

## TANF Office Culture Site Visitor Observation Checklist

**Goal:** Document degree to which office design and service delivery flow highlights or embodies the following principles, which are associated with a more client-oriented setting:

- **Clear and easily navigable processes:** Processes are clearly explained or mapped in a way that clients can understand; clients are guided through the process with appropriate visual cues; consistent language or visual cues used throughout the office to promote understanding and goal consistency.
- **Welcoming environment:** Organizational processes and physical infrastructure respects clients' physical comfort and time; integration and efficiencies on the agency's part support these goals without duplicating services or adding confusion.
- **Engagement-oriented spaces:** Spaces are purposefully designed for distinct interactions and tailored to the organization's goals for clients during that designated moment; space exhibits evidence of consideration for clients' emotional and cognitive state in given moment.

**Directions to site visitors:** Document the following office design elements, agency processes, and interactions throughout your time at each of the TANF Office Culture sites visited.

### 1. Approaching the building

Please describe the building exterior, parking lot, signage, sidewalks, and any other features clients experience as they enter the building, including:

- Text directing clients to the appropriate building or path for services (tone and clarity)
- Posted rules (e.g., DOs/DON'Ts) outside
- Availability of parking/accessible by public transportation

### 2. Client-facing spaces (e.g., agency lobby, interview rooms):

Please describe the interior of the agency lobby environment and configuration, including the following elements:

- Size of building overall (e.g., number of floors, wings)
- Security presence (e.g., metal detector doorways, security officers, and bulletproof glass barriers)
- Size of waiting area, including number of clients waiting and number of staff present
- If possible, list of all programs/departments served by waiting area
- Aesthetic description of waiting area (e.g., condition and style of walls, lights, floor, furniture, windows, posters, plants, other decorative items)
- Signage/text directing clients through process or preparing them to meet with staff (content and tone)
- Presence of visual media (e.g., client wait times)
- Physical cues directing clients through process (e.g., ropes, chair arrangement, walls)
- Extent to which there are physical barriers between staff and clients (e.g., physical cues designating staff-only areas, metal detectors, plexiglass windows at staff desks)

- Presence of designated spaces for child or infant care (e.g., rocking chairs, breastfeeding pods)
- Materials/signs in multiple languages
- Children’s play area, including proximity to main waiting area
- Other comforts or conveniences provided to clients (e.g., charging stations, water cups, magazines)
- Other activities or services available to guests in waiting area (e.g., outreach events, tax services, information & referral, brochures)
- Visibility of other service providers present in the office and nature of services offered (e.g., pamphlets vs. co-located staff); prominence within physical space
- Describe any other relevant, client-facing spaces (e.g., interview rooms, hallways, restrooms)

### **3. Appointment or application check-in process**

Please describe the general process through which customers check in for an appointment or are first served by the agency, including the following elements:

- Presence of greeter/triage staff and services provided
- Designated kiosk or area for check-in or appointment preparation
- Method to “get in line” (e.g., take a ticketed number)
- Forms clients must fill out: where picked up/completed; level of form complexity and clarity of instructions provided; application or form assistance available
- Average wait times
- How clients are notified when it is time for their turn
- Evidence of physical space’s ability to accommodate staff reallocation at peak times
- Staff/client interaction (physical aspects): Where it occurs; physical proximity between client/staff during interaction; degree of privacy; proximity to general waiting area
- Staff/client interaction (interpersonal aspects): Nature of greeting between staff and customers; standing/sitting roles; apparent conversation driver
- Supports for customers during initial staff interaction (e.g., childcare)

### **4. Information environment**

Throughout the entire agency, please observe and document the degree to which the information environment (e.g., forms, posters, signage) exhibits the following traits (Note: Some of these factors may already be captured in points above):

- Consistent messaging, signs, and symbols throughout the agency
- Efforts to reduce confusion or make the process more clear
- Language- and literacy-appropriate information posted
- Evidence of simplified written communication (e.g., forms)
- Use of “clients,” “customers,” “users,” other?
- Other noteworthy combinations of information and services provided in-house