**ROLE A**

**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 just learned about the ABAWD rules from the outreach worker. You want to know if they apply to you. Let the outreach worker screen you for exemptions and the work requirement. Tell the outreach worker that the questions are really personal. In the end, you don’t qualify for an ABAWD exemption and are not meeting the work requirement.

**Round 3**

**Outreach worker**: You just screened a client and the ABAWD rules and time limit apply to them AND they already used up their countable months. Explain to them how they can regain eligibility.

**ROLE B**

**Round 1**

**Client**: You received a bunch of notices in the last few months from the CalFresh office. You didn’t understand what ABAWD is so you ignored the notices. However, this month you received no benefits. You don’t know what’s going on. Ask the worker to explain what ABAWD is and why you got no benefits.

**Round 2**

**Outreach worker**: Screen the client to see if the ABAWD rules and time limit apply.

**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.

**ROLE C**

**Round 1**

**Outreach worker**: You are meeting with a client who made an appointment with you to figure out why they didn’t get their CalFresh benefits this month.

**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 were just screened to see if the ABAWD rules apply to you and they do but you are not exempt or meeting the work requirement AND you already received your three countable months so you are no longer eligible at this time. You want to know what your options are. Can you ever get CalFresh again?