

Crown Budget Coach Manual

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About This Manual

Purpose of this manual

This manual is designed to be used as a reference for Budget Coaches who have been trained by Crown Financial Ministries.

This manual assumes you and your clients will use Crown's online Edvance 360 Learning Management System and will conduct your meeting through a video conferencing platform. If you are able to meet in person for some or all of your meetings, please feel free to do so.

Organization and use of this manual

This manual is organized chronologically – from assignment of a client to completing the coaching program.

Typically, you will have eight meetings:

- One introductory meeting
- Seven meetings to review work from Lessons 1-7

This manual outlines what should normally be covered in each of these eight meetings. However, since all clients are unique, you as the coach have freedom to determine how rapidly progress is made through the content and what will be covered in each meeting. Clients should complete the course within 3-6 months of starting.

It is our prayer that this manual and coaching experience will be a blessing to all those who participate.

All Bible study questions, notes pages, and financial forms can be found in Edvance360. The MoneyLife Indicator (MLI) assessment and the Personality ID (PID) survey are on the crown.org website and are linked from within Edvance360. Both are free of charge.

Assignment of Budget Coaching Clients

When someone signs up for Budget Coaching, the client will receive a welcome call from the Assistant Administrator of Coaching and Assessments (AA) to discuss:

- participation of the client's spouse (if applicable)
- the client's expectations
- coach preference – male/female, time zone, etc.
- awareness of requirements such as video conferencing, number of sessions and time frames

The AA will also have the client complete the MoneyLife Indicator (MLI) and Personality ID (PID) assessments and return the reports to the AA before assigning a coach.

The AA will then assign a coach, rotating through the list of available coaches who are actively taking clients.

*Note, when clients register, they also have the option to type a name in a Coach Referral field. **If there is someone you know who wants you to be their coach, please make sure they put your name in this field.***

Client Management Checklist

Note: Coach Responsibilities are in **bold**

- Alert Crown via the [BC Management Smartsheet](#) whenever you are ready to take on a new client.
- Receive an email from an Assistant Administrator (AA) of Coaching and Assessments assigning you a new client for coaching. This notification indicates that they have completed the MLI and PID.
- The electronic [Commitment to Coaching Form](#) will be sent from Alet Strydom via email through “Dropbox Sign”.
 - ✓ **Both coach and client will sign electronically.** After all signatures are completed, an electronic copy of the signed document will be generated and sent to both.
 - ✓ **Retain a copy of the [Commitment to Coaching Form](#) with your client records.**

A signed Commitment to Coaching Form is required for client access to Edvance360.

- Reach out to the client to schedule your Introductory Meeting**
 - ✓ For the next 14 days, please reach out by email, phone and text (potentially six initiated communications within this 14 day period) to schedule your Introductory Meeting.
 - ✓ If you email your client, you may use the email template provided in the Appendix. You are not required to follow the exact content of this template. Make your communication personal while communicating all the necessary information.
 - ✓ Remind the client that a Windows or Mac laptop or desktop computer connected to the internet is required both for the Introductory meeting and to complete the online course.
 - ✓ Upon assignment, clients have 14 days to respond to you. If your client fails to respond, utilize the [BC Management Smartsheet](#) to return the client back to the AA and get a new client. Please be sure to include the following:
 1. Assigned client’s email & telephone number
 2. In the Notes section, record the dates and methods used to contact your client during the 14-day period
 3. Select the status “Ready for a New Client”

- Conduct your Introductory Meeting**
 - ✓ The purpose is to introduce yourself and set the Getting Started meeting date and homework.
 - ✓ Check that the client is using a Windows or Mac laptop or desktop.
 - ✓ During this meeting, please be sure to communicate that this is a seven-lesson course to be completed online with several hours of homework required each week.
 - ✓ Give them “permission” to let you know now if this is too big of a commitment for them. We want to be confident that they have “buy in” before we give them “a place at the table”.
 - ✓ Notify them that they should download any information they want to save to their computer. After they have completed the course, they will not have access to the materials. They can request links for the Dig Deeper videos, which are not downloadable from the Edvance site.

