

# U.S. Digital Response

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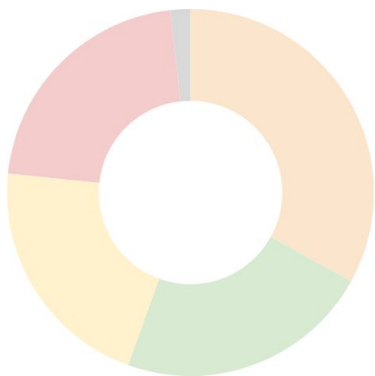
U.S. Digital Response connects experienced volunteer technologists with public servants and organizations responding to crisis.

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.

# USDR's Impact

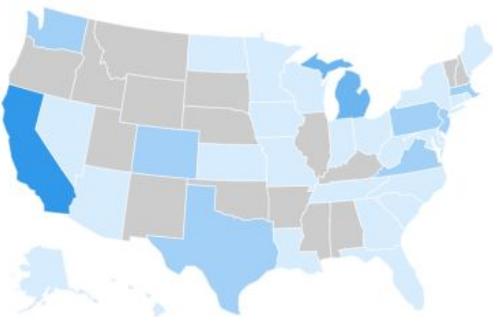
**130+ projects** with governments and NGOs



Project Types

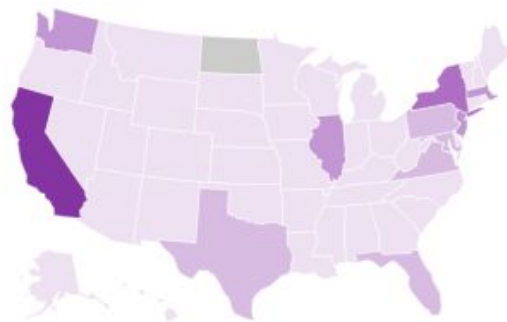
**36 states and territories** across the country

- City
- NGO
- County
- State
- Associatio



Partner Locations

**500+ volunteers** deployed (from database of **6,000+**)



Volunteer Database

# 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

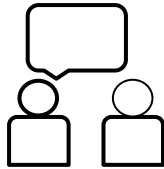
Small Business Assistance

# 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

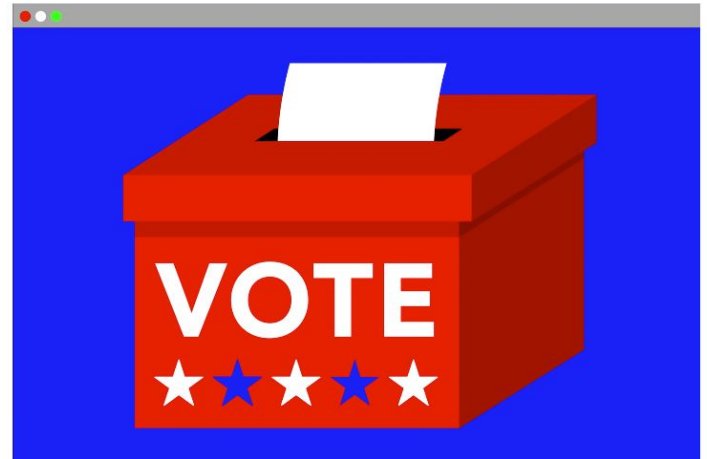
- Vote-by-mail design
- Accessible websites
- Poll worker management
- Optimizing operations

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
<a href="#">Review new initial claim</a>	1286	0543-891	IN PROGRESS	08/19/2020
<a href="#">Review new weekly certification</a>	1286	0543-891	IN PROGRESS	08/19/2020
<a href="#">Review claim for fraud</a>	1286	0543-891	IN PROGRESS	08/19/2020
<a href="#">Verify claimant's identity</a>	1286	0543-891	IN PROGRESS	08/19/2020
<a href="#">Verify claimant's employment and wages</a>	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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