

CBA Community Webinar Series

Transcript

May 2023 Webinar: Unveiling the Foster Credit Check Website

00:00:05:05 - 00:00:27:14

Unknown

Welcome, everyone. Thanks so much for joining us in the chat. If you would like to answer the question that we posed of do you currently work with youth in your work? Tell me. Fantastic. I'm going to go ahead and get us started today. So thank you again for joining CBA's monthly community webinar. My name is Claire Milldrum and I'm CBA's senior specialist in training and curriculum development.

00:00:27:23 - 00:00:46:11

Unknown

Thank you so much for taking the time to join us. So today we will reveal our foster credit check website. Talk about why it matters and hear from someone involved in its development. We hope that you'll take away the importance of checking credit for youth in foster care, how to do it, and how to use this website as a resource.

00:00:46:21 - 00:01:11:22

Unknown

And we'll also be including a PDF of these slides and the transcript as a resource with the recording. So before we jump into our content today, I'll provide a brief overview of our organization, Credit Builders Alliance. CBA serves as a bridge between equity focused nonprofits and the credit industry to unlock credit as an asset for all. We offer technical services such as access to credit reports and credit reporting.

00:01:12:07 - 00:01:42:21

Unknown

Access to capital through our city of our intermediary CBA fund and capacity building for non-profits and practitioners. This includes our Training Institute Training Series, Webinars and toolkits. All of our services are connected to our core philosophy that a good credit file is essential to achieving and maintaining financial



CBA Community Webinar Series

Transcript

stability. Ultimately, we believe that good credit is an asset and often the foundational asset necessary to get and stay ahead.

00:01:44:15 - 00:02:22:03

Unknown

CBA members represent more than 600 non-profits across the country that serve low and moderate income households and small businesses, many of whom are locked out of traditional finance and this includes nonprofit, community development, financial institutions, microenterprise development organizations, credit unions, government affiliates and tribal entities. It also includes community action agencies, affordable housing providers, LISC Financial Opportunity Centers and Catholic Charities, United Way and Habitat for Humanity affiliates.

00:02:22:11 - 00:02:48:22

Unknown

These members reach hundreds of thousands of people across the country, from urban to rural to tribal areas, offering programming tailored to their communities needs. So let's do some quick housekeeping before we get into today's content. First, this webinar is being recorded. We'll send out a link to the recording and slides by May 25th. Attendees will remain in listen only mode throughout the webinar.

00:02:49:06 - 00:03:10:01

Unknown

We invite you to engage with us and your peers by setting the chat option to chat with everyone. Closed captions are available. You can enable them by selecting the CC live transcript option on your toolbar. The only questions for our presenters please share those in the Q&A and not the chat box. We will pause for questions at the end.

00:03:10:07 - 00:03:40:11

Unknown

And so entering your questions into the Q&A box helps us best track what questions are coming in. And I want to start by noting our standard disclaimer. The content



CBA Community Webinar Series

Transcript

included in this webinar is not intended to serve as legal advice. We have made every effort to make sure the information is up to date, but it's not intended to be a full and exhaustive explanation of any credit, product, program or service when working with participants around issues that are legal in nature or deal with contractual agreements.

00:03:40:17 - 00:04:10:14

Unknown

Make sure that you know your limits and avoid giving participants legal advice or information that's out of your depth or expertise. Creating partnerships with pro-bono legal services can be very helpful when these situations arise. And today, we'll be talking about the foster care credit check. And we'll start with some context. We will then move into the website preview where Carli's Cisna, CBA's training institute manager, will cover what you can find on the site and some of the context behind it.

00:04:10:23 - 00:04:31:10

Unknown

We'll wrap up with ways you can use this information and a question and answer session. But please note that we are not going to be covering specific cases or credit building for youth in foster care or those transitioning out of foster care. This webinar is really about making sure that you're aware of the site and where to find the correct information.

00:04:33:06 - 00:05:16:16

Unknown

And then I want to introduce our presenter today was Carli. She joined CBA in June of 2021 and currently leads the implementation of an in-person and virtual training services offered through the CBA Training Institute, as well as managing the functional logistics of training, content, production and delivery while supporting CBA members through specialized trainings and grant based work. Prior to joining CBA, Carli worked as an integrated financial coach with transitional housing residents and small business entrepreneurs in financial empowerment centers, serving elementary school families under a United Way contract, and working with service members of the National Guard.

