

# PREPARE + PROSPER

WORKING TOWARD A BRIGHTER FINANCIAL FUTURE



PREPARE + PROSPER

# OUR PROGRAMS

## Prepare + Prosper

Tax  
Preparation  
& Financial  
Services

Money  
Mentors  
Financial  
Coaching

FAIR  
Banking

Advocacy

# P+P COMMUNITY IMPACT

(HIGHLIGHTS FROM 2023)



360  
volunteers  
gave 15,800  
hours



8,300  
received  
\$17.7  
million  
in tax  
refunds



\$1,022,000  
of tax  
refunds  
saved by  
517 people



121 worked  
with a coach  
in Money  
Mentors



119 opened  
184 new  
accounts  
through  
FAIR  
Banking



Advocated for  
tax credit  
expansions  
and funding  
for FAIR and  
VITA

# CUSTOMER FLOW

Customer attends tax clinic appointment



CSV has "Money Moment" convo about financial services



Customer signs up for a consultation with a VFP



Customer is contacted by VFP to schedule consultation



Customer and VFP have consultation

# BOOST YOUR MONEY FORM

## PREPARE + PROSPER

### BOOST YOUR MONEY

Preferred name(s): \_\_\_\_\_  
(taxpayer) (spouse)

Phone number: \_\_\_\_\_ Email address: \_\_\_\_\_ Zip code \_\_\_\_\_

#### Check in on your financial health and build your financial well-being!

Check the boxes below to access free resources today or get referrals to other Prepare + Prosper (P+P) programs, or to one of our trusted partners.

#### PREPAID DEBIT CARD

The CFR Focus card is available regardless of credit or banking history. The card has no monthly fee or minimum balance required. It can be used for your tax refund and other deposits.

I want to open a CFR Focus card today for my refund to be direct deposited.

#### BANK ACCOUNTS

P+P FAIR Banking program offers checking and savings accounts with no overdraft fees or minimum balance requirements. They are available regardless of banking history (excluding bank fraud).

I want to make an appointment to open an account.

**SAVE + WIN:** Are you saving all or part of your federal or state refund? Enter our drawing to win \$100!

I want to save and enter for a chance to win \$100.

**U.S. SAVINGS BONDS:** You can build long-term savings by purchasing a U.S. savings bond for yourself or someone else using part of your federal tax refund.

I want more information about buying U.S. savings bonds.

**FINANCIAL COACHING:** Work with a P+P Money Mentors financial coach who will meet with you over a six month period to set a financial goal and develop a plan to reach it.

I want to work with a financial coach monthly to help me reach my financial goal(s).

**CREDIT SERVICES:** P+P can help you access your free credit report or (re)build your credit.

I want to get a copy of my credit report today.

I want to fill out a request form today to receive a copy of my free credit report by mail.

I have little or no credit history and want to get more information about a credit builder loan.

**PAYDAY LOAN HELP:** Exodus Lending helps Minnesota families break the cycle of predatory loan debt with a refinancing program that has 0% interest and no fees.

I have a predatory loan and would like more information about Exodus Lending.



**FREE FINANCIAL PLANNING:** A Certified Financial Planner® is a financial expert who can meet with you for a free one-time consultation.

I would like a financial planner to call me to set up an appointment to discuss:

- Retirement savings or distribution options       Appropriate life insurance coverage  
 Opening a 529 College Savings Plan       Investing

**FINANCIAL COUNSELING:** LSS Financial Counselors are certified experts in helping people with issues like student loan repayment, credit card debt, and first-time homebuyer programs.

I would like to meet with an LSS financial counselor regarding:

- Student loans and/or understanding repayment options  
 Credit card debt  
 First time homebuyers information

**CHILD SAVINGS ACCOUNTS** (Saint Paul Residents Only): CollegeBound provides a college savings account with \$50 for each child who lives in Saint Paul and is born on or after January 1, 2020.

I am a resident of Saint Paul and have a child born on or after Jan 1, 2020.

I am currently expecting a child and live in Saint Paul.

My child is already enrolled in CollegeBound.

I am not interested in any of the programs or services offered here.

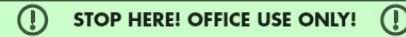
#### Consent to share information

By signing below, I give Prepare + Prosper consent to share the above contact information with the organization(s) I am requesting referrals for. This consent is valid for one year from today.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Can we text you regarding your financial referrals\*?       Yes       No

\*We will never send any sensitive financial information or any personally identifiable information via text.



