

HEADLINES

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1. **The ARC Website is being Redesigned!**
2. **Putting Customers at the Center of our Workflow**
3. **American Rescue Plan Act Support**

FULL STORIES

1. **The ARC Website is being Redesigned!**

Over the last year, ARC worked with Fiscal Service's Public Affairs office and its web design and development contractor, and our IT staff to redesign the ARC website using recent trends in web design and human-centered principles and keeping the focus on our customers' needs.

The redesigned website is scheduled to go live in early June and will feature a modern look and feel, new visual elements, responsive design allowing the site to feature the ability to display on any size device, new icons and images, and an improved navigation and information architecture.

By studying our customer journeys, we have also streamlined content on the redesigned ARC website, providing easy access to events and training materials, an easy login to the customer access pages, easy way to subscribe to ARC news or request a consultation, prominent links to contact information and help, and well organized customer pages with links to applications, special notices and resources by service line.

But words can't describe the new site as well as seeing it. Look out for a video we'll be posting in a few weeks on the ARC website home page with several screen shots of the new site. We hope the redesign makes it easier for you to find what you're looking for through a more intuitive audience based content and improved site-wide search.

We have redesigned the site for you with your input. Thank you to all customers who provided direct feedback through surveys, e-mails, and participating in usability testing. Please continue to send your feedback. We're listening!

2. **Putting Customers at the Center of our Workflow**

We are excited to provide an update on the ARC Workflow Project. We've recently reviewed our solution with a focus on maximizing the technology to deliver a transformative solution that reduces manual work and simplifies our services. This update is the first of a regular cadence of communications going forward.

Employees and customers have told us they need a better way of engaging with each other - one that is more modern, efficient, experience-driven, and user-friendly. To be successful over the next few months, we will build a prototype in Salesforce using Human Centered Design (HCD) methods that will focus on improving customer experience and maximizing efficiency. We will reimagine up to three (3) business processes, create CRM capabilities, and improve upon the customer portal. We are calling this project phase "oneARC Salesforce Pilot".

What you can expect:

- **We'll be transparent on key dates and milestones.** The initial development timeline starts in mid-May and we'll work over 3 months, operating in 2-week sprints with a cross-functional team. We will continue to share the story of our work, including lessons learned.
- **We'll work together in Human-centered design (HCD) and a Test and Learn Mindset.** This includes gathering information with customers and employees, generating solutions in targeted brainstorming sessions, reengineering processes and prototyping solutions in Salesforce, and bringing UI/UX best practices to design the experience. We will show, not tell the value.

• **We aim to deliver on the ARC promise.** ARC is committed to change and making the complex simple. This includes delivering customer-centric functionality and finding the “fewest keystrokes” for each task.

We look forward to working with you to deliver value that puts you – our customer – at the center.

3. American Rescue Plan Act Support

ARC Travel Services Division (TSD) is working with the Department to support the American Rescue Plan Act of 2021. The Act is a \$1.9 trillion economic stimulus bill signed into law in March. The package builds upon many of the measures in the CARES Act that Travel previously supported. Due to the decrease in travel because of the pandemic, ARC Travel can aid the Department while maintaining coverage for travel assistance. Designated Travel Services employees will assist with reviewing documents for the Emergency Rental Assistance Program (ERA), Homeowners Assistance Fund (HAF), and the State & Local Fiscal Recovery Plan (SLFRP) projects. In addition to TSD, ARC’s Financial Management and Human Resources departments have also contributed to the American Rescue Plan Act by providing support surrounding payments and hiring.



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