CBA Community Webinar Series

Transcript

00:05:17:08 - 00:05:44:05

Unknown

Carli is an accredited financial counselor with the Association for Financial Counseling and Planning Education. Since 2017 and became a master trainer with CBA in 2018. And with that, I'm going to pass it over to Carli. Well, welcome, everyone. We're so happy that you could join us for this very important topic. I'd like to start by sharing some context as to how the site came about.

00:05:45:00 - 00:06:16:03

Unknown

So last year, CBA conducted a needs assessment of child welfare agencies or CWAs across the country via ChildFocus and in turn determined that there was a significant gap in compliance with the federal credit check mandate among us. So as a result of this, CBA, with support from Experian, developed a website to be a go to one stop shop to share all resources relating to this requirement.

00:06:16:21 - 00:06:41:13

Unknown

And so the final product was the foster credit check site, which is a technical assistance center that provides background on the legislative requirement and many other resources and how tos for those working with youth and foster care to help mitigate some of the credit challenges, youth and foster care experience and ensure that they are able to transition into financial independence with a clean credit profile.

00:06:42:03 - 00:06:59:13

Unknown

And so most of the site is focused on assisting caseworkers and those working at child welfare agencies to comply with the federal credit check mandate. However, there are also resources for those who are not working in CWAs, but still working with youth in foster care.

00:07:02:19 - 00:07:26:19

CBA Community Webinar Series

Transcript

Unknown

So this leads us to the reveal of the foster credit check website over the next several slides. I'll be sharing an overview of the main parts of the website and highlighting the most important pieces for those working with youth and foster care to take away. If you'd like to follow along on the site, you can visit WWW.fostercreditcheck.org.

00:07:26:19 - 00:07:48:03

Unknown

So starting with the home page, which really provides a very nice overview of almost everything you need to know to comply with the federal credit check mandate. So it shows what the federal credit check mandate is and why it exists, how to access credit reports for use and how to remediate credit reports if there are errors or identity theft.

00:07:49:03 - 00:08:22:08

Unknown

We're also going to be exploring each of the additional tabs on the top of the page, which provides more specific details on helping you navigate the federal credit check mandate for youth in foster care. Okay, so what is the federal credit check mandate? So in 2011, the federal credit check mandate was enacted and it's designed to help mitigate some of the credit errors and identity theft that you've experienced and ensure that you can transition into financial independence with a clean credit profile.

00:08:22:17 - 00:08:49:24

Unknown

And it requires that child welfare agencies both check the credit reports of young people in care starting at the age of 14, and also resolve any inaccuracies or fraud that appear on the report. So this law was created because young people in foster care are more vulnerable to credit errors than those in the general population. And these errors are not the result of any fault of the young person.

00:08:50:07 - 00:09:17:21

CBA Community Webinar Series

Transcript

Unknown

However, they can create major barriers for youth when transitioning out of the foster care system and into adulthood. As many of you may know from either personal experience or your work. Credit is important in so many areas of our lives, including renting an apartment, utilities, sometimes employment. And we want to make sure the youth we're working with are starting out their journey with an accurate credit report.

00:09:19:09 - 00:09:51:03

Unknown

So more specifically, there are some credit challenges we see that seem to be more prevalent for young people in foster care. Some of these are errors where no crime has been committed. There's just information on the credit report that shouldn't be there. This could look like medical collections or maybe child support claims that are sometimes mistakenly attributed to the young person instead of the correct adult, guardian or agency that should be responsible for paying these bills.

00:09:51:09 - 00:10:16:24

Unknown

It's likely to be a data entry error or the result of the fact that if maybe a young person goes to the emergency room and doesn't have a parent or guardian, it's it can become less clear who's responsible for the bill. And so sometimes it might go on the credit report of that youth. Then there may be issues where a crime has been committed, such as credit fraud or identity theft, which can cause really serious problems on the young person's credit report.

00:10:18:13 - 00:10:41:08

Unknown

There may also be instances of legitimate accounts. Generally, those under the age of 18 are not old enough to seek and obtain credit in their name. However, there are cases when young people do have legitimate credit records, and some examples, some examples of this are a minor can be listed as an authorized user on a credit card account of an adult.

