

118TH CONGRESS
1ST SESSION

H. R. 2689

To improve the service delivery of agencies and public perception of agency interactions, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

APRIL 18, 2023

Ms. PORTER (for herself, Mr. CONNOLLY, Mr. MFUME, Ms. NORTON, Ms. TITUS, Mr. KILMER, Mr. GARCÍA of Illinois, Mr. CASE, Ms. JAYAPAL, Mr. CARTWRIGHT, and Mr. PHILLIPS) introduced the following bill; which was referred to the Committee on Oversight and Accountability, and in addition to the Committees on Foreign Affairs, Ways and Means, Natural Resources, Agriculture, Energy and Commerce, Education and the Workforce, Veterans' Affairs, Homeland Security, Small Business, and Armed Services, for a period to be subsequently determined by the Speaker, in each case for consideration of such provisions as fall within the jurisdiction of the committee concerned

A BILL

To improve the service delivery of agencies and public perception of agency interactions, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Trust in Government
5 Act of 2023”.

1 **SEC. 2. IMPROVEMENT OF SERVICE DELIVERY OF AGEN-**
2 **CIES AND PUBLIC PERCEPTION OF AGENCY**
3 **INTERACTIONS.**

4 (a) SENSE OF CONGRESS.—It is the sense of Con-
5 gress that—

6 (1) the agencies subject to the requirements of
7 this Act should—

8 (A) improve their understanding of cus-
9 tomers;

10 (B) reduce administrative hurdles and pa-
11 perwork burdens to minimize the time it takes
12 to process benefits, enhance transparency, and
13 create greater efficiencies across Government;

14 (C) improve public perception of agency
15 interactions by systematically identifying and
16 resolving the root causes of any challenge expe-
17 rienced by the public with respect to such inter-
18 actions, regardless of whether the source of any
19 such challenge is statutory, regulatory, budg-
20 etary, technological, or process-based; and

21 (D) to engender public trust, ensure that
22 the efforts of the agency appropriately maintain
23 or enhance protections afforded under law and
24 the policies of the agency, including protections
25 related to civil rights, civil liberties, privacy,
26 confidentiality, and information security; and

1 (2) the Federal Government should—

2 (A) make improving service deliveries and
3 public perception of agency interactions funda-
4 mental priorities; and

5 (B) measure performance empirically and
6 by on-the-ground results for the people of the
7 United States, especially for experiences of the
8 people of the United States with services deliv-
9 ered by agencies.

10 (b) REFORMS TO IMPROVE AGENCY SERVICE DELIV-
11 ERY AND CUSTOMER EXPERIENCE.—

12 (1) REFORMS.—In order to improve the overall
13 economy, efficiency, and management of government
14 operations and activities, reduce the paperwork of
15 agencies, and provide high-quality services to the
16 public—

17 (A) the Secretary of State shall redesign
18 the passport renewal process to allow for a fully
19 online renewal application that does not require
20 any physical documents to be mailed;

21 (B) the Secretary of the Treasury shall de-
22 sign and deliver new online tools and services of
23 the Internal Revenue Service to—

24 (i) expand electronic filing options for
25 taxpayers;

1 (ii) provide the option for taxpayers to
2 receive customer support via secure email;
3 and

4 (iii) provide the option for taxpayers
5 to schedule customer support telephone
6 call-backs;

7 (C) the Secretary of the Interior shall de-
8 sign and deliver a centralized, modernized elec-
9 tronic permitting system to accept and process
10 applications for permits;

11 (D) the Secretary of Agriculture shall de-
12 sign and deliver new online tools and services—

13 (i) for online purchasing under the
14 special supplemental nutrition program for
15 women, infants, and children under section
16 17 of the Child Nutrition Act of 1966 (42
17 U.S.C. 1786);

18 (ii) to simplify enrollment and recer-
19 tification for nutrition assistance programs
20 such as the supplemental nutrition assist-
21 ance program (commonly known as SNAP)
22 and the program described in clause (i), in-
23 cluding expanding the use of direct certifi-
24 cation; and

1 (iii) for a simplified process for apply-
2 ing for direct loans under subtitle A or B
3 of the Consolidated Farm and Rural De-
4 velopment Act;

5 (E) the Secretary of Labor shall—

6 (i) update existing rules and policies,
7 consistent with applicable law and to the
8 extent practicable, to allow individuals en-
9 titled to medical treatment under any Fed-
10 eral workers' compensation program to
11 conduct their routine medical treatment
12 appointments using telehealth platforms;
13 and

14 (ii) update rules, policies, and proce-
15 dures to eliminate, consistent with applica-
16 ble law and to the extent practicable, re-
17 quirements for workers' compensation
18 claimants to submit physical documents,
19 but to retain the option for physical sub-
20 mission for claimants who cannot other-
21 wise submit them;

