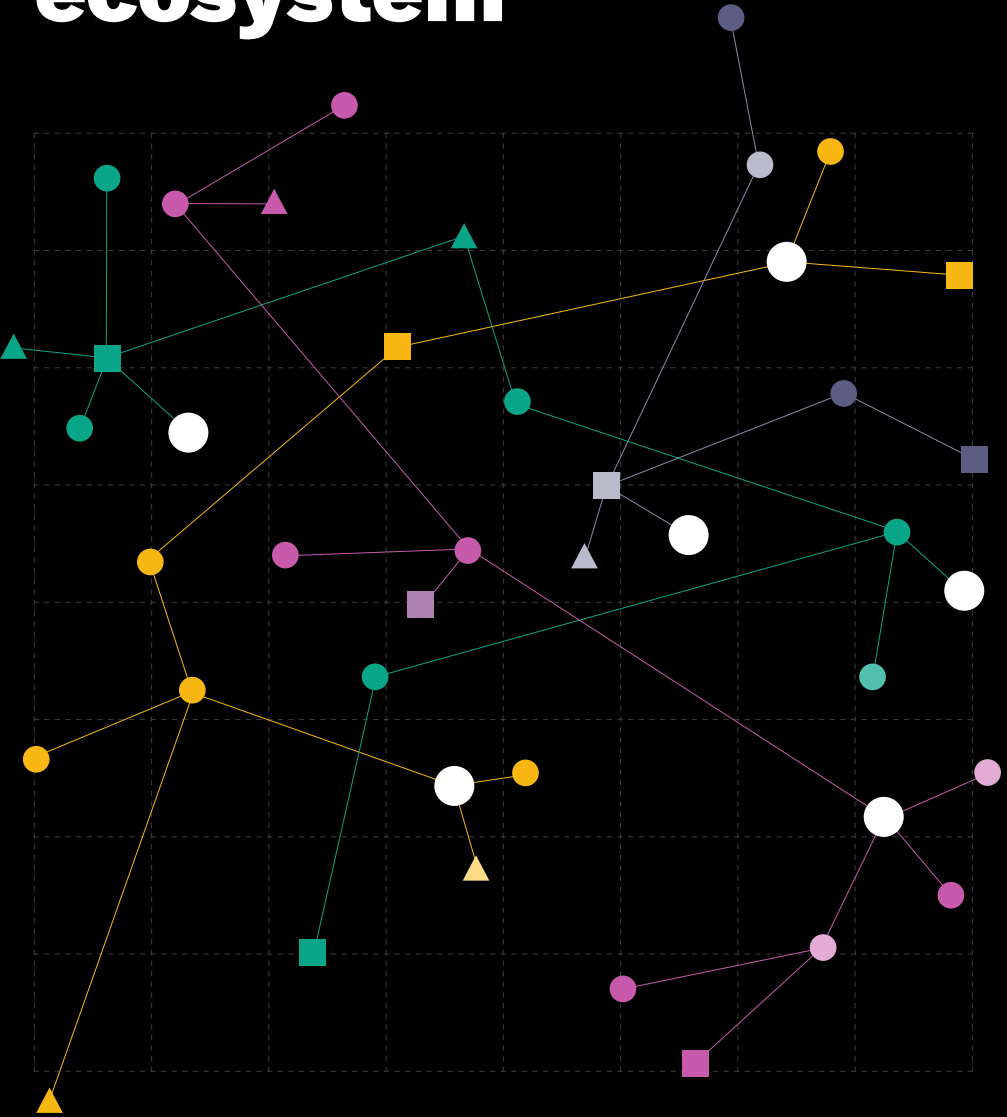
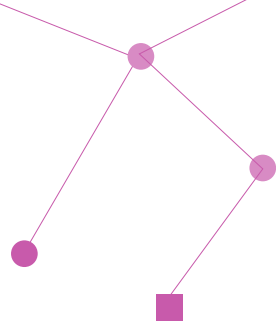


Evolving the country's digital ecosystem





Contents



4–5
**Nava’s impact
in 2026**

6–9
**Letter from
leadership**

10–11
**Driving
responsible
AI adoption**

12–13
**Establishing scalable,
trustworthy AI delivery
for Veteran health care**

14–15
**Accelerating disability
benefits for Veterans
with AI-powered claim
classification**

16–17
**Improving document
verification with AI**

18–19
**Reducing SNAP payment
error rates with AI-
powered technology**

20–21
**Prototyping
innovative
solutions**

22–23
**Helping Goodwill case
managers connect
clients with tailored
resource referrals**

24–25
**Evaluating a GenAI-
powered assistive
chatbot for caseworkers**

26–27
**Protecting personal data
in AI-powered tools**

28–29
**Strengthening AI
adoption and governance
with evaluation**

30–31

Modernizing the backbone of key systems

32–33

Testing AI-powered tools for mainframe modernization

34–35

Improving how CMS monitors Medicare application performance

36–37

Expanding login options for Medicare.gov

38–39

Raising the delivery bar across the ecosystem

40–41

Helping Minnesota build an end-to-end paid leave program

42–43

Integrating a human-centered search feature for Grants.gov

44–47

Conclusion

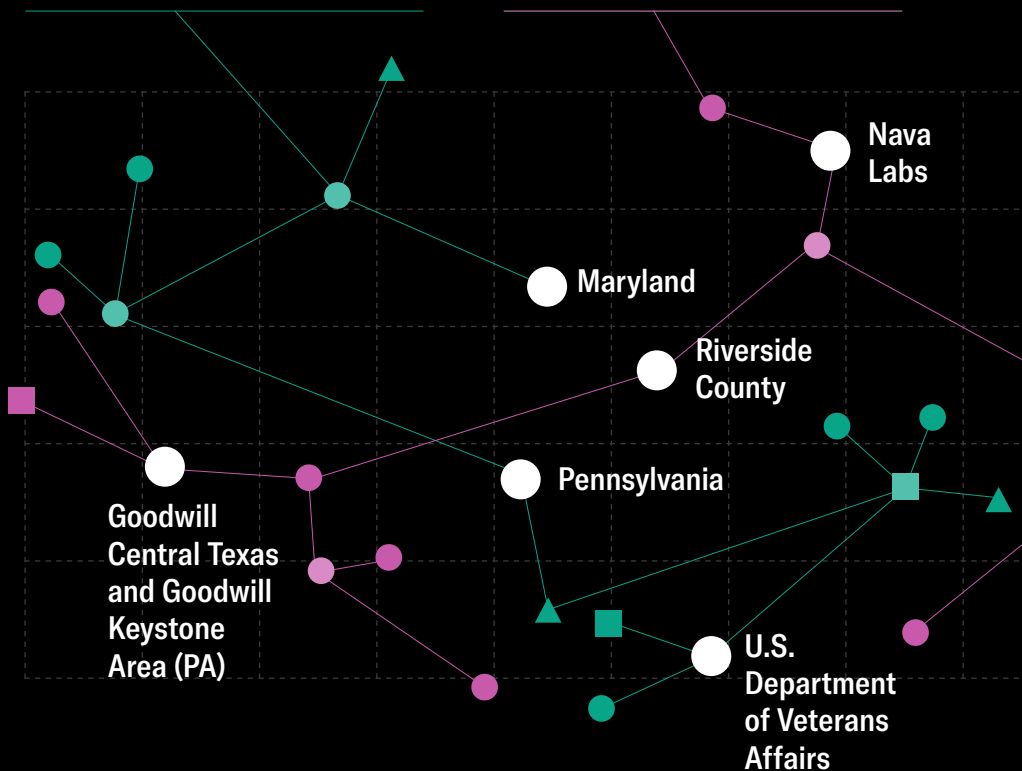
Nava's impact in 2026

Government works better for people when agencies own and control their technology, and when one agency's work strengthens the next. Nava has been building toward this since 2015, project by project.

