

**I. TITLE:** CFS 1-Day Refresher Standard Operating Procedure and Instructor Guide

**II. DATE:** 3 JUL 2019

**III. BACKGROUND AND PURPOSE:**

**Background:** OPNAVINST 1740.5D requires that all military personnel serving as a Command Financial Specialist (CFS) and FFSC Personal Financial Management Educators requalify every three years to maintain their CFS designation.

**Purpose:** This 7.5-hour class is intended to meet the training requirements for requalification as a CFS for military personnel and FFSC PFM Educators. The topics covered will include review of electronic financial planning worksheet, review of solution-focused financial counseling, discussions of best practices, current issues/trends and ways to enhance the command's CFS program. This program must be facilitated by an experienced PFM Educator who is well-versed in the CFS Training curriculum and CFS Program Train-the-Trainer (TTT) certified.

**IV. TARGET POPULATION:** CFSs who have qualified within the past three years (as confirmed by official completion certificate) and who are actively engaging with clients regarding Personal Financial Management regularly as per CNIC Recertification Guidelines.

**V. PROGRAM OBJECTIVES:** The overall objective for this course is to requalify Command Financial Specialist as required in OPNAVINST 1740.5D. The training is broken down into segments directly related to the three major requirement of the CFS Program: Education and Training, Information and Referral, and Counseling.

- A. Review/re-learn technical and philosophical applications of the Financial Planning Worksheet (FPW) in hard copy and electronic format
- B. Practical demonstration of ability to use the FPW through course pre-work and in-class activities
- C. Demonstrate Solution-Focused Financial Counseling skills in class with scenario-based activity
- D. Enhance knowledge of current issues and share best practices through group discussion

**VI. PROCEDURES:** This course is designed to be completed in one day. The maximum number of participants will depend on the space and technological limitations of the specific site as a significant portion of the course will be completed on computers using the CNIC-approved electronic financial planning worksheet (e-fpw).

**Participants must register in advance to attend this training as pre-screening work and confirmation/determination of eligibility needs to be completed in advance of the course date.** The pre-screening work consists of satisfactory completion of an electronic financial planning worksheet being verified by the instructor or other qualified site Personal Financial Management

Educator using one of the CFSR Pre-Screening Scenarios (Attachments C-H). Additionally, prospective participants must supply a copy of their most recent CFS or CFS Refresher certificate dated less than three years prior to course date as proscribed in OPNAVINST 1740.5D. This should be faxed or emailed to the instructor in advance. **If pre-screening work is not completed the participant will not be allowed to attend training.**

Additionally, at registration participants should be advised to come to class:

- A. With a copy of their CFS Manual as it will be used a reference during training.
- B. Prepared to discuss their command's policy regarding personal financial management (such as BRS process/counseling, bonus counseling, PFM and indoctrination program, PFM and check-in/check-out, screenings, POD/POW information, annual required PFM GMT, needs assessments, list of current CFSs at command).
- C. Prepared to discuss current topics/issues/trends and will be requested to email the top two to the facilitator in advance of the class date.
- D. Prepared to give a two-minute presentation on a pre-assigned topic. Encourage them to review "Instructional Techniques for CFS Instructors" in Chapter 7 of their CFS Manual. They can bring pre-prepared PowerPoint presentations, handouts, reference articles, flip charts, etc. to support their presentation. Topic ideas listed in CFSR Two-Minute Presentation Topic Suggestions (Attachment I).
- E. Prepared to re-take and pass the CFS Post Test as provided in the CFS Student Manual.

**VII. PRESENTATION MATERIALS:** This program will be facilitated using a variety of tools including, but not limited to, hands-on computerized activities, PowerPoint presentations, and chart paper activities. Tools/materials required include laptop computers compatible with the current electronic financial planning worksheet for each participant, chart paper, markers (regular and white board), training aids/toys, facilitator computer and projection equipment, folders, and print products as appropriate.

All materials in the current Command Financial Specialist Standardized Curriculum, including but not exclusive to the Instructor's Guide, Student Guide and related materials can be used in the facilitation of this program. Notably, the Post-Test will be used as a standard measurement of knowledge and must be successfully completed with a minimum score of 70% for the participant to be re-certified as a Command Financial Specialist.