CBA Community Webinar Series

Transcript

00:10:42:04 - 00:10:57:18

Unknown

Young people as young as 16 can take out some types of federal student loans. And for those who are 18 and over, they may have a variety of legitimate, positive and or derogatory accounts.

00:11:01:18 - 00:11:28:00

Unknown

So the home page also shares how to access credit reports for use, which varies depending on the age of the youth and is really the first step to complying with the federal credit check mandate. So for under 14 years of age, reports can be requested electronically from each credit bureau using the provided contact information for 14 to 17 years of age.

00:11:28:21 - 00:12:02:06

Unknown

We encourage you to check with your county or agency. So as a result of the federal credit check mandate, the credit reporting agencies created specific channels to enable child welfare agencies to access credit reports electronically for youth and care. So if you are a caseworker and you're not sure whether your agency has a contract in place, you should ask if there is not a contract in place, you may contact each of the bureaus using the contact information provided, and I'll show you where to find that on the website shortly.

00:12:02:23 - 00:12:37:23

Unknown

And then for 18 years and older, specifically, those still in care caseworkers may request the reports if they have a contract in place. Otherwise. Youth ages 18 or older may also request their own credit reports, as other adults do through annual credit report.com. Experian go is also available to assist youth 18 and older with playing a credit report, as well as establishing and building their credit scores.

00:12:38:03 - 00:13:05:21

CBA Community Webinar Series

Transcript

Unknown

So the Foster Credit Check Home page also shares a four step remediation process that caseworkers can use to ensure the youth are working with have a clean credit profile. So once a credit report has been accessed for the youth you're working with, the process is to first review the report in detail. Second, inventory any and all inaccurate information.

00:13:06:15 - 00:13:29:06

Unknown

Next is identified. Inside information is the sign of identity theft or an error? And finally, you'll work with the youth to either dispute the errors or resolve the identity theft. And it's important to know the difference as the process is going to be different depending on whether it's an error or identity theft, as well as the youth's age.

00:13:33:07 - 00:13:45:03

Unknown

So let's dig a little deeper into the remediation process by reviewing each of the tabs on the site. And we're going to start with the Credit Report Review tab.

00:13:47:12 - 00:14:14:16

Unknown

So reviewing the youth credit report is going to provide you with key information and tell you if there are any errors or identity theft that need to be resolved. Reviewing a credit report can be confusing, which is why we've shared with you the four main sections of the credit report and what each section may include. As a minor has records on their credit report, they likely should not be there if the youth is 18 and older.

00:14:14:19 - 00:14:36:24

Unknown

You'll just want to take a closer look in order to identify what information is accurate and what is not. And this is going to involve engaging the young person

CBA Community Webinar Series

Transcript

and reviewing all of the details to confirm what is correct or familiar and what is incorrect. So dates, balances, addresses and other details can help you and the youth understand where the information came from.

00:14:37:21 - 00:14:50:21

Unknown

If you're working with someone that is 18 and older and they have accounts showing up that could be theirs, but they aren't sure. You can request additional details from the creditor to confirm the details up the that.

00:14:55:11 - 00:15:10:08

Unknown

So if you find items on a use credit report and determine they are the result of identity theft, you'll want to review the identity theft tab for more information on how to resolve these items. So let's take a closer look at what's on the identity theft tab.

00:15:12:18 - 00:15:39:16

Unknown

So this page provides a definition of identity theft examples and steps to follow to resolve the identity theft. For minors, financial abuse might be perpetrated by people they know are close to them or that they trust. Identity theft is the unauthorized use or attempted use of an existing account, or using personal identifying information otherwise known as PII to open a new account.

00:15:40:15 - 00:16:11:10

Unknown

Sometimes parts of a minor's personal identifying information can be pieced together with an adult's to create an identity or for financial gain. So the process for resolving ID theft looks different depending on the age of the youth. The specific steps will need to be followed depending on the use age and when the accounts in question were opened. There are also key actions for protecting a use identity that this page shares.

CBA Community Webinar Series

Transcript

00:16:11:21 - 00:16:37:16

Unknown

Including checking their credit reports regularly, practicing security with physical and electronic information, not sharing personal information with others who don't need it, and placing a credit freeze if needed. A credit freeze is a consumer protection tool that allows you to restrict access to your credit report or they use credit report. And we'll discuss this more in a moment.

