**ROLE A**

**Round 1**

**Observer**: Observe and provide feedback on words used and body language after role play.

**Round 2**

**Observer & Facilitator**: Observe and facilitate discussion, ask the outreach worker what was hard for them, ask the client how they felt, ask the observer for feedback and provide your own feedback on words used and body language.

**Round 3**

**Client**: You’ve heard about CalFresh but you don’t want to sign up because it’s not worth the trouble to only get benefits for 3 months. Make it difficult for the outreach worker to figure out what you are talking about. When they tell you that the ABAWD rules don’t apply, insist that it does because you heard about it on the news.

**Round 4**

**Outreach worker**: You are meeting a client at an event, tell them about CalFresh and encourage them to apply.

**ROLE B**

**Round 1**

**Observer & Facilitator**: Observe and facilitate discussion, ask the outreach worker what was hard for them, ask the client how they felt, ask the observer for feedback and provide your own feedback on words used and body language.

**Round 2**

**Client**: You are mad at the CalFresh program because you already used up your three months of CalFresh benefits and you don’t have a job. You don’t understand how you are supposed to find a job and think it’s totally unfair that you can’t get CalFresh. You don’t know that the rules don’t apply to you in this county.

**Round 3**

**Outreach worker**: You are meeting a client at an event, tell them about CalFresh and encourage them to apply

**Round 4**

**Observer**: Observe and provide feedback on words used and body language after role play.

**ROLE C**

**Round 1**

**Client**: You are receiving CalFresh but you got a letter that says “ABAWD” and “work requirement” and don’t understand what it means. You got the letter in San Francisco before you moved to Alameda. You don’t know if you are getting cut off or if you can continue to use your benefits or what you should do.

**Round 2**

**Outreach worker**: You are meeting a client at an event, tell them about CalFresh and encourage them to apply

**Round 3**

**Observer**: Observe and provide feedback on words used and body language after role play.

**Round 4**

**Observer & Facilitator**: Observe and facilitate discussion, ask the outreach worker what was hard for them, ask the client how they felt, ask the observer for feedback and provide your own feedback on words used and body language.

**ROLE D**

**Round 1**

**Outreach worker**: You are meeting a client at an event, tell them about CalFresh and encourage them to apply

**Round 2**

**Observer**: Observe and provide feedback on words used and body language after role play.

**Round 3**

**Observer & Facilitator**: Observe and facilitate discussion, ask the outreach worker what was hard for them, ask the client how they felt, ask the observer for feedback and provide your own feedback on words used and body language.

**Round 4**

**Client**: You are receiving CalFresh but you read on the newspaper that people without jobs are going to be cut off benefits after 3 months. You don’t know that it doesn’t apply in your county and after the outreach worker explains it to you, you want them to explain why. You don’t understand why the rules apply in some counties and not in yours.