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**APHSA Honors Nathan Singer of the Oregon Department of Human Services with Jerry W. Friedman Excellence in Leadership Award**

**Arlington, VA:** IT Solutions Management for Human Services (ISM), an affinity group of the American Public Human Services Association (APHSA), honors **Nathan Singer**, Eligibility Partnership Director at the Oregon Department of Human Services, with the *Jerry W. Friedman Excellence in Leadership (Government)* award. The award recognizes a clear understanding of the fundamental role that information technology can play in efficient and effective operation across human services by demonstrating innovative leadership that stands out amongst peers.

This award was created in honor of Jerry W. Friedman, who served as Executive Director of APHSA from 2001 to 2010 following decades of various leadership roles in human services. He had a long and influential career in human services, with significant roles in both the public and private sectors. Friedman was highly involved in 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. He never forgot the critical role that frontline agency workers play, and inspired others to recognize these often-unseen heroes. His legacy in building a better and more effective human services system is a secure commitment to bettering the lives of both administrators and those they serve.

Award recipient **Nathan Singer** has transformed operations within Oregon by streamlining and integrating systems into a single, cohesive organizational structure. His leadership has extended across state boundaries, partnering with states such as Washington and California, and contributing in national workgroups to solve shared challenges.

These efforts have produced measurable outcomes. Oregon's SNAP timeliness increased from 77 percent to more than 90 percent, while the state's error rate decreased by nearly 45 percent—a remarkable achievement noted in a recent West Coast meeting with the U.S. Food and Nutrition Service (FNS). His work was also instrumental in Oregon's successful implementation of the Basic Health Program and one of the nation's most effective Medicaid unwinding efforts, post-COVID.

Nathan's emphasis on data-driven decision making has empowered both internal teams and external partners. He has established operational committees that include not only staff, but also actual program consumers, ensuring policy and system direction is grounded in real-world needs. He also provided critical support and data to Oregon's counties and other states, enabling informed decisions that saved time, improved service, and prevented unnecessary costs.

“Nathan has consistently exemplified innovation, collaboration, and excellence in leadership over the course of nearly 15 years in health and human services IT. His leadership spans far beyond state lines—he has actively participated in, and often led, cross-state initiatives that have significantly improved systems and outcomes nationwide. Nathan’s leadership is not only effective—it’s transformative,” shared Michael Reitman, Los Angeles County Infrastructure Developer.

Erika Mooney, Statewide Eligibility Design and Delivery Manager at the Oregon Department of Human Services also shared, “Nate is one of those people that everyone wants to work for.... He not only cares for the people of Oregon that we serve, but also for the workers doing the work, and all of the teams that support eligibility for Oregon’s human services programs. Nate leads by example of creating an innovative and inclusive culture... Not only does Nate take the time to read every single email he gets from staff, but he takes their ideas and he looks into how they can be incorporated into the work, whether that means better training and communications for staff, or larger system changes.”

*The Jerry W. Friedman Excellence in Leadership award was presented during this year’s [IT Solutions Management for Human Services \(ISM\) Education Conference & Expo](#), held September 14–17 in Reno, Nevada.*

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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. Visit [www.aphsa.org](http://www.aphsa.org) to learn more.

