



Financial Navigators

L.A. County

What is the Financial Navigators Program?

The Center for Financial Empowerment was selected by the national nonprofit organization the Cities for Financial Empowerment Fund to receive a grant fund, training, and technical assistance to launch the **Financial Navigators Program**.

This program is in response to the devastating impact that COVID-19 has had on residents' finances.

During this time, many residents are not sure as to what resources are available to them, not sure if they qualify for any type of assistance, may feel overwhelmed by the number of resources out there or simply not sure how to prioritize their expenses.

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.

- Trained 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.

How to sign up for the service

Step One: Visit <https://dcba.lacounty.gov/financial-navigators/> or call 800-593-8222 to complete a short **Interest form**.

Step Two: A Financial Navigator will follow-up with the consumer within 48 hours after the **Interest form** has been submitted.

What happens **DURING** a Financial Navigation Session?

The free session will last between 30 minutes to an hour.

The FN will ask the consumer a series of questions about their concerns. Some of the topics that may be discussed during the session may include:

- **Prioritizing payments** for expenses like housing, food and insurance
- **Maximizing income**, through accessing unemployment benefits, emergency loans and other public benefits
- **Managing debt** by providing guidance on contacting and negotiating with creditors
- **Avoiding scams**

Both the Navigator and consumer will prioritize concerns and identify next steps.

Please note- Financial Navigators cannot provide direct financial assistance like cash or loans.



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Please Note: Due to a high interest in the program, we are currently not accepting new submissions.

