

- Scenario Title – short description of the scenario

Documents On Hold- A foster teen cannot get quick and easy access to his legal documents.

- Actor – the person/role engaged in the scenario

A teenage boy in foster care.

- Setting – a description of the context in which the scenario takes place

He is calling city hall at his social worker's office trying to get new copies of his birth certificate and social security card.

- Scenario Goal – what is the actor trying to accomplish when they encounter the scenario?

He is trying to obtain his legal documents such as his birth certificate and social security card.

- Scenario Narrative – a detailed account of the scenario actor experiencing the problem

A teenage boy in foster care walks into the department of child services office for his appointment with his social worker. The boy recently got hired at his first job but since he is underage he has to provide documents for proof that he is legally allowed to work. He has to get through his social worker to obtain these documents since neither he nor his foster parent has these documents in the house. His social worker has been backed up with other children's cases so he decided it would be best to talk to her in person instead of keep bothering her over the phone. His social worker says that since he has been moved so much that they lost the physical copies of his birth certificate and social security card and they have to place an order with the city for new physical copies. They spend the whole appointment on hold with the city just for them to tell the boy that it will take about three weeks to process new copies. The boy asks the social worker if there is anything he can do or provide in replacement for the birth certificate and social security card. She asks if he has a passport. He rolls his eyes at her because he has been in foster care his entire life and has never even left the city. He has to provide the job with these documents in two days or there will be a good chance he will lose his position. The boy has no idea what to do and leaves the office in anger and frustration.

As days go by he is able to continue to push off providing these documents to the job. He tells the job that “ the documents should be in soon.” However, after a week, the job tells him they have to let him go of his position and give it to someone else. Even

after he was let go, his documents still did not come for another month. He wishes there was an easier way to obtain copies of his legal documents.