

Questions about the steps, time, and effort a process requires

Look at the process from the person's point of view. Count the steps, documents, trips, and hours away from work. Notice when a deadline, mailed notice, or login becomes a barrier. At each step, make sure a person can reach staff for help without using the online option.

Content

First contact: how does a person learn that the service exists? Which languages and ways of reaching people are used?

Access at each step: can people complete it with a screen reader, keyboard, interpreter, captioning, or an alternate format?

Each document: what must they already have, and what happens if they do not?

Each wait: how long, and what happens to their service meanwhile?

Each decision: who decides, how is it explained, and can it be appealed in plain language?

Each notice: mailed, emailed, or in an account? Who never sees it?

When the process breaks down: who is left carrying the burden—the person, a family member, a county worker, or a community organization?

Removal: which steps could be removed, combined, or done by the agency instead of the person?

Next steps

- **Equity and access checklist for new work** — program page </library/ja-launch-embed-checklist>
- **Equity impact questions for policy, budget, technology, and procurement** — program page </library/ja-equity-impact-questions>

Practice paths this supports

- New program or service concept
- Policy, form, or notice change