00:16:39:07 - 00:16:53:21

Unknown

And then finally, the page provides a chat feature with the Identity Theft Resource Center ICRC. The ICRC can provide support for specific use situations if needed.

00:16:59:07 - 00:17:34:01

Unknown

If you find items on a youth's credit report and determine they are the result of an error, you'll want to review the disputes tab. For more information on how to resolve these items. So errors found on a used credit report will need to be disputed with the credit bureaus and possibly the creditor as well. The dispute process will depend on the age of the youth when the accounts in question were opened, but is not necessarily the same process used for resolving the identity theft.

00:17:38:21 - 00:18:04:17

Unknown

Fortunately for any errors for a minor, the dispute process is fairly simple and straightforward. So you just need to prove that the individual was a minor when an account was opened, and that alone is enough to justify removing the information. If the person that you are working with is currently 18 and older, but the accounts in question were opened prior to their 18th birthday, the same instructions apply.

00:18:05:08 - 00:18:15:11



CBA Community Webinar Series

Transcript

Unknown

So normally when you dispute as an adult, you must prove and document why the information should be removed. But in this case, the why is the age of the youth.

00:18:17:14 - 00:18:52:24

Unknown

This means things get a little trickier for those who are 18 and over, as you need to prove that the account was reported in error, such as by including receipts or other documentation. So for example, if a medical bill that has been paid by Medicaid is appearing on the credit report, you would want to locate documentation such as a receipt from the creditor showing that this item has been resolved. For adults, disputes can be made electronically through [annual credit report.com](https://annualcreditreport.com).

00:18:53:13 - 00:19:33:21

Unknown

And it's important to note that if accounts were legitimately opened and shell on credit reports, even if they are negative, they should not be disputed. The young adult might want to work with a credit coaching or counseling organization to put together a plan for addressing any outstanding debt or delinquencies. So while the Identity Theft Tab does introduce and provide an overview of credit freezes, the credit freeze tab will provide more specific details.

00:19:33:21 - 00:19:36:11

Unknown

So let's look at that.

00:19:39:24 - 00:19:51:18

Unknown

So as was mentioned earlier, a credit freeze is a consumer protection tool that allows you to restrict access to your credit report or to a used credit report.

00:19:54:12 - 00:20:20:19



CBA Community Webinar Series

Transcript

Unknown

Sorry, I'm recovering from being a little bit sick, so try not to cough too much. So by placing a freeze on your credit report, lenders and other entities are unable to view your credit history or score, making it more difficult for someone to open a new account, loan, mortgage or line of credit in your name without your permission.

00:20:21:01 - 00:20:50:19

Unknown

A credit freeze typically lasts until you request that it be lifted and can be initiated online or by phone. As of September 2018, credit freezes are free to place and lift. And child welfare agencies acting on the use to be has may place a credit freeze for the youth and there is no minimum age. Once the youth turns age 16, they may place and lift their own freezes.

00:20:52:05 - 00:21:25:00

Unknown

In this case, they would still use the under 18 guidance here to do so. Regardless, it's really important to make sure the youth you're working with is aware of the freeze and how to lift it using the pin that was given when the freeze was placed. Okay, so moving to the resources tab, this page provides resources for both caseworkers and for youth and foster care, though most are geared towards caseworkers.

00:21:25:05 - 00:22:04:23

Unknown

Caseworkers, excuse me. So for caseworkers this is going to include some curriculums from the Ann E. Casey Foundation and Federal Deposit Insurance Corporation, FDIC for young people. It also includes identity and consumer protection resources from the Consumer Financial Protection Bureau and the Federal Trade Commission, Credit Remediation Resources and age appropriate activities for use in foster care. There are three youth facing tools from credit builders Alliance on Protecting Your Identity.

CBA Community Webinar Series

Transcript

00:22:06:00 - 00:22:42:03

Unknown

How to Get a Free Credit Report and Information on Why Credit Matters for You. So definitely check those out. We've also included the annualcreditreport.com link for those who are 18 and older, as well as a link to Experian. Go, which helps youth 18 and older access their Experian credit report and start building their credit. Okay, so the final site tab includes information for child welfare agencies on how to connect with the credit bureaus to ensure compliance with the federal credit check mandate.

