

New program or service concept

You have a program idea and want a clear way to consider equity and access before the design is settled.

Outcome: By the end, you will have a completed equity and access checklist for your program, with clear responsibilities and a review date. You can usually complete routine planning without a consultation, use the same approach for future work, and seek another perspective when added judgment would help.

Situations that may fit this path

- An early program or service idea
- A new digital application or online service
- A service redesign before the design is settled

Six steps to work through in order

1. **Explore the first questions** — Use Ask to consider the equity and access questions that matter before the design is settled. The response will include its sources and any limits. · **Ask a question** — program page /ask?path=gp-1
2. **Consider community context** (If relevant) — If the work names Minnesota communities or partners, read the relevant brief. Focus on what to ask, access needs, who to involve, and what not to assume. · **Explore Minnesota Communities** — program page /minnesota-communities
3. **Choose practical resources** — Use the launch checklist, the journey and burden questions, and the partner map to work through your idea. · **Launch equity and access checklist** — program page /library/ja-launch-embed-checklist · **Journey and burden questions** — program page /library/ja-process-burden · **Partner map** — program page /library/ja-stakeholder-map
4. **Draft your equity and access checklist** — Complete the checklist for your program. Use the downloaded checklist to write your answers in a tool you normally use. This page does not save them.
5. **Review your work** — Confirm who is responsible, the access needs you considered, who was involved, what you chose not to assume, the review date, and any questions that remain.
6. **Talk it through with a consultant (optional)** — A consultation can help with early program ideas, high-stakes decisions, or questions that remain after you use these resources. Your checklist will help fill in the request form. · **Request a consultation** — program page /support/request?path=gp-1

What a useful result looks like

Still needs work

- A quick answer with no next step
- A completed checklist without clear responsibilities or a review date

- An equity section added without considering access or burden

Ready to use

- The checklist is connected to your program
- Access, involvement, and assumptions are addressed
- Questions that remain are clearly noted and taken to the right people

Privacy

Do not include client names or case IDs, and describe populations only in general terms. This page does not save your answers or progress. Notes saved through an earlier version may still be in this browser's site data; this page does not show or delete them.

Equity and access planning checklist

Privacy

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Item	Detail
Program or service name (required)	Use the program or service name, not a client's name.
Who this is for, and who carries the burden if it does not work (required)	Use general terms and consider which communities may be missing from the design process.
Access needs and assumptions (required)	Consider broadband, a printer, English, transportation, daytime availability, a person people can reach instead, and accessible documents.
Languages and vital documents (required)	Note the languages people may need, which documents need translation and review by a qualified translator, and how an interpreter will be available at first contact.
Steps or barriers you can remove	Consider the number of steps, documents, and trips, along with requirements that may be easy to miss.
Who is involved before the design is settled, and what role they have (required)	Consider the Equity Director, accessibility and language access leads, community partners, and Tribal consultation when applicable.
What you chose not to assume (required)	Note the assumptions you avoided about the people affected.
Who is responsible for each follow-up (required)	Add one line for each follow-up, including the action and the person responsible.
Next review date (required)	Choose a date when you will return to this work.

Item	Detail
Questions that remain	Note what you still need to learn and who can help.

Review your notes against

- Every follow-up has a named owner
- A next review date is set
- This is connected to your specific work
- Language, disability, and communication access were considered for this work
- You named who was involved and the role they had
- You noted what you chose not to assume

Questions to bring to Ask

- We're planning a new digital application for benefits renewals. What equity questions should we ask before the design is settled?
- What access assumptions should I consider while the idea is still taking shape?
- Who should be involved before the design is fixed?