City of Philadelphia

COMMUNITY-CENTERED RESEARCH FOR THE OFFICE OF INNOVATION AND TECHNOLOGY'S DIGITAL FORMS PROJECT

Community feedback on digital forms: Stipend partnership opportunities

The Mayor's Fund for Philadelphia and the [PHL Service Design Studio (SDS)](#) are pleased to share a request for partners for SDS' "Community feedback on digital forms: Stipend partnership opportunities." Up to five stipends will be offered to Philadelphia-based community groups who are interested in collaborating with SDS on a project that seeks to make the City of Philadelphia's digital forms accessible, readable across multiple languages, and easier to use.

Summary of partnership details

- Stipend amount: Between $3,600 and $6,500
- Stipends awarded: Up to five organizations will be selected
- Application opens: November 1, 2022
- Application closes: November 18, 2022

Partnership eligibility

Before applying, please review the following eligibility criteria. Applicants must:

- Operate in Philadelphia and serve Philadelphia community members.
- Be able to work on the project from the end of November 2022 through February 2023.
- Work with at least one of the following community groups:
    - People who live with a disability that impacts how they use the web, including people who use an assistive device.
    - People who primarily speak Spanish, Vietnamese, or Haitian Creole.

- o People who don't feel comfortable or fluent in accessing or using the web and digital devices.
- Be able to provide a W-9 for your organization if selected for the stipend.

Background

Forms are foundational to how the City of Philadelphia ("the City") delivers services.

- They can be the direct channels to most City programs, services, and initiatives.
- Forms are introduced at specific stages in a process and policymakers use the collected data to make important decisions about people's livelihoods.
- Forms are a central way the City collects data on the people interacting with City government to examine if we're effectively serving residents.

Even though forms are important to service delivery, resident interactions with City forms can be frustrating. They can be hard to understand, ask confusing questions, or unavailable in a preferred language. They can also be difficult to access across devices and platforms. As a result, residents may be unable to engage with the City.

Goal

In collaborating with Philadelphia-based community groups, we hope to improve community members' interactions with the City's digital forms. We want the forms to be accessible, readable across multiple languages, and easier to use. To achieve this goal, we'd like to gather feedback from community members about the new form designs, content, and digital platform before we implement changes across City departments.

Types of community groups

We'd like to collaborate with community groups that advocate for and have deep relationships with community members who:

- Live with a disability that impacts how they use the web. This includes people who might use an assistive device (e.g., voice recognition, eye tracking, and other hands-free interactions).
- Primarily speak Spanish, Vietnamese, or Haitian Creole.
- Don't feel comfortable or fluent in accessing or using the web and digital devices.

Note: One community organization doesn't need to serve all groups.

Collaboration request

We're looking to collaborate with community groups to help us connect with community members with diverse lived experiences. We want to gather feedback to improve the City's new digital forms.

Selected organizations will be asked to support several areas of work, which are to:

- Identify and recruit community members to participate in one-hour feedback sessions. This work includes outreach, scheduling, distributing and tracking compensation, project management, status update meetings, and reporting.
- Offer your opinion and insight on the new form designs. We seek your input as community advocates who support community members in navigating government programs.

In addition to the above work, we hope to collaborate with organizations working directly with community members who speak Spanish, Vietnamese, or Haitian Creole. This work includes facilitating feedback sessions in Spanish, Vietnamese, or Haitian Creole and working with SDS to understand what was learned from the sessions.

Available stipends

There are different stipend partnership opportunities — depending on who you serve and how you'd like to engage with the project.

1. **Recruitment-only partnerships**
   - Those who can recruit 5-8 members will receive $3,600
   - Those who can recruit 12-15 members will receive $5,000
   - Appropriate for community organizations who work with **community members who live with a disability that impacts their ability to access and use the web and/or community members who aren't comfortable or fluent in using the web**.
   - The stipend covers the time required to identify and recruit **community members** who'll participate in one-hour feedback sessions facilitated by the Service Design Studio.
   - We'll also ask the community organization to participate in an additional community advocate workshop.

2. **Recruitment and language facilitation partnerships**
   - Those who can recruit 5-8 members will receive $4,500
   - Those who can recruit 12-15 members will receive $6,500
   - Appropriate for community organizations who work with **community members who speak Spanish, Vietnamese, or Haitian Creole**.
   - The stipend covers the time required of an organization to identify, recruit, and facilitate one-hour feedback sessions with community members in Spanish, Vietnamese, or Haitian Creole.
   - We'll also ask the community organization to participate in follow-up meetings, so we can understand what was learned from the sessions
   - We'll also ask the community organization to participate in an additional community advocate workshop.

Please note, the City of Philadelphia will cover the below costs. This means that they won't be deducted from the total stipend amount.

- $75.00 Visa gift cards to compensate community members for their participation in one-hour feedback sessions.
- Session materials translated into Spanish, Vietnamese, or Haitian Creole.

Process and timing

The time commitment is from the end of November 2022 through February 2023.

- **Tuesday, November 1, 2022:**
  - Application for community partners opens.
  - Questions about the application can submitted to service.design@phila.gov until the application closes. Responses will be delivered within 48 hours and publicized on the [FAQ](#)
- **Friday, November 18, 2022**:
  - Your responses to the application are due by 5:00 p.m. ET.
- **Monday, November 21, 2022, to Wednesday, November 23, 2022**:
  - A committee will review responses and engage eligible applicants in conversations about their interest.
- **Early December 2022:**
  - Selected organizations will receive a project agreement.
  - We'll publicly announce our community partners on the project.
  - We'll kick off the work with our community partners and provide an orientation.
- **January 2023:**
  - Feedback sessions with community members will occur.
- **February 2023:**
  - The project work will wrap up.

Additional details

We've created an online application to make it easier for you to submit your interest in partnering with us. You can access the application by visiting the [Community feedback on digital forms: Stipend partnership opportunities.](#) Please submit your application by **5:00 p.m. ET on Friday, November 18, 2022**.

The Mayor's Fund for Philadelphia is serving as the fiscal sponsor for the "Community feedback on digital forms: Stipend Opportunity" and will issue partnership stipends on behalf of the PHL Service Design Studio.

Please note that all organizations selected to participate in "Community feedback on digital forms: Stipend Opportunity" will be expected to comply with all applicable laws regarding the use of these funds. Project partners will not use any funds provided via this Agreement to attempt to influence legislation or the outcome of any specific election for candidates to public office.

To submit a partnership application: [Online application](#)
To access a printable application, email: service.design@phila.gov
To view submitted questions and answers about the project: [FAQ](#)

Please contact service.design@phila.gov with questions.