

MISSOURI'S Community Action Poverty Simulation

STAFF INSTRUCTIONS

SOCIAL SERVICES CASE WORKER #2

INCLUDED IN THIS PACKET

- 1 Caseworker #1 Instruction Sheet
- 1 name tag
- 1 pad of paper
- 1 pen/pencil
- 1 transparency marker
- 6 replacement Electronic Benefits Transfer cards
- Sample of Social Services Forms (EBT Replacement Request and Application for Benefits)
- 6 Job Training/Education cards

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 will be working with several types of clients:
 - Those applying for housing
 - Those applying for food stamps
 - Those applying for medical assistance
 - Those applying for cash benefits
 - Those applying for replacement cards/food stamps
 - Those applying for unemployment benefits
2. You will be asked to report on your experience with the families at the end of the simulation.

RESPONSIBILITIES

1. Clients

The Receptionist will give you a packet with the completed application, an interview sheet and an Electronic Benefits Transfer (EBT) card and/or a Housing Voucher if the client doesn't already have benefits. Look over the application and interview sheet briefly and then get the client from the waiting room.

2. Client Interviews

- a. Review the application that the client has filled out with them. If they are asking for replacement food stamps or EBT card, tell them you have to process their request and wait 1

week to see if their card is turned in to the office. If they return, you may give them benefits based on how many weeks are left in the simulation. You may also refer them to the local community action agency for help.

- b. Tell the client how much or what kind of help they will be getting based on the information on the Interview Sheet.
- c. If the client wants to work, you may give them a Job Training/ Education card to show they are getting ready to go to work.
- d. If a client tells you they lost their job, ask them if they are able and available to work. Tell them you will process their claim and it may be up to 3 weeks before they receive their benefits.
- e. When you are finished with a client, ask the Receptionist for the next client's packet and start over.

Note: TANF stands for Temporary Assistance for Needy Families...this is the cash benefit program for low-income families. WIC is included in the Food Stamp benefit.