22 (F) the Secretary of Health and Human
23 Services shall—

24 (i) continue to design and deliver new,
25 personalized online tools and expanded

1 customer support options for individuals
2 entitled to benefits under part A of title
3 XVIII of the Social Security Act or en-
4 rolled under part B of such title;

5 (ii) strengthen requirements for ma-
6 ternal health quality measurement, includ-
7 ing—

8 (I) measuring perinatal quality
9 and patient care experiences; and

10 (II) evaluating the measurements
11 by race and ethnicity to better identify
12 inequities in maternal health care de-
13 livery and outcomes;

14 (iii) to the maximum extent permitted
15 by law, support coordination between the
16 Medicare program under title XVIII of the
17 Social Security Act (42 U.S.C. 1395 et
18 seq.), the Medicaid program under title
19 XIX of such Act (42 U.S.C. 1396 et seq.),
20 the Children’s Health Insurance Program
21 under title XXI of such Act (42 U.S.C.
22 1397aa et seq.);

23 (iv) to the maximum extent permitted
24 by law, propose ways to streamline State
25 benefit program enrollment and renewal

1 processes in order to reduce administrative
2 burden on customers and remove barriers
3 to enrollment and renewal, including by
4 eliminating face-to-face interview require-
5 ments and requiring prepopulated elec-
6 tronic renewal forms, to ensure eligible in-
7 dividuals are automatically enrolled in and
8 retain access to such benefit programs;

9 (v) develop guidance for covered enti-
10 ties and business associates of such entities
11 as such terms are defined in section
12 160.103 of title 45, Code of Federal Regu-
13 lations, on providing telehealth in compli-
14 ance with HIPAA privacy regulation (as
15 defined in section 1180(b)(3) of the Social
16 Security Act) to improve patient experience
17 and convenience following the end of the
18 COVID–19 public health emergency; and

19 (vi) test methods to automate patient
20 access to electronic prenatal, birth, and
21 postpartum health records (including lab-
22 oratory results, genetic tests, ultrasound
23 images, and clinical notes) to improve pa-
24 tient experiences in maternity care and
25 health outcomes;

1 (G) the Secretary of Education shall—

2 (i) submit to Congress a plan for pro-
3 viding eligible recipients of Federal finan-
4 cial aid under title IV of the Higher Edu-
5 cation Act of 1965 (20 U.S.C. 1070 et
6 seq.), with the option to receive informa-
7 tion about relevant recommendations for
8 benefits and services provided by the Fed-
9 eral Government that such recipients may
10 qualify for (including healthcare subsidies,
11 broadband support, and food assistance) to
12 connect such recipients with support to
13 lower additional economic barriers to post-
14 secondary education completion; and

15 (ii) design and make available to the
16 public a centralized loan repayment portal
17 through the website of the Department of
18 Education that enables a borrower of any
19 loan made under part D of title IV of the
20 Higher Education Act of 1965 (20 U.S.C.
21 1087a et seq.), regardless of loan servicer,
22 to make payments on such loan;

23 (H) the Secretary of Veterans Affairs shall
24 provide digital services through a single, inte-
25 grated, and equitable digital platform on

1 VA.gov and an appropriate mobile application
2 of the Department of Veterans Affairs;

3 (I) the Secretary of Homeland Security
4 shall design and deliver—

5 (i) innovative technologies at airport
6 security checkpoints to reduce passenger
7 wait times;

8 (ii) new opportunities for customers to
9 connect with the Transportation Security
10 Administration, including as appropriate,
11 through—

12 (I) online chat;

13 (II) improved communications
14 during additional screenings; and

15 (III) additional mechanisms to
16 provide customer feedback; and

17 (iii) a streamlined, online disaster as-
18 sistance application;

19 (J) the Administrator of the Small Busi-
20 ness Administration shall develop and imple-
21 ment a streamlined, online disaster assistance
22 application;

23 (K) the Commissioner of Social Security
24 shall—

1 (i) develop a mobile-accessible, online
2 process so that any individual applying for
3 or receiving services from the Social Secu-
4 rity Administration can upload forms, docu-
5 mentation, evidence, or correspondence
6 associated with their transaction without
7 the need for service-specific tools or trav-
8 eling to a field office;

9 (ii) consistent with applicable law and
10 to the extent practicable, maintain a public
11 policy of technology neutrality with respect
12 to acceptable forms of electronic signa-
13 tures;

14 (iii) consistent with applicable law and
15 to the extent practicable, revise any nec-
16 essary regulations, forms, instructions, or
17 other sources of guidance (to include the
18 Program Operations Manual System of the
19 Social Security Administration) to remove
20 requirements that members of the public
21 provide physical signatures; and

22 (iv) to the maximum extent permitted
23 by law, support applicants and bene-
24 ficiaries to identify other benefits for which
25 they may be eligible and integrate Social

