

**Practice # 6: The PSR uses judgment and decides we should rescind a penalty request. The situation and conversation are the same as in Practice # 5 until we begin to talk to Lori Michael (LM) about her work. Think about the difference in the two sets of circumstances.**

You must play this scenario after Practice # 5. The characters are the same

**Greeter**

**Personal Service Representative (PSR)**

**Ms. Lori Michaels (LM)**

Summary:

*In this scenario, let's see what the PSR does when Lori Michaels says that she has a full time job but did not respond, as requested, to our recruitment letter. We'll pick up where the PSR asks LM about her work.*

**PSR:** Let see, we sent you a letter on July 11<sup>th</sup> asking you to come into the office for help in finding work. The letter said you had to contact us within 7 days to keep your food stamps. When we didn't hear from you we sent a request to the food stamp office to stop your food stamps.

**LM:** But I was working in July, I've been working since May.

**PSR:** Oh good. What kind of work are you doing?

**LM:** I've been working at Kroger's. I'm working about 35 hours a week as a cashier. I reported my information to the food stamp office as soon as I started.

**PSR:** Was there any other reason that you didn't call us when you got the letter in July?

**LM:** No, I figured since I was working already, I shouldn't have to come or call after I told the food stamp office. What can I do to get my food stamps back?

**PSR:** I'm glad you are working. The letter we sent was our offer to help you get a job. I may be able to help with the food stamps. My supervisor has to approve it before I can send

a message to ask the food stamp office to reinstate your food stamps. Ms Michaels, do you happen to have a recent check stub with you? I need something that shows you are employed at Kroger's and how many hours you are working.

**LM:** Yes I do. I heard you would ask me for something.

**PSR:** Thanks. The check stub shows your accumulated pay and work hours. I believe that is all I need. May I copy it and show it to my supervisor?

**LM:** Sure

**(Makes copies of check stub and takes to the supervisor for approval. The Supervisor approves.)**

**PSR:** We will send a message to the food stamp office right away asking them to reinstate your food stamps. We're glad to know you are working. Are you satisfied with your job?

**LM:** Yes I like it. The longer I am there the better my schedule will be and I will get health insurance and a pay raise eventually.

**PSR:** That sounds good. Please let us know if you ever need help in finding another job. We also help people to keep a job or get a better job if they need that kind of help.

Just in case your food stamps are not reinstated quickly, you may want this list of local food banks. I know that not having food stamps may make things tight for you

**LM:** Thank you. I hope I won't have to use it.

**PSR:** Can I help you with anything else while you are here? Do you have any other questions?

**LM:** Not right now, thanks for your help.

**PSR:** No problem, take my card and let me know how it goes or if you need any more help with anything and remember, if you ever receive another letter from us, be sure to contact us promptly.

**LM:** Yes, I will be sure to do that. Thanks again.

**Discussion Questions:**

1. **Why did the PSR rescind the penalty in this case but not in the situation presented in Practice # 5?**
  - **While we may penalize customers who do not contact us, it is not our purpose to teach people to call The WorkSource. It is our mission to help residents build careers. This customer is doing what we want our customers to do in their work lives. She has a regular job with the prospect of raises and benefits. The customer in the earlier scenario did not.**
2. **Do we always rescind a penalty if the customer can show she is working?**
  - **No. The PSR determined that maybe we should make an exception for this customer for the reasons stated in answer #1. She used good judgment in asking her supervisor to make the exception. Exceptions are made by supervisors or managers on a case by case basis.**

**Discussion Points:**

1. **When do you think it may be appropriate to make an exception to our penalty process?**
2. **When might we decide that we should not request rescinding a penalty for a working customer?**
3. **What should guide a PSR in determining when to ask a supervisor to make an exception to our usual procedures?**