See below for a detailed agenda of the Introductory Meeting.

- Put your new client details into the [BC Management Smartsheet](#) (CRITICAL step for the Coach).**
 - ✓ **Mark status as *Getting Started Meeting Scheduled*.**

Your client’s course will not be created in Edvance360 until we receive both this Smartsheet notification and the signed Commitment to Coaching form.

- The AA will be notified (via the Smartsheet submission) that the *Getting Started* meeting has been scheduled.
 - ✓ The AA creates the Client course for the Coach’s in the Edvance360 system.

- ✓ The AA emails the coach with client login details for the Edvance360 system, along with a reminder to send them the Edvance360 Guide.
- ✓ **The coach emails the client with the login information and attaches the “Edvance360 Guide for Clients”. Be sure you have the most recent guide from the Resources Repository.**

Complete the [BC Management Smartsheet](#) any time a client’s status has changed. Options include:

- ✓ Getting Started Meeting Scheduled.
- ✓ Paused. Reasons for this may include:
 1. Client will be unable to work in the course for a few weeks or more (for any reason)
 2. Client wants to stop indefinitely or all together
 3. Client disengages; you are unable to get a response after 5 touchpoints at any stage of the course
- ✓ Re-activate. Client has been on pause and is ready to re-engage
- ✓ Finished. Client has completed the coaching course

Refer to “Guidelines for Inactive Clients” below for more information about when and how to change the status of a client who has become inactive or unresponsive.

If your Trainer is using the Client Tracker as a means of communication between the two of you, update this Google Doc as your client works through the course.

This includes each time a meeting is scheduled or re-scheduled. Adding a brief summary note can help your Trainer know how to pray for you and your client. If you are unsure if your Trainer is utilizing this, please reach out to him/her.

Encourage the client to complete the My Story assignment in the Legacy lesson.

- ✓ Please give your client feedback on this assignment, as you do on all others. It is your "last hoorah" to encourage them to remain on the path of faithful financial stewardship.

Use the [BC Management Smartsheet](#) when the client completes the course.

- ✓ Choose the Status “Finished”. Doing this alerts the AA to generate the client’s Certificate of Completion which will be emailed to you, for you to email your client.
NOTE: After the client has completed the course, their account will be removed after 30 days. The coach should inform the client of this, show them how to download copies of their Assignments, tools, notes, etc. if they have not already done so. There is a reminder at the end of each lesson for them to save anything they want access to.

Find out if your client wants future access to the Dig Deeper videos.

- ✓ The Client has the option to request the video links from the course.
- ✓ A document with these video links is in the Resources Repository course on Edvance360. Download the document and email it to the client.
- ✓ Be sure the client understands that these videos are intellectual property of Crown. They have access to them because they paid for the Budget Coaching course. They should not share these links with others without specific permission from Crown Financial Ministries, and should never charge for video viewing.
- ✓ If they want to use the videos beyond personal viewing, they can contact you, as their Coach, to request permission. Alternatively, they can use the Contact Us section of the [crown.org website](http://crown.org) or email customer@crown.org. They should be prepared to tell us which videos they want to share, their audience size, and their purpose. If they contact you, pass the request on to the AA via the BC Management Smartsheet and await a response before releasing the document.

Use the [BC Management Smartsheet](#) to alert us regarding changes to your own status, such as:

- ✓ You have no active clients at any given time.
- ✓ You are ready for a new client, including if you are willing to take more than one client.

- ✓ You want to go on pause for a period of time when you will not be actively engaging with clients. (Note: when notifying us of your status, you should leave the Client Name and Client email fields blank; they are not required fields.)

Guidelines For Inactive Clients

An inactive client is any active client who has not logged into Edvance 360 at any time within the prior 30 days. This can be determined by looking at Lesson progress and Assignment started and completed dates in Edvance360.

You are responsible for proactively monitoring your clients' status, communicating with your clients, and initiating status changes through the AA if warranted. If there are extenuating circumstances, exceptions to these guidelines may be granted with concurrence from the AA.

