

# TANF DATA PORTAL (TDP) UPDATE

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Regions 9 & 10 Tribal TANF Virtual Meeting

August 24, 2022

4:00-5:30pm EST

Alex Pennington, TANF Data Division & TDP Technical Lead

# Current TANF Data Reporting System

- TANF Data Reporting System (TDRS) is central to administering the TANF program
  - States, tribes, and territories submit monthly data on their caseload on a quarterly basis
  - Basis of work participation rate, caseload, and characteristics data
  - Handles sensitive personally identifiable information (SSN, DOB, zip codes, etc.)
- But TDRS has been broken for years
  - ~25 years old!
  - Black box
  - Disruptions, patching, brittle
  - Consumes lots of ACF's and TANF grantees' time

# Project Kickoff: July 2020

## Project Vision

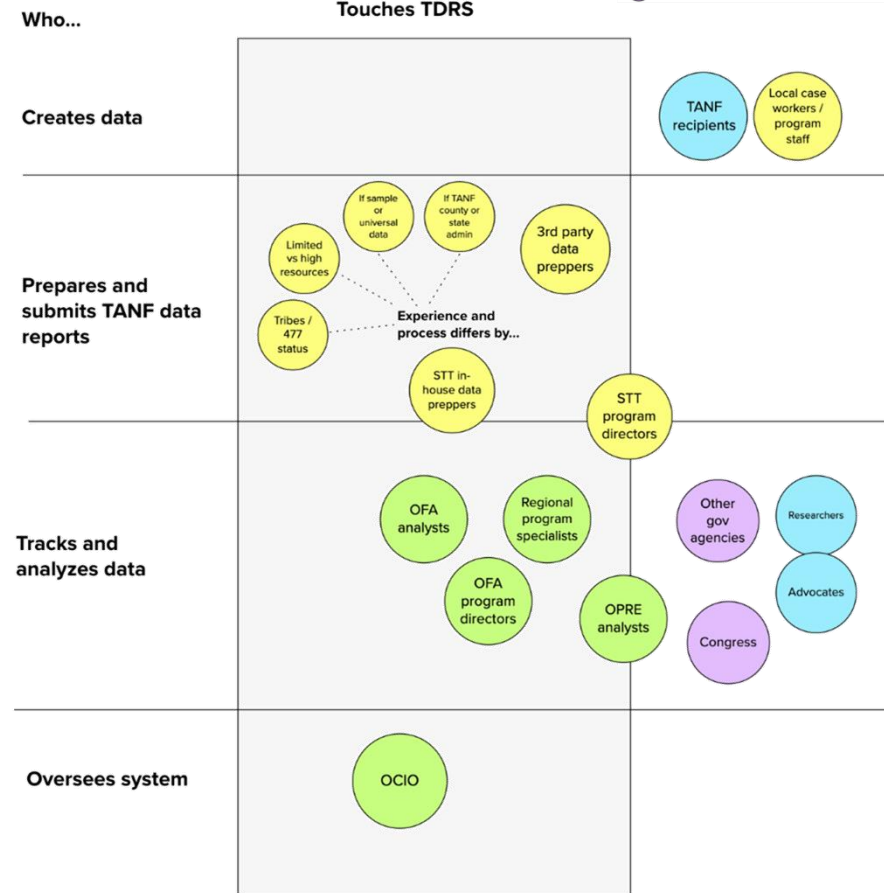
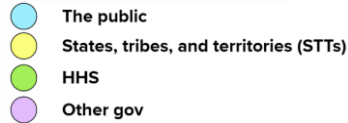
OFA will build *a new, secure, web-based data reporting system* to improve the federal reporting experience for TANF grantees and federal staff. The new system will allow grantees to easily submit accurate data and be confident that they have fulfilled their reporting requirements. This will reduce the burden on all users, improve data quality, better inform policy and programs, and ultimately help low-income families.

