

CASE STUDY

Online Community Service Work Program

Upholding Integrity – The Case of S.C. Double Dipper Turns to Honesty and Legitimacy

Background:

S.C., a 39-year-old woman, enrolled in The People Foundation's online community service program with the goal of completing 20 hours. Like many participants, she was looking for a flexible, accessible way to fulfill her court-ordered community service hours.

What Happened:

Early in her participation, our system flagged S.C.'s account for suspicious activity. Specifically, our monitoring tools detected overlapping session times—indicating that she was logging in on multiple devices simultaneously in an attempt to earn time faster than allowed. This method, sometimes used in an attempt to "double or triple" hours, violates our engagement policy and undermines the integrity of our program.

As per our policy, we sent S.C. a message giving her two options:

- **Option 1:** Provide an honest explanation and acknowledge the misuse, with a chance for review and possible continuation.
- **Option 2:** Deny the allegation and request a full account audit, understanding it could result in termination if dishonesty was confirmed.

Her Response:

S.C. responded quickly and took full responsibility. She admitted that she had been using multiple devices to try to finish her hours faster, believing it might help her complete the program more quickly. She apologized, assured us that she understood the rules, and promised not to repeat the behavior.

Our Decision:

Because she was honest and took accountability, we granted her a second chance. As part of our resolution:

- The illegitimate hours she attempted to earn were removed.
- Her HourLog was reset to reflect only legitimate engagement.
- She was allowed to continue in the program under closer monitoring.

Outcome:

After the reset, S.C. committed herself fully to the program. She followed the rules, stayed engaged, and completed all remaining hours with genuine effort. Her final HourLog was certified and signed by our work supervisors, and she successfully completed her 20 hours of community service.

Why This Matters: S.C.'s case highlights the effectiveness of our built-in safeguards and our belief in second chances. Our system automatically detects suspicious behavior, but we also value honesty and growth. When participants are willing to admit mistakes and make things right, we support their journey forward.

Our Commitment:

- **We monitor all activity** for engagement and authenticity.
- **We offer second chances** to those who are honest.
- **We certify only valid work, preserving the integrity of your hours.**