

MISSOURI'S Community Action Poverty Simulation

STAFF INSTRUCTIONS

UTILITY COLLECTOR

INCLUDED IN THIS PACKET

- 1 Utility Collector Instruction Sheet
- 1 Utility Customer Account Summary Form
- 1 name tag
- 1 transparency marker
- 1 pen/pencil
- 1 receipt book
- 18 "Shut-Off" notices
- \$200 cash (\$1, \$5, \$10, \$20)
- 1 calculator
- "CLOSED" sign
- "EBT" 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 two tasks
 - a. Collect gas, electric, and phone fees from the families
 - b. Deliver "Shut-Off" notices
2. Keep your money safe and be careful as you carry this "cash" around since you may be robbed.
3. You may accept EBT cards, with **TANF cash benefits** left on them, as payment for the utility bills.
4. You will be asked to report on your experience with the families at the end of the simulation.
5. Transportation Pass
 - a. Collect one transportation pass from each person who comes to the office.
 - b. If the person has no pass, send him/her to Quik Cash.
6. EBT Cards
 - a. Display your "EBT" sign showing that you accept EBT cards.
 - b. If someone asks to use their EBT card, make sure there is still a balance in the TANF Cash Benefits, listed on the back of the card. Also, make sure you take away the payment from this card before giving it back.

- c. Record all activity on the Utility Customer Account Summary Form.

RESPONSIBILITIES

1. Weeks 1 and 2

- a. Spend time at your desk in hopes of receiving payments from families "honest enough" to come to you.
- b. Only give a receipt if the family asks for one.
- c. Record all payments on the Utility Customer Account Summary Form.

2. Week 3

- a. Go around and get payments from the families. Display your "CLOSED" sign anytime you leave the office.
- b. Record any payment on the Utility Customer Account Summary Form.
- c. If you want to, you can accept part of the payment.
- d. Also begin handing out "Shut-Off" notices to those who have made no payment at all. Write the utility and amount due on the "Shut-Off" notice and give it to the family. Be sure to mark "**SO**" next to the family on the Utility Customer Account Summary Form.
- e. For families that have received a "Shut-Off" notice, charge them a fee (\$50) to have the utilities turned back on.

3. Week 4

- a. Spend some time at your office in case anyone comes to make a payment.
- b. Also go around trying to get the unpaid balances before the "end of the month".
- c. Record payment on the Utility Customer Account Summary Form.