**VIII. ATTACHMENTS:**

- A. Quarterly Forum Certificate
- B. CFS Quarterly Activity Report
- C. CFS Instructions for using the 2019 eFPW
- D. Navy eFPW 2019
- E. Pre-Work ABH3 Gloria Hernandez
- F. Full Steam Pre-Work for Students
- G. Full Steam Pre-Work for Students – Answer Key 2019
- H. CFS Certification Guidance 7-3-2019
- I. CFSR Two-Minute Presentation Topic Suggestions
- J. CFSR Facilitator Agenda
- K. CFS Refresher Presentation
- L. CFSR FPW Correction Exercise Worksheet for Participants

- M. CFSR FPW Correction Exercise Worksheet for Facilitators
- N. CFSR FPW Correction Exercise Notes
- O. CFSR HM3 Smith Role Play LES
- P. CFSR HM3 Smith Role Play Exercise
- Q. Tips on How To Maintain Files for Inspection (based on 1740.5D)
- R. CFSR Jackpot Review
- S. CFSR Course certificate – editable
- T. Presentation Training Skills
- U. CFSR Sample CFS Collateral Duty Checklist Nov. 2017

#### **IX. BORROWED DOCUMENTS:**

- A. Navy eFPW 2019 (borrowed from CFS Training SOP)
- B. Instructions for using the 2019 Electronic Financial Planning Worksheet (borrowed from CFS Training SOP)
- C. Command Financial Specialist Training Instructor Guide (2009) (borrowed from the CFS Training SOP)
- D. Command Financial Specialist Training Student Manual (2009) (borrowed from the CFS Training SOP)

#### **X. REFERENCES:**

- A. OPNAVINST 1740.5D United States Navy Personal Financial Management Program (2016)
- B. Command Financial Specialist Training Instructor Guide (2009)
- C. Command Financial Specialist Training Student Manual (2009)
- D. Solution Focused Financial Counseling in the New Millennium (Fred E. Waddell, 2001)

#### **XI. CONTENT OUTLINE AND PRESENTER'S GUIDE:**

##### **Content Outline:**

The facilitator will be leading a variety of activities and group discussions designed to reinforce the tenets of the Command Financial Specialist program of Education and Training, Information and Referral and Counseling. Specific emphasis will be placed on correctly completing the Financial Planning Worksheet and its uses for various purposes and screenings. Additionally, time will be devoted to solution-focused counseling methods and presentation skills to enhance the participants' abilities. Finally, there will be a facilitated-discussion surrounding current issues, best practices and enhancing the program at the commands. See CFSR Facilitator Agenda (Attachment J) for guidance if needed.

##### **Presenter's Guide for CFS Refresher Presentation (Attachment K):**

- A. Entry of Students (*Slide 1*)**
  1. Review the registration roster as each participant arrives that they are pre-registered and have complete the required pre-work. (See section VI: Procedures.)
  2. Have participants sign in on the roster. This information will be used to create their completion certificates.
- B. Welcome (*Slide 2*)**
  1. Thank participants for their willingness to continue to serve their commands in the highly important role of Command Financial Specialist

