



DC Department of Human Services

**Customer Engagement
Under a Pandemic:**
A PPE Approach (Paper Process
Evolution) from Paper to Practical

*2021 National TANF Directors'
Meeting*

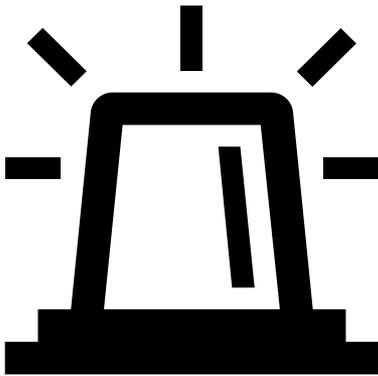
September 21, 2021

DC
Department
of Human
Services

Mission
Statement

The mission of the D.C. Department of Human Services is **to empower every District resident to reach** their full potential by providing meaningful connections to work opportunities, economic assistance, and supportive services.

The Situation: COVID-19

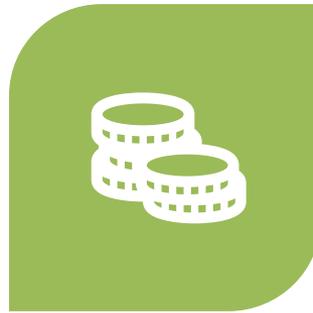


- A public health emergency and economic crisis was created.
- The resulting stay-home orders pressed business and school closures resulting in reductions in income for many Americans.
- The unprecedented number of Unemployment Insurance (UI) applications being filed in the District.

The Strategic Approach to our PPE



**BRIDGING THE DIGITAL
DIVIDE**



**ADDRESSING THE
ECONOMIC CRISIS**



**CONTACTLESS REPORTING:
WHAT DOES THAT LOOK
LIKE?**



BRIDGING THE DIGITAL DIVIDE

PPE 1

THE PUSH INITIATIVE

- The initiative is targeted to our DC TANF Employment and Education Program (TEP) customers.
- Provide social and economic opportunities to TEP customers by offering affordable computers, Internet services, and a digital skills training period. In the era of the COVID-19 pandemic, there is a greater need for TEP customers to have access to computer technology to perform certain tasks.



- ✓ Complete educational and training assignments.
- ✓ Attend virtual workshops, interviews, job fairs etc. complete employment, and training applications
- ✓ This program offers free computers, basic computer skills training, and Internet service

- With the Education & Employment Program, providers can use customers discreet work-related expenses (DWRE) to purchase laptops for customers; DWRE are capped at \$250 per customer per 12-month period.
- The laptop purchase program offers the following :
 - laptops only
 - internet only or
 - as a bundle package
 - with Internet service through
 - Comcast
 - OCTO (Office of the Chief Technology Officer)

DISTRICT OF COLUMBIA DEPARTMENT OF HUMAN SERVICES (DHS)
ECONOMIC SECURITY ADMINISTRATION (ESA)
DIVISION OF CUSTOMER WORKFORCE, EMPLOYMENT & TRAINING (DCWET)



DISTRICT OF COLUMBIA DEPARTMENT OF HUMAN SERVICES
OFFICE OF PERFORMANCE MONITORING (OPM) PRESENTS:
TANF EMPLOYMENT AND EDUCATION PROGRAM (TEP)
DIGITAL DIVIDE INITIATIVE PUSH!

THIS IS A DC DHS DIGITAL DIVIDE INITIATIVE FOR DC TANF EMPLOYMENT & EDUCATION PROGRAM (TEP) CUSTOMERS.

It provides social and economic opportunities to TEP customers by offering affordable computers, internet services and digital skills trainings. In an era of the COVID-19 pandemic, there's a greater need for TEP Customers to have access to computer technology to perform certain tasks:

- COMPLETE EDUCATIONAL AND TRAINING ASSIGNMENTS -
- ATTEND VIRTUAL WORKSHOPS, INTERVIEWS, JOB FAIRS, ETC. -
- COMPLETE EMPLOYMENT AND TRAINING APPLICATIONS -

WHAT DOES THE PROGRAM OFFER?

 FREE COMPUTERS	 FREE BASIC COMPUTER SKILLS TRAINING	 FREE INTERNET SERVICE
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HOW DO I QUALIFY FOR A FREE LAPTOP?

 Must currently be assigned to a  Provide a written notice to the TEP Primary



ADDRESSING THE ECONOMIC CRISIS

PPE 2

Emergency Planning (2GEN Incentive Model)



DHS TEP Contract Maintenance Response

- Developing an emergency preparedness plan to manage efficient engagement and maintain compliance with HHS standards was vital to the transition.
- In 2018, DHS adapted the 2GEN mindset and model. It recognized the need to redefine support for not only the nuclear family but the family extension.
- Using this approach to encourage engagement amongst customers, DHS expounded its current practices to include language specific to the needs of a family under a nationwide emergency.
- DHS responded by releasing the 2GEN Incentive Model in the Summer of 2020, providing TEP Providers with the tools to maintain performance outcomes under a pandemic.



