A Framework for Problem Prioritization

Use this matrix to assign “scores” for your main challenges based on how they impact different outcomes—with 1 being the lowest impact and 5 being the highest. The higher the total score, the more pressing the matter. Plus, this framework can give you more analytical insights instead of relying on your gut feelings when deciding what to solve first. (Pro tip: keep this information handy when it comes time to justify your request for technology, too.) You can add, remove, or adjust the “Impact On …” columns to meet your agency’s specific needs.

Problem Prioritization Matrix

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| --- | --- | --- |
| **PROBLEMS** | **IMPACT ON …** | **SCORE** |
|  | Worker Retention | Worker Efficiency | Funding | Timeliness/Compliance | Other HHS Programs | Community Partners | Children/Families | Community Well-being |  |
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