

Paid Leave Prototype

The problem, as defined by government:

The Department of Labor wants to help states build high quality, user-centered Paid Family Medical Leave systems. Without better guidance, many states risk inheriting the inadequacies of their existing UI benefits system — the average age of which is 22 years!

...how do *applicants*
describe the problem?

“The website reads
like a math-word
problem.”

“It was so frustrating
and it made me feel stupid.
And I know I’m not stupid;
I know I’m a smart person.
It made me feel worse.”

“I’m waiting for
weeks and weeks
and weeks.”

“I [called and] said
‘Ma’am, I have a sleeping
baby on me and the
website doesn’t work on
my phone.’”



“It’s just an inherently
fraught time.”

[State] paid family medical leave

[State name]'s paid family medical leave program offers benefits to [eligible](#) parents, people caring for ill family members, and people managing their own newly diagnosed medical conditions.

Estimate your benefits

File a claim

Have you already filed a claim? [Check the status.](#)

About this site

This site is an application prototype created in partnership with The Women's Bureau at the Department of Labor and 18F. It contains easy-to-follow instructions for [determining your eligibility](#), [estimating your benefits](#), and [navigating the benefits-claims process](#). If you are a state adapting this prototype for your own use, please insert your own text here!

Average claim-processing time

18 days

Unemployment Insurance

123 Main st.

Los Angeles, CA, 91316

[1-800-555-5555](#). Open Monday through Friday, 9am to 5pm EST.

Why build a prototype?

1. To illustrate requirements.
2. To validate assumptions.
3. To lower the cost of future procurements.

What's next?

- How do we verify claimants' contact information?
- What's the best way for healthcare providers to add information?
- How are claims currently processed?
- How might this interact with a state's UI system?

We've spent some time talking about *what* we built, now let's talk about *how* we worked — starting with agile, iterative development.

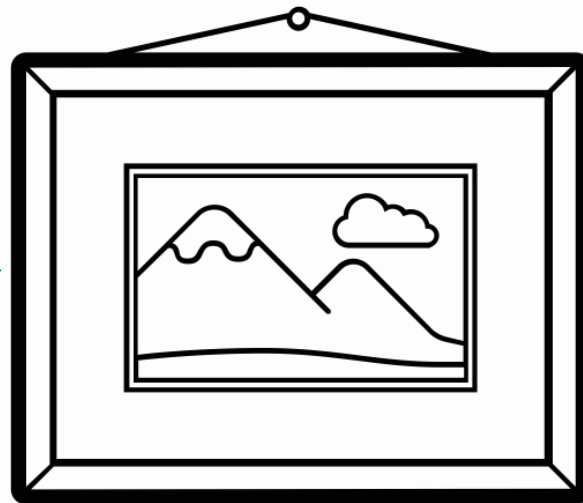
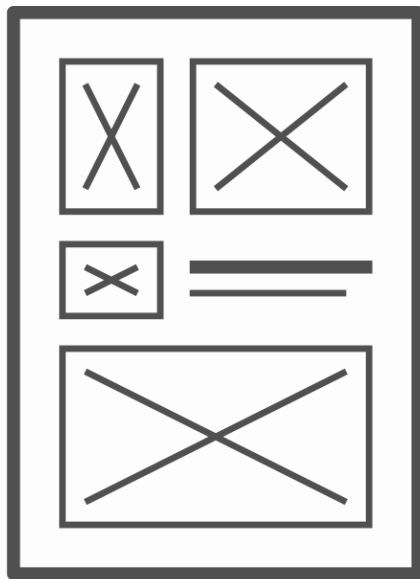
We are going to take everything we know
about getting things done in government...





and break it up into smaller modules that are **faster, cheaper, better**, and have a **lower risk of failure**.

The next thing
(and this is a big one)
is **user-centered design.**



Started at reports, now we're here.



Kim - Claimant

Kim remembers her leave experience as a stressful one. Alongside planning for the birth of her son, Kim juggled her work, made weekly trips to see her doctor, and held ongoing conversations about pregnancy and childcare with her peers.

Kim spent over two hours reading her state's website and collecting the information necessary to apply for her benefits. In the weeks after she gave birth, Kim was anxious that she hadn't filled out her paperwork correctly.



Kim - Claimant

- Kim reads eligibility information.
- Kim learns how much she is eligible for.
- Kim applies for benefits online.
- Kim asks her healthcare provider to verify her claim.
- Kim checks her claim status online.

View Insert F

Print layout

This document is best viewed by turning **OFF** print layout from the "View" menu, above.

Paid Family Medical Leave

Under State Name's Paid Family Medical Leave program, cash benefits may be payable for up to six weeks to bond with a newborn or newly adopted child, manage your own recently diagnosed medical condition, or care for a seriously ill family member.

