

U.S. Digital Response

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U.S. Digital Response connects experienced volunteer technologists with public servants and organizations responding to crisis.

We're nonpartisan, fast, and free.

- **Founded in March 2020** by former U.S. Deputy CTOs and tech industry veterans who led federal open data policies and digital government strategy
- Volunteers work with government teams to understand their challenges and get them the right tools to deliver critical services to the people who need them — all **within a few days to weeks**.
- Our **volunteers have deep expertise** spanning engineering, data science, content strategy, design, logistics and supply chain, and disaster response.

Multi-Crisis Response

Poll Worker Training

Website Development

Federal Stimulus Tracking

Vote-By-Mail Optimization

Responsible Contact Tracing

Serve Vulnerable Populations

Unemployment Insurance

Streamlined Communications

Police Transparency

Benefits Eligibility

Content Creation / Strategy

Workplace Digitization

COVID Testing Sites

Volunteer Matching

And more...

Data Mapping / Aggregation

Food Assistance

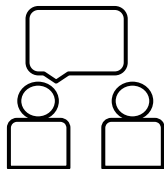
Small Business Assistance

How We Engage



Staffing

Double the size
of your team



Advice

Non-conflicted
recommendations
on technology and
procurement



Platforms

Build open-source
systems and teach
you how to use them



Tools

Connect to free,
effective solutions

Our Approach

**Deliver value in
days, not months**

**Quickly
demonstrate
what's possible**

**Design for
sustainability and
usability, always
with the end user
in mind**

**Help partners build
their technical
capacity and
deliver services on
their own**

**Leverage or adopt
existing tools
and products
whenever
possible**



Our Commitment to Our Partners

- Understand your capacity, requirements, and systems, so we can meet you where you are
- Work alongside you until the need is met
- Use modern technology and practices to deliver better digital services quickly
- Better position you to continue meeting the needs of the people you serve



— USDR's Work



Public Health

- **COVID Testing Sites**
(Seattle)
- **Data Aggregation and Visualization**
(NYC; Pennsylvania)
- **USDR Health Data Initiative**



Voting and Elections

Partnered with 30+ nonprofits and election offices

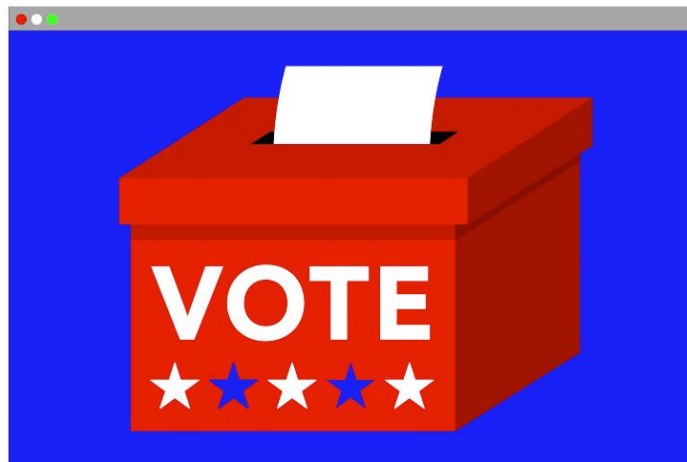
- Vote-by-mail design
- Accessible websites
- Poll worker management
- Optimizing operations

The New York Times


ON TECH

Election Tech That's Super Simple

The most useful technology doesn't have to involve flying cars. Sometimes, it's really easy.



Unemployment Insurance


Unemployment Insurance Claim Management
California Department of Labor

🔍

- Dashboard
- Tasks
- Claims
- Reports
- Activity Log

Dashboard

12 tasks assigned to me

149 claims assigned to me

67 average age of claims assigned to me

Tasks 12 [View All →](#)

Task	Task ID	Claim #	Status	Due Date
Review new initial claim	1286	0543-891	IN PROGRESS	08/19/2020
Review new weekly certification	1286	0543-891	IN PROGRESS	08/19/2020
Review claim for fraud	1286	0543-891	IN PROGRESS	08/19/2020
Verify claimant's identity	1286	0543-891	IN PROGRESS	08/19/2020
Verify claimant's employment and wages	1286	0543-891	IN PROGRESS	08/19/2020

Announcements [View All →](#)

[Guidance on Administering Lost Wages Assistance \(LWA\) in California is Now Available](#)
Aug 16, 2020

[UNEMPLOYMENT INSURANCE PROGRAM LETTER No. 27-20](#)
Aug 12, 2020

[UNEMPLOYMENT INSURANCE PROGRAM LETTER No. 18-20, Change 1](#)
Aug 12, 2020

[Guidance on Administering Lost Wages Assistance \(LWA\) in California is Now Available](#)
Aug 16, 2020



Partnered with 6 states and D.C. to bring UI systems back online.

— Recommendations

Reuse existing work

There is prior work in the space

- This software was all built in 2011, and still exists
- It didn't stagnate over the past decade, but continued to mature
- Start your work with a review of the space

Collaborate with other states

Everyone has the same problem at the same time

- California can show leadership here
- Other states are doing or will do work that can save California time
- There's no sense in doing this 50 times over

Use open source software

Open source solutions make sharing, reuse, and customization feasible without vendor lock-in

- Don't pay a fortune for software you don't own
- Open source means you can build atop existing work, and others can build atop your work
- Open source is central to sharing with other states

Use Agile procurement

Procurement can make or break your project

- This work is extremely time-sensitive; you cannot afford a procurement failure, as is normal for software projects
- You will have to learn a bit about procurement, and not outsource that entirely to staff
- Read [18F's guide to procuring custom government software](#)

Collect the right data, in the right way

Consider how you will use data before collecting it

- Understand the questions you want to answer with data, and how you will use the data to answer them
- Collect data in a structured way up-front
- Avoid vendor lock-in and ensure data portability through standards-based formats and APIs
- Keep things simple

Existing open source software

- [Open Redistricting](#)
- [DistrictBuilder](#)
- [Districtr](#)

— Reach out to discuss how we can work with you.

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