00:22:43:08 - 00:23:13:23

Unknown

So the guidance provided on this page is taken directly from the Consumer Financial Protection Bureau, CFPB. So first, if you're a case worker, you should find out if your agency already has a contract in place with the bureaus, including any required training or certifications that need to be in place. If you can't find this information, then an administrator or program manager should reach out to the bureaus directly using the contact information provided.

00:23:16:24 - 00:23:25:17

Unknown

And once you have a contract in place, you'll want to review the process for obtaining credit reports. As this is different with each credit bureau.

00:23:28:16 - 00:23:54:11

Unknown

And finally, you can begin to submit requests to the credit bureaus for credit reports. In some states, this is done at the county level. Some agencies are counties may pull them in batches a couple of times a year or once a year for all youth ages 14 to 17, while others pull credit reports individually on the anniversary that the young person entered care.

00:23:55:19 - 00:24:37:20

CBA Community Webinar Series

Transcript

Unknown

So it might just look different depending on how you set it up at your agency. So if you haven't had a chance to already, I encourage you to visit the site and explore it for yourself at WWW. Foster credit check dot org. We really encourage you to use the site to answer your questions on the federal credit check mandate and how to remediate use credit reports to ensure that they have a clean credit report when they exit care for those and child welfare agencies that are at the program or administrator level.

00:24:38:04 - 00:25:11:21

Unknown

We encourage you to check if your state is connected with the credit bureaus and if you aren't. Start that process. If you are a caseworker. Use the site to guide reviewing credit reports with a young person, remediating errors or ID theft on their credit reports and sharing resources with the youth that you work with. And if you work with youth in foster care but aren't necessarily a caseworker or employed by a child welfare agency, we encourage you to focus on the resources section of the site to provide resources to the youth that you're working with.

00:25:15:10 - 00:25:53:21

Unknown

So we did just want to share that coming soon to see CBA's training institute as CBA's newest toolkit, this youth toolkit is beneficial for organizations, particularly those newer to credit programming that work with young people between 18 and 24 years old, including youth and foster care. This toolkit one slide will be available to not just CBA members but also to the public.

00:25:54:03 - 00:26:20:06

Unknown

So I'm going to invite Claire back on to hopefully answer some questions. Yeah, absolutely. Thank you so much. Greatly and especially for doing that with your work while recovering. So thanks so much for joining us today. I have some logistical questions that I just wanted to get out of the way. So first off, we got a question on registration of can nonprofits have access to the website?

CBA Community Webinar Series

Transcript

00:26:20:07 - 00:26:39:15

Unknown

And I wanted to say that this website is free and available to the public. So you can just go ahead. Anyone can use that and anyone can check out the resources on that website as well. There was another question of will you share the recording and the answer is yes, we will on our Training Institute page, which does mean that if you're not already a member of that age, you'll need to make an account.

00:26:40:01 - 00:27:05:04

Unknown

But it will be available there and there was another question about can you provide training to my child welfare agency or other organizations and just wanted to invite people that if they're interested in more information and more training on subjects on credit, that we can be reached at our training at Credit Builders Alliance dot org. So we can drop that in the chat in just a little bit.

00:27:05:23 - 00:27:32:04

Unknown

And I wanted to just check to make sure I've gotten everything and is there a list of resources available to support those who have or who have ever experienced foster care? And like you mentioned in your slides, just wanted to say that there are credit resources for youth of all ages on the foster care foster credit check website as well as the toolkit when that is available and that should be soon.

00:27:32:04 - 00:28:21:06

Unknown

So I wanted to open up to some more content questions, if that sounds good to you. Yeah, that sounds great. Awesome. So the first was: do minors who have Guardians required Guardian approval to request this credit check or can they request independently? So typically Guardian approval by the CWA is not required to hold a credit report. However, if there is an error or identity theft on a minors report, it will require a signature of the Guardian on the Uniform Minors status Declaration form, as well as proof of authority of the CWA to act on these behalf.

CBA Community Webinar Series

Transcript

00:28:21:06 - 00:28:46:19

Unknown

But this could also vary by agency and by state. So I just encourage you to check with your state on that and on whether you would need Guardian approval. So most minors do not have a credit report, but guardians could request a report if there is one, by contacting the bureaus directly.

