

Project Overview: Aligned Customer-Centered Ecosystem of Services & Supports

Building capacity for customer-centered health, human services, and labor systems alignment

JUNE 2023



Background

The Aligned Customer-Centered Ecosystem of Services & Supports (ACCESS) project is a two-year initiative led by [American Public Human Services Association \(APHSA\)](#) and the [National Association of State Workforce Agencies \(NASWA\)](#). The ACCESS project aims to surface and align modernization efforts that organizations across the wide health, human services, and labor ecosystem are undertaking in service of promoting truly customer-centered improvements to program design and delivery.

The purpose of the project is to align capacity-building efforts across state agencies and cross-sector partners focused on developing modern, integrated, and

customer-centered access to benefits and supportive services that promote economic mobility. The goal of this work is to spark a fundamental shift in how agencies consider linking data and systems across the foundational benefits that help families achieve economic mobility, ultimately creating more user-friendly, customer-centered experiences. APHSA and NASWA will draw on each other's robust membership bodies and networks of collaborative partners to inform project strategy and help meet project outcomes. Through this project, we will dedicate our shared capacity to convene relevant parties and facilitate deep collaboration to the development of sustainable partnership across health, human services, and labor systems.

Anticipated Outcomes

As a result of the work that will be accomplished over the course of this initiative, we anticipate the following outcomes:

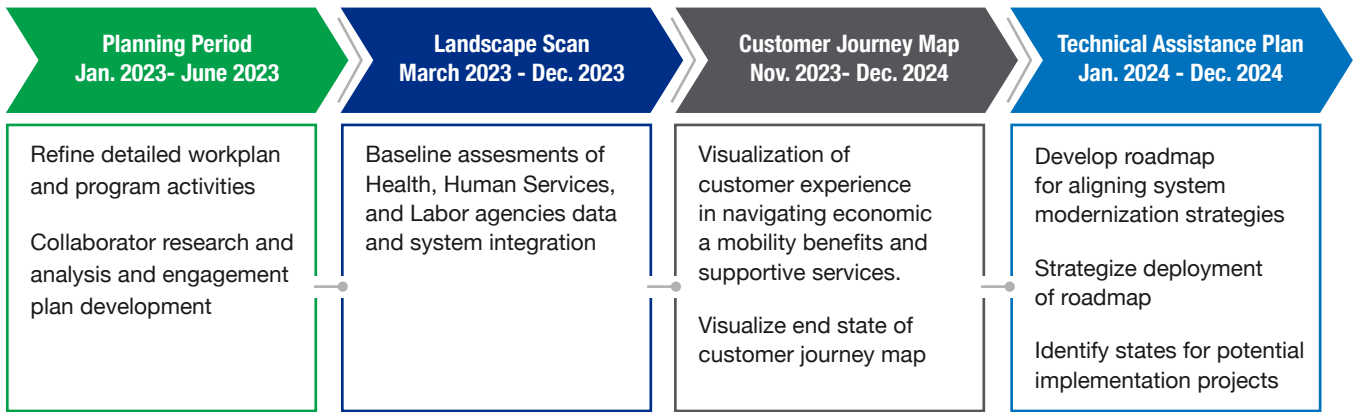
- The establishment of a committed cross-sector network of support to promote the implementation of alignment efforts by states identified as potential early adopters.
- A guiding strategy, framework, and resources to enable action towards systems alignment so that all collaborators are prepared to transition from the current to a future state of alignment.
- Equip APHSA, NASWA and their memberships with a strategy and action plan for adopting the technical assistance roadmap and implementing systems changes.