**VOLUNTEER CHECKLIST:** Follow this checklist for each service or referral that is of interest to the customer.

- Initial details:** I shared details of the referral or service and ensured the customer is eligible.  
 **Resources:** I provided a handout or brochure for each referral/service requested.  
 **Consents:** The customer signed the consent to share data for each referral/service requested.  
 **Financial Services Log:** I logged the customer information on paper financial services log.  
 **Tracking form:** I recorded the customer's name and the referrals/services requested in the online financial services tracking form [www.tinyurl.com/fstracker2024](http://www.tinyurl.com/fstracker2024)  
 **Next steps:** I explained next steps for each referral/service requested.

**Referral Notes** (add to online tracking form)

# VFP HANDOUT

## FINANCIAL PLANNING

### What is Financial Planning?

Financial planners are trained to help people plan for more complex, long-term financial issues such as retirement, life insurance, estate planning, and investments.

All volunteers are Certified Financial Planner™ professionals, which means they have met high training and experience requirements and abide by the CFP® code of ethics and standards of conduct. Volunteer financial planners are not allowed to sell products or take on P+P customers as clients.

**There is no charge, no commitment, no pressure - just unbiased financial advice.**

### How can a financial planner help?

A volunteer financial planner is a financial expert who can meet with you over the phone or Zoom for a one-time consultation on any of the following topics.

- I am nearing retirement and need help figuring out distribution options.
- I need help developing a retirement savings plans.
- I want to determine appropriate life insurance policies.
- I have inherited assets and I'm not sure how to manage them.
- I want to talk to someone about a 529 College Savings plan.

\*Volunteer financial planners are NOT able to give advice about specific investments.

### How can I connect with a financial planner?

Option 1: If you're ready to sign up today you can do so at the tax clinic. Let your Customer Service Volunteer know and they'll complete the referral for you.

Option 2: If you decide to sign up at a future date, you can scan the code to complete a short referral form OR visit:

<https://prepareandprosper.org/fin-continuum-of-care/> or



After signing up, your name and contact info will be sent to a Volunteer Financial Planner. Look for a call and/or email from a Prepare + Prosper Volunteer Financial Planner asking to schedule a consultation with you over the phone or Zoom.

# EXPECTATIONS & SCOPE

## YOU CAN EXPECT:

- 1-3 participants per week
- Approx 2 hours of volunteering per week
- Consultations should be 30-60 min, based on their needs (and your needs)

## DO NOT:

- Solicit, sell, or take on as clients.
- Give advice about specific investments
- Share customer data with anyone or use it for any other purpose
- Download the tracking spdsht
- Share the spdsht or PW with anyone
- Text about anything other than scheduling

## MAIN TOPICS:

- Retirement planning
- Education funding
- Life insurance
- Investing (general info)
- Inherited assets

## ALSO:

- Cash flow management / budgeting
- Can talk about credit report if you feel comfortable, if not refer to LSS (report should not be emailed)

# PROCESS FOR YOU

1. Sarah enters referrals into your spdsht approx once a week & sends email letting you know
2. Reach out to participants within 1 week
  - 2 contact attempts:
    1. Call w/ VM + email
    2. Call w/ VM OR text
  - Log contact attempts & update status as you go
3. Have consultation
  - Log description of consultation





# BEST PRACTICES

- Have time slots during the week when you're available.
- Send a reminder email or text, can ask them to confirm
- What if participant doesn't show up? Leave VM, wait for them to contact you.

# TALKING TO PARTICIPANTS

**Bottom line: we want participants to have a positive & empowering experience.**

## **Be conscious of:**

- Participants' experiences and day-to-day may be very different from yours /your typical client
- Trauma-informed care
- Respecting all cultures and diverse backgrounds (BIPOC, LBGTQ+, people with disabilities, etc.)

## Myth:

Low-income individuals are lacking in some way. They are:

1. Lazy
2. Bad with money and make poor decisions
3. Less educated

## P+P Belief:

**The people we serve are creative, resourceful, whole, and resilient.**

- *Agree/disagree? Other thoughts?*
- *If we are to exemplify this in our conversations with participants, what might that look like?*

## Myth:

People should always follow an expert's advice, even when it goes against their intuition or what they know about themselves.

## P+P Belief:

**People are to be respected and trusted as experts in their own lives, financial or otherwise.**

- *Agree/disagree? Other thoughts?*
- *If we are to exemplify this in our conversations with participants, what might that look like?*

## Myth:

The racial wealth gap will be closed when BIPOC communities can “get it together”.