2. Review the schedule and objectives for the day.
  3. At this time, CFS Refresher does not have a Course Identification Number (CIN) so Refresher cannot be captured but participants need to have their requalification reflected in their training records at commands. Their previous CFS class in CeTARS and current refresher certificate should be adequate for any inspections.
- C. Housekeeping (*Slide 3*)**
1. Provide any housekeeping information needed (restrooms, cell phones, parking, smoking area, breaks, lunch etc.) as appropriate for the location.
- D. Introductions (*Slide 4*)**
1. Have students go around and introduce themselves. You may mix this with Slide 5 and some of the information they will share about their program, issues they are seeing in their command, and best practices to share.
- E. Activity (*Slide 5*)**
1. Have students share what types of concerns they are seeing in their command, the best practices they may have implanted
- F. Pre-Registration Work Review (*Slide 7*)**
1. Review the pre-screening electronic financial planning worksheet focusing on any areas that consistently display difficulties.
  2. Tell the participants that the other information that each sent in prior to class (command policies, current topics/trends and two-minute presentations) will be addressed at various points during the day.
- G. Financial Planning Worksheet Discussion and Exercise (*Slide 8*)**
1. Discuss the purpose, use and importance of the Financial Planning Worksheet
    - a. Main tool used by CFSs and FEs in counseling
    - b. Review purpose and usefulness of each page
- H. Discuss the use of the FPW for screenings and important factors for the various screenings (*Slide 9*)**
- i. BAH Screening
    - a. Actual column reflects current situation
    - b. Projected column reflects living off base or in PPV with all associated changes in income and expenses.
    - c. Remind the participants about the “forgotten” changes such as utilities, increased gas consumption, renter’s insurance, etc.
  - ii. TGPS 12-Month Budget
    - a. Actual column reflects current situation with all military pays, allowances, benefits and any other household income as well as all current expenditures.
    - b. Projected column reflects known income, known and/or anticipated expenditures.
      - i. Bestplaces.net
      - ii. Usda.com
    - c. Keep in mind the need to replace SGLI, FSGLI, health care and address taxable income in the civilian world.
    - d. In some cases, the income information will be unknown so there may be a deficit budget. The deficit translates to how much income after taxes would be needed to support the lifestyle reflected in the expenditures (gap analysis).

- e. Encourage participants to become familiar with the Post-911 benefits, rules and FAQs ([http://www.benefits.va.gov/gibill/post911\\_gibill.asp](http://www.benefits.va.gov/gibill/post911_gibill.asp))
  - iii. CONUS Screening
    - a. Actual column reflects current situation with all current household income information as well as all current expenditures
    - b. Projected column reflects living in the new location with all associated changes in income and expenses.
      - i. Bestplaces.net
      - ii. USDA.com
    - c. Remind the participants about the “forgotten” changes such as loss of spouse income or 2<sup>nd</sup> income, cost of renting out or selling their local home, etc.
    - d. Discuss potential “culture shock”
    - e. Referral option – FFSC Smooth Move Workshop
  - iv. OCONUS Screening
    - a. Actual column reflects current situation with all current household income information as well as all current expenditures
    - b. Projected column reflects living in the overseas location with all associated changes in income and expenses.
    - c. Remind the participants about the “forgotten” changes such as loss of spouse or 2<sup>nd</sup> income, different kinds of overseas expenses, cost of using foreign banking services, cost of renting out or selling their stateside home, etc.
    - d. Remind the participants that not all locations get COLA and for those that do the amount varies and cannot be counted on.
    - e. Discuss potential “culture shock”
    - f. Referral option – FFSC Overseas Transfer Workshop
  - v. Recruiter and Other Special Duty Screenings
    - a. In addition to the factors with either a CONUS or OCONUS Screening, different duty assignments many have specific requirements for qualification
    - b. Recruiter duty receives additional stipend due to extra expenses but also requires a \$500 surplus budget at the recruiting location
    - c. Some special duty assignments have different debt-to-income ratio requirements that should be noted in the recommendation paperwork or orders
- I. Discuss importance of Remarks column for the client and for others who may be reviewing the FPW (*Slide 10*)
  - a. Remind participants that, although the FPW is an important tool, it is not always needed or the right avenue. In some cases, simple discussion may be more appropriate than an in-depth analysis
- J. Have participants complete the CFSR FPW Correction Exercise for Participants (Attachment L). (*Slide 11*)
  - 1. Review the FPW Correction Exercise using the CFSR FPW Correction Exercise for Facilitators and CFSR FPW Correction Exercise Notes (Attachment M and N).
  - 2. Discuss common mistakes FEs see in FPWs from CFSs (suggestions below but can be amended based on personal/site experience)
    - a. Not doing projected column

