

**APHSA**  
American Public Human Services Association

**INFLUENCE  
BUILD  
CONNECT**

presents

## Creating the “Next Normal” in Human Services: Redesigning Service Delivery to Increase Capacity and Meet Demand

Thursday, January 28, 2021

— In partnership with —

**C!A**  
Change & Innovation Agency

Thriving Communities Built on Human Potential

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## WHO WE ARE

### WE REPRESENT

state and local health and human services agencies through their top-level leadership

### WE SEEK TO

**influence** modern policies and practices, help our members **build** capacity for their teams, and **connect** them to other human-serving organizations and policymakers

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*We build well-being from the ground up.*

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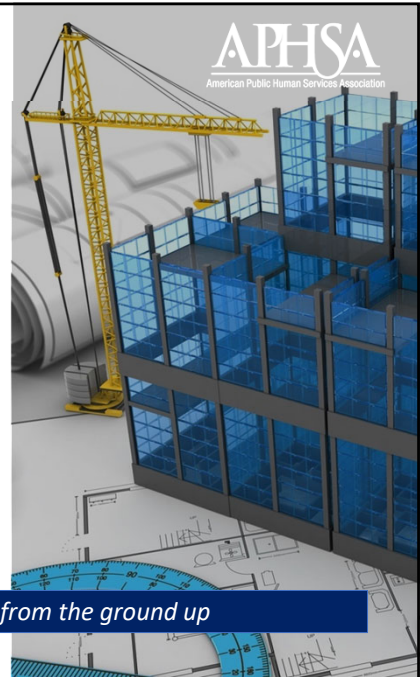
## Our Vision

Thriving Communities Built on Human Potential

## Our Mission

American Public Human Services Association advances the well-being of all people by influencing modern approaches to sound policy, building the capacity of public agencies to enable healthy families and communities, and connecting leaders to accelerate learning and generate practical solutions together.

*We build well-being from the ground up*



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## To Deliver Value to Our Members We Aim to:

**Influence** modern policies and practices that support the health and well-being of all children and families and that lead to stronger communities

**Build** more capacity through access to our professional education and development conferences, technical expertise, publications, and our Organizational Effectiveness practice


**Connect** members to national policymakers and human-serving organizations across a wide circle of stakeholders in the health and human services sector, as well as key partners in education, housing, employment, and others

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## Creating the “Next Normal” in Human Services:


Redesigning service delivery  
to increase capacity  
and meet demand

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### Roundtable Hosts






**Blake Shaw**  
Senior Partner



**Leo Ribas**  
Partner

Proven approaches  
and solutions  
designed to help  
government  
increase capacity to  
do more good



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How can we increase capacity to serve more families – faster?

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## Five Strategies:

- 1) Provide same-day determinations
- 2) Customer choice to access full scope of services
- 3) Consistent workflow, processes, practices
- 4) Leverage state/countywide workforce
- 5) Real-time data rather than past history to manage workflow

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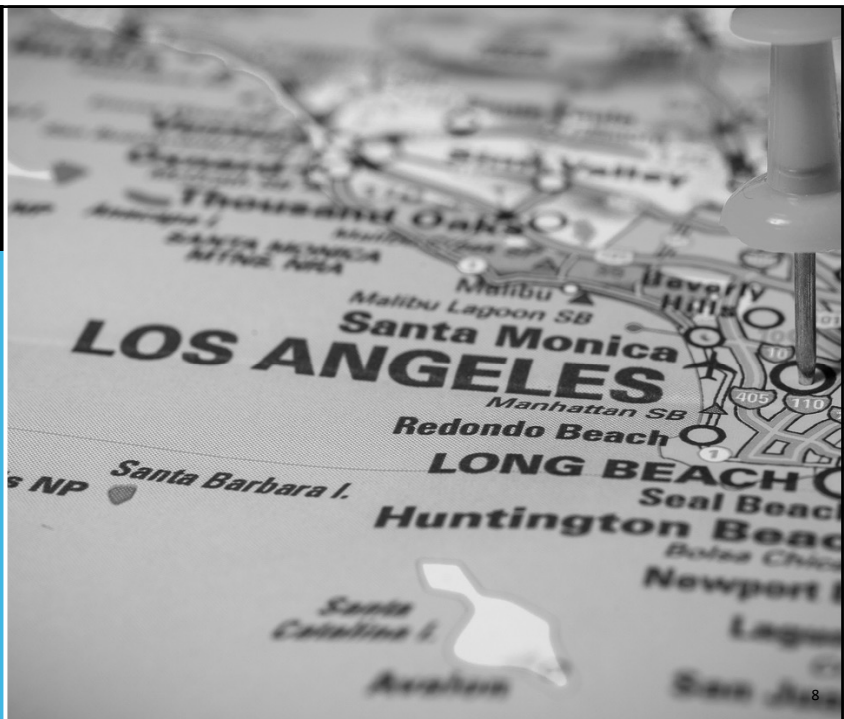
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**Robert Thompson**  
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and Supportive Services



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**Laura Green Zeilinger**  
Director



Washington D.C.  
Department of Human Services



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### Question 1:

What have been the biggest challenges that you have had to tackle as a human services leader during the pandemic?

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Question 2:

What did your agency put in place to deal with the pandemic that you are most proud of and that you will carry into the future?

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Question 3:

How has the pandemic changed customer expectations? And, how do you expect this change will impact service delivery post-pandemic?

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Thank you!

If you have any questions,  
please do not hesitate to  
contact us.

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