(5) INTAKE INSTRUCTIONS

The intake process is the first step in building rapport with participants and beginning to uncover their issues, challenges, learning opportunities and personal/financial goals. Following the Facilitator Script is important in order to gather all of the information that will inform the next steps, but the most important part of this whole process is the ability to really hear what the participants are saying (and sometimes what they are NOT saying).

For some participants, discussing financial subjects is emotional stressful or culturally difficult, so the facilitator may have to ask a great many follow-up questions. Use follow-up statements such as "A lot of times the information is so confusing that it can be hard to know what we don't know. Is that your experience?"

The key is to be able to take what the participant is saying and help reframe those statements into **Learning Opportunities and/or Personal/Financial Goals.**

Example:

Facilitator: "On a scale of 1 to 10 with 1 being the lowest and 10 being the highest, How much control do you feel you have over your current money situation?"

Participant: "Oh, I don't know…probably like a 3."

Facilitator: "What would it take to get you to a 10?"

Participant: "I don't know where all my money goes – it's like I get a paycheck and pay my bills and have some left over, but at the end of the month I'm broke – I just don't know where it goes."

Facilitator: "So it sounds like you think it would be helpful to see where all your money is going each month - is that what I am hearing?"

Participant: "Yeah, I would like to know, and then maybe I would have money left over to pay off the money I owe on my credit card."

Facilitator: "So it sounds like a second part of your goal could be to use what you learned in tracking your expenses to set up a spending plan so that you could afford to pay off your credit card debt – is that right?"

INTRODUCTORY CALL

Facilitator Script	Facilitator Notes
Thanks for your interest in our Financial Mentoring Program. What is it about the program that interests you? There are lots of financial books and classes out there, but most of them cover a huge range of subjects, which may mean sitting through training on things you already know. So the goals of the Financial Mentoring Program are to find out what you already know, what you would like to know and what goals you have. That way, we can come up with a personalized action plan with you.	Start to identify motivation. Is participant more motivated by avoiding pain or by working towards something? Program description emphasizes that this will be very client-driven, and the benefit of participating will be the chance to meet one-on-one with a financial mentor. Since a description of all the steps can seem overwhelming, we only introduce the next step at this time.
I have a series of questions to ask you so that we can start working on your individual plan. It should take about **an hour**. Do you have time now, or is there a better time for me to call you back? **(If No)** - establish a day and time to call back OR find out why not interested in participating. **(If Yes)** - proceed with intake. **(If participant would like to meet in person)**- schedule date, time and place to meet	This step should come across as very conversational and not feel intensive. In some situations, meeting a participant in person may foster better communication and rapport building. This may be especially true if the participant is speaking English as their second language.

Intake Interview

Facilitator Script	Facilitator Notes
Before we start, I want to let you know that this whole process is about what you want and NOT about me telling you a whole lot of things that you SHOULD do. So if at any time you don't like something or you feel uncomfortable, I really want to know because that would mean that I was not doing my job of focusing on what you want. How does that sound?	Start building rapport and identifying motivation, attitudes towards the subject and needs. Clues can include the use of "non-responsible language" such as "they" or "you" instead of "I"; magic solutions like winning the lottery.
First off, what comes to mind when you think about the whole issue of money? How do you feel thinking about the subject?	Start getting a feel for the client's underlying fears (lack of math skills, don't want to appear stupid, current situation is so bad that it feels easier to avoid it, embarrassed, etc.). May need to give a personal example and/or follow-up questions such as "Why do you think that is," or "Tell me more," to get more details. Is participant focused on one topic only?
What parts do you feel most comfortable with? What do you think you do really well?	Start to identify areas of strength to build on and look for strategies or skills the client already has.
On a scale of 1 to 10 with 1 being the lowest and 10 being the highest, how much control do you feel you have over your current money situation? What would it take to get you to a 10? On a scale of 1 to 10 with 1 being the lowest and 10 being the highest, How knowledgeable do you feel about managing your money on a day-to-day basis? What would you need to learn to get you to a 10?	***Learning Opportunities/Potential Goals Around <u>Money Management</u>*** Any response less than a 10 indicates a learning opportunity. Most statements given as to what would increase the score indicates potential goals.
Have you ever developed a family budget? **(If yes)** How did you come up with the numbers?	***Learning Opportunities/Potential Goals Around <u>Money Management</u>***

Facilitator Script	Facilitator Notes
Did you learn anything from doing your budget? **(If yes)** What? **(If no)** Why not?	How accurate is the budget - did they track expenses or guess? Did seeing it on paper overwhelm them or give them a sense of control? **MOST people do not have an accurate picture of exactly what they spend each month. WHENEVER is seems to fit, try to work in the rephrasing of a goal to include tracking expenses and developing a spending plan.**
On a scale of 1 to 10 with 1 being the lowest and 10 being the highest, how knowledgeable do you feel about the subject of credit, credit reports and ways to improve your credit standing? What would you need to learn to get you to a 10?	***Learning Opportunities/Potential Goals Around <u>Credit/Credit Reports & Scores</u>*** Any response less than a 10 indicates a learning opportunity. Most statements given as to what would increase the score indicates potential goals.
Have you ever seen a copy of your credit report? **(If yes)** How long ago? **(If yes)** Did you review your credit report? **(If yes)** What did you learn? What, if any, actions did you identify that you needed to take?	***Learning Opportunities/Potential Goals around <u>Credit Reports and Scores</u>*** If a person has never checked their credit report or has never used credit, there is an opportunity to introduce credit reporting and ways to build credit. If a person has seen their credit report before, how knowledgeable is the participant about what was on it? **MOST people do not have an accurate picture of credit reports/scores or the situations when credit history is used. WHENEVER is seems to fit, try to work in the rephrasing of a goal to include learning about credit reports and scores.**

