

# Office of Financial Empowerment

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February 24, 2016



# DISCLAIMER

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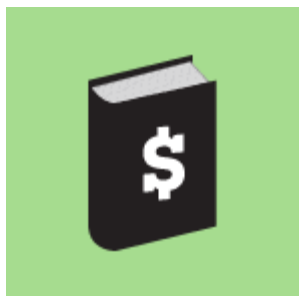
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# CFPB Mission

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The mission of the Consumer Financial Protection Bureau is to make markets for consumer financial products and services work for consumers by making rules more effective, by consistently and fairly enforcing those rules, and by **empowering consumers** to take more control over their economic lives.



# CFPB Divisions

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## **Consumer Education & Engagement**

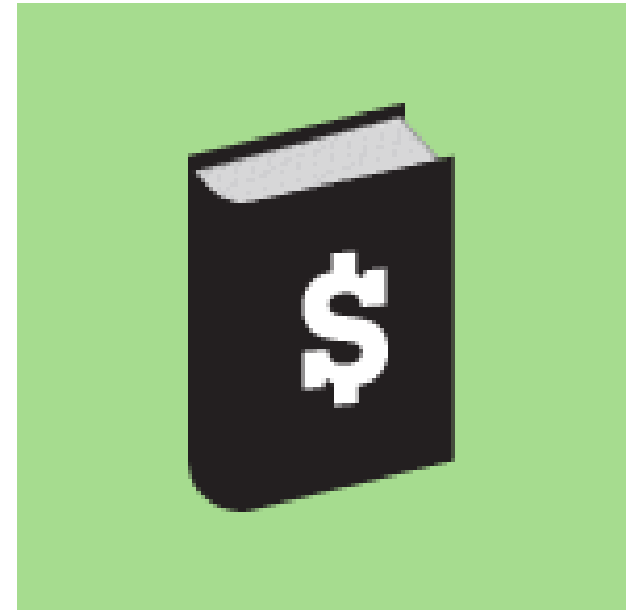
Operations

Research, Markets & Regulations

Supervision, Enforcement, & Fair Lending

External Affairs

Legal Division



# Consumer Education and Engagement - Offices

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All Consumers



Population Based



Consumer  
Engagement

Financial  
Empowerment

Servicemembers

Financial  
Education

Students

Older  
Americans

# Office of Financial Empowerment

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## ***Vision:***

*Low-income and economically vulnerable consumers are financially stable*

## ***Mission:***

*We work to empower low-income and economically vulnerable consumers to make informed financial decisions by providing them with tools and information and by promoting a more inclusive and fair financial marketplace.*

# Office of Financial Empowerment outcomes

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1 Increase Access

2 Build financial capability

3 Build / improve credit

4 Build savings

# Office of Financial Empowerment strategies

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1 Advancing policy

2 Building partnerships

3 Testing promising practices

4 Scaling programs



# Collaborations with Federal Agencies

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## ***Youth Employment Success***

DOL, FDIC and others



## ***Saving at Tax Time***

IRS & Treasury



## ***Pathways HHS***

## ***Your Money, Your Goals***

HHS, U.S.D.A.



# Scaling Programs: Your Money, Your Goals

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**cfpb** Consumer Financial  
Protection Bureau

October 2015

- **Toolkit** with financial education modules and tools
- **Scalable** –reached 7500 frontline staff and 100,000 consumers
- **National perspective, local context** identify financial need and link consumers to local resources

# Scaling Programs: Your Money, Your Goals

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## Topics include:

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

## Customizations and adaptations

- Social Services
- Legal Aid
- Community Volunteers
- Workers



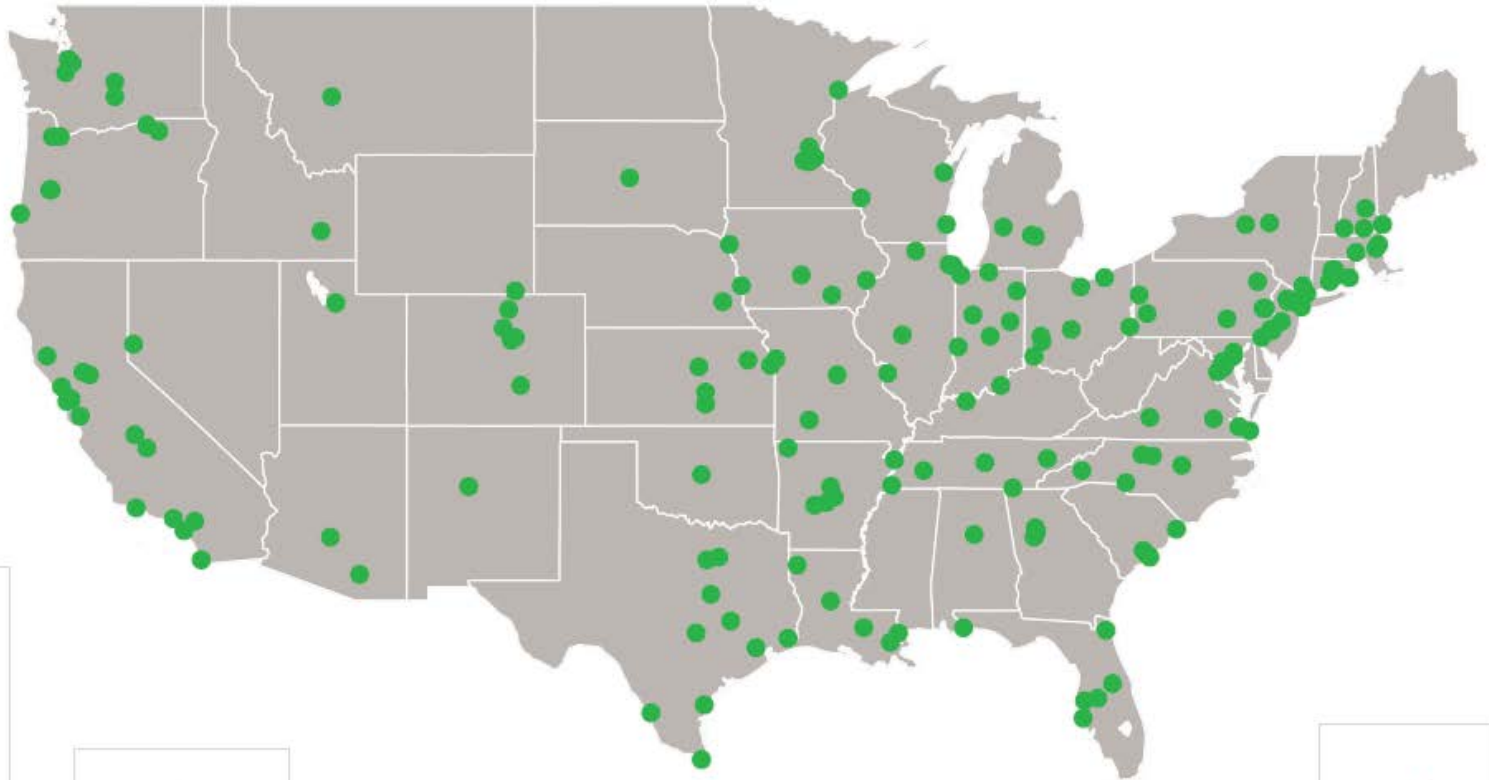
**cfpb** Consumer Financial  
Protection Bureau

October 2015

Available for download in English and Spanish at [consumerfinance.gov](https://consumerfinance.gov)

**cfpb** Consumer Financia  
Protection Bureau

# Your Money, Your Goals Across the United States



# Which tools are right for you?

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# Why Use YMYG

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- Helps frontline staff make better referrals
- Helps staff increase client financial empowerment
  - Simple, short intervention can have dramatic impact
- Can help local affiliates and state entities meet outcome measures
- We can provide
  - Toolkits
  - Online resources
  - Open webinars
  - Email updates
  - 2017 Cohort

# Your Money, Your Goals at consumerfinance.gov


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

An official website of the United States Government

Español 中文 Tiếng Việt 한국의 Tagalog Русский العربية Kreyòl Ayisyen




 Consumer Financial Protection Bureau

Contact us (855) 411-2372

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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](#)