## Project Values

- User-Centered: We've prioritized the user experience
- Transparent & Sustainable: We work out in the open in GitHub (anti-black box)
- Secure & Accessible: We consider implications early and proactively
- Agile: We continue to refine our processes and roadmap as we learn

# Understanding our users

## Who has a stake in TANF data?



## Equity first.

This project directly touches on very sensitive topics, including societal inequities and how states, tribes, and territories interact with federal oversight. What we're building has a very real impact on many people. We must make voices other than ours central to our work and ensure they are respected and included in our decisions.

### How we can support this

- Be flexible in our research methods to encourage more participation
- Create accessible tech and designs from the beginning
- Ask: How can we meet people where they are?

## Secure and protect TANF recipients' privacy.

The data in TDRS is incredibly sensitive. We are responsible for protecting that data and the privacy rights of recipients throughout data transmission, storage, and analysis. A secure, privacy-centered system is essential for TDRS.

### How we can support this

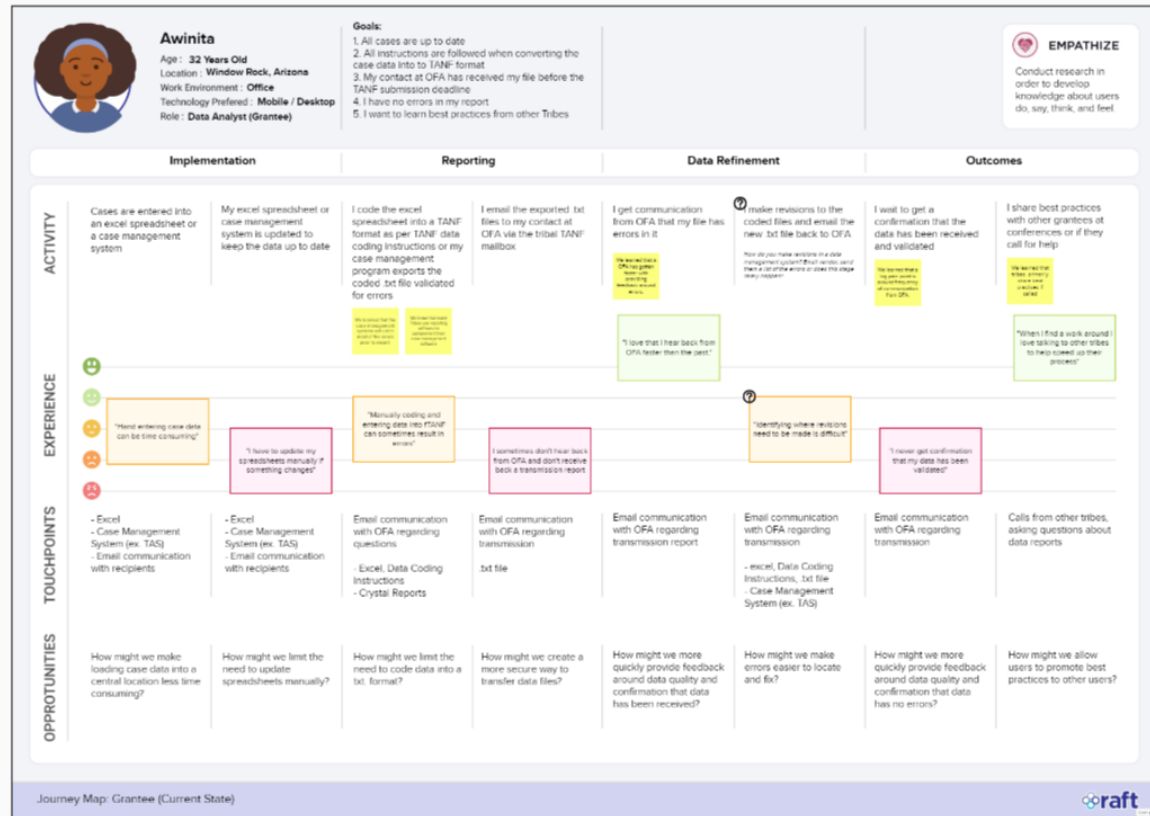
- Prioritize securing data in roadmap decisions
- Protect PII in our prototyping and research work
- Ask: Why do we need this data? Will it be used?