Facilitator Script	Facilitator Notes
Do you currently have any credit cards? **(If yes)** – How do you use your credit card(s)? Do you know how much of a balance you have on each one (or in total)? When you make a payment how do you decide how much to send? **(If no)** – Have you ever had a credit card? **(If yes)** – Why don't you have one now?	***Learning Opportunities/Potential Goals around Credit*** If used unwisely, credit cards can be expensive and can lead to big debt. How knowledgeable is the participant about what they are currently paying to use credit? Are they paying more than the minimum balance each month? Do they understand how much it costs to carry balances? ***Learning Opportunities/Potential Goals Around Building Credit*** If participant has never used credit cards or had any loans, then they may need to start thinking about building their credit history. This will be especially important if they have any goals involving homeownership, etc.
On a scale of 1 to 10 with 1 being the lowest and 10 being the highest, how knowledgeable do you feel about financial institutions, like banks, and the services they offer? What would you need to learn to get you to a 10?	***Learning Opportunities/Potential Goals Around Financial Institutions*** Any response less than a 10 indicates a learning opportunity. Most statements given as to what would increase the score indicates potential goals.
How do you pay bills – checks, money orders, other? **(If not using a bank)** How do you cash your paychecks? How much does that cost?	***Learning Opportunities/Potential Goals Around Financial Institutions and checking accounts*** Does the participant know how much they are spending to manage their money? Have they considered other options and done the math? Do they know how to

<table>
<tr><th>Facilitator Script</th><th>Facilitator Notes</th></tr>
<tr><td>(If using checking to pay bills)

Why have you chosen a checking account to pay your bills?

How much are you paying for your checking account?

What other services of theirs do you use?

Have you had any overdraft or returned check charges?

(If yes)

How often is that happening?

Do you have a sense of how much you are spending?</td><td rowspan="3">compare the costs of services?

If they DO have a checking account, are they managing it successfully? Would they benefit from learning how to avoid paying penalty fees?

Regardless of how a person chooses to pay their bills and manage money, the key is that they consider their options, know how much it costs them and chose the option that is best for their situation.</td></tr>
<tr><td>(If using money orders to pay bills)

Why have you chosen to use money orders to pay your bills?

How much do you pay for that?</td></tr>
<tr><td>Have you ever used a payday loan service?

(If yes)

What did you use it for?

Why did you choose that type of service?

What APR did they charge?</td></tr>
<tr><td>Describe your process for paying your bills?</td><td rowspan="2">Learning Opportunities/Potential Goals Around <u>Bill Paying Strategies</u>

How knowledgeable is the participant about setting up a bill paying system to make sure bills are paid on time? Do they know how to work with creditors to get bills at different times of the month?

Do they know about ways to increase their income such as advancement training and/or tax credits? Have they looked for ways to cut or reduce their spending?</td></tr>
<tr><td>Do you get charged late fees on your bills?

(If yes)

Is that because you don’t have the money when the bill is due, or you just get the payment in late?</td></tr>
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Facilitator Script	Facilitator Notes
Well we have covered quite a lot today. Is there anything else that you would like to add to our conversation?	
Are there certain topics you would like to learn more about?	Many participants may not yet know what they want to learn about because this whole subject seems so big. This can provide a useful way to introduce the Quick Quiz since its purpose it to give us a starting point for talking about financial topics.
I took a lot of notes while we were talking and I want to make sure that I heard what you are saying, so let me read you what I have down so far. It sounded to me like you would like to work on (*summarize their needs*). Does that sound right? **(If No)** - Keep summarizing until client indicates agreement. Are there any other goals you would like to add? *(Can prompt for longer-term goals. For example: Some people want to buy a home someday or save for their children's education*)	Review all the notes you have made on learning opportunities and goals. Emphasize that not everything needs to be captured at this point because you will give them a Quick Review sheet where they will get a chance to see all the items written down and then make decisions about what they want to focus on.
So we have accomplished our first, and most important step by having you identify some of your personal goals. Our next step will be to meet in person to work on an action plan for you. To get ready for that I am going to send you a packet that includes: • A **<u>Quick Review</u>** summary of the goals you have identified today and an exercise to help you think about other financial goals you may have. • A **<u>Quick Quiz</u>** so that we can pinpoint what you already know. Please don't stress over this. We just want to make sure that we don't waste your time by covering things you already know. We have found that most of us don't really even know what we don't know, so most of the people who have taken it have found it really helpful.	Here you introduce next step in the process.

Facilitator Script	Facilitator Notes
• A **<u>Quick Questionnaire</u>** so I can get some further details about you. Once you have completed those and mailed them back to me, we will schedule a face-to-face meeting, which will take about two hours, to start putting together your action plan. How do you feel about that as a next step?	