



**NIHC**  
 NORTHWEST INTERPROFESSIONAL  
 HEALTH COLLABORATIVE

## Community Action Poverty Simulation (CAPS)

### DESCRIPTION OF COMMUNITY VOLUNTEER STAFFER ROLES

<p><b>BANKER/LOAN COLLECT</b>          You can cash checks for those having accounts at the bank. You also keep track of savings account withdrawals and collect loan payments. You may circulate among families to collect loans. You also accept EBT Cards. You are located within the Grocery Store.</p>	<p><b>PAWNBROKER</b>          Families come to you to pawn their appliances and furniture and to take out or pay payday loans. You offer them less than half the value of each item and charge them a fee if they wish to redeem the items.</p>
<p><b>QUICK CASH WORKER</b>          You operate the Quick Cash office where people buy transportation passes. They can also cash checks there – for a fee, of course. You are also the place where people come for title loans.</p>	<p><b>UTILITY WORKER</b>          The first two weeks you sit in your office collecting bills and sending out shut-off notices. People may use their EBT-TANF Cash Benefits to pay their utility bills. Later, you circulate among the families to collect gas, electric, and phone fees.</p>
<p><b>COMMUNITY ACTION STAFF</b>          You make the appropriate referrals for services. You also distribute food from the Food Pantry.</p>	<p><b>SOCIAL SERVICE OFFICE – RECEPTIONIST</b>          You give clients materials and ask them to fill out forms. You assign each client to one of two caseworkers.</p>
<p><b>GROCERY CLERK</b>          You accept EBT cards for TANF cash benefits as well as redeem the food stamp section of EBT. You sell groceries, clothing, and prescriptions and collect miscellaneous payments. You also distribute “warning” slips to families who are not adequately feeding their families.</p>	<p><b>SOCIAL SERVICE OFFICE – CASEWORKER 1</b>          You work with clients who have a variety of needs from medical, housing and nutrition to unemployment. You have the ability to help in certain situations, but not in others, or there is a delay in accessing the benefits.</p>
<p><b>MORTGAGE/RENT COLLECTOR</b>          You collect mortgage payments, taxes, and maintenance fees from homeowners and collect rent from those who are renting. If families don’t pay you anything, you may decide to evict them – illegally.</p>	<p><b>SOCIAL SERVICE OFFICE – CASEWORKER 2</b>          You work with clients who have a variety of needs from medical, housing and nutrition to unemployment. You have the ability to help in certain situations, but not in others, or there is a delay in accessing the benefits.</p>
<p><b>CHILDCARE WORKER</b>          You assist families in completing enrollment forms, instruct families about signing in and out, collect tuition, inform parents about alternative childcare options, and distribute <i>Child Care Challenge</i> cards to working parents and terminate childcare services when appropriate.</p>	<p><b>INTER-FAITH SERVICES WORKER</b>          You operate a homeless shelter, and help families get the services they need.</p>

<p>You are located within the Inter-Faith Services agency.</p>	
<p><b>SCHOOL TEACHER</b> Like most schoolteachers, you have many tasks, too many students, and not enough money! For the first two weeks, you attempt to run a quiet, orderly classroom, keep the “children” busy with homework, and stay in contact with their parents – usually to ask for money or supplies. During the third week, you will help out at Inter Faith Services.</p>	<p><b>COMMUNITY HEALTH CARE PROVIDER</b> Families will come to you for all of their health care needs. You will need to check them in and provide their care. You will determine if they need prescriptions, referrals, or another appointment.</p>
<p><b>EMPLOYER/HUMAN RESOURCES</b> Your role is to time employee work weeks and distribute paychecks accordingly. You approve or reject leave requests. You may also hire and fire employees. Individuals may come to you on their own looking for work or may be referred from other resource people.</p>	

It is essential that volunteers meet with the NIHC team for an orientation prior to our simulation. An overview of the simulation will be given at that time along with instruction packets for each staffer role. The orientation should take no longer than an hour, date & time TBD.

At the end of the simulation, volunteers will be asked to comment on the simulation experience. This could include a summary of how the participants reacted to the staffer’s role, comments about the participants’ ability to cope in the State of Poverty during this “month,” previous experiences or special information or facts which the staff may have that could reinforce the realities of living in poverty, how it feels for the staffer to be “on the other side of the table” during this simulation, and whether or not there was a perceptible change of attitude on the part of the participant during the simulation.