When to move an inactive client to "Paused" status

- You and the inactive client have discussed and mutually agree to be put on Pause.
- The inactive client is unresponsive to your requests for a conversation.

NOTE: Moving a client to Paused status enables you to accept a new client without the obligation to re-engage with a Paused client who decides to become active again.

Notification when moving to "Paused" status

Notify your client by email and submit a [BC Management Smartsheet](#) asking to put the client on Pause. Among other things, the email notification to the client should include:

- A suggestion for the inactive client to make copies of any previously completed course materials for their records.
- Notification that after 30 days on Paused status, if there has been no communication with you, their Edvance360 account will be removed and their work cannot be recovered.

Extending "Paused" status

If a client on Paused status communicates with you during the 30 days and wants an extension, notify the AA. Extensions can be granted at your discretion as long as you are in active communication with the client at least every 30 days, but extensions cannot be granted for longer than 6 months from the date the client received their Edvance360 ID.

Before approving multiple extensions of paused status, the coach should have a conversation with the client to ensure that they are willing and able to continue. Some questions to ask include:

- Can you re-state your goals for coaching? If married, do you and your spouse agree on these goals?
- Are you committed to making time in your schedule to complete the homework each week?
- Will you work your schedule around coaching sessions after they have been scheduled?

Returning to "Active" status

Should a Paused client desire to return to Active status, the coach should submit a [BC Management Smartsheet](#) with their client's information and the status "Re-activate". Please note:

- Clients who re-activate from Paused status may be assigned to a different Budget Coach. An attempt will be made to use the initial Budget Coach if they are available.
- It will be at the new Budget Coach's discretion as to the need for remedial work by the client after returning from Paused status.

- If it has been more than 6 months since the client received their Edvance360 ID, they will need to re-register and pay the fee again. This applies whether the client is on Pause status or whether their Edvance360 ID has been deleted.

First Meeting - Introductory Meeting

(1 hour)

The purpose of this meeting is to begin to build a relationship of trust and transparency, to demonstrate Crown's Edvance 360 platform, and to review homework to be completed before the "Getting Started" lesson review call. It should be conducted either by a video call or in person.

To build rapport, you can start by asking some simple questions:

- How did you learn about Crown Budget Coaching?
- What is your story?

We suggest sharing your story first, followed by theirs. Use the "FOR" acronym as a guide:

Family

Occupation

Religious background

- What are your goals/hopes for budget coaching?
- Are you looking for immediate help for a specific issue, or are you seeking a long-term approach to managing your finances?
- If appropriate, you might ask: On a scale of 1-10, how willing are you to make changes in order to align your financial management with biblical principles?

After you have spent some time getting to know them, follow the steps outlined below:

1. Open with prayer.
2. Discuss the Commitment to Coaching form, which should have been signed by both you and your client by this time. Confirm with the client that they will be able to complete seven additional meetings and the homework within a 3-month period. (This is a guideline. We will not kick them off the system if they are not completed in that time and are actively using it.)
3. Share your screen showing the Edvance 360 homepage.
4. Demonstrate how to access the Course and Lessons.
5. Demonstrate how to use the "Save Progress", "Mark Complete" and "Next" buttons.
6. Go back to the "Lessons" page and click on the cog wheel next to the "Getting Started" module. This enables you to walk through each of the sections of the lesson, reviewing what they need to do before the next meeting, without having to manually "Mark Complete" to move to the next section.
7. Explain that the MoneyLife Indicator (MLI) measures how their beliefs and behaviors around finances line up biblically. Knowing this will be essential to improving the client's financial health. It will also give data to measure improvement at the end of the course when they re-take the assessment.
8. Explain that the Personality ID (PID) helps discover their natural personality profile, their key stress indicators, their strengths and weaknesses, and how they relate to others. This will help the client understand why some financial principles are more challenging for them than others, and

how they can improve their relationships with others in this area.

NOTE: Your client should have already taken the MLI and PID and returned the assessment reports to the AA before the client was assigned to you.

