



**Financial
Navigators**

Leading Albuquerque
Residents to
Financial Recovery

**ONE
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By
Winter L.
Torres

What is . . . a Financial Navigator?

Financial Navigators will remotely provide structured guidance that will help residents prioritize financial concerns and mitigate disruptions to their cashflow.

- Train on resources available to community members
- Triage financial issues
- Identify immediate action steps
- Make referrals to other resources and supports
- Provide a public service for residents of the community



A Financial Navigator is NOT a long-term counselor who provides financial advice

NM
DREAM
TEAM



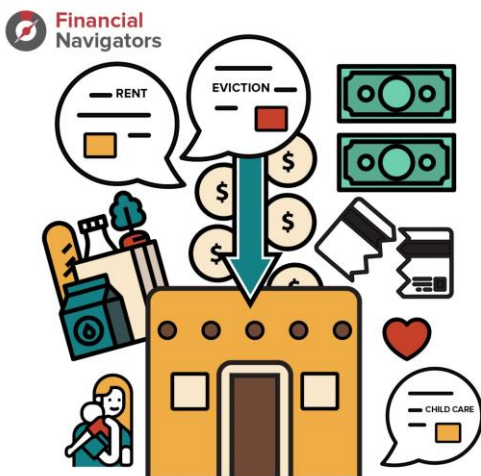
FULLY BILINGUAL SERVICE

ONE ALBUQUE RQUE

legal

Contact
cabq.gov/finnav | 311

Financial Navigators



Worried about money because of COVID-19?

Our Financial Navigators are working with more than 100 partners to help families get what they need.

CALL 311 OR VISIT CABQ.GOV/FINNAV TO GET CONNECTED TO RESOURCES

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Contacte
cabq.gov/finnav | 311

Navegadores Financieros



¿Le preocupa el dinero por causa de COVID-19?

Nuestros Navegadores Financieros trabajan con más de 100 socios para ayudar a las familias con lo que necesitan.

VISITE CABQ.GOV/FINNAV O LLAME AL 311 PARA CONECTARSE CON RECURSOS

WE CAN SERVE ANY LANGUAGE

Flyers also in: Vietnamese, Mandarin, Arabic, & Farsi. Diné (Navajo) coming soon.

MESSAGING

Help residents deal
w/ financial impact
of COVID-19

**STEADY DRUM
BEAT**

- Triage
- ID immediate action steps
- Make referrals
- NOT direct financial assistance
- NOT financial counselors

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FINANCIAL NAVIGATION TOPICS

- **HOUSING**

- Eviction/Rent
- Utilities (PNM, Comcast, Water, Gas, Trash, etc.)
- Mortgage/House payments
- Shelter

- **FOOD**

- Food banks
- Food stamps (SNAP)
WIC benefits
- Senior meals
- School meals

- **INCOME**

- Unemployment or Disability Benefits
- Stimulus Checks
- Welfare (TANF)
- Childcare Assistance
- Taxes
- Direct Assistance
- Scams

- **DEBT**

- Credit Cards
- Child Support
- Consumer Debt
Garnishment
- Bill Collectors
- Student Debt

FINANCIAL NAVIGATION TOPICS

- **HEALTHCARE**

- Medicaid
- Medicare
- Disability Insurance
- Health Insurance or “ObamaCare”

- **SPECIAL POPULATIONS**

- Children
 - Childcare
 - Early Head Start
- Seniors
- Refugees & Immigrants
- Intimate Partner Violence & Child Abuse
- Native Americans & American Indians
- Returning Citizens
- LGBTQIA
- AIDS/HIV
- Veterans

ADD'L REFERRAL GOALS

- Recognition of OneABQ community effort
- Connect individuals to organization with which they have most affinity
- Nonprofit assistance w/ bureaucratic obstacles
- Empower individuals & families
- Empower nonprofit organizations
- Connection to case management for selected clients under consideration

**311 or
Online
Interest
Form**

**Compass
Front Door**

**Queue for
Navigators**



LANDING PAGE:

<https://cabq.gov/finnav>

INTEREST FORM:

https://fecpublic.force.com/fecbot/s/referral?c__city=0016f00002aUBcZAAW&type=Financial_Navigator



COVID COLLABORATION

- a. Will your organization refer clients to CABQ Financial Navigators?
- b. Who is the best contact at your organization for CABQ Financial Navigators?
- c. Cross-promotion on FinNav and your organizational website?
- d. Social Media?
- e. Training for your staff?
- f. Does your organization want to receive CABQ Financial Navigators?
- g. Do you want to receive COVID resource email updates?

GOOGLE FORM:

https://docs.google.com/forms/d/e/1FAIpQLSdMMASHopjExGzFXoJ1wtwzve2_QTm5kf2sbip7Q9j0XNT9zg/viewform

NM Coalition to End Homelessness Partnership

- 1. Housing-Related Service
Pathway Flowcharts**
- 2. Initiate Resource Update
Planning/Methods**
- 3. Reduce effort duplication**



**Financial
Navigators**

- **QUESTIONS**
- **FEEDBACK**

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