**
- Run under federal and state laws
- Profits go to shareholders
- Provide financial services - make loans, cash checks, accept deposits, etc.

**Credit Union**
- Federally regulated
- Owned and controlled by its members
- Same financial services as banks
- Must be a member, usually based on category of eligibility (i.e. MECU)
- Usually not-for-profit
ChexSystem

- Record or report of how individuals have handled deposit accounts at financial institutions, including banking irregularities such as check overdraft fees, depositing fraudulent checks, unsatisfied balances or other suspicious handling of accounts.

- Usually a part of the application process.

- Can have negative affects on consumers, forcing them to use fringe financial services.
ChexSystems Consumer Assistance

The Chex Systems, Inc. network is comprised of member Financial Institutions that regularly contribute information on mishandled checking and savings accounts to a central location. ChexSystems shares this information among member institutions to help them assess the risk of opening new accounts. ChexSystems only shares information with the member institutions and does not decide on new account openings.

This section of the website discusses the following topics:

- **FACTA Free Annual Report**
  Obtain information on your right to a free report.

- **Order Consumer Report**
  If you have been denied an account from a bank or credit union, and ChexSystems was used in the decision process, you can order your consumer report to help you understand what led to this decision.

- **Sample Consumer Report**
  Look at a sample report to see what type of information may be reported to ChexSystems.

- **Identity Theft Information**
  Obtain information about identity theft and place a security alert on your ChexSystems consumer report.

- **Security Freeze**
  Obtain information about placing a Security Freeze on your consumer file.

- **ChexSystems Consumer Score**
  Obtain information about the ChexSystems Consumer Score.

- **Frequently Asked Questions**
  Provides answers to the most frequently asked questions about ChexSystems.

- **State DMV Information**
  Provides state DMV contact information.

- **Contact Chex Systems, Inc.**
  Provides contact information for your convenience.

**Consumer Education**

- **Checking Account Tips**
  Provides tips on how to effectively maintain a checking account.
Predatory lending and credit repair
www.uwatx.org/financialtoolkit

Information on avoiding predatory borrowing and credit repair services. Packets are divided up between paying back; borrowing; cash from checks and filing taxes.
Fundamentals of Credit

- **Credit Bureaus**: TransUnion, Equifax and Experian

- **Annual Credit Report**: Managing your credit and maintain a good credit history can lead to better rates on major purchases. It is recommend that you check your credit reports every 6-12 months. [annualcreditreport.com](http://annualcreditreport.com)

- **Correcting Inaccuracies** - Under the Fair Credit Reporting Act, consumers are protected from having inaccurate information on their credit reports.
Negative Information

- Collection Accounts
- General Civil Judgments
- Tax Liens
- Chapter 13 Bankruptcy
- Chapter 7 Bankruptcy

Time on Credit Report

- 7 years from last activity
- 7 years from date filed
- 7 years from date paid
- 7 years from date of discharge
- 10 years
Disputing Incorrect Information

Sample Dispute Letter

Date
Your Name
Your Address, City, State, Zip Code

Complaint Department
Name of Company
Address
City, State, Zip Code

Dear Sir or Madam:

I am writing to dispute the following information in my file. I have circled the items I dispute on the attached copy of the report I received.

This item (identify item(s) disputed by name of source, such as creditors or tax court, and identify type of item, such as credit account, judgment, etc.) is (inaccurate or incomplete) because (describe what is inaccurate or incomplete and why). I am requesting that the item be removed (or request another specific change) to correct the information.

Enclosed are copies of (use this sentence if applicable and describe any enclosed documentation, such as payment records and court documents) supporting my position. Please reinvestigate this (these) matter(s) and (delete or correct) the disputed item(s) as soon as possible.

Sincerely,
Your name

Enclosures: (List what you are enclosing.)
Credit Scores

- A number that predicts how much of a credit risk you will be

- When is a score important
  - Getting approval for credit
  - Getting lower interest rates for credit and loans

- **FICO Score (Fair Isaac)**
  - Range from 300 to 850
  - Good score is over 700

- **Vantage Score**
  - Good for people with a ‘thin file’ or little/no credit history.
Calculating the Score

- Past payment History, 35%
- Outstanding Debt, 30%
- Length of Credit History, 15%
- Types of Credit, 10%
- New Applications for Credit, 10%
How to Build Credit

- Apply for a small loan at the bank or credit union where you have a savings or checking account
- Apply for a credit card at a local store
- Make a large down payment on a purchase and negotiate credit payments for the balance. With a large down payment, you may be seen as less of a risk
- Have a lender review your history of rent and utility payments to demonstrate your ability to pay
- Make regular deposits into a savings account
How to Improve Your Credit

