

A Financial Plan to Problem Gambling Recovery

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COUNCIL ON COMPULSIVE GAMBLING
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Overview

- This session will introduce participants to financial counseling and how it can be incorporated into Problem Gambling treatment and recovery programs.
- Financial plans are designed to empower the clients to establish and achieve their financial goals.
- They help clients develop budgets, manage their debt repayment and restitution plans, establish safeguards for families, and more.
- The speaker will use a fictitious case study which gives participants an opportunity to apply basic financial counseling techniques.

Learning Objectives

By the end of this session, participants will be able to:

1. Describe how financial counseling can be applied to help clients experiencing problems with gambling overcome financial challenges during recovery.
2. Describe resources and professionals who are available to help clients and how to engage with them.

Morgan

Would someone like to volunteer to read **Part 1** of the case study on the handout that I have provided?



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Financial Counseling

Consult with expert financial counselors who know how to support Problem Gambling treatment and recovery.

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What financial counselors do?

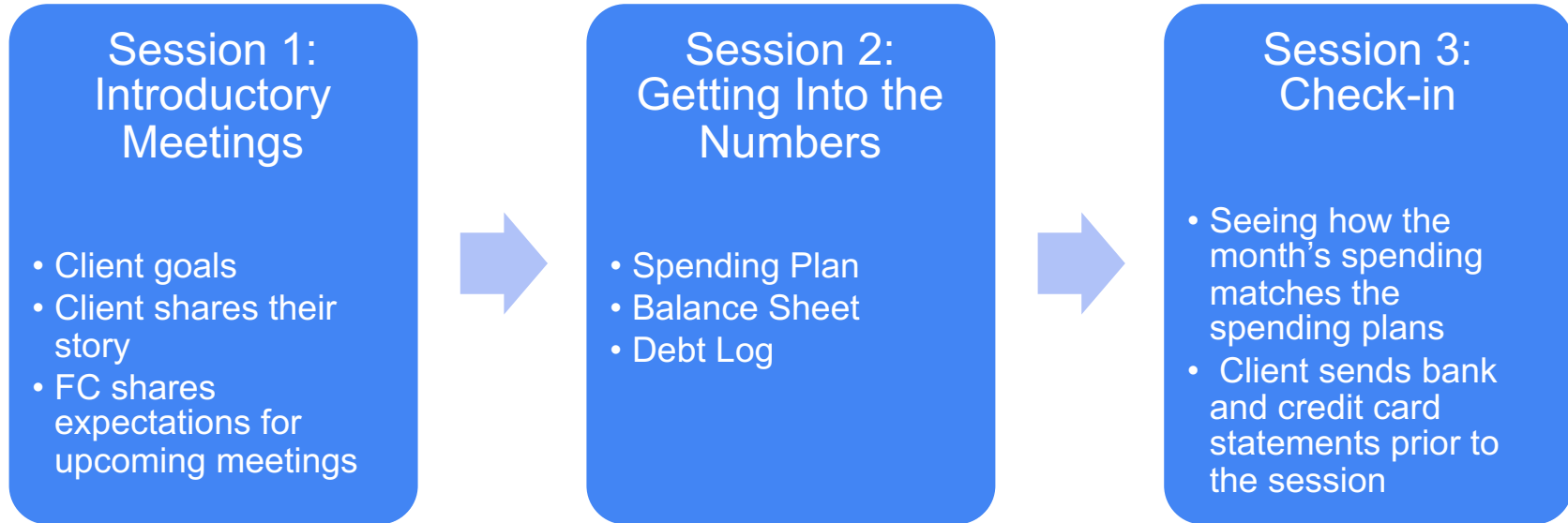
What we DO?

- Co-generate a plan for saving money, finding alternative sources of income, paying off debt, building wealth, and reducing expenses.
- Act a **fiduciary** meaning that we do what's in the best interest of the client.

What we DON'T do?

- We DON'T provide investment advice.
- We DON'T promote products to earn a sales commission.

What Can I Expect?



