

Toolkit Studio guardrails

Cross-cultural guardrails for walked decisions.

Name the process

- Briefs help you ask better questions. They do not tell you what an individual believes, needs, or prefers.
- Name the process, not the people.
- Confirm preferences with the person. Involve partners when the decision affects communities.
- Anti-racism beat: Does this continue a race-neutral process that has already produced unequal access or outcomes? What alternative redistributes burden?

Featured work moments

- Reminder channel change: On your own decision: keep channel mix open until preference + access are known. No case names in notes.
- Assessment scheduling (MnCHOICES / HCBS): Schedule design is service design. List assisted options before removing them.
- Eligibility notice rewrite: Success = people could act. "Notices sent" is not an equity metric.

Do not

- Explain people by culture.
- Treat briefs as individual instructions.
- Replace Formal doors with Step 8.
- Submit typed notes to this program.