In 2026, we worked with more urgency than ever.

Driving responsible AI adoption

Prototyping innovative solutions



Key numbers for the year:

15

state agencies
served

9

federal
agencies served

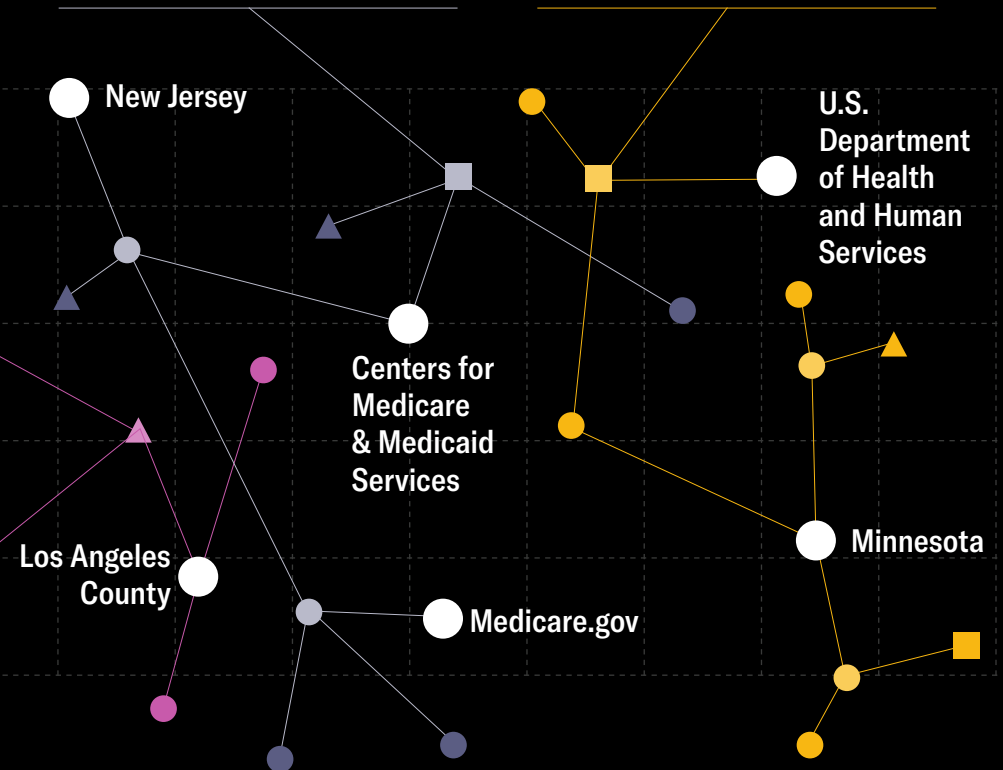
\$1+ billion

in benefits disbursed to
households via systems
Nava supports

● Featured stories

Modernizing the backbone of key systems

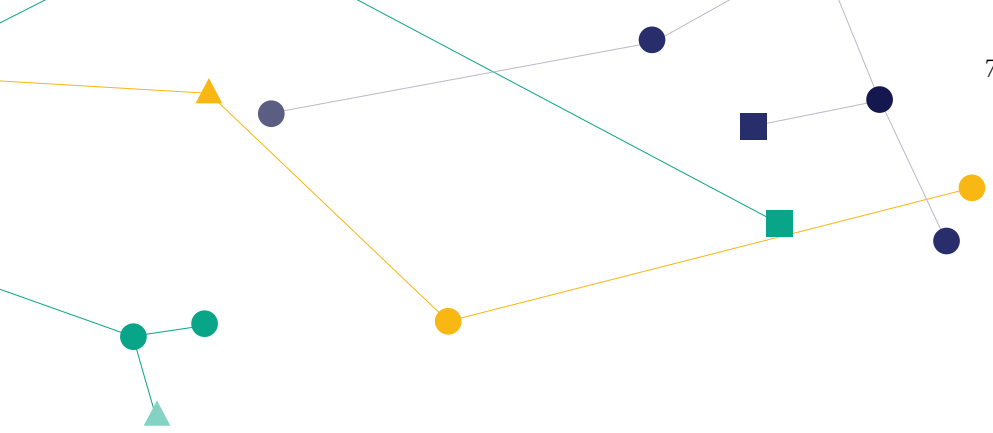
Raising the delivery bar across the ecosystem



Letter from leadership

Abstract geometric lines and shapes in yellow and teal. A yellow line starts from a yellow circle at the bottom left, goes up to a yellow circle at the top, and then down to a yellow square. Another yellow line goes from the top yellow circle to the right edge. A teal line starts from a teal circle at the top right, goes down to a teal circle, then to a teal circle, and finally to a white square.

Our government's digital ecosystem is fragile. This year was a clear reminder that almost every promise our government makes becomes software that someone has to build. H.R. 1 rewrote the rules for state-administered benefit programs serving tens of millions of people. AI capabilities accelerated, and both the opportunities and the risks are evolving faster than institutions can absorb. Agencies were forced to change faster than their systems, contracts, and workforces previously allowed. It was a challenging year for government agencies and the teams that support them.



We're deeply familiar with hard challenges. We founded Nava in 2015, after our work to support the HealthCare.gov recovery effort, based on the insight that the gap between what government promises and what people receive is mostly a delivery gap — one that can be closed. A decade into this work, we'd frame it differently: government can only deliver when it has enough capacity and control. When an agency doesn't own its data, codebases, interfaces, or priorities, government ends up renting its mission back from vendors incentivized to make themselves impossible to replace.

When a government agency does own those things, many benefits follow. First, vendors have to compete on results, because the agency can replace them (including us!). Next, the agency

can reuse what one team builds, so every engagement leaves government collectively more capable than before. And finally, no vendor can hoard insider knowledge of a system everyone else is locked out of, which keeps competition honest. That is what an open, accountable digital ecosystem looks like, and in 2026, Nava built toward it with more urgency than ever before.

This included putting AI to work carefully, responding to emergencies, and advancing structural change. Civil servants began gaining fluency with AI tools and agentic techniques, as the vendor hype cycle clicked into high gear. Our approach was to pursue concrete value from the jump, running pilots and scaling up what worked. →

Letter from leadership



At the Department of Veterans Affairs, we cut the manual work of classifying disability claims by 80%. In Pennsylvania, tools we shipped within five months of H.R. 1 becoming law cut illegible submissions by 80%, so fewer people lose food assistance over a paperwork error. And at Nava Labs, our philanthropically funded prototyping arm, we piloted an AI referral tool with Goodwill; two-thirds of the case managers surveyed said it made them more confident in their referrals.

The same principle applies to complex legacy systems. In New Jersey, our AI analysis of 1.1 million lines of unemployment insurance code cut the time engineers needed to understand it by about 30%. At the Centers for Medicare & Medicaid Services, we worked with payment systems handling more

than \$1 billion in claims per day, moving their monitoring onto a more cost-effective platform with zero downtime.

Making systems and infrastructure reliable and flexible to change is only part of the solution. The next critical step is helping agencies maintain sufficient control over these systems. Early in 2026, we acquired Beam and folded it into Strata, our open source architecture and toolkit for running modern government services. With Strata, we helped Minnesota launch a complete paid leave program, on time and under budget, that paid out nearly \$600 million to 75,000 Minnesotans in its first six months — a program the state now controls. We kept building [Simpler.Grants.gov](#) with the U.S. Department of Health and

An abstract graphic at the top of the page features several thin, intersecting lines in teal, yellow, and light purple. Various geometric shapes, including circles, squares, and triangles, are placed at the intersections and along the lines in matching colors.

Human Services in the open, where Simpler Search now handles more than 70% of Grants.gov search traffic, and anyone can read the code and contribute. And we began modernizing how the State Department determines passport renewals.

