

**FOR IMMEDIATE RELEASE**  
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**APHSA Honors Scott Workman, Deloitte's National Eligibility and Enrollment Market Leader,  
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 **Scott Workman, Deloitte's former National Eligibility and Enrollment Market Leader**, with the *Jerry W. Friedman Excellence in Leadership (Non-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. Jerry was also someone who never met a stranger and always had a kind and personal word for everyone he knew.

In his role as Deloitte's National Eligibility and Enrollment (E&E) Market Leader since October 2021, now retired, **Scott Workman** demonstrated exceptional leadership by fostering collaboration across E&E partners, state teams, and Deloitte teams. He has promoted the sharing of lessons learned and best practices, significantly enhancing the collective capacity and capabilities of these groups. Scott's keen eye for technology trends has driven innovations that improve E&E usability for clients and caseworkers, boosting efficiency and effectiveness. His proactive engagement with federal partners, including the Centers for Medicare & Medicaid Services (CMS), Food and Nutrition Service (FNS), and Administration for Children and Families (ACF), has ensured alignment with state and federal aspirations, while his strategic planning support has aligned state human services visions with IT opportunities and operational optimizations.

As Engagement Lead for the New HEIGHTS Integrated Eligibility Project starting October 2006, Scott guided and helped transform service delivery for the New Hampshire Department of Health and Human Services (DHHS). He has managed the full scope of E&E maintenance and operations,

ensuring seamless support for programs like SNAP, TANF, and Medicaid. Scott's strategic partnerships with DHHS leadership have fostered a collaborative environment, while his contributions to business process optimization have improved caseworker efficiency and client connectivity through innovative solutions like the NH EASY self-service platform. His promotion of a culture of continual improvement and enterprise service utilization has driven innovation across DHHS divisions, and his support extends beyond IT delivery to include cost allocation, grant writing, and unique projects such as the DHHS hospital breach and opioid initiatives.

Scott's profound understanding and appreciation of the challenges frontline staff face, and the obstacles citizens encounter on their path long-term success. This empathy drives Scott to push both himself and his teams to optimize resources and deliver solutions that truly make a difference. His efforts have not only resulted in numerous national firsts and precedent-setting innovations but also highlight his unwavering dedication to advancing the human services sector. His adaptive leadership, combined with his expertise in system design and product development, has led to significant and lasting contributions across local, state, and national human services systems. His work consistently enhances integrated service delivery systems, setting a standard that inspires others to lead boldly and innovatively within the sector.

Scott Workman's significant contributions and steadfast commitment to improving human services programs make him a highly deserving candidate for this prestigious award. His leadership and dedication have not only advanced the human services sector but also inspired everyone he interacts with to lead with vision and commitment. He is not only a remarkable leader in the human services sector but also a source of inspiration to all who know him.

Upon being told he was receiving this award, Scott shared, "I care deeply about the work of APHSA and the community we support together. It is an honor to be recognized by a group of people dedicated to serving those in need. I can share with certainty that our mission makes a difference after spending significant time in hospital settings and on forums where those in palliative care struggle to gain access to health care while keeping a roof over their head, food on the table, child care for the kids, and in some cases foster care for children when palliative care fails and there is no one else to raise their children."

*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.

