

Instructions: In groups of 2, complete the following activities.



ACTIVITY 1

For each channel found in the table below, describe the following:

- **Challenges:** What are some challenges, barriers, or concerns you may have with receiving services via the following channel?
- **Opportunities:** What are some advantages, benefits, or opportunities available when receiving services via the following channel?
- **Service Types:** What are the types of services you would like to receive via each channel?

Channels	Challenges	Opportunities	Service Types
In-Person			
Phone			
Email			
Website			
Mobile Application			
Social Media			

ACTIVITY 2

Rank your preferred channel for receiving services from 1 to 6. (1 = Preferred, 6 = Least Preferred)

Channels	Participant 1	Participant 2
In-Person		
Phone		
Email		
Website		
Mobile Application		
Social Media		