- Pay on time, get current or contact the creditor if you are having difficulty paying
- Pay off the debt instead of moving it around, i.e. paying off credit with credit
- Diversify the types of credit
  - Revolving- specific credit limit with fees and interest dependent on amount of debt accrued, i.e. credit card
  - Installment credit- concrete amount due within a period of time with rates and fees charges up front, i.e. mortgage
- Opt out of receiving unsolicited offers for credit cards to avoid temptation of applying for them [www.optoutprescreen.com](http://www.optoutprescreen.com).
- Contact a Credit Counselor
How to Build Credit

Secure credit cards

- People who have never had credit or need to repair a poor credit history may not qualify for a regular credit card. For them, a secured credit card may be the only way to establish, or re-establish, credit.

- A secured card requires a cash collateral deposit that becomes the credit line for that account. For example, if you put $500 in the account; you can charge up to $500.

- Watch out for monthly fees or “insurance” check Bankrate.com to compare rates.
RESOURCES FOR CLIENTS
Credit Counseling Services

- Consumer Credit Counseling Services, www.cccs.net, 512-447-0711, 1106 Clayton Ln, Ste. 490, Austin, TX 78723
- Foundation Communities, foundcom.org, 512-610-4026, 2600 W. Stassney Ln Austin, TX 78745,
  - Also provides Free Tax Prep, FAFSA Prep, and Affordable Rentals
Pre Paid Cards

- **Pre-paid Debit Card**
  - Card has cash value
  - Do not need a credit check for approval
  - Can have tax refund or pay check on directly deposited on card
  - Fees vary, including monthly fees and ATM fees
PRACTITIONER TRAINING RESOURCES

- University of Maryland School of Social Work
  - [www.ssw.umaryland.edu/cpe](http://www.ssw.umaryland.edu/cpe)

- Financial Social Work
  - [www.financialsocialwork.com](http://www.financialsocialwork.com)

- Financial Coaching
  - [http://www.coachfederation.org/ICF/](http://www.coachfederation.org/ICF/)

- Asset Platform
  - [www.assetplatform.org](http://www.assetplatform.org)
MORE RESOURCES FOR CLIENTS

- **Financial Toolkit** - [uwatx.org/financialtoolkit](http://uwatx.org/financialtoolkit)
  - Financial information for clients such as how to avoid predatory lending and credit scams.

- **Bank On Central Texas** – [uwatx.org/banking](http://uwatx.org/banking)
  - Locate a checking account, 2\textsuperscript{nd} change checking or secured credit card for you client.

- **United Way Navigation Center** -
  - One Stop Access for Local Programs and Services, 2-1-1

- **Workforce Development and Education**, [wercaustin.com](http://wercaustin.com)
  - Network of partners linked to help Austin residents reenter the job market. Designed to seamlessly provide services ranging from GED and ESL through job-readiness and college-level training, WERC connect 38 provider locations to create “no wrong door” for workforce and education services.

- **Legal Information & Advice**
  - Texas Legal Services Center, 512-477-6000 ext. 114, tlsc.org, for Texans over 60 or on Medicare
  - Texas Rio Grande Legal Aid, Austin Office, trla.org, 512-374-2700
Resources for Clients
Homebuyer and Foreclosure Prevention Counseling

- Austin Habitat for Humanity, [www.austinhabitat.org/apply/counseling.php](http://www.austinhabitat.org/apply/counseling.php), 512-472-8788 x 150, 55 N IH 35 Suite 240, Austin, TX 78702
- BCL of Texas, [www.bcloftexas.org](http://www.bcloftexas.org), 512-912-9885, 2212 S. Congress Ave., Austin, TX 78704
- Frameworks CDC, frameworkscdc.org, 512-385-1500, 701 Tillery Street, Suite A-7B, Austin, TX 78702
- Neighborhood Housing and Community Development, [www.austintexas.gov/department/housing](http://www.austintexas.gov/department/housing), 512-974-3100, 1000 E. 11th St, Austin, TX 78702
Summary

- Discussing Money with Clients
- Behavioral Economics
- Recognizing Money Values/Habits
- Products, Programs, Policies that fit
- Goal Setting
- Financial Institutions
- Spending Plans
- Protecting Credit History and Building Score
- Resources

QUESTIONS?
Contact us

- Local information and connections: United Way for Greater Austin
  - Faith Ryan faith.ryan@uwatx.org
  - Sarah Janecka sarah.janecka@uwatx.org

- Follow up information from training:
  - Sara Johnson sara@baltimorecashcampaign.org
  - Sue Rogan sue@mdcash.org