Other Types of Meetings

Ancillary Meetings

- Credit Building
- Negotiating credit card payments, APR, etc.
- Understanding personal loan options
- Dealing with financial hardships (e.g., funerals, loss of jobs, the unexpected, etc.)

6-Stage Financial Counseling Model (Pulvino & Pulvino, 2010)

1. Building a relationship and gather information
2. Diagnosing needs and setting goals
3. Generating alternatives
4. Choosing a plan of actions
5. Implementing the plan
6. Evaluating the plan



Throughout the 6-phases model, we are gathering information about the client(s)

Phase 1: Building a relationship and gather information

- **Relationship building begins in the 1st session and it ongoing**
- **Empathy** refers to the financial counselor's ability to put themselves in the client's shoes
- Financial counselors should demonstrate **warmth** by being open, friendly and considerate.
- **Trust:** Reminding clients of Confidentiality Agreement

Morgan

Would someone like to volunteer to read **Part 2** of the case study on the handout that I have provided?



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What do we notice about Morgan's finances?

- Share your ideas via Padlet by scanning the QR Code.
- If the QR Code is not working for you, then please jot down some ideas on a sheet of paper.
- <https://padlet.com/drjessicaparks/morgan>



Here are some observations

- **Strengths**

- Being in his 20s, he has time to recover
- \$5,000 in savings
- Car is soon to be paid off in 6 months
- Interested in getting a home

- **Opportunities**

- There is an opportunity to get a match with his retirement account
- \$-330 in checking account
- Over the past year, \$25,000 was transferred to an online betting company through a direct transfer and PayPal transfers.

Phase 2: Diagnosing needs and setting goals

- Implicit Goals vs. Explicit Goals
- Explicit
 - “I want to save up for a home”
- Implicit
 - “This credit card debt it getting out of hand and I am behind on three payments.”
- We also want to set SMART goals



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Specific

S
G

What *exactly* are you trying to achieve?

Measurable

M
O

How will you know when you've achieved it?

Attainable

A
A

Is it genuinely possible to achieve it?

Relevant

R
L

Does it contribute to your agency's revenue growth?

Time-bound

T
S

When do you want to achieve this by?

Phase 3: Generating Alternatives

- We are focused on financial goals and not “curing” the client
- We are CO-generating alternatives
- We may need to do a brainstorming list
- Co-generating alternatives involves using the “Teddy Bear”



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Phase 4: Choosing a plan of action

Alternatives	Pros	Cons
<ul style="list-style-type: none"> File bankruptcy 	Fast results	<p>He may feel that he was “let off the hook” and continue gambling. May limit ability to purchase a home and to obtain future credit.</p> <p>Does he qualify?</p> <p>Will this interfere with home-buying?</p>
<ul style="list-style-type: none"> Wait around for Lloyd or for Morgan to win big. 	The path of least resistance	Debt will increase due to interest and late fees. Winning \$50,000+ is probably unlikely.
<ul style="list-style-type: none"> Morgan pays off the debt 	Debt is paid off	May have to sacrifice other expenses.
<ul style="list-style-type: none"> Morgan asks parents to borrow money from their 	????	?????

Phase 5: Implementing the plan

Who?

What?

Where?

When?

Why?

How?

The Plan

- The financial counselor and Morgan will **co-design** the plan and include it in a **monthly spending plan**.
- **But which goals does he focus on first?**
- It depends on his goals, interest rates, fees, and what is most important.
- **But for now, let's follow the plan outlines in Part 3 of your handouts.**

Phase 6: Evaluating the plan

Would someone like to volunteer to read **Part 4** of the case study on the handout that I have provided?



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Resources

- [FREE AFCPE® financial counseling for service-members and veterans](#)
- [Currency Education Program](#)
- Order FREE [financial education from the CFPB](#)
- America Saves [54 Ways to Save](#) and [Pledge](#)
- [FREE VITA Tax preparation services](#)

Questions?

Contact Me

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References

Pulvino, C. J., & Pulvino, C. A. (2010). *Financial counseling: A strategic approach: Communication skills for financial professionals*. Instructional Enterprises.