9. Show them the Money Map.
10. Let them know that they need to download and save any coursework that they want to have access to at the end of the course. If they want access to the Dig Deeper videos, they can request links to these videos, which they can save for future access. The videos themselves are not downloadable from the website. These are intellectual property of Crown that they have access to because they paid for the Budget Coaching course. They should not share these links with others.
11. Briefly review the Financial Forms, especially the 30-Day tracker. Ask the client if they have access to Excel. If not, ask if they have a Google account to allow working together in Google Sheets. If so, ask them to follow the instructions in the Getting Started lesson about how to link to the Google Sheet template, create a copy in their Google account, and share with you as an editor. The final option is to use the PDF forms. (See [Appendix 2](#) if you agree to use Google Sheets.)
12. Assign homework for the next meeting:
 - Complete all sections and watch both videos in the “Getting Started” module.
 - Download and review the Money Map.
 - Download and complete the Financial Goals (fillable PDF).
 - Download and review the financial forms (Excel, Google Sheets or PDF version).
 - Complete the Assets and Liabilities form and begin completing the 30-Day spending tracker.
 - Encourage them to view the *Dig Deeper* videos, *Root of Riches*. Explain that the “*Dig Deeper*” videos each week are optional but highly recommended.
13. Set the next appointment time. This should be 1 or 2 weeks from the introductory meeting, depending on how much time the client needs to complete their homework.
14. Ask the client to complete the homework at least one day before the meeting to give you time to review. If they have not done so, you as a coach should determine whether or not to meet with them or reschedule. Contact your client accordingly.
15. Close in prayer.

Second Meeting – Review of Lesson 1 *Getting Started*

(1-1.5 hours)

1. Open in prayer.
2. Share your Edvance360 screen to review homework from the previous session.
3. Discuss the score summary from the MLI assessment(s). *As a Coach, you have available to you the MLI Score Summary (Excel) in the Resources Repository. Please serve your client(s) by using their PDF results to complete the "Pre-MLI Scores" section(s). This will give you an easy reference for discussing this.*

4. Discuss the PID survey report, including financial implications of their personality profile. If you are working with a couple, discuss their personality similarities and differences, and how this might affect their communication and their financial styles.

NOTE: The MLI and PID reports should already be in the Doc Vault, uploaded by the AA. If you don't see these, contact the AA.
5. Review the client's completed Financial Goals.
6. Discuss the financial forms.
 - Review the Assets and Liabilities form
 - Review progress on the 30-Day Spending Tracker
 - Review the forms to complete before the next session (see below). Make sure they understand how to fill these out, answering any questions they have.
7. Ask if they watched the Dig Deeper video(s), and ask what was their biggest "take-away" from the teaching. (Be prepared to share yours!)
8. Assign homework for the next meeting:
 - Complete all sections in the "*Lesson 2 – God's Part / Our Part*" module.
 - Download and complete the Quit Claim Deed
 - Fill out the following sheets in the financial forms and upload these to "*My Doc Vault*":
 - 30-Day Spending Tracker (continue tracking)
 - Spending Plan (only the Current Spending column)
 - Encourage them to view the *Dig Deeper* videos on *God's Economy vs. Man's Economy*.
9. Set the next appointment time. This should be in 1 to 3 weeks, depending on how much time the client needs.
10. Ask the client to complete the homework at least one day before the meeting to give you time to review.
11. Close in prayer.

Third Meeting – Review of Lesson 2 *God's Part / Our Part* **(1 to 1-1/2 hours)**

1. Open in prayer.
2. Spend a few minutes catching up on how they are doing. Find out if there are any questions they want to ask or things they want to share before you review their homework.
3. Discuss where they are on the Money Map. Ask if there are any changes that they should consider in light of this.

