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Kimberly Glenn Receives Jerry W. Friedman Excellence in Leadership Award

California technology leader recognized for innovative leadership and commitment to strengthening human services through technology

SPOKANE, WA — September 28, 2026: The American Public Human Services Association (APHSA) is pleased to recognize **Kimberly Glenn**, Assistant Deputy Director and CWS-CARES Project Director at the California Office of Technology and System Integration (OTSI), as the 2026 recipient of the **Jerry W. Friedman Excellence in Leadership – Public Sector Award**.

The award was presented during APHSA's [IT Solutions Management for Human Services \(ISM\) Education Conference & Expo 2026](#), taking place September 27–30 in Spokane, WA. The Jerry W. Friedman Excellence in Leadership – Public Sector Award recognizes public sector leaders who demonstrate a clear understanding of the fundamental role technology can play in the efficient and effective operation of human services, along with innovative leadership that stands out among their peers.

In her leadership of the CWS-CARES project, Glenn has helped advance a shared vision for how modern technology can strengthen California's child welfare system. Working within a complex environment of procurement requirements, deadlines, technology partners, state and county stakeholders, and end users, Glenn has built a culture centered on collaboration and a shared commitment to the people the system ultimately serves.

Her leadership is marked not only by a vision for what technology can make possible, but by an ability to bring people together to turn that vision into reality. Glenn approaches feedback from colleagues, partners, and county end users as an essential part of the process, ensuring that the people closest to the work have a voice in shaping large-scale technology transformation.

That people-centered approach reflects the legacy of the award's namesake, Jerry W. Friedman, who served as Executive Director of APHSA from 2001 to 2010 following decades of leadership in human services. Friedman was deeply engaged at the intersection of human services and technology and played a significant role in both the Human Services IT Advisory Group (HSITAG) and the ISM Conference. Throughout his career, he emphasized the critical role of frontline agency staff and inspired others to recognize the people whose work makes human services systems effective.

Abby Darah, Senior Manager at Accenture, who nominated Glenn for the award, said, "Kimberly doesn't just manage a project; she cultivates a shared mission and inspires others to do so. Her grace

under pressure and unwavering respect for everyone from her peers to county end users have deeply influenced how I view large-scale change management. She possesses a rare, visionary understanding of how modern cloud technology can strengthen human services and the leadership to translate that vision into a statewide reality.”

Through her leadership, Glenn carries forward the spirit of the Jerry W. Friedman Award: harnessing the possibilities of technology while keeping people at the center of transformation.

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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, APHSA works with its members to generate pragmatic solutions grounded in lived experience. For more information, visit aphsa.org.

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