Our government's digital ecosystem remains fragile, but the work in this report shows what's possible when agencies increase their control and capacity to deliver. Veterans get decisions faster, Minnesotans receive paid leave on time, beneficiaries access Medicare securely, and grant seekers find opportunities more easily. We're proud of how we delivered these human-centered outcomes at all levels of scale, in a broad spread of contexts, across varying degrees of urgency.

There's still so much work ahead. The thriving digital ecosystem this country needs is one where agencies routinely deliver successful outcomes for people, and vendors make government more capable, not more dependent. That standard starts with us. We invite every agency to hold us to it, and every vendor to compete with us on it.

A handwritten signature in black ink that reads "Rohan".

Rohan Bhobe
CEO

A handwritten signature in black ink, appearing to read "Sha Hwang".

Sha Hwang
COO

Driving responsible AI adoption

Responsible AI implementation starts with deep research to understand where AI can deliver real value. Rigorous testing, user research, and small but scalable pilots ensure that AI-powered solutions are human-centered, trustworthy, and usable.

In this section:

Establishing scalable, trustworthy AI delivery for Veteran health care	12–13
Accelerating disability benefits for Veterans with AI-powered claim classification	14–15
Improving document verification with AI	16–17
Reducing SNAP payment error rates with modern technology	18–19

By the numbers:

Number of people in
Maryland helped by
SNAP in 2024¹

690,000

Number of
disability benefit
claims processed
by VA this year²

3 million

2 million

Number of people in
Pennsylvania helped by
SNAP in 2024¹

¹ *A Closer Look at Who Benefits from SNAP: State-by-State Fact Sheets.* Center on Budget and Policy Priorities. 2025.

² *VA processes 3 million disability benefits claims in record time — again.* VA News. September 2026.

Establishing scalable, trustworthy AI delivery for Veteran health care



The U.S. Department of Veterans Affairs (VA) recognizes the potential of artificial intelligence (AI) to transform care delivery and reduce administrative burden. However, moving these ideas from research into trusted, tested solutions is challenging and requires rigorous testing and evidence of value, security, and scalability. VA's National Artificial Intelligence Institute (NAII) tapped Aquia Nava II LLC, our joint venture with Aquia Inc., to help develop a human-centered model for implementing AI tools. Our shared work helped enable the agency to explore AI-powered solutions that improve VA staff and Veteran experiences.

3 AI-assisted capabilities

developed to help VA
address pain points

NAI adopted a delivery-first, human-centered model to establish the multidisciplinary structure and rigor needed to mature AI-powered use cases from concept through pilot. We worked with NAI to conduct ethnographic research and clinician interviews to map actual workflows, ensuring AI-powered solutions aligned with operational needs. For every use case, we helped NAI develop baseline metrics, hypotheses, and criteria to measure return-on-investment before committing to full pilots.

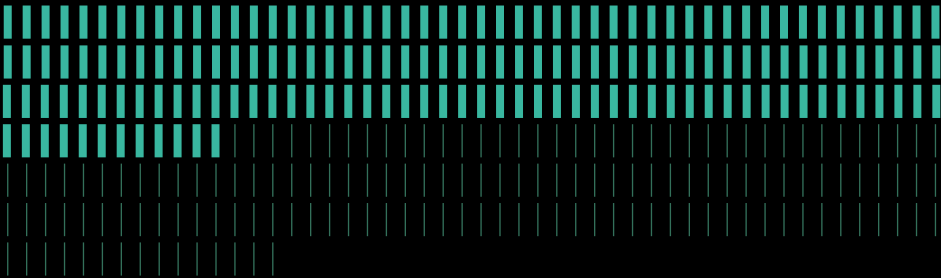
This engagement enabled NAI to establish a repeatable, scalable model for AI-powered delivery and intake. We helped transform high-priority use cases from abstract ideas into structured project discovery with workflows, testing, and evaluation, reducing the risk of deploying AI-powered solutions that clinicians wouldn't adopt or that would fail to deliver measurable value. The rigor and structure demonstrated that VA can responsibly advance AI adoption at scale while maintaining the trustworthiness Veterans and clinicians require. With a proven delivery model in place, NAI can confidently pursue AI-powered initiatives that serve Veterans faster and more reliably.

Accelerating disability benefits for Veterans with AI-powered claim classification

When Veterans apply for disability benefits through VA.gov, they have to describe their medical conditions in their own words. Then, a U.S. Department of Veterans Affairs' (VA) system classifies each condition, determining the claim's next steps. Previously, VA couldn't classify about 25% of conditions because the system required Veterans' descriptions to exactly match predetermined entries. Our joint venture with Aquia Inc. helped VA develop an automated classification system that handles varying Veteran descriptions and evolving medical terminology.

172 days

of working time saved annually for VA staff classifying conditions



↓ resulting in:

100%

of Veteran conditions are now automatically classified on VA.gov

VA's new, hybrid classification system combines the precision of rule-based lookup tables with the flexibility of machine learning. Now, when a Veteran submits a claim, VA's system first checks if the condition matches known terminology in the agency's taxonomy. If not, a machine learning model analyzes the text to predict the appropriate classification.

The system now classifies 100% of conditions upon submission — up from 75% before the expanded classifier went live. That means nearly 20,000 additional conditions are automatically categorized each week with sub-second processing times.

The automation also reduced manual classification work by approximately 80%, saving VA staff an estimated 4,131 hours — or 172 days — of working time annually. This frees them to focus on complex adjudication tasks rather than routine data entry.

For Veterans, faster claim processing means quicker decisions about their benefits. The system handles thousands of claims daily while maintaining accuracy and ensuring expired classification codes aren't assigned to conditions. Overall, this improves data quality throughout VA's downstream systems.

Improving document verification with AI

In July 2025, Congress passed H.R. 1 — a sweeping bill that deeply affects how states deliver public benefits like Medicaid and the Supplemental Nutrition Assistance Program (SNAP), requiring states to reduce the payment error rates and meet expanding work requirements to retain federal funding streams. The state of Maryland brought Nava Labs on to help implement DocumentAI, an AI-powered tool that automates document verification. By automating document verification, DocumentAI gives applicants immediate feedback on their submissions. It also provides agency staff with clean, structured data to work with instead of raw scans.

Your application



Here are your uploaded documents.

You can replace any document or choose to ignore AI feedback and continue. A case manager will still review all documents.

Test User (that's you)

2 documents uploaded

▼ Income (2)

synthetic-public-benefits-income-proof-pay-stub.jpg

✔ Your document is clear and readable.

🗑 [remove synthetic-public-benefits-income-proof-pay-stub.jpg](#)

synthetic-disk-defocus.jpeg

❗ Your document is blurry. Add a clearer photo or file.

🗑 [remove synthetic-disk-defocus.jpeg](#)

▶ Identity (0)

▶ Assets (0)

▶ Expenses (0)

▶ Others (0)

DocumentAI reviews uploaded documents and provides feedback, flagging issues like blurriness, incorrect document type, or missing information. Applicants can choose to fix or ignore the feedback.

10% of new Maryland applicants

are able to use DocumentAI for new benefit applications when uploading income documents

DocumentAI leverages AI-powered technology to rapidly verify income documents like pay stubs or proof of employment letters. Using optical character recognition (OCR), DocumentAI analyzes the file for document type and flags issues for applicants such as blurriness or missing information. Ultimately, this helps eliminate human error, thus preventing wrongful benefit terminations for up to 80,000 affected SNAP beneficiaries and 320,000 Medicaid enrollees in Maryland.³

Over 1,200 people

interacted with DocumentAI during the first two weeks of the pilot, and 46% of those people opted in to use DocumentAI

DocumentAI is built on Strata, Nava's suite of open source tools that gives government agencies everything they need to run a modern service. We designed the solution as a decoupled, configurable service that can be easily integrated across agencies, in alternative policy contexts, or in other states. Instead of building a solution for one state, we're contributing to a national model for improved document verification.