File a claim

Have you already filed a claim? [Check the status.](#)

About the program

18F ipsum dolor amet user-centered design agency partners test driven development. Agency within government TTS best practices API lean startup model procurement cost recoverable. Government TTS

18 days

Average claim-processing time

Unemployment Insurance

Index of /

Name	Last modified	Size
Parent Directory	2017/01/10 12:08	-
README.md	2017/01/10 12:08	98
animation.gif	2017/01/10 12:04	1460673
screenshots/	2017/01/10 12:08	-

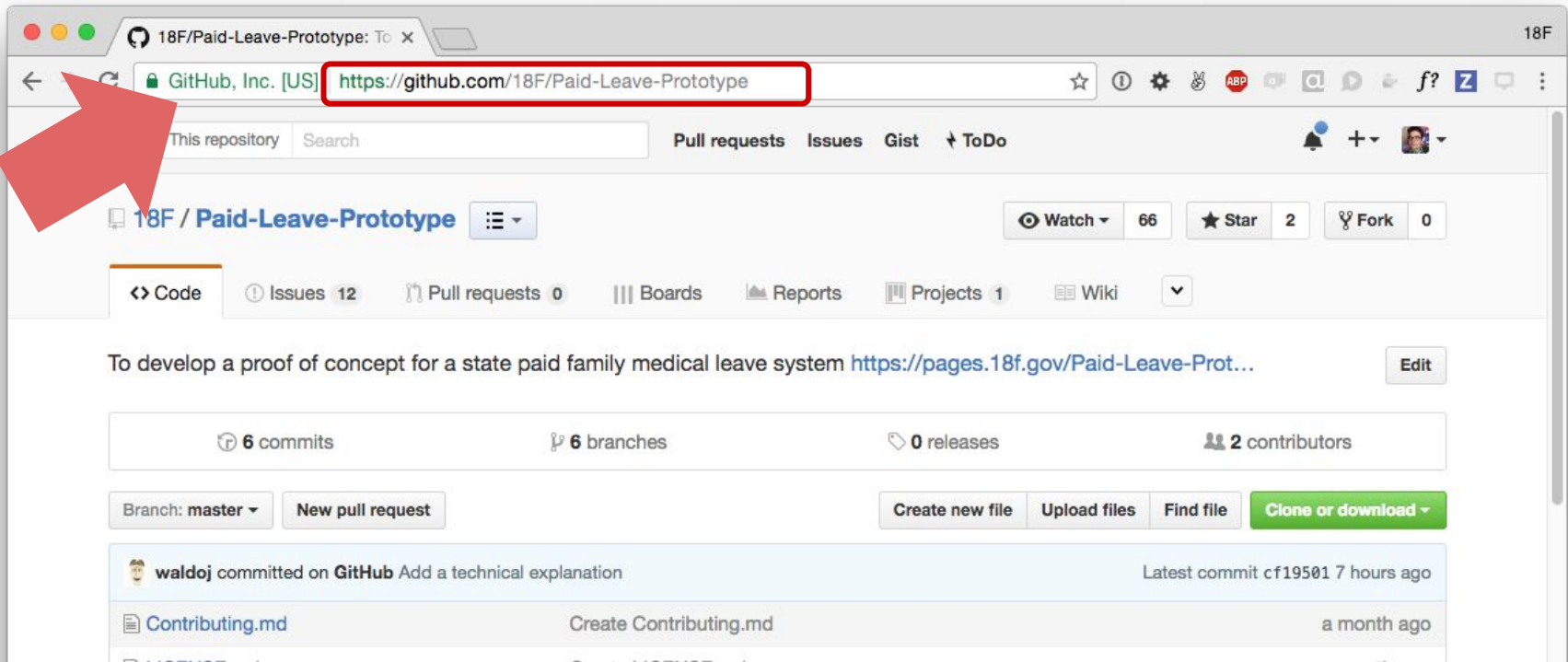
*WEBrick/1.3.1 (Ruby/2.3.1/2016-04-26)
at localhost:4000*

Here's how to build on what
we've done.

Steal our process.

- Set clear, short timeframes.
- Work in one-week sprints.
- Talk and test with real users.
- Build a team that includes:
Policy expertise, User researcher, Developers,
Product manager, Product owner

Adapt our code.



A screenshot of a web browser displaying the GitHub repository page for '18F/Paid-Leave-Prototype'. The browser's address bar shows the URL 'https://github.com/18F/Paid-Leave-Prototype', which is highlighted with a red rectangular box. A large red arrow points from the left side of the image towards the address bar. The repository page itself shows the name '18F / Paid-Leave-Prototype' with a dropdown menu. Below this, there are tabs for 'Code', 'Issues 12', 'Pull requests 0', 'Boards', 'Reports', 'Projects 1', and 'Wiki'. The main content area displays the repository description: 'To develop a proof of concept for a state paid family medical leave system <https://pages.18f.gov/Paid-Leave-Prot...>'. Below the description, there are statistics: '6 commits', '6 branches', '0 releases', and '2 contributors'. At the bottom, there are buttons for 'Branch: master', 'New pull request', 'Create new file', 'Upload files', 'Find file', and a green 'Clone or download' button. A commit history section at the very bottom shows a commit by 'waldoj' with the message 'Add a technical explanation' and the file 'Contributing.md'.

