



We use design and technology to deliver better services to the American people

WHO WE ARE

We are mission-driven professionals who are passionate about applying our work and lived experiences to public service. We come from a range of cultural, geographical, and ethnic backgrounds, and we represent a myriad of intersecting identities, just like the people we serve. We are curious about understanding the needs of people and are excited to use our short tours of service to make a positive impact.

WHAT WE DO

We collaborate with public servants throughout the government to help untangle complex challenges and ultimately deliver a better government experience to people. We work across multiple agencies and bring best practices from our various disciplines, which include engineering, product, design, procurement, data science, operations, talent, and communications.

OUR OBJECTIVES

1. Transform critical, public-facing services
2. Expand the use of common platforms, services, and tools
3. Rethink how the Government buys digital services
4. Bring top technical talent into civic service

WE HELP AGENCIES

- improve service delivery
- resolve critical issues
- prioritize users
- coordinate across agencies
- modernize technology procurement
- support stakeholders

OUR VALUES

1. Hire and empower great people.
2. Find the truth. Tell the truth.
3. Optimize for results, not optics.
4. Go where the work is.
5. Create momentum.
6. Design with users, not for them.

USDS projects: our work in action



HEALTH AND HUMAN SERVICES

Building COVID-19 vaccine finder tools

Challenge: Establish a fleet of accessible tools, including two websites, a chatbot, and a multilingual call center, to connect people to life-saving vaccines.

Impact: **184M+**
people visited Vaccines.gov or Vacunas.gov in its first year

ACROSS GOVERNMENT

Optimizing benefits for families

Challenge: Educate families about the expanded Earned Income Credit and Child Tax Credit while encouraging eligible families to file a tax return.

Impact: **25%** reduction in food insecurity among low-income families who received the Child Tax Credit
41K+ people used ChildTaxCredit.gov to find free tax filing services and receive expanded tax benefits

VETERANS AFFAIRS

Simplifying Veteran-facing services through VA.gov

Challenge: The USDS team at VA and the Office of the Chief Technology Officer partnered with VA teams to focus on quickly connecting users to the most commonly needed services and information VA offers. The result was the new VA.gov website, built with the input of over 5,000 Veterans, service members, caregivers, and family members.

Impact: **30%** increase in the customer satisfaction score for the modernized pages, from an average of 53 to over 69
1.7M logins every month on VA.gov

ACROSS GOVERNMENT

Modernizing the way government buys technology

Challenge: Launch a program that trains contracting officers in technology best practices and how to buy modern technology so projects can be delivered on-time, under-budget, and designed with the user in mind.

Impact: **400+** graduates of our DITAP program, by end of FY 2020
9+ agencies with better contracts

ACROSS GOVERNMENT

Changing the way government hires technical talent

Challenge: Champion a new hiring process for technical positions in the government that restores fair and open access for all applicants, shortens the hiring timeline, and ensures applicants are truly qualified.

Impact: **13** of qualified applicants were ultimately hired at DOI (versus zero from baseline data)
45 → 16 Change in average number of days to make a candidate selection at DOI

HOMELAND SECURITY

Modernizing our immigration system

Challenge: Build a digital system to allow immigrants to apply and track their benefit applications online, then process these applications electronically, which improves efficiency, reduces costs, and helps resolve backlogs.

Impact: **5% → 50%** increase in new workload completed digitally
100% of naturalization applications now electronically processed