Digital Identity Community of Practice

New Member Guide

GEORGETOWN UNIVERSITY | **beeck**center social impact + innovation | **Digital Benefits** NETWORK

Our Team

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DBN's Digital Identity Work

Community

Research

Partnerships

Updated "Digital Identity in Public Benefits" Dataset

beeckcenter.org/ID

Released December 2024!
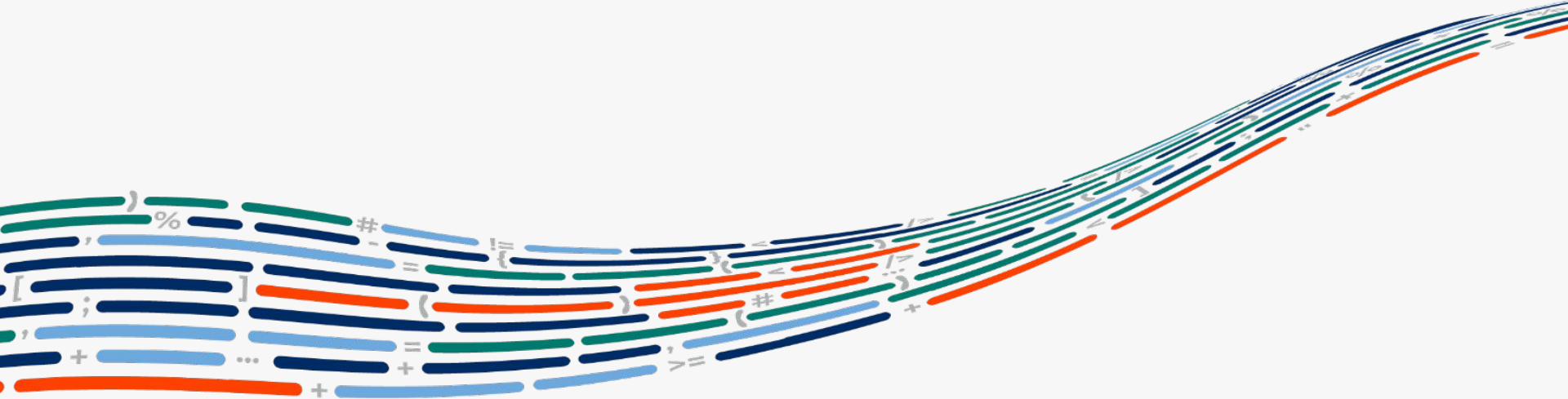
Spring-Summer 2025: Research with Beneficiaries

Collaborative Research project with NIST and CDT: "Balance ID: Enabling Secure Access and Managing Risk in SNAP and Medicaid"

https://beeckcenter.org/balanceID

Ongoing

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Digital Identity Community Of Practice

Mission, Goals, and 2025 Plans

DBN Community Norms + Code of Conduct

- Being kind and respectful to each other (such as by using people's preferred pronouns and using I statements)

- Making space and taking space

- Assuming good will

- Staying curious

- Being mindful and reflective

- Being open and honest

- Taking the best, leaving the rest

The Digital Benefits Network is dedicated to providing a harassment-free experience for everyone regardless of gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, age, religion, or political affiliation. We do not tolerate harassment of participants in any form.

beeckcenter.org/dbncode

Why a Community of Practice (CoP)?

Problem Space:
There need for a dedicated Community of Practice (CoP) focused on digital identity due to:

- Increased digital identity implementation in public benefits
- A growing set of local and state governments seeking support with digital identity implementation
- Potential digital barriers for applicants
- Privacy, equity, and bias risks associated with existing technologies

Purpose of the Community of Practice

Mission:
To promote the delivery of public benefits to all eligible individuals, including vulnerable populations, by informing how digital identity approaches should be used (*appropriately, responsibly, equitably, and effectively*) in public benefits delivery.

Goals
- Facilitate and Mature a Strong Community
- Amplify Needs and Expertise of People with Lived Experience
- Foster Shared Subject Matter Understanding
- Guide Effective Implementation

Stakeholder Informed CoP Structure

Shared Values
- To ensure access to public benefits.
- To achieve administrative efficiency
- To collaborate for implementation + best practices

Preferred Activity Types
- Learning and information sharing about digital identity topics
  - Examples of government implementation
- To workshop best practices
  - Sector-specific breakouts or roundtables to discuss shared priorities and challenges
  - Cross-sector problem-solving conversations

Stakeholder Informed CoP Structure

Urgent Challenges Related to DI in PB
1. Centering beneficiary experience
2. Digital identity risks
3. Limited opportunities for equitable and accessible verification

Priority Learning Topics
1. Beneficiary experience
2. Data sharing to streamline identity verification, when relevant
3. Requirements related to digital identity in public benefits delivery
4. Interoperability of identity systems
5. Digital Identity Standards

What to Expect from the Community?

Recurring Events
- Quarterly Community of Practice meetings + peer breakouts (Jan, April, July, October)
- Digital Identity Community Q+ A with SMEs

Special Project and Events
- Balance ID: Enabling Secure Access and Managing Risk in SNAP and Medicaid (Ongoing)
- Engaging Beneficiaries Workshop (Q3 or Q4)

Asynchronous Communication + Resource Sharing
- DBN Slack Community
- Quarterly Digital Identity in Public Benefits Newsletter (April, July, October)
  - Community member spotlights
  - Publications, articles, best practices, ecosystem events

Community Advisor Touchpoints
- 1:1 meetings

Early 2025 Events

January	1/30 - Digital Identity Community of Practice Kick-Off ✅ 1/30 - Launch of Digital Benefits Network Slack Community
March	3/5 - Prioritizing Access and Safety: A Q&A on Service Design in Digital Identity
April	4/17 - Quarterly Digital Identity Community of Practice Meeting

Next Steps

Join our Slack Community!
- Digital Identity specific channels
  - Identity in the News
  - Public Benefits Updates
  - Implementation Help
- Open to anyone who has joined the Community of Practice!

Explore the Digital Government Hub!
- Submit your resources to the DGH
- Find relevant research and publications, including archived content
- Share this resources with your colleagues
  digitalgovernmenthub.org

For questions about the Digital Identity Community of Practice please reach out to Quinny Sanchez Lopez at digid@georgetown.edu.