2GEN INCENTIVE MODEL

Department of Human Service (DHS)
Economic Security Administration (ESA)
Division of Customer Workforce Employment & Training (DCWET)

COVID 2Gen Compensation TEP Provider Incentive Model as of 5/19/2020

Activity	Requirement (For Customer incentives and Provider bonuses)	Customer Incentive	Provider Bonus	One time/ Recurring
Childhood Development				
Addressing/Resolving child truancy matter(s) (per child) -assumes one child with issues per household - but will pay if more	Submit proof of resolution/addressing issue by appropriate school or District agency.	\$50	\$100	one time
Enrolling children ages 0 – 4 in OSSE Quality Improvement Network (QIN) care (household)	Submit OSSE/facility proof of enrollment.	\$50	\$150	one time
Home School Preparation & Facilitation	Submit proof of completion of weekly lessons plans per child that meet DCPS or Charter School requirements.	\$50	\$100	recurring (monthly)
Economic Assets				
Obtain stable housing	Proof of new lease or legal agreement; Customer pays 30% or more of monthly rent.	\$125	\$500	one time
Open a bank account (Either or both) with deposit	Proof of account and deposit	\$50	\$100	one time
Credit Repair	Proof of repair from credit agency.	\$50	\$100	recurring (monthly)
Open a matched-funds accounts	Proof of account and deposit	\$50	\$100	one time
File CY2019 Taxes/IRS Stimulus Registry	Proof of filing	\$75	\$150	one time
Health & Well- Being				
Attend a health or wellness (virtual) medical appointment	Proof that appointment was kept.	\$50	\$100	recurring (monthly)

CONTACTLESS REPORTING: WHAT DOES THAT LOOK LIKE?



PPE 3

e-Docs & e- Signatures

Traditional case management practices involve the use of hard-copy paperwork for verification.

Using the **SeamlessDocs** platform, DHS could offer customers the ability to complete, sign and submit proof of engagement.

DCWET Customer Portal/MAP

While working on the Case Management System (2016), the idea was born to consider developing a portable customer workstation.

This workstation would provide customers the opportunity to input data and upload required TEP documents. The term adopted for this online project is *DCWET Customer Portal*.

This digital communication system is defined as a secure site that enables DHS and Primary providers the ability to exchange information.

What We Found

Further empower our customers to address the access and equipment along with ensuring families could use the technology.

Recognizing that families are primarily focused on safety and stability.

Revamping traditional engagement with TANF Employment & Education Program (TEP) services.



TANF TEP Customer Portal & Middle Application

Launched June 25, 2021

Two Systems, One Goal

The TEP Customer Portal is an application that allows customers to submit and upload seamless documents and support documentation for work activity related compliance.

The Middle Application Processing (MAP) System is an intranet application used for auditing and processing documents from the TEP Customer Portal.

Accessing the Systems



Customer Focused

The TEP Customer Portal is an internet public facing website.

Customers will access the site using a URL accessible using any internet platform.



DC DHS Government & Contractors

The Middle Application Processing System is an intranet application accessible only by DC Government VPN or Provider VPN.

SeamlessDocs and the Customer Portal

Each document in the portal is initiated by the customer.

Once a customer selects the document they would like to submit, the customer would be directed to the **SeamlessDoc version** of that document.

Each document will contain an asterisk noting the required fields on the document.

In addition, each document contains a Confirmation Number to correspond with each document submitted.

Registration Form

TEP Customer Portal Home About Contact IT Help [Select Language](#) Register Log in