See [Stakeholders and Personas](#) & [Design Principles](#)

# Centering our users' experiences

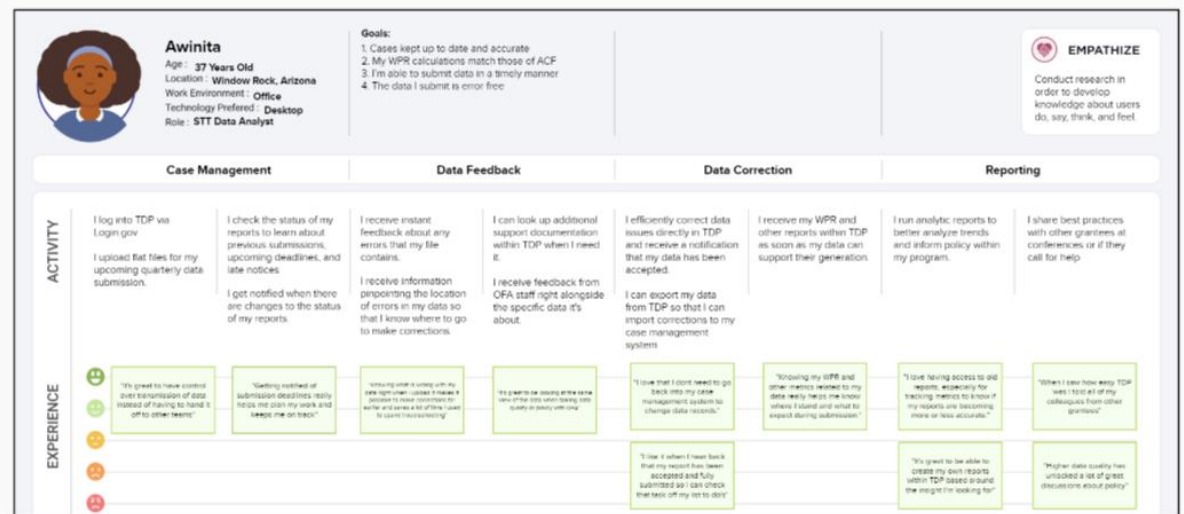
## • Current Grantee Journey Map

### Data Analyst (Grantee)



## Aspirational Grantee Journey Map

### Data Analyst (Grantee)



# Prioritizing security and accessibility

## White House CyberSecurity Executive Order 14208

The table includes information about the status of TANF Data Portal's compliance with [White House Cybersecurity Executive Order 14208](#) issued on May 12, 2021. This information is current as of 10/19/2021.

Policy	Financial Considerations to Planning	TDP Notes
<a href="#">Complete Transition to IPv6</a>	All new networked Federal information systems must be IPv6 enabled NLT FY2023	TDP is hosted in cloud.gov which supports <a href="#">ipv6 for external access</a> to the application. For internal access to apps (e.g. frontend/backend app communication), only ipv4 is currently supported. Cloud.gov support team indicated that this constraint is due to current offerings available to gov for cloud services (some of which do not yet support IPv6), but planning to comply with this policy area is in-progress.
<a href="#">M-19-26 (TIC 3.0)</a>	Any federal system not connected to an existing Authorized Trusted Internet Connection (TIC) Must provide equivalent security protection. This includes but is not limited to: <ul style="list-style-type: none"><li>• Data Loss Prevention Technologies to detect and prevent instances of exfiltration,</li><li>• Asset Segmentation via network or microsegmentation (service) technologies to divide physically or virtually asset communication paths to limit communication to only what is required.</li></ul>	The agency's TIC is not traversed to access the system, which is hosted in cloud.gov. Sys admins currently only access the system via HHS GFE + PIV/CAC
<a href="#">Binding Operational Directive 19-02 (BOD 19-02)</a>	Accelerate Patch management process to meet 15-day remediation for critical vulnerabilities and configuration weaknesses	We plan to update our configuration mgmt plan and any other security-related plans to note that critical vulnerabilities will be addressed within 15 days (instead of 30).