00:28:48:03 - 00:29:06:17

Unknown

Great. And I wanted to flag, too. There were several questions that were state specific. And I know that with our work with one particular state, that we recommend going directly to the state or the credit bureau. If you have any sort of specific implementation questions, since that's going to change and be based on local legislation, right? Correct.

00:29:09:10 - 00:29:39:06

Unknown

So and with that, though, there are some questions about like, are there any recommendation or best practices that can be shared on how states have addressed this mandate? Yeah, you know, I noticed in the chat that there are folks here from CWA that are already pulling reports for you. So, you know, I encourage you, if you're out there in the audience to definitely share any recommendations.

00:29:39:06 - 00:30:10:03

Unknown

Are best practices that you have used with your agency, with, you know, the rest of us. But from what we have observed, some states have created regular required intervals for training staff to ensure that they are staying up to date. So, you know, I definitely encourage you to look at that if that's an option. Caseworkers and case managers, you wear many hats and you manage a lot.

00:30:10:20 - 00:30:31:06

Unknown



CBA Community Webinar Series

Transcript

But to have that time set aside to create training can definitely help if you are the one that is holding your reports. It could also be a different person depending on how you set it up. Got it. Then there was another follow up question, and I think you kind of answered there. Which agencies will be responsible for pulling reports like who is responsible?

00:30:32:04 - 00:30:54:11

Unknown

That's going to vary by state, county and agency. Right. Right. And then I noticed there was a question that came in to the Q&A kind of while you were talking about this as well. Is it best to have social workers do this or is it best that financial coaches do this work? It seems like that's going to be up to the agency and the organization that you're in right?

00:30:54:24 - 00:31:26:17

Unknown

Yeah. Ultimately, the legislation requires that those that are in child welfare agencies complete this requirement. But if there are financial coaches within agencies that provide support, that can definitely be help. Great. And I just wanted to see if there's another question in here. There was one that was kind of about I think it's an organization doesn't provide education.

00:31:26:17 - 00:31:52:10

Unknown

And let me pull it up here. So if we don't offer credit, education or access to different credit products, that could benefit young adults like an able able accounts or idea is what options are out there. Like, how do you help people that are in this kind of situation? I would say that you could search for organizations in your area that assist with this.

00:31:53:02 - 00:32:21:06

Unknown

I'm CBA's member map and we can put a link to that in the chat. You might also consider consulting the youth toolkit once that becomes available. Absolutely. Are a

CBA Community Webinar Series

Transcript

bunch of resources that can be helpful for youth when they're exiting care to kind of get started on the right foot. And the CBA member map is a really good place to start for that, to find those supportive products that might be otherwise challenging to find.

00:32:22:15 - 00:32:26:06

Unknown

Yeah, absolutely.

00:32:28:20 - 00:32:53:12

Unknown

And then another I'm just kind of just looking here because we're getting some great chats throughout here and just kind of want to make sure that I'm catching up with that. I'm loving all the engagement in the chat. And another question that we have as well, when are the credit bureaus going to go from snail mail or postal mail disputes to electronically submitted report disputes?

00:32:55:02 - 00:33:22:12

Unknown

So something that you're familiar with. I would encourage you to reach out to the bureaus directly to ask this. You're absolutely. Can't answer that. Yeah. Yeah, that's really that's a great answer. Great. Then I think another person is flagged as well that since social workers are not financial coaches, that they can kind of struggle with reading these reports.

00:33:22:20 - 00:33:52:10

Unknown

Can you suggest any resources on how to learn more about like generally what's on a credit report? Yeah, I would encourage you to look at our training institute. We have so many trainings on how to read a credit. There is a training called Reading and Understanding Credit Reports. And then we have our signature training, which is credit as an asset that is a little bit longer than reading and understanding credit reports.

CBA Community Webinar Series

Transcript

00:33:52:10 - 00:34:17:09

Unknown

But I would I would just say, I encourage you to check out our training institute. There's also resources on the CFPB on how to read a credit report. So those are great places to start. Yeah, I would just echo that. Those are really fantastic resources. And you also mentioned about identity theft as well from the FTC that sometimes is starting those process there with those trusted sources.

00:34:17:19 - 00:34:54:14

Unknown

Can be really helpful, especially when you're really like a time crunched staff person. It's nice to start with those little bits of nuggets of information. It's like, Okay, I can learn about what an inquiry is through this particular platform. So and let me see one sec. I did like that somebody mentioned that for going back to the question about like how to find resources for particularly local resources that you could potentially look at pursuing partnering with a local credit union or a bank that may offer also extend services.

