APHSA Membership FAQ

1. **Membership Eligibility:**
   - If my state, city, or county is a member, am I a member? **Yes.**
   - If my company (other than a state, city, or county agency) is a member, am I a member? **Yes.**
   - I work for a city or county agency AND my state human services agency is a member. Am I a member? **No. City and county membership is separate from state membership.**
   - My company is part of the Strategic Industry Partner (SIP) program. Am I a member? **Yes. All staff of SIP organizations are members.**

2. **Membership Confirmation:**
   - How do I know if my state, city, or county agency is a member? **Please email memberservice@aphsa.org and include your agency name and state, city, or county.**
   - I work in the private sector. Is my company a member? **Please email memberservice@aphsa.org and include your company name. APHSA will confirm membership status.**
   - My agency/company is a member, but my record shows me as a non-member. What do I do? **Create or log into your APHSA account and ensure your agency/company name is accurate. If it's blank, enter your agency/company name. The system will update your membership status automatically. Email memberservice@aphsa.org from your company email to request being added to your agency/company roster.**

3. **Joining APHSA:**
   - I work for a state or territorial agency and would like to join APHSA. How can I join? **All state and U.S. territory agencies are included in APHSA's database. Ensure your personal record is attached to the correct agency by creating an account.**
   - I am interested in becoming an Associate member. How do I join? **Please email memberservice@aphsa.org. APHSA will schedule time to discuss membership.**
   - Can I join as an individual not associated with an agency/company? **Please email memberservice@aphsa.org. APHSA will schedule time to discuss membership.**

4. **Account Management:**
   - How do I create my personal account? **Go to our homepage, https://aphsa.org/, and click the "SIGN IN" button. Complete the registration form with accurate details.**
   - *If you already have an account associated with your company email address, reset your password to access your account. Creating multiple accounts may affect your membership status accuracy.*

5. **Membership Dues:**
   - How are state, city, and county membership dues calculated? **Membership dues are based on population determined by the U.S. Census Bureau, reviewed every ten years. Small annual increases may occur based on Cost-of-Living Adjustments (COLA).**

6. **Agency Membership Records:**
   - Can I create a state/territory/tribal agency membership record? **No, these records are managed by APHSA. Email memberservice@aphsa.org for assistance.**
   - Can I create a city or county agency membership record? **No, these records are managed by APHSA. Email memberservice@aphsa.org for assistance.**

7. **Additional Information:**
   - I thought my agency/company was a member, but my record shows me as a non-member. **APHSA defines membership as "active" or "lapsed." Contact memberservice@aphsa.org for clarification.**
   - I am not a member but want to receive information from APHSA. **Create a personal account as described above. Membership is not required for APHSA mailing lists or event registration.**