- *Agree/disagree? Other thoughts?*
- *If we are to exemplify this in our conversations with participants, what might that look like?*

## P+P Belief:

**People are low-income not because of their own failing, but because of a system that perpetuates cycles of oppression, poverty, and inadequate support when people need it most. Centuries of systemic racism and inequity are the root cause of economic disparities.**

## Myth:

People are generally rational. When people have the right information they make logical choices.

## P+P Belief:

**A person's decisions are greatly influenced by context, the environment, and their history.**

- *Agree/disagree? Other thoughts?*
- *If we are to exemplify this in our conversations with participants, what might that look like?*

## Myth:

Adults should be able to control their emotions and reactions. If someone experienced trauma a long time ago they should be over it by now.

## P+P Belief:

**We respect that all people experience trauma, and we shall not make assumptions about what someone has been through.**

- *Agree/disagree? Other thoughts?*
- *If we are to exemplify this in our conversations with participants, what might that look like?*

# TRAUMA INFORMED STRATEGIES FOR PARTICIPANT CALLS

<b>SAFETY</b>	Provide boundaries and structure around communication.
<b>EMPOWERMENT</b>	Offer several different options for actions to take or ways to approach their goal/challenge. Ask open-ended questions.
<b>COLLABORATION</b>	Be on their team and approach solutions/options together, see from their perspective.
<b>CHOICE</b>	Provide options for when to meet and whether via call or virtual. Ask permission before offering your perspective/opinion.
<b>TRUST</b>	Introduce yourself in a way they recognize, use pre-established trust in P+P. Use non-judgmental language and tone of voice.





# INITIAL CALL:

1. Your name
2. Volunteer Financial Planner from Prepare + Prosper
3. Reference their tax clinic appointment location
4. Would you like to schedule that meeting now

Remember to:

- ✓ provide choices
- ✓ provide boundaries & clarity / set expectations

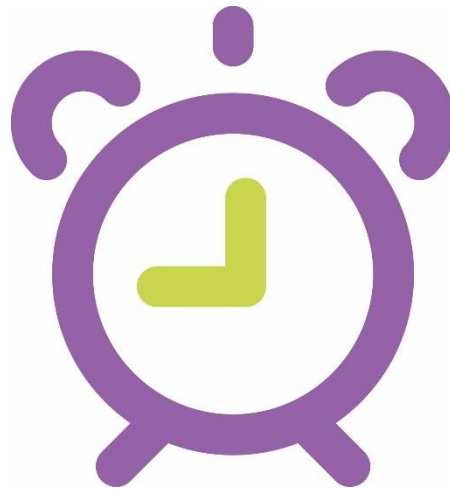
# INITIAL CALL EXAMPLE:

**“Hello my name is Sarah and I’m a Prepare + Prosper Volunteer Financial Planner. I’m calling because at your tax clinic appointment at \_\_\_(location) you signed up for a meeting with a financial planner. Would you like to schedule a meeting now?”**

“Great, here are some options in the next couple weeks... Would you prefer to meet virtually or do a phone call?”

“Just to recap, I will send you a zoom link this afternoon to join our meeting on February 15 at 3:30. The meeting will last about 45 minutes. If a conflict comes up for you please send me an email in advance? Is it ok if I send you a reminder text or email on the day of?”

**BREAK**



**PREPARE + PROSPER**



# WELCOME RETURNING VOLUNTEERS

PREPARE + PROSPER

# PROCESS OVERVIEW (REVIEW)

1. Sarah enters referrals into your spdsht approx once a week & sends email letting you know
2. Reach out to participants within 1 week of Sarah's email
  - 2 contact attempts:
    1. Call w/ VM + email
    2. Call w/ VM OR text (4-7 days later)
  - Log contact attempts & update status as you go
3. Have consultation
  - Log description of consultation



# YOUR TRACKING SPREADSHEET: TRACKING + YOUR HUB FOR ALL INFO

1. Spreadsheet tour
2. Spreadsheet access
  - a. Microsoft account – where your spreadsheet lives
  - b. Google authenticator - allows you to login to your account

# How to set up MFA(multi-factor authentication) using your cell phone

Before you log in, **you'll first need to set up your phone to receive your unique 6-digit MFA codes.** This is a security feature enabled to prevent account breeches and hacking.