0 bugs or breaks

reported so far during the pilot

The most important aspect of our approach is using AI in concert with human expertise. DocumentAI never makes benefit determinations; rather, it flags potential document errors for applicants to fix in real time. Further, applicants do not have to use DocumentAI; they can decide to accept and correct their upload based on the tool's feedback, ignore the feedback, or opt out of it altogether.

³*H.R. 1 Impact on Marylanders: Supplemental Nutrition Assistance Program (SNAP)*. Maryland Department of Human Services. 2025.

Reducing SNAP payment error rates with AI-powered technology

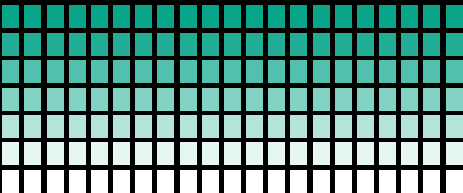
Nava is partnering with the Commonwealth Office of Digital Experience Pennsylvania (CODE PA) and the Commonwealth's Department of Human Services (PA DHS) to help Pennsylvania meet new federal regulations under H.R. 1. The law requires the Supplemental Nutrition Assistance Program (SNAP) to maintain low payment error rates or funding for the program will become a state responsibility. CODE PA and PA DHS implemented Nava's AI-powered document processing tool that analyzes images and documents uploaded by SNAP applicants and recipients to ensure quality and readability.

**Less than 3%
of applicants**

abandoned their document upload



**1 million
documents
reviewed in
seven months**



averaging over 4,600 documents
per day



Intelligent document processing (IDP) uses open source software and AI for quick impact and transparency. PA DHS is using Nava's open source software solution to equip the tool with reusable and flexible software. If there are issues with a document, the user receives real-time feedback and guidance. Improving document processing helps minimize administrative burden for staff and users, and it reduces the risk of incorrect data entry due to blurry or unreadable images, ultimately helping to reduce Pennsylvania's payment error rate.

By supporting users' self-service document upload through AI-powered analysis and enhancement, the Commonwealth can ensure submission integrity while significantly reducing administrative burden for users and staff. The intelligent document processing tool reduces rework, mitigates risk, and accelerates benefit delivery.

Prototyping innovative solutions

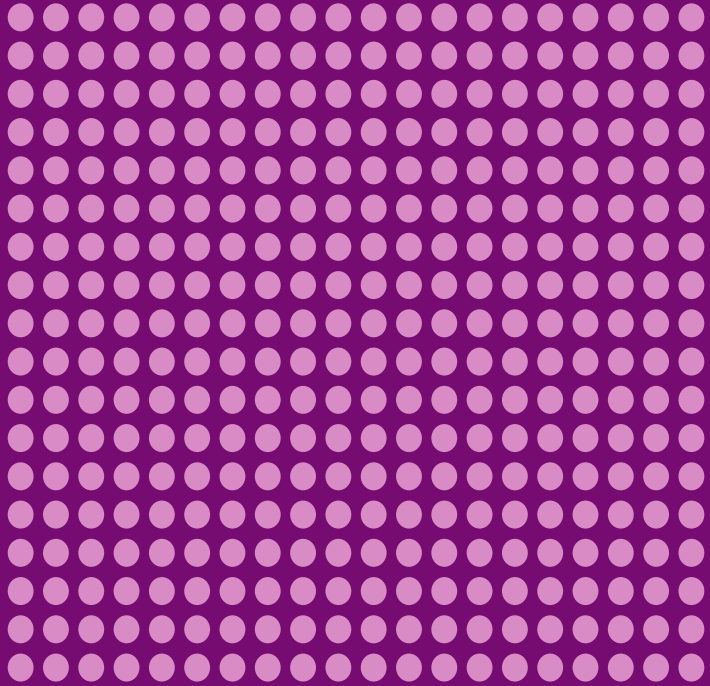
Nava Labs is partnering with local organizations, state agencies, and nonprofits to develop AI-powered solutions that help the caseworkers and staff who help people apply for benefits. By leveraging open source, agencies can reuse, improve, and adapt the technology to their unique needs.

In this section:

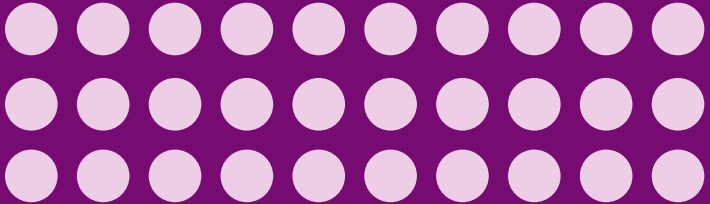
Helping Goodwill case managers connect clients with tailored resource referrals	22–23
Evaluating a GenAI-powered assistive chatbot for caseworkers	24–25
Protecting personal data in AI-powered tools	26–27
Strengthening AI adoption and governance with evaluation	28–29

This year Nava Labs worked with:

**Over 200
caseworkers**



**Over 30 partner
organizations**



**5 pilot
programs**

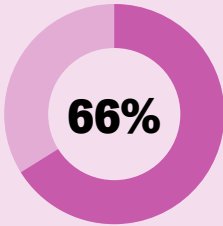


Helping Goodwill case managers connect clients with tailored resource referrals

Goodwill’s employment support programs take a holistic approach to helping people find stable employment. Case managers don’t just match clients with job postings — they provide guidance and referrals to job training programs, financial assistance, food banks, housing programs, legal services, health services, transportation support, and more. Staying on top of this fragmented and ever-evolving landscape of publicly and privately funded resources is both cognitively and psychologically demanding.

Nava Labs partnered with Goodwill to build a GenAI-powered Referral Generator that helps case managers quickly find and share appropriate resources and plan for each client’s situation. Nava Labs piloted the tool with 62 case managers at Goodwill Central Texas and Goodwill Keystone Area in Pennsylvania.

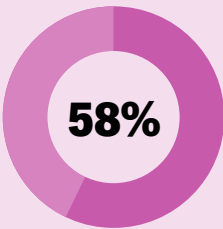




**of surveyed
Goodwill
case managers**

indicated that the tool increased their confidence in identifying appropriate referrals

The Referral Generator combines GenAI with web search and a curated knowledge base. For resources outside Goodwill, the tool combines a human-curated knowledge base with a constrained live web search to check local, fast-changing resources. Case managers review the referral results before sharing with their clients. For internal programs managed by Goodwill, the team maintains a set of structured documents like the class schedules, program descriptions, and job postings that the tool references alongside web results. This hybrid approach gives the tool context specific to Goodwill that general-purpose chatbots lack.



**of surveyed
Goodwill
case managers**

indicated the tool decreased time spent on finding referrals

Before this tool, case managers relied on a patchwork of methods to find and share these resources, each with substantial limitations. Now, a case manager can enter their client's needs — say, medical assistant training, interview clothes, and diapers — along with a location. The tool then searches across Goodwill's internal programs, government resources, and community organizations to generate a list of relevant resources. Once a case manager identifies the most relevant resources, they can use the tool to generate action plans, or step-by-step guides, that provide clients with specific next steps for accessing each resource. With the Referral Generator, case managers receive two key outputs — a tailored list of resources and an action plan — to better assist clients and support their needs.

Evaluating a GenAI-powered assistive chatbot for caseworkers

Nava Labs developed, piloted, and evaluated an AI-powered chatbot designed to help caseworkers more effectively assist clients in finding and enrolling in public benefit programs. This first-of-its-kind study addresses how to narrow the gap of over \$227 billion in annual unclaimed benefits by improving caseworker capabilities with generative AI (GenAI) technology. Nava Labs sought to reduce administrative burden for caseworkers and support service delivery to clients. The chatbot was designed to make it easier for caseworkers to find accurate, timely, and citable answers to questions about health and human services program eligibility and enrollment to discuss with their clients in real time.

