

MISSOURI'S Community Action Poverty Simulation

STAFF INSTRUCTIONS SUPER CENTER CLERK

INCLUDED IN THIS PACKET

- 1 Super Center Clerk Instruction Sheet
- 1 Super Center Record of Payments Form
- 1 name tag
- 1 pen/pencil/ transparency marker
- 1 calculator
- 1 receipt book
- \$1,800 in cash box
- 18 Health and Nutrition Alert Cards
- "EBT" sign for EBT card users
- "Closed" sign

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 four tasks

- Selling groceries, clothing and prescriptions
- Accepting EBT cards for TANF cash benefits and Food Stamps.
- Collecting other payments
- Giving out Health and Nutrition Alert Cards

2. At the beginning of the simulation, participants are told to keep their families fed. This means coming to the Super Center is one of the most important things they need to do each week.

3. The amount of money each family should be spending on food, clothing, miscellaneous and prescriptions is listed on the Super Center Record of Payments Form in your packet. Keep track of what each family spends on this sheet.

4. Be very careful of your money. The Super Center may get robbed.

5. 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 Super Center.
- b. If the person has no pass, send him/her to Quik Cash.

2. Food Stamp Rules

Remind your customers that only food can be purchased with food stamps.

3. Super Center Rules

- a. Accept payment in cash or by EBT card.
- b. Give cash back for TANF Cash Benefits on EBT card for a \$1 fee.
- c. Check the Super Center Record of Payments Form to see how much the family should be spending each week on food. If they are not spending the full amount, remind them what they should be spending.
- d. Mark the amount of the food they buy on the Super Center Record of Payments Form.
- e. Charge \$20 for written prescriptions presented from the Community Health Care.
- f. Give a receipt only if asked for one.
- g. Make sure the "EBT" sign is displayed.

4. EBT Cards

When you have a customer using an EBT card for Food Stamps or Cash Benefits you must record the date, the amount spent and the new balance on the back of the card. You can use "bad math" if you want to and if you are not caught, you may pocket the difference.

5. Vouchers

If a family brings you a food/clothing voucher deduct the amounts listed on the voucher from the balance owed.

5. Part time workers

- a. There are 6 students who work part-time. Quant and Rogers may work all 4 weeks and get \$25.00 for the first, second and fourth weeks for staying 2 minutes and \$50.00 for third week for staying 4 minutes.
- b. Knowles, Locke, Morris and Nattin can only work the third week and stay 4 minutes for \$50.00.
- c. You can have them deliver alerts, cashier, clean or stock shelves for the time they are there.

6. Luck of the Draw Cards

- a. These cards may also be used for gifts of food.
- b. Mark the amount on the Super Center Record of Payment Form in the food section and label it "LD" for Luck of the Draw.

7. Health and Nutrition Alert

- a. During the third week send a "Health and Nutrition Alert" card to each family that is buying less food than their record states.
- b. Have the Facilitator deliver them, or one of your part-time workers.