1. Open your phone's app store.

For iPhones, open **The App Store**



For Androids, open **The Google Play Store**



2. Search for and download/install the "**Google Authenticator**" app.



3. Open the Google Authenticator app.
4. Follow the on screen prompts. If there are no prompts, click on the rainbow “+” in the corner.
5. Select “**Scan a QR code**” and scan your unique QR code:



6. You'll then see your account name with a 6-digit code below it that looks something like this:

571 208

*Note: Your number will be different from the above, but as long as you see a 6-digit number, you're all set and ready to log into your account!*



# Logging into your email account

1. Go to [portal.office.com](https://portal.office.com)

2. Log in with these credentials:

<u>username</u>	<u>password</u>
firstlast@prepareandprosper.org	unique to you

3. You'll then be prompted for a verification code. **Enter the 6-digit code currently displayed by Google Authenticator** on your phone.

*Tip: Notice that the code changes every 30 seconds.*

4. Make sure to check "**Don't ask again**" and then click to continue.

**\*When asked: stay signed in? check "don't show this again" and click "no"**

**This should get you logged in! Please don't hesitate to reach out if you have any troubles with these steps.**

# FAQ

**Q:** *What is Multi-Factor Authentication (MFA)?*

**A:** Multi-Factor Authentication (MFA) is an additional layer of security that is added to the login process. Such as a randomly generated code or a physical key

**Q:** *How often will I have to re-authenticate? (Enter code to log)*

**A:** For Google as long as you check “remember this device” you won’t have to enter the code again. For Microsoft you will have to enter the code once every 90 days.

**Q:** *Do I have to authenticate through MFA separately for each browser or device?*

**A:** Yes, you will need to authenticate for each browser (chrome, safari) or device (PC, phone, tablet) that you login to your Google or Microsoft account on. Each browser on each device that you use will require MFA authentication.

**Q:** *I forgot/left my mobile device at home, now what?*

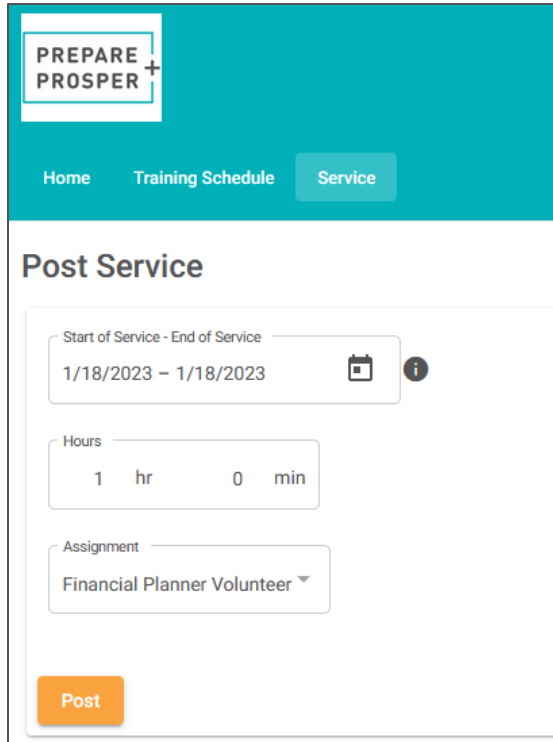
**A:** Hopefully it isn’t time yet to re-authenticate. However if it is time to re-authenticate and you are prompted for MFA verification you will need to go home to get your mobile device.

**Q:** *My mobile device with my authenticator app is lost/stolen, what do I do?*

**A:** Please contact the Brave North Help desk asap so your account can be secured

# LOGGING HOURS IN VICNET / VOLGISTICS

Please log your hours  
once a week



The screenshot shows the 'Post Service' form in the VicNet/Volgistics portal. At the top left is the 'PREPARE + PROSPER' logo. Below it is a navigation bar with 'Home', 'Training Schedule', and 'Service' tabs. The 'Service' tab is active. The main form area is titled 'Post Service' and contains the following fields: 'Start of Service - End of Service' with a date range of '1/18/2023 - 1/18/2023', 'Hours' with a value of '1 hr 0 min', and 'Assignment' with a dropdown menu set to 'Financial Planner Volunteer'. An orange 'Post' button is located at the bottom left of the form.

PREPARE + PROSPER

## Record Volunteer Hours

As soon as possible after each volunteering session, please record the time you spent volunteering using our volunteer portal, VicNet (aka Volgistics). Knowing how much time volunteers contribute helps us quantify the great work you do!

