BICS Learning Community Webinar Worksheet 1: Defining the Problem

Problem Option: Number

Directions: Please complete one sheet per distinct problem your site has identified. We will discuss these problems during the coaching call and on the next webinar. Thank you!

Select the Problem Area

- Establishment
- Newly Established Orders
- Enforcement
- Modifications
- Support Services (e.g., employment)
- Employer Relations
- Other [Please describe other problem area]

1. Define the problem

2. What is the population of interest? (e.g., NCPs, CPs, both, staff, other)

3. What is the primary outcome of interest? (e.g., increase order establishment rate, payment rate, other)

4. Quantify the problem (if information is readily available)

<table>
<thead>
<tr>
<th>How many are eligible for the process related to the problem of interest?</th>
<th>Number</th>
<th>per</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many currently start this process?</td>
<td></td>
<td>per</td>
</tr>
<tr>
<td>How many currently complete this process?</td>
<td></td>
<td>per</td>
</tr>
</tbody>
</table>

5. Explain why the problem may be behavioral (e.g., are people's actions matching their intentions, are they acting in their best interests, do they understand their options?):

6. Other key points (e.g., data sources, past interventions, legal restrictions):