

MISSOURI'S Community Action Poverty Simulation

STAFF INSTRUCTIONS

SOCIAL SERVICES RECEPTIONIST

INCLUDED IN THIS PACKET

- 1 Receptionist Instruction Sheet
- 1 name tag
- 1 transparency marker
- 1 pad of paper
- 1 box of pens or pencils
- Appointment Log
- Tissue for cleaning log
- 30 Application for Benefits
- 10 "Notice to Appear" letters
- Accordion file with Interview sheets
- "Client Packets Contain the Following"
- "CLOSED" sign
- Replacement EBT Card Request

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 five tasks:

- Collect transportation passes
- Fill out the appointment log
- Give clients forms to fill out
- Assign clients to a caseworker
- Send out "Notice to Appear" letters

2. You should close the office for a 3 minute holiday during the 3rd week of the Simulation. Put the "CLOSED" sign on the desk. When you close the office all staff should leave their desks for a few minutes and then return when you re-open.

3. You will be asked to report on your experience with the families at the end of the simulation.

RESPONSIBILITIES

1. Transportation Pass

- a. Collect one transportation pass from each person who comes to the Social Services office, including children.
- b. If the person has no pass, send him/her to the Quik Cash to buy some.

2. Keep Appointment Log

Put a check by the client's name and ask them why they have come in. If they are recertifying benefits they already have an Electronic Benefits Transfer (EBT) card

and need to talk to a case manager. IF they are applying for benefits they will need to fill out an Application for Benefits. Wipe the log clean at the end of each week and start over.

3. Interview Sheets

Each family has an interview sheet in the accordion file with an EBT card and/or a Housing Voucher if they do not already have one.

When clients come in pull out the corresponding interview sheet for that family to give to the case worker. The file should be in alphabetical order.

4. "Notice to Appear" Letters

At some point during the first or second week, ask the facilitator to deliver the "Notice to Appear" letters to those families already getting benefits. They have to meet with their caseworker.

5. Assigning Clients

As you receive applications and put them with interview sheets, give the forms to the first case worker available. They will review the forms and call the client to their desk.

6. Replacement EBT Cards

Sometimes a client will come to you and say that they have lost their EBT card. If that happens give them a Replacement EBT Form and have them speak to a case manager.

