

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