

Name (optional): \_\_\_\_\_

Program (optional): \_\_\_\_\_

### Sample Worksheet: Keep in Mind Brainstorm

**What should the working group members keep in mind about the population I serve so that the guidance they develop is most useful?**

*How will clients be reached? What will be conveyed to them? When will this process begin, and what will prompt it?*

- *If you serve multiple populations, you can consider all of them, or focus on one group. Please make sure to include the needs of the most vulnerable clients you serve, as applicable.*
- *You can state a fact about those you serve, such as “most of my clients do not have access to a vehicle to leave town,” or advise the group with a tip such as “make sure the guidance is available in Spanish.”*
- *You can also note who else it would be helpful for the working group to consult, such as another agency, or a community-based organization that engages effectively with your clients.*

*As you finish your list, put a star next to the most crucial items.*

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Name (optional): \_\_\_\_\_

Program (optional): \_\_\_\_\_

## Client Experience Worksheet

**Take a moment to think about one of the clients whose cases you manage. While maintaining your client's anonymity, please describe a few characteristics about them.**  
*(e.g., how old they are, where they live, who they live with, how they spend their day, how they get around, how they stay in touch with friends and family, what they eat, what they do for fun, etc.)*

**With no intervention from ACPHD, how might this client first become aware of poor air quality issues, such as from fires?** *(e.g., personal experience, word of mouth, traditional media, social media, workplace, school, store)*

**How might this client be affected by the poor air quality?** *(e.g., personal health, ability to do daily activities, limits due to difficulty breathing, ability or inability to make changes to protect their health, etc.)*  
*And how might their support network, such as family or caregivers, be affected?*

**Would your client know where or who to go to for resources and help in this situation? What might be their barriers or challenges? What might help or motivate them?**