## Request Access

Please enter your information to request access from an OFA administrator

There are 3 errors in this form

**First Name (required)**

First Name is required

**Last Name (required)**

Last Name is required

**Associated State, Tribe, or Territory**

A state, tribe, or territory is required

Request Access

See [Security & Compliance](#) & [Accessibility](#)

# Project Updates

*Latest updates are available here:* <https://tdp-project-updates.app.cloud.gov/index.html>

- January 2022
  - Submission history
  - Messaging
  - Transitioning to complete (not partial) data
  - Onboarding research
- April 2022
  - TDP navigation hierarchy
- August 2022
  - Initial roll out to a small number of grantees as part of a pilot phase
- Up next
  - November 2022 – roll out to a few more grantees; *more* new features
  - Spring 2023 – roll out to all grantees for FY2023 Q1 data submission; *even more* new features

# TDP Pilot Goals

## ① Sign into TDP

The screenshot shows the TANF Data Portal sign-in page. At the top, it says "TANF Data Portal" and "An Official website of the United States government". Below this is a large banner image of a family with a man, a woman, and a child. To the left of the image is a sign-in box with the text "Sign into TANF Data Portal" and "Our vision is to build a new, secure, web based data reporting system to improve the federal reporting experience for TANF grantees and federal staff. The new system will allow grantees to easily submit accurate data and be confident that they have fulfilled their reporting requirements." There are two buttons: "Sign in with LOGIN.GOV for grantees" and "Sign in with ACF AMS for ACF staff". Below the banner is a "Featured TANF Resources" section with four cards: "TDP Knowledge Center", "Transmission File Layouts & Edits", "Tribal TANF Data Coding Instructions", and "ACF-199 and ACF-209 Instructions". At the bottom, there is a "Privacy policy" link and the "DEPARTMENT OF HEALTH & HUMAN SERVICES ADMINISTRATION FOR CHILDREN & FAMILIES Office of Family Assistance" logo.

## ② Request access to submit data

The screenshot shows the TANF Data Portal request access page. At the top, it says "TANF Data Portal" and "A DEMO website of the United States government. Here's how you know". Below this is a navigation bar with "Home" and "dliang@goraff.tech Sign Out". The main heading is "Welcome to TDP". Below this is a form to request access from an OFA administrator. The form includes fields for "First Name (required)", "Last Name (required)", and "Associated State, Tribe, or Territory" (a dropdown menu). There is a "Request Access" button. At the bottom, there is a "Privacy policy" link and the "ADMINISTRATION FOR CHILDREN & FAMILIES Office of Family Assistance" logo.

## ③ Submit data for FY2022 Q3

The screenshot shows the TANF Data Files submission page. At the top, there is a navigation bar with "Home", "Data Files", "Profile", and "Admin". The main heading is "TANF Data Files". Below this is a form to select the "Fiscal Year (October - September)" and "Quarter". The fiscal year is set to "2022" and the quarter is "Quarter 3 (April - June)". There is a "Search" button. Below the form is a section titled "Virginia - Fiscal Year 2022 - Quarter 3 (April - June)". This section contains four sub-sections: "Section 1 - Active Case Data", "Section 2 - Closed Case Data", "Section 3 - Aggregate Data", and "Section 4 - Stratum Data". Each sub-section has a "Drag file here or choose from folder" prompt. At the bottom, there are "Submit Data Files" and "Cancel" buttons.



# Questions/Comments about TDP?

## Contact Information

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Miles Reiter, Senior User Experience Researcher, Raft, [mreiter@goraft.tech](mailto:mreiter@goraft.tech)

## Office Hours

If you are interested in participating in future user experience research opportunities and getting early access to TDP, or have questions about the project, feedback about elements of the current system you'd like to see TDP address, or have anything else in mind, sign up for a time slot: <https://doodle.com/bp/milesreiter/tanf-data-portal-tdp-research-office-hours>

If the available times don't work with your schedule or you'd simply like to get it touch via email, please feel free to continue reaching out via [mreiter@goraft.tech](mailto:mreiter@goraft.tech).

# Questions/Comments about TANF Data?

## Contact Information

TANF Data Division: [TANFData@acf.hhs.gov](mailto:TANFData@acf.hhs.gov)

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