

CASE STUDY

Online Community Service Work Program

The Case of G.P. - Double Identity and Learning Through Accountability

Background:

G.P. is a 51-year-old woman who enrolled in The People Foundation's online community service program with the goal of completing her required **60 hours** of community service. Early on, our system detected something unusual: two separate user accounts registered under similar names near the same city, both actively completing work sessions — one from a tablet and the other from a laptop.

The Attempted Workaround:

G.P. had created **two accounts** in an effort to speed up her progress by working on **two sessions simultaneously** across different devices. While she may have believed this would double her productivity, our program has **safeguards in place** designed specifically to detect and prevent this type of behavior. These include cross-referencing **IP addresses, geolocation data, session timing, device metadata**, and participant records.

The Intervention:

Rather than assuming malicious intent, we reached out to G.P. with a message:

“It appears that you have two active accounts associated with our program. As part of our integrity policy, only one account per person is allowed. Please let us know which account you would like to continue with so we can deactivate the other and proceed.”

G.P. responded promptly and honestly. She acknowledged her mistake, selected the account she preferred to continue with, and committed to completing her hours the right way.

The Turnaround:

From that point forward, G.P. was fully compliant. She completed her coursework with sincerity, logged hours through verified engagement, and submitted thoughtful reflections and feedback. Our staff noted a marked improvement in her responses, and her engagement metrics consistently met program standards.

At the end of her service, G.P. not only received her **certified hourlog and completion certificate**, but also sent a message to our team expressing gratitude:

“This program ended up meaning more to me than I expected. I learned a lot — not just about my community, but about myself. Thank you for holding the line and giving me a second chance.”

Outcome:

G.P. completed all 60 hours of community service successfully and left the program with a renewed sense of responsibility and purpose. Her story is a reminder that **accountability doesn't just enforce the rules — it builds growth.**