

Financial Capability for Organizations & Staff Training Menu

The CASH Campaign of Maryland (Creating Assets Savings and Hope) has a depth of experience designing financial education curriculum and providing technical assistance to direct service organizations and front-line workers who serve low-income consumers. These services enhance the capacity of an organization and its staff to improve the financial stability of the people they serve.

CONTENT AREA	TRAINING OUTCOMES
Financial Realities in Maryland and Examining our Biases	<ul style="list-style-type: none"> • Participants will learn the framework of the current financial market forces/systems affecting the low-income families they serve. • Participants will discuss the racial wealth gap and discuss how this appears in their daily work with clients. • Participants will learn to understand how to challenge any implicit biases that may exist and strategies to working with clients in a nonjudgmental and safe matter.
Understanding Your Client’s Money Decisions	<ul style="list-style-type: none"> • Participants will learn basic concepts of behavioral economics, like scarcity, to help them better understand the reasons behind why people make certain money decisions. • Participants will understand the principles of behavior change theory that influences client’s success. • Participants will learn tools and strategies for evaluating client’s financial values and habits. • Participants will learn how to help clients set actionable goals that will help them achieve their financial goals.
Assisting Clients with Designing Successful Spending Plans	<ul style="list-style-type: none"> • Participants will learn the components of a spending plan (budget) • Participants will learn how to help clients identify their spending priorities according to their personal wants and needs. • Participants will learn various spending plan methods and how to help clients choose one (or more) that will work for them. • Participants will learn about how to make Cash Flow budgets for clients, which in turn, helps them assess if the client is living within their needs or needs to make changes. • Participants will learn strategies to help client’s stick to their spending plan.
Banking and Basic Financial Transactions	<ul style="list-style-type: none"> • Participants will understand why banking access matters and the impact of being unbanked. • Participants will learn how to inform clients on the basics of managing their finances with a financial institution (how to explain the basics of types of accounts, understand how to troubleshoot when there are barriers to opening an account, and more about basic services and products) • Participants will learn how to guide clients in selecting a safe, low-cost, and functional banking method.

<p>Paycheck Efficiency: Help Clients Make the Most of their Income</p>	<ul style="list-style-type: none"> • Participants will learn about the basics of getting paid and making the most with their paycheck (advantages of direct deposit, cost of paychecks and prepaid cards, and more) • Participants will learn the differences between key terms such as gross pay and net pay. • Participants will learn strategies to use to help clients create healthy habits of monitoring their pay stubs and are understanding how to analyze their paystub.
<p>Components of Building a Savings Plan</p>	<ul style="list-style-type: none"> • Participants will learn about various banking products (Savings Accounts, Certificates of Deposit, Bonds, etc.) and how to mix and match products to different types of savings goals. • Participants will learn about the basics of working with a financial institution (how to set up an account, advantages of direct deposit, avoiding fees, and picking the products that work for them).
<p>Assessing credit and techniques for credit repair</p>	<ul style="list-style-type: none"> • Participants will learn about the different types of credit, why credit is important and what the advantages and disadvantages are of using credit. • Participants will learn about the importance of credit scores and how they are linked to low interest rates and savings in the future. • Participants will learn how to read a sample credit report and tools to use with their clients. • Participants will learn how to help their clients choose the right credit product for credit building. • Participants will understand predatory lending (Payday loans, Buy Now Pay Later FinTech) and how it affects clients.
<p>Step-by-Step Debt Reduction Guide and Fair Debt Collector Practices</p>	<ul style="list-style-type: none"> • Participants will understand strategies for reducing debt and be able to identify different types of debt. • Participants will learn how to help clients prioritize their debts and offer education around what happens to unpaid debt. • Participants will understand strategies to support their clients when dealing with debt collections. • Participants will understand strategies and regulations around consumer protection related to debt consolidation and collections.
<p>Consumer protection</p>	<ul style="list-style-type: none"> • Participants will learn the U.S. trends in fraud and identity theft and how they can help their clients reduce their exposure. • Participants will learn about the red flags of scams that exist. • Participants will understand what a smart consumer is and how to encourage their clients to establish <i>smart consumer</i> habits.