4. Share your Edvance360 screen to review homework from the previous session.
5. Review the client's answers to the "Assignment - God's Part / Our Part" Bible study. Be sure they know how to find the feedback you have left for them in the course.
6. Review insights and questions regarding the "God's Part / Our Part" notes.
7. Review the client's Quit Claim Deed.
8. Review the completed financial forms:
 - 30-Day Spending Tracker
 - Spending Plan (only the Current spending column)
9. Discuss their current financial situation in light of the goals they have set forth. What ideas do they have for moving forward towards those goals based on their current status? Always listen to their ideas first, and lead with questions whenever possible. Make any recommendations you have for their specific situation (tax withholdings, debts, cars, overspending, insurance, savings, retirement contributions, etc.). Discuss potential involvement with a debt management plan such as Christian Credit Counselors (CCC), if appropriate. CCC is listed under the Fourth Meeting, as that lesson deals with debt. However, you may find it appropriate to discuss earlier.
10. Ask if they watched the *Dig Deeper* video(s) and ask what was their biggest "take-away" from the teaching. (Be prepared to share yours.)
11. Assign homework for the next meeting:
 - Complete all sections in the "Lesson 3 – Becoming Debt Free" module. Explain that the "Dig Deeper" videos are optional but highly recommended.
 - (If you assess that the client's Current Spending Plan is accurate) Complete the New Budget column in the Spending Plan form. Explain that you will be completing the Guideline column which can be used to help determine categories that need to be adjusted.
 - (If you assess that the client's Current Spending Plan needs more work to add missing items or needs adjustment to be more realistic) Revise the Current Spending as discussed.
 - Continue updating the 30-Day Tracker.
 - If using Excel, upload completed forms to "My Doc Vault" for you to review.
12. Set the next appointment time. This should be in 1 to 3 weeks, depending on how much time the client needs.
13. Ask the client to complete the homework at least one day before the meeting to give you time to review.
14. Close in prayer.

Note: If you assess that the client's Current Spending Plan is accurate, as soon as possible after the meeting you should unhide the hidden tabs in the Financial Forms and complete the "% Spending Plan" to populate the "Guideline" column on the Spending Plan sheet. Hide the Percentage Guide and % Spending Plan sheets, then send your edited version of the Financial Forms back to the client (if using Excel) or notify them that the Guideline column is ready (if using Google Sheets).

Fourth Meeting – Review of Lesson 3 *Becoming Debt Free*

(1 to 1-1/2 hours)

1. Open in prayer.
2. Spend a few minutes catching up on how they are doing. Find out if there are any questions they want to ask or things they want to share before you review their homework.
3. Share your Edvance360 screen to review homework from the previous session.
4. Review the client's answers to the "Assignment – *Debt Free Living*" Bible study.
5. Review insights and questions regarding the "*Becoming Debt Free*" notes.
6. If debt is significant, discuss whether the client gained any insights from the Debt Snowball Calculator and Debt Snowball vs. Debt Avalanche resources.
7. Discuss whether Christian Credit Counselors should be considered. If so, the Budget Coach should make the first contact with CCC. See "Key Info about CCC for Budget Coaches" in the Resources Repository for specifics on this process.

Christian Credit Counselor's debt management program is appropriate if there is significant credit card debt. Clients must be willing to close out the accounts that are put into the program. This program will not help with mortgages, student loans, or auto debt.

If CCC is not a good fit, you can offer to help your client contact creditors using the "Creditor Contact Letters" in the Resources Repository as a template.

8. Review their New Budget or their adjusted Current spending in the Spending Plan form (whichever you determined was appropriate at the last meeting).
9. Ask if they watched the *Dig Deeper* video(s) and ask what was their biggest "take-away" from the teaching.
10. Assign homework for the next session:

- Complete all sections in the "Lesson 4 – Contentment and Peace" module.
- Adjust or complete the New Budget in the Spending Plan form, as discussed.

Note: If income has changed significantly in the New Budget, at the top of the Guideline column, you can select "New Budget" instead of "Current" to calculate the guideline amounts from the New Budget income figures.

- If using Excel, upload completed forms to "My Doc Vault" for you to review.
 - Encourage them to watch the *Dig Deeper* videos.
11. Set the next appointment time. This should be in 1 to 3 weeks, depending on how much time the client needs.
 12. Ask the client to complete the homework at least one day before the meeting to give you time to review.

