ACTION PLAN

Our Focus Areas to Advance
Our Strategic Playbook

February 2023

INFLUENCE • BUILD • CONNECT
Our action plan is grounded in our strategic playbook and furthers our call to advance race equity.
Equity, diversity, inclusion, and belonging are foundational in all we do.
IN OUR ACTIONS, WE ARE COMMITTED TO...

PEOPLE AND PUBLIC SERVICE

BUILDING COMMON GROUND

PARTNERING ACROSS SECTORS

INFLUENCE • BUILD • CONNECT
OUR DESIRED STATE FOR HUMAN SERVICES

- Led by People With Lived Experience
- Driven by a Fierce Commitment to Equity, Diversity, Inclusion, and Belonging

Human Services that are Human-Centered and Community-Driven

Embedded with a Workforce Culture of Safety, Well-Being, and Belonging

Aligned with Other Systems to Foster Thriving Communities
OUR FOCUS AREAS

Moving Human Services Upstream
Proactively Promoting Well-Being

Advancing Social & Economic Mobility
Co-Creating Pathways for Long-Term Success

Strengthening the Human Services Sector
Supporting People and Systems to Move Us Forward
OUR APPROACH TO THE WORK

Focus on Primary Prevention and Early Intervention
Align Systems to Advance Child and Family Well-Being
Champion Strategies to Eliminate Disparate Outcomes for BIPOC Communities
Promote Community-Led Services and Decision-Making

BUILDING BLOCKS
- Concrete and economic supports
- Quality early childhood supports
- Food and housing security
- Behavioral health supports
- Delivery mechanisms that meet people where they are and reduce stress
- Alternate pathways in response to risk of child maltreatment
- Continuum of care that supports all families
- Bundling services to support people through critical life events

POLICY OPPORTUNITIES
- Multi-system approach to child welfare prevention
- 2023 Farm Bill
- Child care and early childhood congressional action
- Community-based behavioral health solutions for kids and youth
- Pushing prevention further via Family First implementation
- System alignment strategies with Medicaid, juvenile justice, housing, and maternal and child health
OUR APPROACH TO THE WORK

Focus on Whole Family Approaches
Eliminate Benefit Cliffs
Champion Strategies to Eliminate Disparate Outcomes for BIPOC Communities
Promote Community-Led Services and Decision-Making

BUILDING BLOCKS
- Stability as a foundation for mobility
- Food and housing security
- Education and skill development
- Employment and training services
- Affordable and accessible early childhood supports
- Broadband and transportation access
- Financial asset and credit-building
- Partnerships to foster pathways for upward mobility

POLICY OPPORTUNITIES
- TANF Modernization
- 2023 Farm Bill
- Aligning federal agencies around benefit cliff strategy
- Streamlining rules across benefits and services
- Family-centered child support policies across human services
- Aligning HHS-Labor-Education continuum of benefits and services
- Intersection of human services and other cash and near-cash transfers
OUR APPROACH TO THE WORK

Advance Narratives Grounded in Potential of People and Systems
Invest in the Human Services Workforce
Champion Strategies to Eliminate Disparate Outcomes for BIPOC Communities
Promote Community-Led Services and Decision-Making

BUILDING BLOCKS
- Workforce well-being
- Data insights and interoperability
- Culture of equity and belonging
- Adaptive leadership
- Public/community-based organization partnerships
- Modern tools and technology
- Organizational alignment across people, policies, and processes
- Resources and supports focused on community-driven leadership

POLICY OPPORTUNITIES
- Customer-centered tech modernization via federal Customer Experience efforts
- Investing in the public and nonprofit human services workforce
- Integrating lived experience within processes and decision-making
- Embedding resiliency and lessons learned from Public Health Emergency
- Financing and procurement reform
- Shared metrics to benchmark progress advancing EDIB in human services
- Removing federal data sharing barriers
- EBT infrastructure modernization
EXPLORE HOW WE ADVANCE OUR ACTION PLAN

- APHSA conferences, convenings, and webinars
- Policy and practice meetings with federal, state, and county agencies and other strategic partners
- Peer-to-peer learning and support through APHSA Affinity Groups and Peer Communities
- Focused efforts to advance state and local practice in key areas of human services policy implementation
- Training and technical assistance through our Organizational Effectiveness Practice
- THRIVE Learning Management System
- Policy briefs and reports
- Practice and process innovation
- Leadership workshops
- Interstate Compact management and data exchange platform
- Publications including Policy and Practice magazine, This Week in Washington and The Connection newsletters, The Catalyst blog, and A Dream Deferred and Disrupt the Dialogue podcasts
Learn more about APHSA and our partners

www.aphsa.org