1 Security Administration data and proc-
2 esses with those of other Federal and State
3 entities whenever possible;

4 (L) the Secretary of Veterans Affairs and
5 the Administrator of General Services shall col-
6 laborate to provide seamless integration of
7 Login.gov accounts to allow customers to access
8 any websites and applications of the Depart-
9 ment, and other customer-facing digital prod-
10 ucts and to eliminate outdated and duplicate
11 customer sign-in options;

12 (M) the Secretary of the Treasury, the
13 Secretary of Defense, the Secretary of Edu-
14 cation, and the Director of the Office of Per-
15 sonnel Management shall collaborate to enable
16 a more streamlined Public Service Loan For-
17 giveness process for eligible borrowers, includ-
18 ing those who serve in the United States Armed
19 Forces or as civil servants, or who work for eli-
20 gible nonprofit organizations;

21 (N) the Director of OMB, acting through
22 the Administrator of the United States Digital
23 Service, shall collaborate with agencies in the
24 executive branch and Tribal governments to
25 conduct research and document challenges re-

1 lated to accessing grant programs to which the
2 Tribal governments are entitled, and shall pro-
3 pose ways to streamline processes and reduce
4 administrative burdens for Tribal government
5 customers; and

6 (O) the Director of OMB, acting through
7 the Administrator of the United States Digital
8 Service, the Administrator of General Services,
9 and the Postmaster General, shall develop ways
10 to update mailing address records across Gov-
11 ernment so that members of the public may
12 change their respective mailing addresses for
13 purposes of all Government services only once,
14 through the United States Postal Service.

15 (2) ONGOING ACCOUNTABILITY FOR IMPROVING
16 FEDERAL SERVICE DELIVERY AND IMPROVING
17 TRUST IN GOVERNMENT.—Not later than 180 days
18 after the date of the enactment of this Act, and
19 every 90 days thereafter—

20 (A) the head of each agency subject to a
21 requirement under subsection (a) shall certify
22 in writing to the Director of OMB that the re-
23 quirement has been satisfied; and

24 (B) the Director of OMB shall—

1 (i) in coordination with each head of
2 an agency identified under paragraph (1),
3 submit in writing to Congress, reports on
4 the status of the progress of agencies in
5 satisfying the requirements required by
6 subsection (a), until such time as those re-
7 quirements have been satisfied; and

8 (ii) with respect to each agency sub-
9 ject to a requirement under subsection (a),
10 certify in writing to Congress that the
11 head of each agency has satisfied the re-
12 quirement.

13 (c) OMB GUIDANCE.—

14 (1) AGENCY CUSTOMER EXPERIENCE INITIA-
15 TIVES.—Not later than 270 days after the date of
16 the enactment of this Act, the Director of OMB
17 shall designate a team of individuals within the Of-
18 fice of Management and Budget to lead and support
19 agencies initiatives to improve public perception of
20 agency interactions, including by facilitating the de-
21 cision-making processes of such agencies that are
22 needed to—

23 (A) achieve the purposes of this Act;

24 (B) coordinate the activities of high impact
25 service providers as described in this Act; and

1 (C) develop strategies for the integration
2 of services and development of products involv-
3 ing multiple agencies as described in this Act.

4 (2) GUIDANCE OF OMB.—Not later than 1 year
5 after the enactment of this Act, the Director of
6 OMB shall update guidance issued by the Director
7 and supporting processes (such as information col-
8 lection reviews or data sharing approvals) as nec-
9 essary and applicable, to implement the provisions of
10 this Act.

11 (d) DEFINITIONS.—In this Act:

12 (1) CUSTOMER.—The term “customer” means
13 any person or governmental entity that interacts
14 with an agency of the executive branch, either di-
15 rectly or through a federally funded program admin-
16 istered by a contractor, nonprofit, State or local gov-
17 ernment, or other entity of the Federal Government/
18 executive branch.

19 (2) PUBLIC PERCEPTION OF AGENCY INTER-
20 ACTIONS.—The term “public perception of agency
21 interactions” means the perception of the public re-
22 garding interactions with the agency, including
23 interactions with the agency through a contractor,
24 non-profit, or other Federal entity, and the overall

1 satisfaction of the public regarding such inter-
2 actions.

3 (3) DIRECTOR OF OMB.—The term “Director of
4 OMB” means the Director of the Office of Manage-
5 ment and Budget.

6 (4) SERVICE DELIVERY.—The term “service de-
7 livery” means, with respect to all points of the agen-
8 cy-to-customer delivery process, an action of the
9 agency related to providing a benefit or service to a
10 customer of such entity, including providing a ben-
11 efit or service to a customer that is related to an ap-
12 plication for a benefit or loan, health care or small
13 business counseling, requests for documents, such as
14 a passport or Social Security card, filing taxes or de-
15 claring a good, using resources such as a park or
16 historical site, or seeking information such as notices
17 about public health or consumer protection.

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