Pre-onsite kick off meeting

Before a SNAP rapid response on-site technical assistance visit from the US Digital Service (USDS), one of the main initial touchpoints is the **kick-off meeting.**

The kick off meeting is intended to:

* Introduce USDS to the state, and vice versa
* Determine shared goals and vision for the engagement
* Outline the technological, data, and design approach USDS uses
* Align on potential risks and opportunities

We ask that the state brings all key players to this meeting so we can meet the above goals collectively and ensure we're on the same page. Those who should be included are:

* State leadership (SNAP Director, Deputies, Policy Lead, Technical Lead, Operations Lead, Customer Support Lead, Communications Lead)
* Policy subject matter experts
* Technical subject matter experts (e.g. hands-on-keyboard technical experts including software engineers and data scientists, in-house or from vendor teams)
* Customer support experts (e.g. call center leads)
* Eligibility worker subject matter experts (e.g. EWs and Managers)

Logistically, the kick off tends to be:

* One hour in time
* Virtual
* At the start of the engagement, around 4 weeks in advance of the onsite