

Do your clients need no-cost help managing their finances or accessing emergency programs due to COVID-19?

The City of Tulsa, in partnership with Goodwill Industries of Tulsa, has launched a Financial Navigator program to help residents manage the financial impact of COVID-19. Trained **Financial Navigators are available to provide one-on-one telephone assistance – at no cost** – on critical financial issues and can make referrals to other social services and resources.

To connect your clients with a Financial Navigator, you or your client can complete a short intake form at <https://finnav.org/interest-tulsa>. A Financial Navigator will call your client back within 48 hours. For clients without access to the internet, they can call 211 to submit the form over the phone.

What Happens During a Financial Navigation Session?

Financial Navigation services are delivered over the phone. Navigators will help residents triage their financial issues, identify immediate action steps, and make referrals to programs and services. Sessions last approximately 30 minutes. During the call, Financial Navigators can help clients with:

- + **Prioritizing payments** for daily living expenses, like housing, food, and insurance
- + **Maximizing income**, through accessing emergency cash assistance, emergency loans, unemployment or short-term disability
- + **Managing debt**, from credit cards, student loans, or child support, and guiding negotiations with creditors
- + **Avoiding predatory scams**
- + **Budgeting** for future income disruptions
- + **Accessing other social services**, like Volunteer Income Tax Assistance services

Please note – Financial Navigators do not provide financial assistance

After each session, clients will receive a personalized follow-up email with action steps and referrals. Clients can always schedule another session at any time by submitting another form, but they may be served by a different Navigator.

More information about the program can be found here:

www.cityoftulsa.org/blueprint