**44%
improvement**



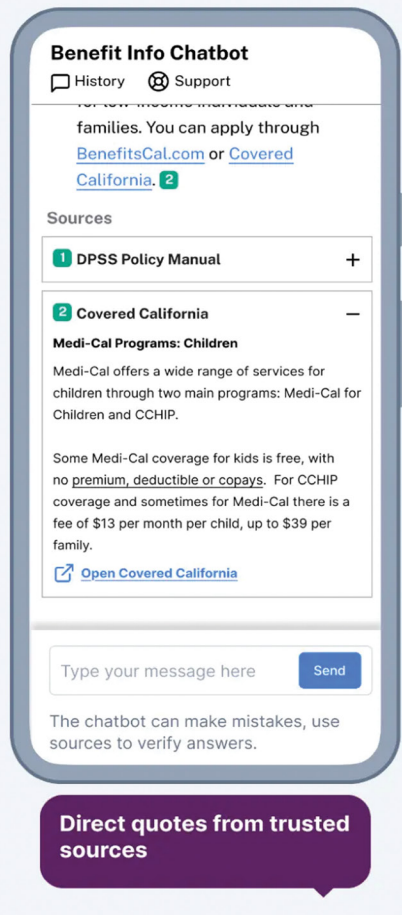
in caseworker accuracy when answering CalFresh (SNAP) questions with chatbot assistance
(as compared to receiving no chatbot assistance)

**54%
improvement**



in readability⁴ of policy guidance
(as compared to original text from the Los Angeles County Department of Public Social Services policy manual)

⁴Based on the Flesch Reading Ease score.



The assistive chatbot gives direct quote citations from trusted sources.

The assistive chatbot explained

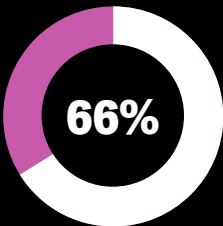
program rules in plain language, used retrieval-augmented generation (RAG) to pull information from pre-vetted sources, provided direct citations, supported multilingual translation, and reduced hallucinations through careful guardrails. Nava Labs built the technology to adapt to different settings and integrate with a range of different workflows through an application programming interface (API).

The team completed several rounds of prototyping and testing with caseworker advisors in real-world scenarios to prepare the assistive chatbot for the pilot with nonprofits. Rigorous testing ensures the assistive chatbot is ready to use in real-world settings and can collect data on usage and impact.

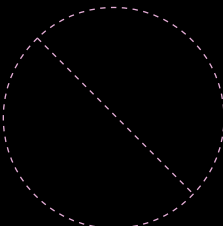
Finally, the team used a mixed-methods approach and implementation science framework to evaluate factors influencing chatbot adoption during a 14-week real-world pilot in Los Angeles County. This evaluation also included a large-scale randomized experiment with 125 caseworkers conducted in partnership with Georgetown University's Better Government Lab and Cornell University with funding from the National Science Foundation.

Protecting personal data in AI-powered tools

Nava Labs developed an AI-powered tool to help caseworkers fill out benefit applications on behalf of the families they serve. The Form-Filling Assistant is an open source tool and was built in partnership with the Riverside County Children and Families Commission and Amplifi, with evaluation supported by Georgetown’s Better Government Lab. Because this work involves sensitive and personal information security and privacy protections are paramount. When developing the tool, Nava Labs built security into every layer of the system from the model that processes the data to the interface caseworkers use to review the form before submitting.



66%
of caseworkers reported they trust the Form-Filling Assistant most of the time or all of the time



Zero privacy or security incidents during the six-month pilot



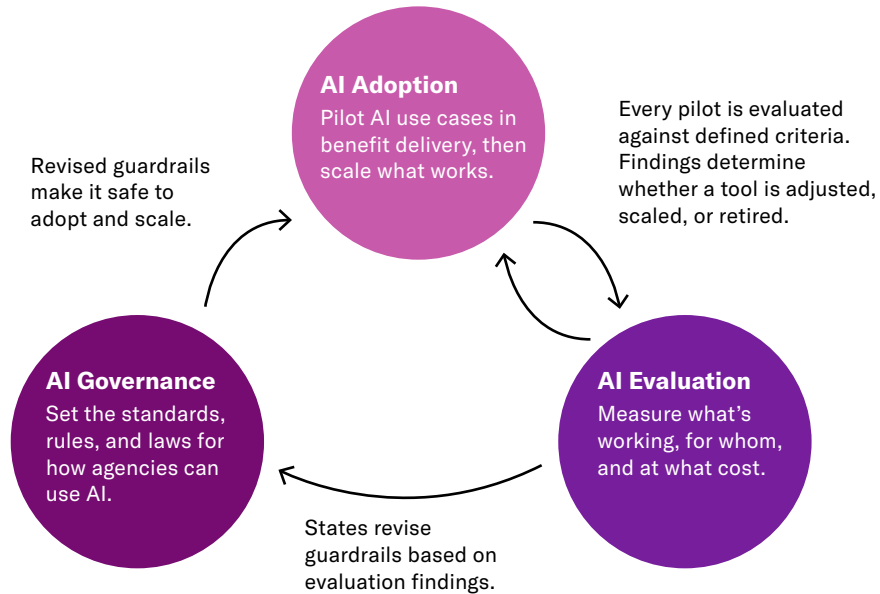
While developing the tool, Nava Labs heard from caseworkers that clients would trust the tool with their personal data because they trust their caseworker's recommendations. That trust is why families agree to try the tool at all, underscoring the importance of protecting their data.

Some of the security came from the providers used to build the tool: Claude processes client data without storing it or training on it, Google Cloud Gemini Enterprise hosts the tool without routing data to outside servers, Kernel runs each session in its own isolated browser environment, and Google Cloud's FedRAMP High infrastructure holds the application to the federal government's standard for sensitive data. Each provider also has its own certifications and audits.

Nava Labs also added their own layers of security like system prompt instructions that prevent the tool from submitting an application, an interface design that lets the caseworker take control, and a review card that traces every field back to its source. This combination of both external certifications and internal guardrails provides caseworkers with the assurance that their clients' data is protected.

Strengthening AI adoption and governance with evaluation

The feedback loop for AI adoption in public benefit administration



Nava Labs researches and tracks AI adoption and policy in the public benefit space, including where state governments stand today and what “good” adoption might look like. We’re seeing a pattern where AI adoption is outpacing the two things that should be keeping it accountable: evaluation and governance. We think good practice looks like a feedback loop, where governance feeds adoption, which feeds evaluation, which feeds back to governance and adoption.

As we’ve tested this hypothesis, we’ve identified three major gaps in states’ current practices and crafted recommendations for how to address them.

First, states evaluate AI-powered tools for technical performance, not program outcomes: *Did it reduce the SNAP payment error rate? Did it decrease churn among participants subject to work requirements? Did it reduce denials for failure to return verifications?* These are the kinds of questions state agency leaders need to answer, but can have a hard time getting data for. At minimum, all AI-powered tools deployed in public assistance programs should be able to answer the following: *Does it reduce caseworker burden? Does it improve client access? Does it cause unintended harm?*

Second, what one agency learns rarely reaches the next. User research and evaluation findings often stay with the implementing vendor or agency, so agencies duplicate work and deployments don't build on each other. Around 14 states publish, or are required to publish, inventories for either high-risk or all AI use cases within government agencies. That's a good start, but the approval process should also be clear, simple, and time-bound in a way that encourages agencies to disclose their use cases. Additionally, agencies' inventories should capture evaluation results and lessons learned.

Third, almost no state with a written AI policy has a process for revising it. AI technology is changing rapidly and what once made sense when it was published may not hold up against the capabilities of newer models or agentic AI. States should revisit their AI governance regularly, especially early in a state's experimentation with AI.