00:34:54:14 - 00:35:19:00

Unknown

And I know we talk about that and credit doesn't set up all the time. Yeah, I really liked that feedback and wanted to make sure that I shouted that out. And I think we're kind of reaching all the end of the questions here that I think are great fits for us. And there is something here about if you have any ideas about best practices around compliance here.

00:35:19:06 - 00:35:27:17

Unknown

Have you heard anything or when you were kind of doing your research on where compliance best practices are?

00:35:33:04 - 00:36:08:01



CBA Community Webinar Series

Transcript

Unknown

Yeah, I would encourage you to use the website to answer some of those questions and then, you know, weave it into your agencies, people and processes and how it works best for you all. But the the website is really going to be like that baseline of how to be in compliance by contacting the credit bureaus, following the credit remediation process to all the reports and then resolve any inaccuracies or errors. Absolutely great.

00:36:08:06 - 00:36:38:09

Unknown

And I think with that, I just wanted to remind folks that there's kind of a conversation happening in the chat about, you know, learning these skills that they're one that you talk about that will be coming out soon, the Ann E. Casey Foundation. Information is so incredible, especially for this demographic and also as well that the CFPB has some sort of just general money as you grow toolkits that are really helpful for just teaching those basics and that I would just highly recommend that people join that.

00:36:38:09 - 00:37:03:11

Unknown

So I think that's all the questions we have for for you. Carli, I can kind of go ahead and close us out for today and get people back a bunch of time, which I think is always a lovely thing to have from a webinar. And as a reminder as well, if you have more questions about this subject, we recommend that you check out the website and that you also can feel free to email us at training at Credit Builders Alliance dot org.

00:37:04:16 - 00:37:28:04

Unknown

And I'm just going to pull this up here. So if you're not a member and you want to be able to attend all of our webinars, pull credit reports to support your participants and access our full training institute, your nonprofit credit union, tribal or governmental agency can join us. And that would also mean that for those of you that want to learn more about credit, you could actually do that through our training institute as a member.



CBA Community Webinar Series

Transcript

00:37:28:15 - 00:37:45:05

Unknown

And if you're interested in joining that, you can check out or become a member on our website and join us for office hours and also with the response form that will be sending out as sort of a let us know how we're doing. We actually have a fields there that you can let us know if you want someone to follow up with you.

00:37:46:24 - 00:38:11:23

Unknown

And we've talked a little bit about the training institute as we've been going through. That's where Carli and I both work. And you can actually join even if you're not a member of CBA. And this serves as our hub for credit building, training and educational materials, including past webinars, E courses, tips, sheets, toolkits and more. And the toolkit that we're sharing today will live on this site when it's ready.

00:38:12:08 - 00:38:34:14

Unknown

So I highly recommend that you join so that you can see that it will be available for you. CBA Membership Grants Access to most materials on the institute. We recommend that if you remember that each staff member associated with your organization set up an account on the Training Institute and there's no need for a shared username. So we highly recommend that.

00:38:34:14 - 00:39:00:20

Unknown

But if you want to join the training institute that you join with your own account. So and as a reminder, today's recordings and slides will be available at the end of the month on the Training Institute and you'll receive a notice via Zoom once those resources are live. And finally, we have set dates for our credit building symposium this year, which will take place in D.C. from June 7th to the ninth.

CBA Community Webinar Series

Transcript

00:39:00:20 - 00:39:23:13

Unknown

And this is a really big year as we celebrate our 10th symposium and our theme is going to be bridging the credit gap. And I wanted to flag that one of our panels will actually include a whole panel on how organizations have been supporting youth in their credit building journeys. So if you want to register that, you can join us at the link that was just dropped in the chat.

00:39:23:13 - 00:39:42:21

Unknown

So I hope you have a wonderful day. I believe Carli is going to drop in the chat our form that I mentioned quickly about the valuation that can let us know if you are not a member, if you want to have someone follow up with you, it can also let us know maybe how we're doing and how we can better.

00:39:43:03 - 00:39:47:04

Unknown

So feel free to go that out. And I hope you have a wonderful rest of your day.