- b. Not addressing deficit/surplus
- c. Not completing Statement of Net Worth
- 3. Discuss any issues/difficulties participants are having with the worksheet. Possible topics could be:
  - a. Difficulties with the drop-down boxes
  - b. Printing the various pages
  - c. Enabling/running/printing Full Steam
  - d. How to show changes in tax-withholding and discussions regarding monthly and end-of-year effects
  - e. How to show changes in TSP participation (changes in percentages, Traditional vs Roth) and discussions regarding what these mean monthly and long term
  - f. Monthly saving for periodic expenses (vacation, holiday, auto repairs) and various ways it can be reflected on FPW
- K. Solution-Focused Financial Counseling Discussion and Exercise (*Slide 13*)**
  - 1. Review the sections of Chapters 6 and 18 of the Command Financial Specialist Training Student Manual and the Instructor Guide.
  - 2. Remind participants about the importance of remaining positive and encouraging during financial counseling. Most people have the ability to construct necessary solutions with encouragement and guidance. Reveal quote from solution focused counseling pioneer Bauch Shalem, “There is nothing wrong with you that what’s right with you can’t fix.” (*Slide 14*)
  - 3. Another tenet of solution-focused financial counseling is to be solution-oriented and task-centered. The past cannot be changed. Clients can only influence/control where they go from here. Discuss the importance of having the client create a “to do” list or perhaps a few “to do” lists broken down by timeframes. Ideal lists have 2-4 items so as to not overwhelm. Reveal quote from author Bill O’Connell, “The more you talk about something the bigger it gets. Which do you want to enlarge: Problems or Solutions?” (*Slide 15*)
  - 4. Review the 8-Step Counseling Cycle (*Slide 16*)
  - 5. Have participants discuss which parts of counseling work well for them. Also discuss what they feel they need more work on with feedback/ideas from the other participants and/or facilitator to improve those areas. (*Slide 17*)
  - 6. Counseling Exercise – options (*Slide 17*)
    - a. The facilitator and a colleague can role play a non-ideal counseling session have the participants take notes on what the counselor did right, what the counselor did wrong, and what the counselor could have done better
    - b. Provide the participants with the scenario, profile sheet and LES from the CFSR HM3 Smith Role Play Exercise (Attachments O and P). Use the Instructor Notes in the documents to facilitate counseling exercise.
- L. Presentation Techniques Discussion and Exercise (*Slide 18*)**
  - 1. Review the sections of Chapter 7 of the Command Financial Specialist Training Student Manual and Instructor Guide
  - 2. Can use the Presentation Skills Training (Attachment T).
  - 3. Have participants deliver their Two Minute Presentations that they were instructed to prepare at registration.
  - 4. After each presentation discuss what they did right and how they could improve for the future



- M.** Post-Test (may want to have a second staff member present to grade exams depending upon number of participants) (*Slide 19*)
  - 1. Have participants take the Post-Test from the Command Financial Specialist Training Student Manual
  - 2. Grade tests and return results
- N.** Your Program (*Slide 20*)
  - 1. Current Topics, Best Practices and Enhancing Your CFS Program – these may blend together throughout the discussion. Topics to consider throughout if not brought up by participants could include privacy/confidentiality, record keeping, use of qualified E4s in the command program, managing being a CFS in conjunction with regular duties, using Consumer Financial Protection Bureau (CFPB.gov) (*Slide 20*)
  - 2. Current Topics
    - a. Facilitate a discussion regarding current hot topics and trends they are seeing at their commands using the information emailed to facilitator from pre-registration instructions as a starting point.
  - 3. Best Practices
    - a. Discuss what is working well for each individual as a practicing CFS.
    - b. Discuss the CFS Program and inspections using Tips on How to Maintain Files for Inspection (Attachment Q) and Sample CFS Collateral Duty Checklist Nov. 2017 (Attachment U).
  - 4. Enhancing Your CFS Program
    - a. Review Chapter 22 in the Command Financial Specialist Training Student Manual and Instructor Guide
    - b. Discuss the direction they would like to see their command PFM program go
    - c. Discuss the direction they would like to see the Navy's PFM program go
- O.** Optional Activity – CFS Refresher Jackpot Review (Attachment R) (*Slide 21*)
- P.** Wrap Up
  - 1. Invitation to On-Going Training (*Slide 22*)
    - a. CFS Forum and Financial Town Hall Meeting upcoming dates and topics
    - b. Give current manuals to participants if needed
    - c. Give current CDs to participants if needed
  - 2. Presentation of Certificates (Attachment S)
- Q.** Thank you (*Slide 23*)