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APHSA and NASWA Announce Partnership to Align State Benefits Systems

New ACCESS Project Will Work Towards Building Capacity for Customer-Centered Health, Human Services, and Labor Systems Alignment to Help Individuals and Families Achieve Economic Mobility

ARLINGTON, VA: The American Public Human Services Association (APHSA) and the [National Association of State Workforce Agencies](#) (NASWA), with the support of the Bill & Melinda Gates Foundation, have launched the Aligned Customer-Centered Ecosystem of Services & Supports (ACCESS) project. This two-year initiative aims to modernize and streamline the delivery systems for benefits, fundamentally shift in how agencies consider linking data and systems across foundational benefits, and, ultimately, create more user-friendly experiences.

According to Matt Lyons, Senior Director of Policy and Practice at APHSA, "ACCESS is a crucial step towards creating more user-friendly and equitable state systems that support individuals and families as they navigate complex networks of assistance programs."

"We are thrilled to partner on this groundbreaking initiative," said Benjamin Peirce, NASWA Vice President of Technology Services and Programs. "Our commitment to developing integrated, customer-centered solutions demonstrates the importance of unified efforts in creating transformative, enduring solutions that truly make a difference in people's lives."

Both Lyons and Peirce added that the support of the Gates Foundation played a pivotal role in getting ACCESS off the ground.

As part of the initiative, 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. Some of those outcomes include the creation of a guiding strategy and resources to enable action from collaborators who are prepared to transition to this new alignment and work towards fundamental shift in how health, human services, and labor agencies support individuals and families along their path to economic mobility.

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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, they work with their members to generate pragmatic solutions grounded in lived experience with a lens for equity and belonging.

About NASWA

The National Association of State Workforce Agencies (NASWA) is a nonprofit organization representing all 50 state and three territorial workforce agencies, as well as the District of Columbia. These agencies deliver training, employment, career, business and wage and hour services, in addition to administering the unemployment insurance, veteran reemployment and labor market information programs. NASWA provides policy expertise, shares promising practices, and promotes state innovation in workforce development.