Overview of the Initiative

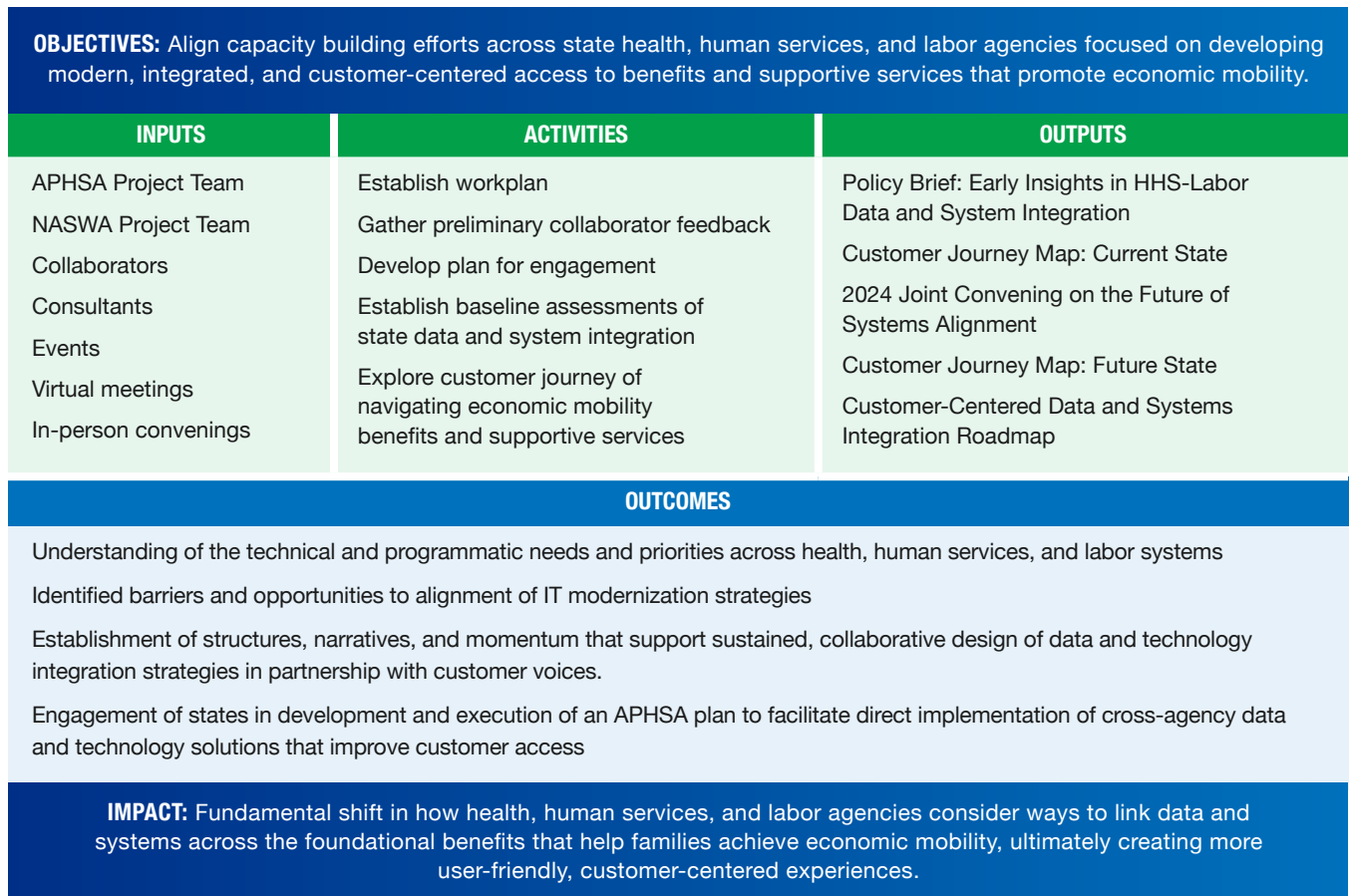
Strategy & Timeline

APHSA and NASWA will design a robust collaborator engagement strategy to guide its approach over the course of the project. To comprehensively and strategically map current data and system modernization efforts, we will develop and publish a landscape scan. In cooperation with teaming partners, APHSA and NASWA will explore current and future state customer journey maps to document how individuals and families navigate access to benefits and supportive services within and across health, human services, and labor agencies. APHSA, NASWA, and other identified collaborators will co-design a roadmap for data and system integration across health, human services, and labor agencies. The roadmap will be informed by cross-sectional insights garnered throughout the project period.





Initiative Logic Model



For more information about this project, contact:

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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. APHSA members administer, oversee, and align programs that build resilience and bolster family wellbeing through access to food, health care, housing, employment, childcare, and many other key building blocks necessary for thriving communities.

About NASWA

The National Association of State Workforce Agencies (NASWA) is the national organization representing all 50 state workforce agencies, D.C. and U.S. territories. These agencies deliver training, employment, career, business, and wage and hour services, in addition to administering unemployment insurance, veteran reemployment, and labor market information programs. NASWA provides policy expertise, shares promising state practices, and promotes state innovation and leadership in workforce development.