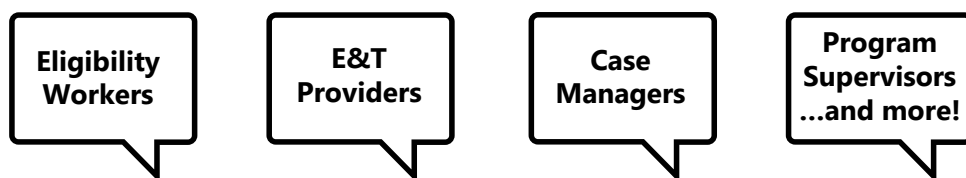


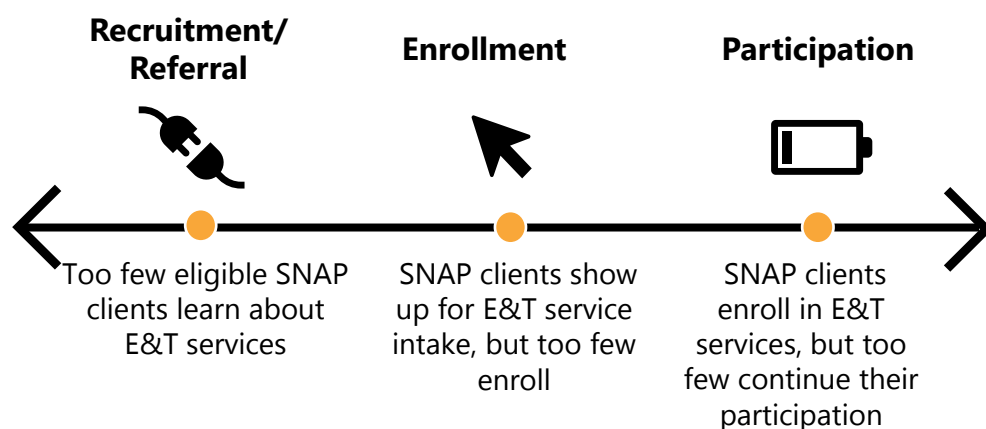
STEP 1 OBJECTIVE:

Identify where engagement is problematic. Are there recruitment, enrollment, or participation challenges getting in the way of success?

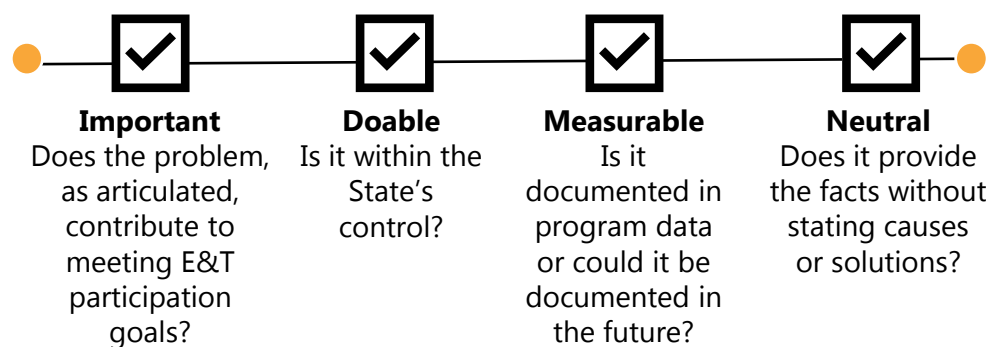
a. Assemble an inclusive group of E&T staff members to share where they see problems with referrals and engagement.



b. Select a priority focal point on the E&T referral and service flow continuum. The team should choose one target area. Some examples are listed to the right, but there may be many others.



c. Create a statement that summarizes the problem and check it against the rubric to the right. Does the problem, as stated, meet the following criteria?

**PUT IT ALL TOGETHER: AN EXAMPLE****TEAM MEMBERS:**

- Eligibility Workers
- Case Managers
- E&T Providers
- Program Supervisors

FOCAL POINT:

Recruitment

STATEMENT:

Clients first apply for SNAP. Interested and eligible clients are referred to the SNAP E&T orientation, but few show up at the orientation. There are too many empty seats for E&T services. Our goal is to increase participation in E&T to 30%.

- ☒ Important
- ☒ Doable
- ☒ Measurable
- ☒ Neutral