13. Close in prayer.

Fifth Meeting – Review of Lesson 4 *Contentment and Peace*

(1 to 1-1/2 hours)

1. Open in prayer.
2. Ask if there have been any changes with their income or expenses since the last session.
3. Share your Edvance360 screen to review homework from the previous session.
4. Review the client's answers to the "Assignment – *Contentment and Peace*" Bible study.
5. Review insights and questions regarding the "*Contentment and Peace*" notes.
6. Review the Wish List concept.
7. Review the budget maintenance concepts:
 - Once they've established a realistic New Budget, copy the main category totals to the "Monthly Budget" tab (this transfers these numbers to the monthly tracking forms)
 - In the monthly tracking forms (Jan, Feb, Mar, etc.), record income and spending and compare to the budget, both on a monthly and a year-to-date basis.
8. Ask if they watched the *Dig Deeper* video(s) and ask what was their biggest "take-away" from the teaching.
9. Assign homework for the next session:
 - Complete all sections in the "Lesson 5 – *Giving and Saving*" module.
 - Transfer new budget to the "Monthly Budget" sheet.
 - Record daily income and spending in the appropriate monthly tracking sheet (Jan, Feb, Mar, etc.). *Once they start recording in the monthly tracking sheets, it is no longer necessary to record in the 30-day tracker sheet.*
 - If using Excel, upload completed forms to "My Doc Vault" for you to review.
 - Encourage them to watch the *Dig Deeper* video.
10. Set the next appointment time. This should be in 1 to 3 weeks, depending on how much time the client needs.
11. Ask the client to complete the homework at least one day before the meeting to give you time to review.
12. Close in prayer.

Sixth Meeting – Review of Lesson 5 *Giving and Saving*

(1 to 1-1/2 hours)

1. Open in prayer.
2. Share your Edvance360 screen to review homework from the previous session.
3. Review the client's answers to the "Assignment – *Giving and Saving*" Bible study.
4. Review insights and questions regarding the "*Giving and Saving*" notes.
5. Review your client's Financial Forms and ask if they had any questions on recording their daily income and expense in the monthly tracking forms.
6. Review how the Savings Goals and Savings Tracker forms could be applied. *You may wish to refer to their previously completed "Financial Goals" form.*
7. Ask if they watched the *Dig Deeper* video(s) and ask what was their biggest "take-away" from the teaching.
8. Assign homework for the next session:
 - Complete all sections in the "Lesson 6 – *Legacy*" module.
 - Continue daily recording of income and spending in the monthly tracking sheet in the Financial Forms.
 - Review the Money Map again and consider if any adjustments are needed to their New Budget.
 - If using Excel, upload completed forms to "My Doc Vault" for you to review.
 - Complete the guided questions in the *My Story* assignment. *Let them know they will have the opportunity to grant permission for Crown to share their story with others.*
9. Set the next appointment time. This should be in 1 to 3 weeks, depending on how much time the client needs.
10. Ask the client to complete the homework at least one day before the meeting to give you time to review.
11. Close in prayer.

Seventh Meeting – Review of Lesson 6 *Legacy* **(1 hour)**

1. Open in prayer.
2. Share your Edvance360 screen to review homework from the previous session.
3. Review the client's answers to the "Assignment – *Legacy*" Bible study.
4. Review insights and questions regarding the "*Legacy*" notes.
5. Review your client's Financial Forms and ask if they had any questions on recording their daily income and expense in the monthly tracking forms.

6. Ask if they made any adjustments to their New Budget since the last meeting.
7. Review any questions they may have about maintaining their budget and staying on course on the Money Map.
8. Review the *My Story* assignment and celebrate all that they have accomplished as a result of the Lord's wisdom, guidance and intervention.
9. Assign homework for the next session:
 - Complete all sections in the "Lesson 7- *Conclusion*" module.
 - Re-take the *MoneyLife Indicator* assessment. Upload your results in "My Doc Vault".
 - Continue daily recording of income and spending in the monthly tracking sheet in the Financial Forms.
 - If using Excel, upload completed forms to "My Doc Vault" for you to review.
10. Close in prayer.

