

FOR IMMEDIATE RELEASE

Wyoming Department of Family Services Receives 2026 NAPIPM Impact Award for Excellence in Human Services

NEW ORLEANS, LA — August 24, 2026: The American Public Human Services Association (APHSA) and the National Association for Program Information and Performance Measurement (NAPIPM), an APHSA affinity group, are pleased to recognize the **Wyoming Department of Family Services (DFS)** as the recipient of the **2026 NAPIPM Impact Award for Excellence in Human Services**.

The award was presented during APHSA's [Economic Mobility and Well-Being \(EMWB\) Conference](#), taking place August 23–26 in New Orleans, Louisiana, and recognizes Wyoming DFS for its innovative work to improve access to child care services for families and providers across the state.

Under the leadership of Roxanne O'Connor, Wyoming DFS launched the Early Childhood Access Resources and Eligibility System (ECARES), a fully integrated child care platform that connects families, providers, and agency staff through a single, streamlined experience. The system modernizes child care search, eligibility determination, application processing, provider management, and payment administration to make services easier to access and administer statewide.

Since its implementation, ECARES has reduced child care assistance application processing times from seven days to four days and shortened provider payment timelines from 15 days to six days. These improvements are helping families access care more quickly while ensuring timely payments to child care providers. The system has also simplified access to child care assistance for foster families and others navigating complex service needs.

By combining human centered design, business process transformation, and modern technology, Wyoming DFS has created one of the nation's most comprehensive integrated early childhood systems. Developed through strong cross sector partnerships, ECARES demonstrates how thoughtful innovation can improve the customer experience, strengthen program integrity, and deliver better outcomes for families and providers.

Congratulations to Wyoming DFS on this well-deserved recognition and its innovative work to strengthen service delivery for families and providers across the state.

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About APHSA: The American Public Human Services Association (APHSA) supports leaders from state, county, and city human services agencies to advance the well-being of individuals, families, and communities nationwide. As a bipartisan membership association, APHSA works with its members to generate pragmatic solutions grounded in lived experience. For more information, visit aphsa.org.

Media Contact: Jessica Garon, jgaron@aphsa.org

