

MISSOURI'S Community Action Poverty Simulation

STAFF INSTRUCTIONS

BANK/LOAN COLLECTOR (Located at Super Center)

INCLUDED IN THIS PACKET

- 1 Bank/Loan Collector Instruction Sheet
- 1 Bank Transaction Form
- 1 Receipt Book
- 1 name tag
- 1 pen/pencil
- 1 transparency marker
- 1 calculator
- \$4,000 in cash box
- "CLOSED" sign
- "EBT" sign
- 6 Loan Applications
- Car Titles for Families A-C, K-N, W-Z

TIME FRAME

This simulation is divided into four 15-minute "weeks" representing one "month" in the life of a low-income family.

GENERAL INFORMATION

1. You have six tasks:
 - Cash checks
 - Give cash for TANF cash benefits (EBT card)
 - Take loan payments
 - Take and reject loan applications
 - Accept savings account deposits or withdrawals
 - Receive Luck of the Draw cards and School Opportunity/Challenge cards
2. Remember to guard your money. You could be robbed. Call on the police if you have any trouble. If you are robbed, close the bank for 5 minutes to balance the money.
3. Display the "CLOSED" sign anytime you leave.
4. If you wish, you may go out after those who have made no payment to you this "month".
5. Give a receipt only if it is asked for, but do not cheat folks.
6. You will be asked to report on your experiences with the families at the end of the simulation.

RESPONSIBILITIES

1. Transportation Pass

- a. Collect one transportation pass for each person who comes to the Bank/Loan Office, including children.
- b. If the person has no pass, send him/her to Quik Cash.

2. Check Cashing

- a. Ask those who wish to cash a check if they have a bank account. If they say "no", tell them "Sorry, the bank cannot cash your check." Or you can cash their check for a fee.
- b. You might choose to cash checks of those who have loans but only give them what remains from the check after you take out the loan payment.

3. Redeem TANF Cash Benefits

- a. Families may wish to get cash for their TANF cash benefits, which are stated on their EBT cards.
- b. These funds can be cash or used for loan payments or deposited into a savings account.
- c. Make sure they have an ID.
- d. Make sure there is a balance in the TANF section on the back of the EBT card.
- e. Do what the person asks you to do with their account and, if desired, charge a \$1 fee.
- f. On the back of the card, take away the amount of money you gave the person (including fee, if charged) in the TANF section on the EBT card.
- g. Record this on the Bank Transaction Form.

4. Loan Payments

- a. If families come to you for other reasons, ask them for their loan payments.
- b. When you take their loan payment, record the amount on the Bank Transaction Form.
- c. If this is not a full payment, ask when he/she will pay the loan in full.

5. Loan Applications

- a. None of the families can have loans. They have too many bills already.
- b. Take their transportation pass and ask them to complete a loan application before telling them that their application has been rejected.

6. Savings Accounts

- a. 3 families (Aber, Boling, Chen) have savings accounts.
- b. If they bring in their bank statement to make a deposit or withdrawal, mark the new balance on their bank statement.
- c. Keep track of this on the Bank Transaction Form.

7. Luck of the Draw Cards

- a. If a person comes to you with luck of the draw card, follow the card directions and then keep the card.
- b. Record what you did on the Bank Transaction Form.