Eighth Meeting – Review of Lesson 7 Conclusion *(up to 1 hour)*

1. Open in prayer
2. Review and discuss the following:
 - a) Their *MoneyLife Indicator* pre- and post-scores. *Remember to use the MLI Score Summary form to help make the comparison clear. This is in the Resources Repository.*
 - b) Their current destination on the *Money Map* and their strategy for moving forward.
 - c) Their goals going forward. Encourage them to revisit and update their *Financial Goals* form annually, or any time there is a significant event that warrants reviewing them.
3. In the course, go to "Lessons" then click the "Lesson Progress Overview" to verify they have completed 100% of all lessons, so that Crown can generate a completion certificate.
4. Discuss what follow-up, if any, the client would like going forward. This may include a 3/6/9 month check in, or anything else they desire for encouragement.
5. Encourage involvement in additional study - Crown online course, seminar, small group at a church or becoming a budget coach.
6. Remind your client that they will no longer have access to Edvance360 after 30 days. If they have not already done so, they should download any items (forms, Bible study Q&A, etc.) to their own computer they want to keep. If they would like links for future access to the *Dig Deeper* videos, now is the time to request them. The videos themselves are not downloadable from the website. These are intellectual property of Crown that they have access to because they paid for the Budget Coaching course. They should not share these links with others.

7. Close in prayer.

After your last session, be sure to complete the [BC Management Smartsheet](#). Choose the Status “Finished” and, if they have given permission to share, attach their My Story assignment. Doing this alerts the AA to generate the client’s Certificate of Completion which will be emailed to you, for you to email your client. It will also enable the AA to add their testimony (if permission was granted) to the Resources Repository.

It is recommended that you send your client a celebratory email congratulating them on completing the course and listing their accomplishments. Be sure to follow up with the completion certificate after you receive it from Crown.

Appendix 1 – Email Template to New Client

Subject line: Welcome to Crown Budget Coaching!

Thank you for showing interest in Crown’s Budget Coaching program. I have been assigned as your coach. I am delighted to begin working with you. My goal is to walk alongside you as together we explore biblical truths about money and possessions. Doing so will build a foundation for becoming a more faithful steward of the resources God has entrusted to you. I will also help you learn how to develop and implement a spending plan. This will be instrumental in your journey. If needed, we will develop a plan to help you get out of debt, freeing you from the bondage this causes.

We will begin with an introductory video meeting, which will take 60-90 minutes. During this meeting, we will review your current situation, your goals, first steps (homework), and set a date for our next meeting. I will also provide a brief overview of the online Learning Management System that we will use throughout the program.

Please note that a Windows or Mac computer connected to the internet will be required both for your introductory meeting and to complete the course assignments.

(Choose one of the options below to fit how you will be scheduling with your client.)

- Please schedule your Introductory Meeting by *(include any online scheduler you may be using)*.
- Here are some potential dates/times that I am available to meet. *(Don’t forget to include time zone!)*

Here is a link to download the video conferencing app we will be using: *(Zoom, Google Meet, etc.)*

I have experienced God’s faithfulness in my personal finances and look forward to encouraging and equipping you towards faithful stewardship in your life. Together, may we see the truth of Hebrews 12:11, along with many other biblical precepts bear fruit.

Sincerely,
{Your name}

Appendix 2 – Using Google Sheets

If your client wishes to use Google Sheets instead of the Excel version of the Financial Forms, they should go to the link provided in Lesson 1 - Getting Started ([Google Sheets Link](#)). Your client will then need to share the file with you so that you can both edit. Alternatively, you can create the Google Sheet file in your account and share it with your client. Following are the steps to create a Google Sheet file and share it:

1. Make sure you are signed into your Google account. Mouse over the circle on the top right of your screen to check. Sign in if necessary.
2. Click "File", then "Make a Copy". Give it a name like, "Joe and Mary's Financial Forms". Check "Copy Comments" but uncheck "Share it with the same people", then click "Make a copy".
3. Click the green "Share" button in the upper right of the page, enter the email of the person you want to share it with (the email associated with his/her Google account), be sure "Editor" is selected, enter a message if you wish, then click "Send".