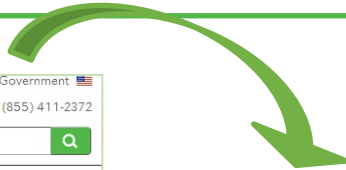
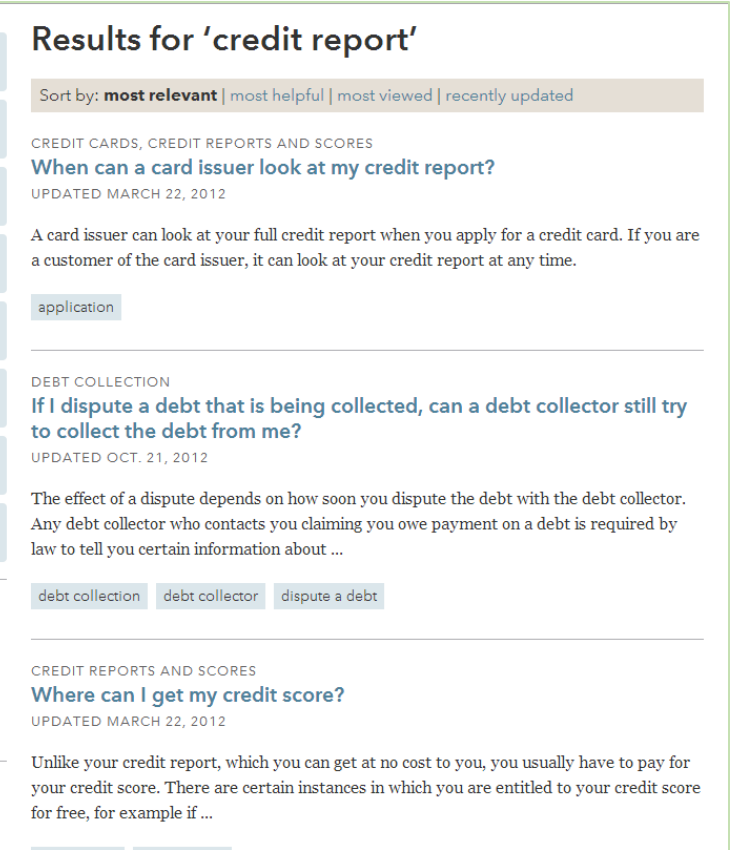
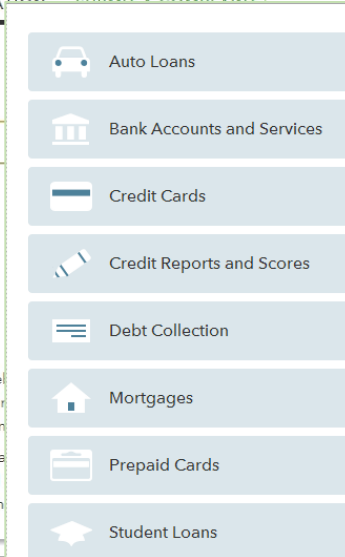
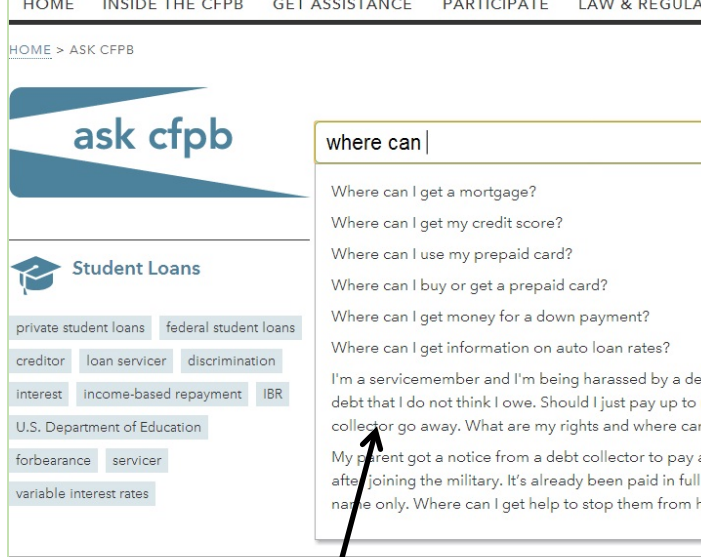
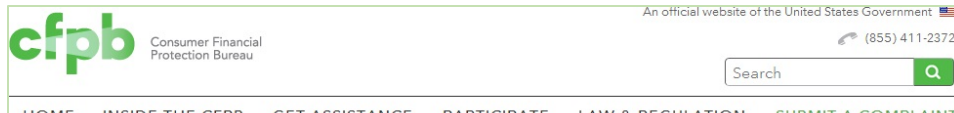
### FOLLOW-UP RESOURCES

Sample surveys trainers can use:

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

 Consumer Financial Protection Bureau

# Ask CFPB – ConsumerFinance.gov/askcfpb



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Filter search results by audience or topic

Curated homepage content



# How We Receive Complaints



Contact us (855) 411-2372

Search



HOME INSIDE THE CFPB GET ASSISTANCE PARTICIPATE LAW & REGULATION **SUBMIT A COMPLAINT**

## New tools to combat harmful debt collection practices

We're putting companies on notice about harmful debt collection practices. Today we also published consumer "action letters" and are now accepting debt collection complaints. [Learn more about our work on debt collection.](#)



**[consumerfinance.gov/complaint/](https://consumerfinance.gov/complaint/)**

**(855) 411-2372 or TTY/TDD (855) 729-2372**

**Monday-Friday, 8am – 8pm ET**

***180+ languages***



# CFPB Tools and Resources for Consumers

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- **Ask CFPB:** <http://www.consumerfinance.gov/askcfpb/>
- **Complaints:** <http://www.consumerfinance.gov/complaint/>
- **Tell Your Story:**  
<http://help.consumerfinance.gov/app/tellyourstory>
- **Publications:** <http://promotions.usa.gov/cfpbpubs.html>



## CFPB Blog:

<http://www.consumerfinance.gov/blog/>

Visit our webpage:

[consumerfinance.gov/empowerment](https://consumerfinance.gov/empowerment)

Contact us:

[empowerment@consumerfinance.gov](mailto:empowerment@consumerfinance.gov)

