



# Life Experience Designation Charter

## Recovering from a disaster

On December 13th, 2021, President Biden signed E.O. 14058, *Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government*, which charges members of the President's Management Council (PMC) to form interagency teams, coordinated by OMB, to designate and assess cross-agency customer life experiences, work to develop measurable improvements for such customer life experiences that involve multiple agencies, develop prospective plans to rigorously test what works, and share lessons learned across the Federal Government.

This charter establishes the PMC's cross-government effort and interagency team, as envisioned in E.O. 14058, to tackle the designated life experience of **recovering from a disaster**.

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### Where we are now

Those who have lived through a disaster (an increasing number of Americans each year), are facing one of the most difficult experiences they've ever encountered: attending to their families' most basic needs, keeping businesses afloat, all while experiencing trauma, stress, and multiple bureaucratic processes. Further, in environments like this full of administrative burdens, inequity flourishes. In these most vulnerable moments, survivors expect the government to step up.

### Where we want to be

Disaster survivors will no longer need to navigate multiple assistance forms across multiple agencies to get the help they need, saving time and energy by only needing to share their information with the government once to allow them to focus on their recovery and well-being. Survivors will receive seamless services for disaster housing, casework, and other supportive services, regardless of service provider or program. Finally, small businesses will have faster and more sustainable recovery, supporting jobs and opportunities throughout impacted communities.

## Where we will start

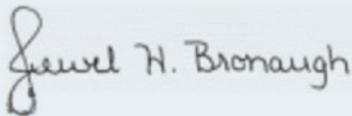
Through Summer 2022, we will:

- Interview survivors to build our understanding of the current perception of the types of assistance available, how survivors understand what they may qualify for, and how they currently navigate multiple applications, to better inform how a future, more integrated application process could be designed.
- Assess the privacy data sharing constraints across Federal agencies that provide direct services to disaster survivors to develop recommendations to overcome longstanding obstacles to effective data sharing. Further, we will gather customer perspectives of privacy protections, sharing the same information across multiple forms, and how they think about a shift toward more integrated applications that could share data across agencies.
- Develop a catalog of the most critical communication artifacts provided by direct service Federal agencies to disaster survivors, and analyze this catalog based on best practices for accessible, trauma-informed design using input from survivors.
- Conduct primary research with disaster survivors about their housing journey, particularly with those that experienced pre-disaster homelessness. Further, the team will interview state emergency management agencies, local homelessness service providers, local social workers/ caseworkers, and disaster housing providers; ultimately, develop a journey map that builds on existing work to better articulate the cross-agency housing journey for persons experiencing housing insecurity.
- Create a journey map to capture the recovery journey for small businesses, identifying opportunities to aggregate information on recovery resources. The team will validate with users how we might better deliver a “DisasterAssistance.gov”-type entry point for small businesses, looking especially closely at pre-existing Federal resources that aim to provide this value.

# Collaborating Agencies

Unlike near-term improvements from agency-specific actions, the work and output from the cross-agency life experiences will take months and years to achieve. This work is a transformation in how the Federal Government delivers services. To succeed will require a combination of ongoing leadership from the Executive Office of the President and President's Management Council members, as well as dedicated project teams to drive the work forward.

We, the undersigned, commit to providing talent, expertise, and relevant supports from our agencies, as allowable, to better serve the American public through this integrated, human-centered approach. We will remain oriented around the lived experience of members of the public irrespective of governmental structural silos, involve representatives from organizations across the delivery system (including Federal agencies, State, local, Tribal, and Territorial governments, social and private sector entities), and will engage members of the public (particularly those from underserved communities), to shape our path forward.



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**Dr. Jewel H. Bronaugh**, Deputy Secretary  
Department of Agriculture



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**Don Graves**, Deputy Secretary  
Department of Commerce



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**Robin Carnahan**, Administrator  
General Services Administration



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**Andrea Palm**, Deputy Secretary  
Department of Health and Human Services



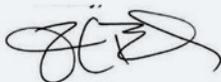
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**John Tien**, Deputy Secretary  
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