Modernizing the backbone of key systems

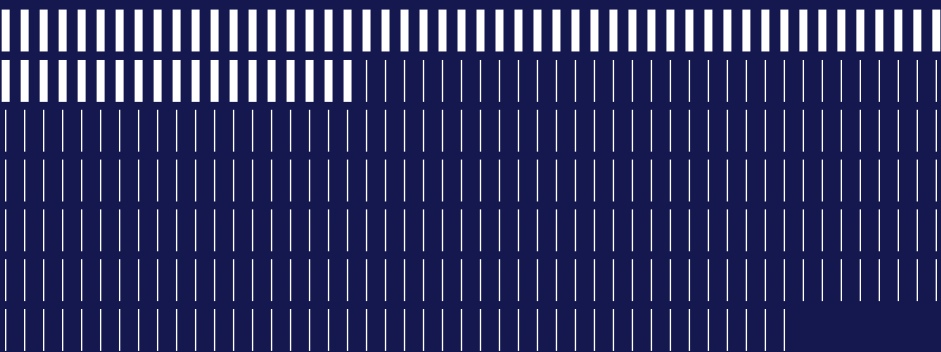
Public service systems shouldn't be relying on decades-old infrastructure. We're committed to helping government shift off legacy systems onto modern, resilient, and adaptable systems that government can fully own.

In this section:

Testing AI-powered tools for mainframe modernization	32–33
Improving how CMS monitors Medicare application performance	34–35
Expanding login options for Medicare.gov	36–37

By the numbers:

69 million people enrolled in Medicare⁵



in unemployment insurance benefits
paid by New Jersey in fiscal year 2025⁶

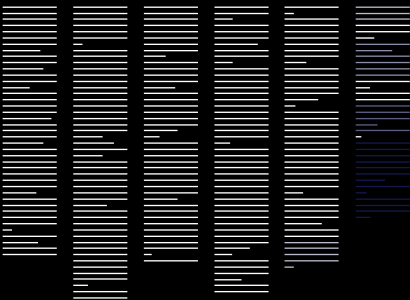
⁵ CMS Fast Facts April 2026 Version CMS Program Data-Populations. Centers for Medicare & Medicaid Services. April 2026.

⁶ Statistical Section. New Jersey Fiscal Year 2025 Financial Report. NJ Office of Management and Budget Financial Reporting. 2025.

Testing AI-powered tools for mainframe modernization

Since 2022, Nava has partnered with the New Jersey Department of Labor & Workforce Development (NJDOL) to build a modern, flexible, and resilient end-to-end unemployment insurance (UI) system. We're helping NJDOL replace its legacy mainframe with a modern, cloud-based system to improve systemwide performance, reliability, and observability. Initial technical discovery requires interviews with subject matter experts and manual code reviews to confirm the current system's functions. We're working with NJDOL to evaluate whether AI-powered tools can streamline this process.

1.1 million lines of code



analyzed in two weeks

30% reduction



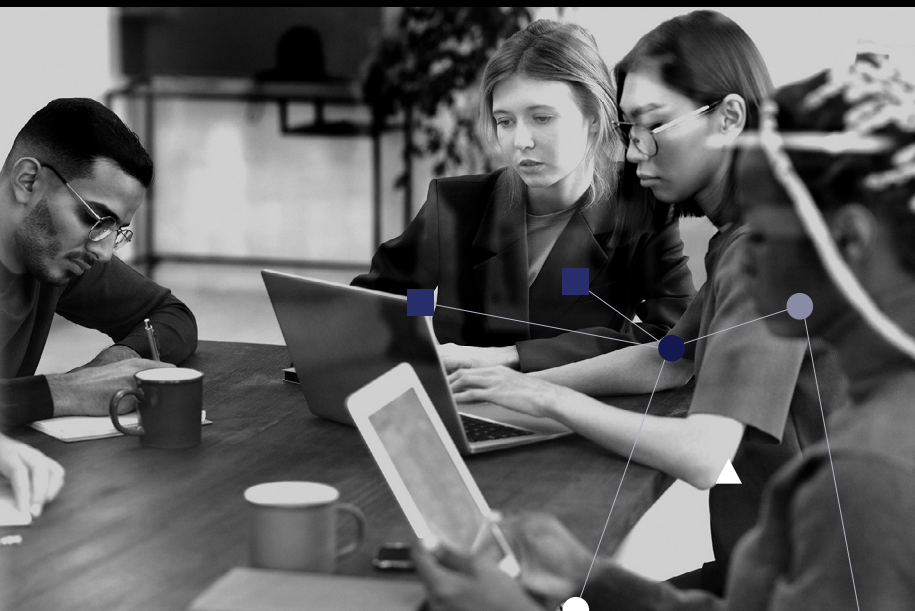
in time needed to understand legacy code

We helped NJDOL conduct a two-week pilot to evaluate how Amazon Web Services' Transform, an agentic service, could speed up the process of technical discovery for four code modules. We developed a methodology for evaluating the tool, measuring how long engineers and subject matter experts took to understand a module and comparing it to time spent on the manual process.

After the pilot, the team had plain-language summaries for each code module that included important pieces of business logic. Reviewers can access this information without having to return to the raw code, an important aspect of helping reduce time spent on technical discovery. Transform also produced maps to show the relationships between programs and data, illustrating how the modules rely on each other to function. Finally, NJDOL used Transform's analysis to derive test cases with the new code. Overall, using Transform reduced the time software engineers and reviewers needed to understand the modules by an average of 30%.

Most importantly, Transform provided a more comprehensive understanding of the legacy system by identifying code dependencies, business rules, and integration points. This foundation helps NJDOL accelerate the process of analyzing and documenting the legacy codebase and designing the replacement solution.

Improving how CMS monitors Medicare application performance



The Centers for Medicare & Medicaid Services (CMS) payment systems support dozens of applications and the organizations that build and support these applications. It's crucial for these Application Development Organizations (ADOs) to have real-time visibility into system health, performance, and reliability. That's why CMS tasked our team with assisting in a migration to Datadog — a platform that offers in-depth system monitoring.

52 applications

across 7 ADOs
successfully migrated
to Datadog

In just one month, Nava helped the majority of CMS's seven ADOs migrate to Datadog, with full completion shortly thereafter. This also required migrating 52 applications from across the payments ecosystem. Throughout the transition, we helped CMS continuously operate real-time claims processing systems with zero downtime.

Over \$1 trillion

in claims processed
by Medicare's
payment systems in
2024⁷

To make the transition to Datadog as easy as possible for ADOs, we helped CMS design a scalable, zero-risk approach that allowed ADOs to plug right into Datadog. Specifically, we developed a “sidecar” monitoring solution that worked alongside CMS's existing infrastructure. We also provided ADOs with robust documentation, guidance, and support.

With Datadog in place, CMS will enjoy more cost savings and enhanced visibility into system performance. The tool enables CMS to trace data throughout its systems, which can help surface latencies and bottlenecks. CMS will also receive real-time alerting and incident management. And finally, Datadog provides CMS with unified dashboards across applications and infrastructure.



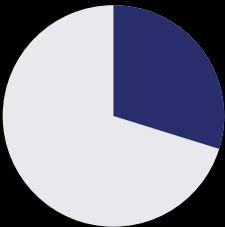
⁷ NHE fact sheet. Centers for Medicare & Medicaid Services. June 2026.

Expanding login options for Medicare.gov

Nava is partnering with the Centers for Medicare & Medicaid Services (CMS) Office of Communications to integrate credential service providers with Medicare.gov to improve security and data integration. A CSP is a digital identity management service that issues electronic ID credentials and helps the agency confirm a person's identity using strict security standards. Adding CSPs as a way to log in to or create an account helps CMS improve identity verification and enhance security, leveraging commonly used commercial sources for identity verification and reducing the number of accounts a person needs to access their health care.