18F/Paid-Leave-Prototype: To x 18F

GitHub, Inc. [US] <https://github.com/18F/Paid-Leave-Prototype>

This repository Search Pull requests Issues Gist ↗ ToDo

18F / Paid-Leave-Prototype

Watch 66 Star 2 Fork 0

Code Issues 12 Pull requests 0 Boards Reports Projects 1 Wiki

To develop a proof of concept for a state paid family medical leave system <https://pages.18f.gov/Paid-Leave-Prot...> Edit

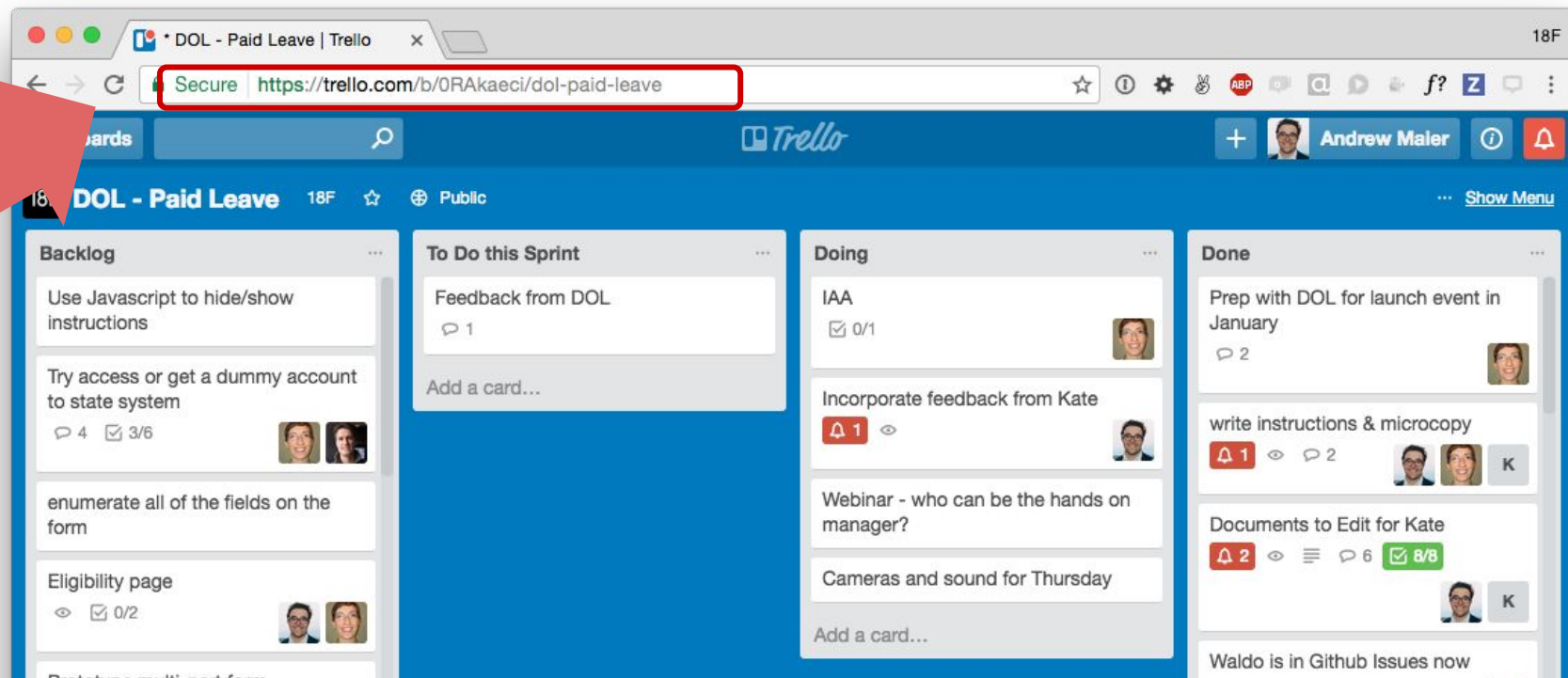
6 commits 6 branches 0 releases 2 contributors

Branch: master New pull request Create new file Upload files Find file Clone or download

waldoj committed on GitHub Add a technical explanation Latest commit cf19501 7 hours ago

Contributing.md Create Contributing.md a month ago

Learn from our mistakes.



Adopt a content strategy.

- Create purposeful content with people in mind.
- Reduce words. Use plain language.
- We renamed “Calculator” to “Estimate your benefits”, for example, because *that’s what people are trying to do*. (The legalese is still there, but the estimator just works.)

Say thank you!

- Women's Bureau at the Department of Labor:
Caitlin Cater, Joan Farrelly, Pronita Gupta, Jane Farrell
- Technology Transformation Service (18F):
Andrew Maier, Waldo Jaquith, Kate Saul,
Laura Gerhardt, Steven Reilly
- The many other people who shared their time over the past 3 months

Resources

<https://modularcontracting.18f.gov/>

<https://github.com/18F/Paid-Leave-Prototype>

<https://pages.18f.gov/Paid-Leave-Prototype/>