Create a new account

Email*

Password* Confirm password*

First Name* Last Name*

Phone Number* Secondary Phone Number

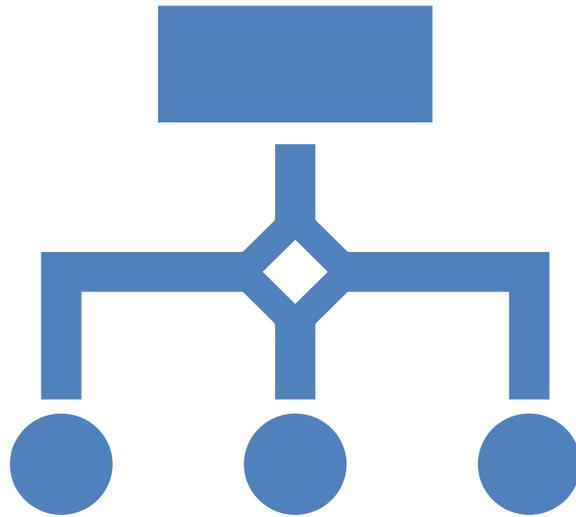
Street Address*

Apt#

City* State* Zip code*

DC Link Case Number

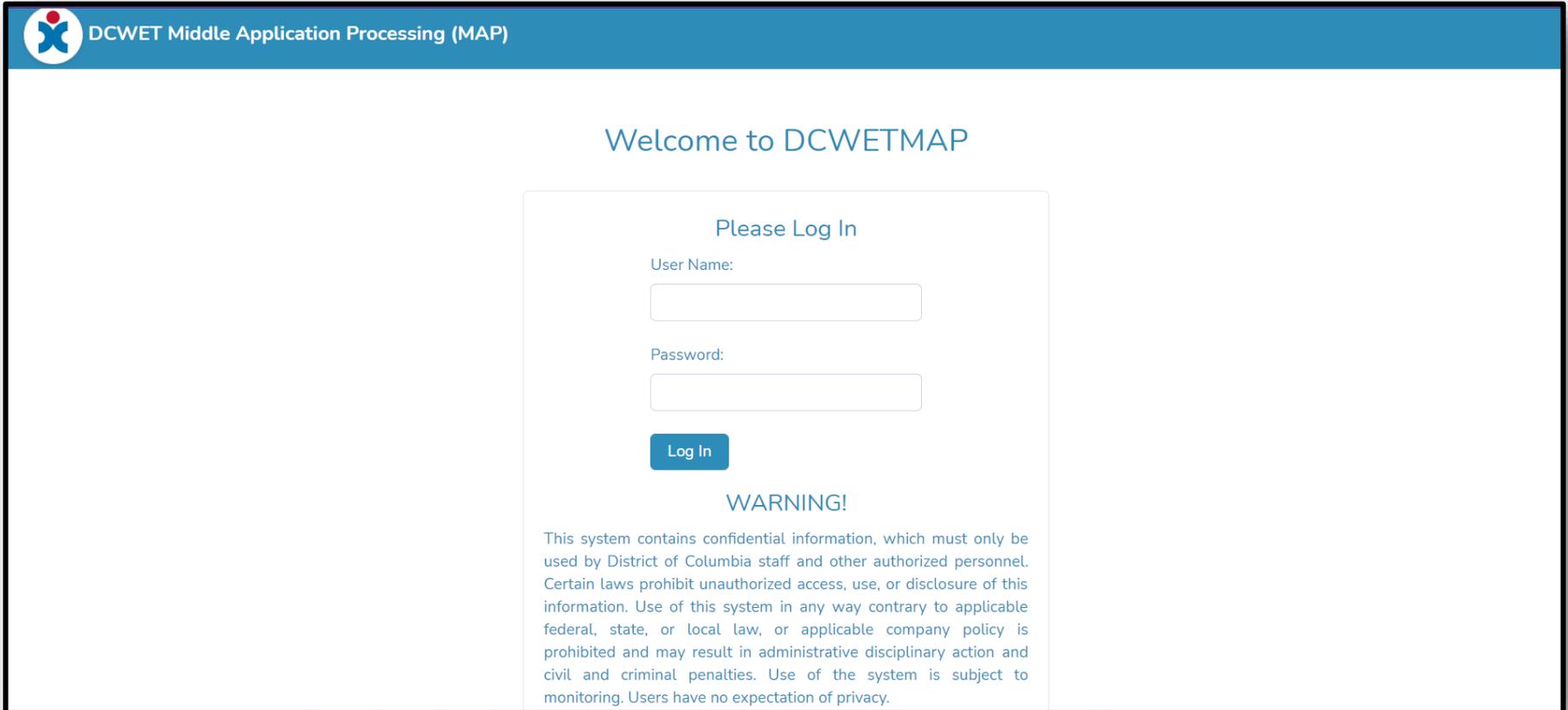
<https://dcwet.dhs.dc.gov>



Department of Human Services
Division of Customer Workforce Employment and Training

Middle Application Processing (MAP) System

Users will use their case management system credentials to access the middle application.



DCWET Middle Application Processing (MAP)

Welcome to DCWETMAP

Please Log In

User Name:

Password:

Log In

WARNING!

This system contains confidential information, which must only be used by District of Columbia staff and other authorized personnel. Certain laws prohibit unauthorized access, use, or disclosure of this information. Use of this system in any way contrary to applicable federal, state, or local law, or applicable company policy is prohibited and may result in administrative disciplinary action and civil and criminal penalties. Use of the system is subject to monitoring. Users have no expectation of privacy.

The screenshot shows the DCWETMAP dashboard. On the left is a blue sidebar with the following navigation items: Home, Batches, Reports, and View MAP Users. The main content area is titled 'Home' and features three summary cards: 'TOTAL BATCHES 67', 'COMPLETED 7', and 'IN-PROGRESS 5'. Below these cards is a section titled 'Service Provider Batch Summary' containing a table with the following data:

Service Provider Name	Pending	In Progress	Complete	Total
AMERICA WORKS OF WASHINGTON, DC JPSP	11	3	0	24
FEDCAP EOTP	7	1	0	8
FEDCAP JPSP	4	0	0	4
GRANT ASSOCIATES EOTP	4	0	0	4
GRANT ASSOCIATES JPSP	5	0	0	5
KRA CORPORATION EOT	7	0	0	7
KRA CORPORATION JPSP	11	0	0	11
MAXIMUS HUMAN SERVICES JPSP	6	1	0	7

Depending on your user role, the home page and dashboard will appear differently.



Next Steps/And, DC Continues...

How do we strengthen a family's ability to balance home, work and self care?

What motivates our customers to remain engaged?

How do we engage customers with low literacy levels?

How can we show support for our families recognizing that safety and stability are their primary focus?