1. Log in using this link: <https://www.volgistics.com/vicnet/23859/login>
  - a. Enter the email address you used on your application to volunteer with Prepare + Prosper.
  - b. Password: Changeme! (you will be prompted to create your own password upon your first login)
2. Click on the "Service" tab.
3. Enter the date of the volunteer service that you are recording. VicNet frames this as "Start of service - End of service". You should only record hours for one day at a time, so the start and end date will always be the same.
4. Enter the time you spent volunteering. Please round up to the nearest quarter hour. Estimates are okay!
5. In the "Assignment" drop-down menu, select "Financial Planner Volunteer".
6. Click "Post".
  - a. Immediately after clicking "Post", VicNet asks "Are you sure?" Make sure you click YES! This is an easy step to overlook.



# THINGS THAT MIGHT COME UP:

- They don't answer/respond
- They don't know who you are
- At consultation they don't know what to ask or are unprepared
- They get upset about something you say or suggest
- They disagree with you, or you disagree with their choices
- They ask about their taxes or P+P
- They miss their meeting, or reschedule more than once

# WHAT'S THE DIFFERENCE?

## FINANCIAL COUNSELING

- Focused on addressing a specific financial need
- Credit card debt, student loan debt, or homebuyer support
- Brief contact, limited follow-up

## FINANCIAL PLANNING

- Focused on long-term financial goals
- Investments, insurance, or retirement
- Typically ongoing, but our referrals are one-time

## FINANCIAL COACHING

- Focused on making behavior change
- Saving, spending, debt, or credit
- Long-term commitment; regular sessions; check-ins

# MAKING REFERRALS TO OTHER FINANCIAL RESOURCES

<https://prepareandprosper.org/financial-resources/>

- In-house:
  - **Money Mentors** - Financial coaching
  - **FAIR** - Banking & credit building
- Partner orgs:
  - **Lutheran Social Services** - Financial counseling
  - **Exodus Lending** - Help paying off predatory loans

# MONEY MENTORS

## One-on-one

Coaches & participants meet (virtually or in person) to discuss individual goals and progress

## Peers

Participants meet together virtually to learn about financial topics, share strategies, and support each other

- Participate for 6 months +
- Income guidelines
  - \$55,000 individual
  - \$75,000 household
- ***Refer to MM site to fill out interest form***

PREPARE + PROSPER

MONEY \$  
MENTORS

free financial coaching



- + Take control of your money
- + Focus on your financial future
- + Receive judgement-free help
- + Redefine your relationship with money

PREPARE + PROSPER

WORKING TOWARD A BRIGHTER FINANCIAL FUTURE

# FAIR BANKING



**Check out  
a checking  
account made  
for you.**

No overdraft fees.  
No monthly minimum  
balance.

**fair:**

FINANCIAL OPPORTUNITY  
FOR EVERYONE



**Discover a  
smart savings  
solution.**

Build more than just  
your account balance.  
Build a better tomorrow.

**fair:**

FINANCIAL OPPORTUNITY  
FOR EVERYONE



**Work on  
building your  
credit score  
while you build  
your savings.**

A new way to build for  
the future.

**fair:**

FINANCIAL OPPORTUNITY  
FOR EVERYONE

PREPARE + PROSPER

**Refer to FAIR website**



# LSS FINANCIAL COUNSELING

- Counseling focuses on help with a specific financial issue
  - Credit card debt management
  - Student loan debt
  - Homeownership counseling
  - Credit improvement
- Free one-time meetings via phone or online
  - No income limitations on service
  - Services are available statewide
  - Multi-lingual: English, Hmong, Spanish
- ***Refer to LSS website***

# EXODUS LENDING

- Organization helping refinance and pay off predatory loans
  - Pays off up to \$1,500 of high interest loans
  - Refinances loans to a 0% interest rate loan
  - Borrower repays Exodus over 12-24 months
- ***Refer to Exodus website***

# VOLUNTEER RESPONSIBILITIES

- 1. Participant communication:**
  - a) Reach out to new participants each week, and follow up if they don't respond**
  - b) Keep your spreadsheet up to date**
  - c) Always check whether or not a participant has consented to texting before sending a text**
- 2. Log volunteer hours in Volgistics once a week**
- 3. Communicate with Sarah B. if you're going to be unavailable during a particular week or if something's not working for you**

# FOLLOW UP

- **Homework – complete by 1/26:**
  1. 3 Self-paced items on moodle (30-40 min)
    - If you're prompted to login, click on guest access
  2. Set up your Vicnet/Volgistics login (look for an email from Sara M. tomorrow)
  3. Complete background check (look for an email from Sterling Volunteers tomorrow)
  4. **Email Sarah B. & let her know you've completed these**



# **SCHEDULING POLL FOR FOLLOW UP SESSION**

**PREPARE + PROSPER**