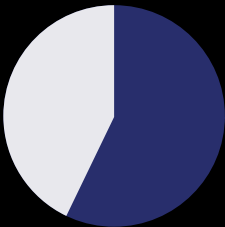
16,000 people

logged in to Medicare.gov with a CSP within the first 24 hours after launching



**Over
2.3
million
people**

successfully
logged in via CSP,
nearly 30% of the
total logins



274,000

successful account
creations via CSP,
over 57% of total
new accounts

Building on the Login.gov integration work we completed in late 2025, we partnered with CMS to expand the scope and integrate three CSPs: Login.gov, ID.me, and CLEAR. We helped CMS make extensive updates to their database and codebase to help prepare the system for the integration. We also supported CMS with drafting and documenting a security impact analysis for any changes related to the integration. After the CSPs were integrated, we worked with CMS to conduct a series of quality control tests to help ensure system functionality and reliability. Finally, we supported CMS with cross-vendor coordination which included regular touchpoints and transparent communication with all stakeholders and vendor teams.

Enabling beneficiaries to use CSPs to log in or create a Medicare account strengthens security across the login experience, supporting CMS's goal to improve its Health Technology Ecosystem and promoting safer, more secure data sharing between providers, beneficiaries, and health care organizations. Additionally, the integration allows beneficiaries to easily create their account with their existing personal information, reducing administrative burden for beneficiaries and improving interoperability among government services.

Raising the delivery bar across the ecosystem

Building a healthier civic technology industry starts with helping agencies provide services that actually meet the needs of the people they serve. By focusing on people and agency control, we're proving that human-centered delivery is possible at different scales, contexts, and urgencies.

In this section:

Helping Minnesota build an end-to-end paid leave program

40–41

Integrating a human-centered search feature for Grants.gov

42–43

By the numbers:

**Over 3
million
people**

are in Minnesota's
workforce and eligible
for paid leave⁸

**\$500 billion awarded
annually across
federal grant-making
agencies through
Grants.gov⁹**

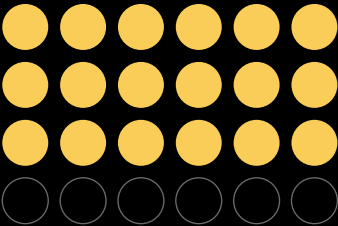
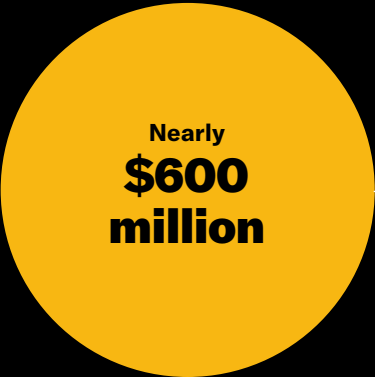
⁸ *Minnesota Economy at a Glance*. U.S. Bureau of Labor Statistics. 2026.

⁹ *About Grants.gov*. Grants.gov. 2023.

Helping Minnesota build an end-to-end paid leave program

In December 2025, Minnesota launched its paid leave program, which gives workers time off to care for themselves or others. Building the program was no small feat; in just 18 months, the Minnesota Department of Employment and Economic Development and Minnesota IT Services built critical technological infrastructure and brand-new program administration to support employers, applicants, and state agency staff. By leveraging our deep expertise and building trust with our government partners, we helped Minnesota launch its program on time and under budget.

18 months to build enabling technology for Paid Leave program launch



paid out to 75,000 applicants in the first six months of operation¹⁰

Minnesota was able to launch such an ambitious new government program because their team valued drawing on best practices from both the tech industry and other state programs, like creative solutions and working iteratively. Launching incrementally, starting with the program's most impactful components, enabled Minnesota to de-risk a "big bang" launch and engage real users along the way, including employers, health care providers, and future applicants.

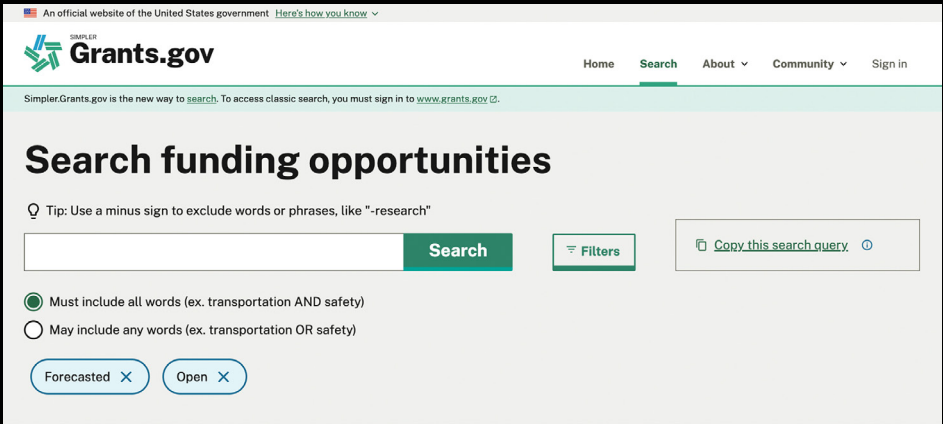
Strata, Nava's suite of open source tools to jumpstart projects like a paid leave program build, was a big component of our approach. Strata offers out-of-the-box infrastructure templates, which enabled Minnesota to save months of time establishing a path to production within the state's own secure environment.

Together, these methodologies enabled Minnesota to rapidly release new code to production and easily grant access to pilot users and early adopters. In just 18 months, the state was able to deliver a fully functional paid leave program that included employer and applicant accounts, a contact center, staff work tools, a single sign-on service for applicants, and integrations with external systems. Minnesota now offers one of the most utilized paid leave programs in the entire country.

¹⁰ *Paid Leave premium rate unchanged for 2027.*
Minnesota Paid Leave. July 31, 2026.

Integrating a human-centered search feature for Grants.gov

The U.S. Department of Health and Human Services (HHS) manages Grants.gov, a federal service that connects grant seekers with more than \$500 billion in public funding each year. With the goal of making Grants.gov the simplest and most effective way to find and apply for financial assistance, HHS tapped Nava to help scale the program’s modernization efforts. Most recently, we helped HHS integrate Simpler Search, a human-centered search experience, as the default search option for Grants.gov while maintaining the legacy option.



The Simpler Search experience is the default option for grant seekers using Grants.gov who are not logged into Grants.gov.

