COMMUNITY OF PRACTICE
HUMAN SERVICES PROCESS INNOVATION

The American Public Human Services Association (APHSA) is convening state and local human services practitioners to generate and disseminate promising practices for designing person-centered systems, modernizing services, and improving customer experiences across economic support programs.

Overview

The Community of Practice (CoP) for Process Innovation will convene an interdisciplinary group of technology, policy, and operations professionals across health and human services to share promising person-centered business process improvements to enhance service delivery and improve the customer experience.

This CoP will serve as a space for state and local leaders to share existing tools and resources, explore how these tools can be deployed in practice, and test a variety of use cases for design principles and frameworks for modernizing economic supports. The group will explore how tools and technology are being deployed to improve program administration and user experience areas including but not limited to:

- Case processing procedures
- Client-facing systems (such as application portals)
- Internal-facing technology systems (such as MIS and CRM tools)
- Client communications via program outreach, notices, and interviews
- Other business processes impacting service delivery and user experience for staff and customers

Across these areas, members will discuss the business processes that support program administration and identify opportunities to streamline processes and leverage technology and human centered design (HCD) for improved outcomes. In addition to working on specific program business operations, this group may also explore ways of implementing business process change, for example through different user experience methods and project management frameworks.

Membership & Participation

This Community of Practice seeks to convene staff who work within economic assistance programs and functions – across technology, operations, program, and policy – that implement process change in the agency and influence customer experience with economic support programs.

To sign up, please complete our Registration Form.

Activities

APHSA will host bimonthly virtual meetings and coordinate collaboration among members. CoP meetings will be shaped by member interests and facilitated by APHSA. CoP members will have the opportunity to:

- Learn from peers testing innovative models and use cases for implementing human-centered design (HCD) in business process changes
- Showcase your agency's service delivery enhancements and collaborate with a network of peers to uncover promising practices across states
- Engage in peer exchange on topics of interest, such as automation, process redesign, interoperability, performance metrics development, etc.

Objectives: What the CoP will Do

- Identify and share barriers to scaling the use of HCD in human services
- Inventory, co-create, and share information, templates, and materials for improved business processes and service delivery tactics
- Apply an intersectional equity lens to design and develop person-centered processes
- Build field capacity for understanding and applying design frameworks through CoP outputs such as briefs, toolkits, and presentations

Outcomes: What participants will get out of the CoP

- A collaborative network for sharing ideas and navigating issues and access to national experts who can engage in the conversation and help generate solutions
- Space to workshop and develop new process and product design ideas
- Stay connected on emerging design models and how they are being deployed across the country

For More Information
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