**Over
70%**

of search traffic from
Grants.gov now goes
through Simpler
Search

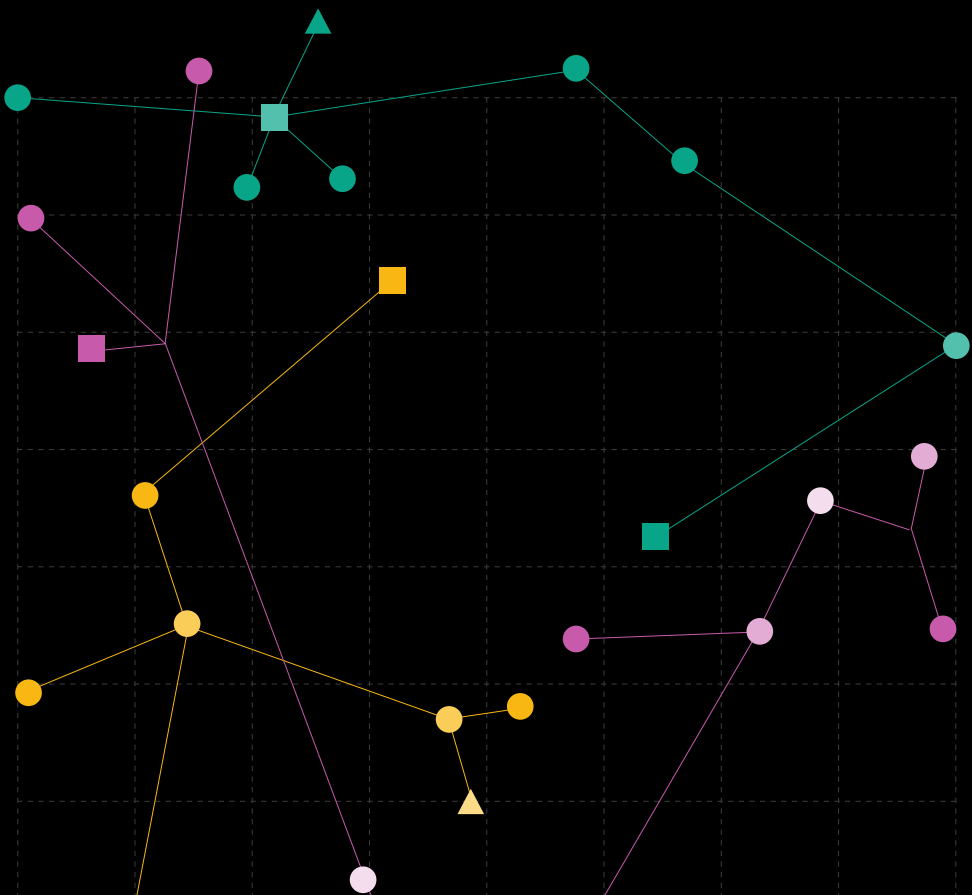
**600%
increase**

in people using
Simpler Search a
year after launch

Simpler Search is a feature that enables grant seekers to search for and save grant opportunity listings. Grant seekers can also save searches, create lists of their saved opportunities, and subscribe to email alerts for saved searches.

Simpler Search was built with grant seekers, not just for them. In early 2025, HHS convened a Co-Design Group, a recurring cohort of grant seekers with lived experience of the federal grant application process. At the same time, HHS leveraged an iterative delivery model, known as agile methodology, which includes delivering small, testable pieces of software every two weeks. This process enabled HHS to gather user feedback along the way to help inform the final product in real time, rather than at the end.

When Simpler Search became the default experience, it redirected more than 50% of all search traffic through Simpler Search, proving the feature could handle the increased traffic and grant seekers would not experience any system performance problems. That share has since grown to more than 70% of traffic. With the option to use Simpler Search or the legacy search function, HHS is able to gradually shift grant seekers to the new feature without a gap in service and while also seeking feedback to make improvements.

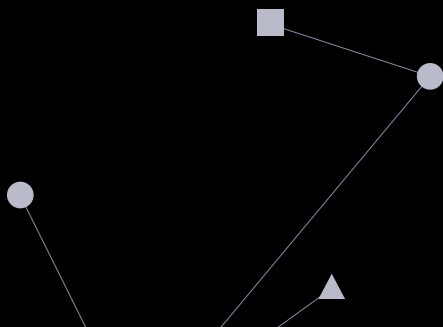


Conclusion

We're committed to helping government services, programs, and agencies work better for the people they're meant to serve. Federal, state, and local government agencies across the country have trusted Nava to modernize critical public services over the last decade.

This past year, we helped launch one of the most-used paid leave programs, we supported states adjusting to new federal work requirements for public benefits, we drove advancements in using AI to assist caseworkers, and much more. Throughout all of the work outlined in this report, we combined our deep technology and domain expertise to help government agencies improve how people access essential services, reduce administrative burden, and build systems that are flexible to constant improvement.

The milestones we achieved this year were possible because we understand that effective government services aren't something we can build overnight or by ourselves. Each part of the community has a role to play and expertise to bring to the table.

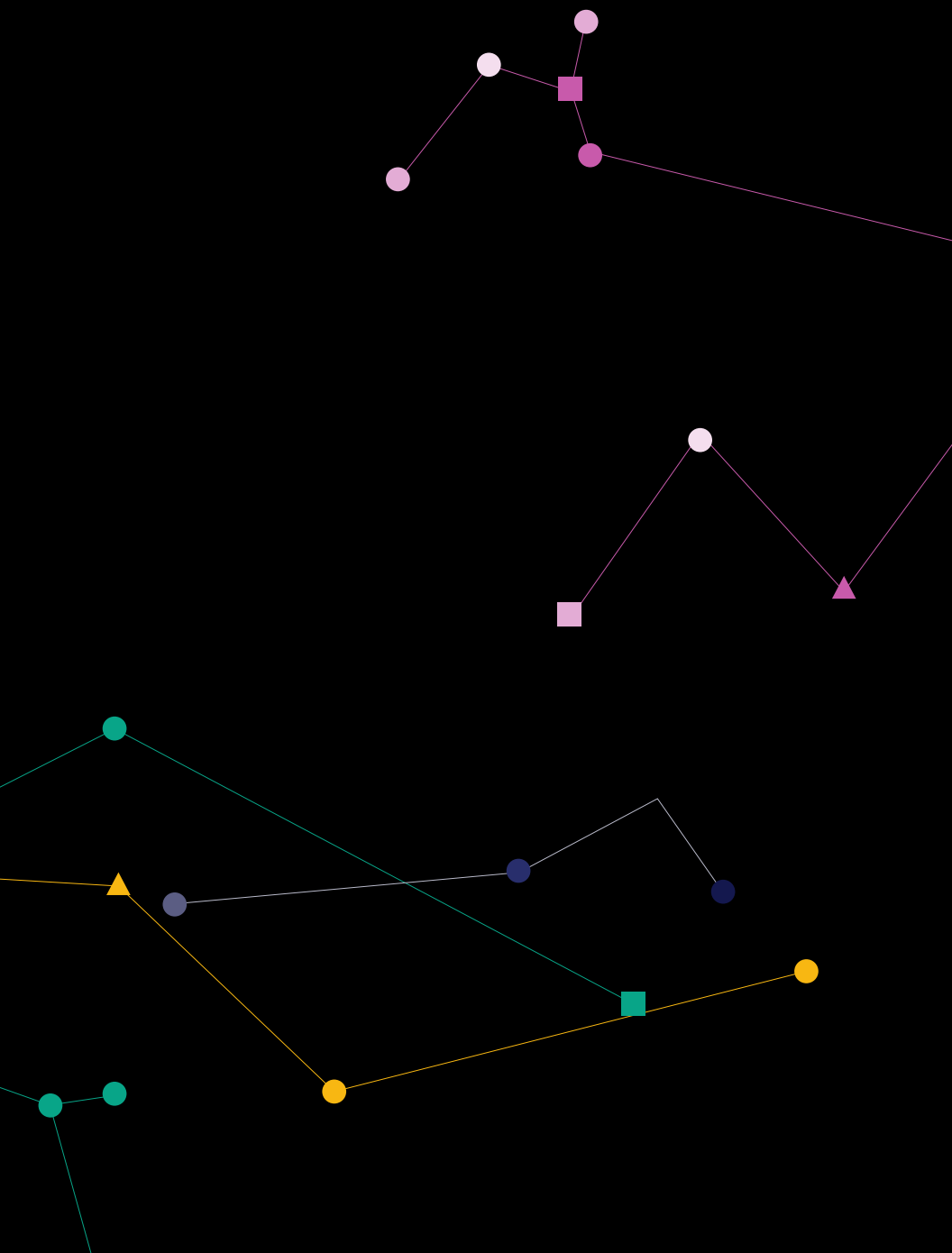


Join the team

We're always looking for mission-aligned people who believe in building adaptable and durable government services.

If you're interested in joining our organization, visit navapbc.com/careers.







**Nava
Public Benefit
Corporation**

601 13th St NW, Floor 12
Washington, DC 20005

Phone

240-487-9945

Email

hello@navapbc.com

Web

navapbc.com

Nava is a public benefit corporation on a mission to make government services work better for the people they're meant to serve.

**Scan to explore
the digital version
of this report.**

