



2024

**Service to the Citizen<sup>®</sup>**

**AWARDS**

*September 13, 2024*

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*Honoring dedicated public servants and industry partners who  
transform government services to improve the lives of  
Americans.*

*#STTCawards*

# Congratulations to the 2024 Service to the Citizen Award Winners!

We applaud your well-deserved recognition for excellence in the delivery of services that boosts trust in the government and positively impact lives.

Maximus is proud to work with these leaders and support agencies in delivering mission-focused solutions that transform the citizen experience.

# maximus

[maximus.com/federal](https://maximus.com/federal)



Welcome to the 7th Annual Service to the Citizen Awards!

Tonight we gather to honor this year's distinguished recipients of the Service to the Citizen Awards. These award winners are being recognized for their dedication and commitment to improving the services they deliver to their customers and the Federal workforce. Collaboration between Government agencies and their industry partners is driven by a shared commitment to improve the lives of Americans and improve the efficiency and effectiveness of government operations. These award winners demonstrate the government's overall maturity and focus on service delivery. We are proudly recognizing over 600 individuals and teams from an array of civilian and defense agencies as well as state and local governments.

Through collaboration, innovation, the use of emerging technologies, data and people-focused approaches, agencies are making great strides in improving digital experiences but not digital only. The public depends on these services every day and vulnerable times in their lives. These award winners represent improvements in healthcare, benefit and tax administration, law enforcement, and more. The services serve the public, veterans, students, taxpayers, travelers, and beneficiaries.

Thank you for your continued hard work and dedication to transforming the government services delivered to customers and the Federal workforce. These improve the trust the public has in our government. Congratulations on these amazing accomplishments!

A handwritten signature in dark ink that reads "Martha Ann Dorris".

**Martha Dorris**  
Founder, Service to the Citizen Awards

carahsoft®

# *Congratulations* to the 2024 Service to the Citizen Awards winners!

Carahsoft is honored to support agencies in serving with a people-first approach. Our industry-leading technology solutions empower governments to:

- Meet citizens where they are
- Enhance accessibility
- Improve digital experiences
- Modernize websites
- Strengthen connections
- Build trust
- Anticipate future needs
- Serve with impact

Trusted software and services from providers are available through Carahsoft and our reseller and implementation partners via our Public Sector contracts, including GSA, SEWP, NASPO, ITES-SW2, E&I, and many others.

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[carah.io/CX-engagement](https://carah.io/CX-engagement)  
[CX@carahsoft.com](mailto:CX@carahsoft.com) • (888) 662-2724





# Welcome to the 7th annual Service to the Citizen® Awards: Champions of Change Awards Program!

**Welcome:** Martha Dorris, Public Service Leadership Academy

**National Anthem**

**Opening Keynote**

**Opening Remarks**

**Dinner**

**Presentation of Awards**

Government Executive of the Year

Industry Executive of the Year

Government Customer Experience Trailblazer

Lifetime Achievement Award

**Closing Keynote**

## 2024 Selection Committee

**Alan Balutis**

Managing Partner, APB Ltd.

**Mariela Cardona**

Principal, Mariela M. Cardona, LLC.

**Mary Davie**

President, Mary Davie Consulting, LLC.

**Martha Dorris**

Founder of PSLA

**Greg Giddens**

Partner, Potomac Ridge Consulting, LLC.

**MaryAnn Monroe**

Vice President, Maximus Federal

**Stacy Vasquez**

Managing Partner, APB Ltd.

**Jim Williams**

Partner at Schambach & Williams Consulting, LLC.

# Government Executive of the Year



## Kenneth C. Corbin

Commissioner

Taxpayer Services

Internal Revenue Service

U.S. Department of the Treasury

Kenneth C. Corbin is the 2024 Government Executive of the Year for his exceptional leadership and contributions to the IRS. With a career spanning nearly four decades, Ken has significantly transformed the IRS's approach to taxpayer service and digital excellence.

Beginning his career in 1986 at the IRS Atlanta Service Center, Ken rose through various roles to become Commissioner of the Wage and Investment Division in 2017. He oversees a massive operation with 37,000 employees across the US and Puerto Rico, managing taxpayer assistance centers, call centers, and online services. In 2021, Ken was appointed as the IRS's first Chief Taxpayer Experience Officer, focusing on enhancing taxpayer interactions and service delivery.

Under Ken's leadership, numerous innovations have been implemented to improve taxpayer service:

- Enhanced content and search capabilities on IRS.gov
- Introduction of the "Where's My Refund" tool and document upload capabilities
- Development of online taxpayer accounts and voice/chat bots for faster service
- Launch of a direct filing program and electronic form submissions to expedite processing
- Implementation of a callback feature to reduce hold times for taxpayers
- These efforts have yielded substantial benefits for the public:
- In 2023, the IRS processed 150 million tax returns electronically and issued \$335 billion in refunds.
- IRS.gov received 871 million visits with 3.7 billion page views.
- Average speed to answer phone calls improved to 13 minutes, down from 29 minutes the previous year, with an 87% service level.

Ken's initiatives have also significantly increased taxpayer trust in the IRS, with approval rising from 70% to 84% among those who interacted with IRS Assistors. His commitment to inclusivity is evident through efforts to support disabled and underserved communities, offering services in multiple languages and enhancing accessibility features on IRS platforms.

In summary, Kenneth Corbin's leadership has not only streamlined IRS operations but has also set a new standard for customer service and digital transformation within government agencies. His vision and dedication have revolutionized the taxpayer experience, making IRS services more efficient, accessible, and user-friendly for millions of Americans

# Industry Executive of the Year



## Lee Becker

Senior Vice President and Executive Advisor

Public Sector & Healthcare

Medallia

Lee Becker, Senior Vice President and Executive Advisor at Medallia for Public Sector and Healthcare, is the 2024 Industry Executive of the Year and is being recognized for his impactful contributions to improving service delivery to the public. With a distinguished career spanning over 20 years in critical leadership roles within the U.S. Navy Marine Corps, US Navy Bureau of Medicine, and Surgery, Lee's commitment to enhancing customer experiences

culminated in his role as Chief of Staff at the Veterans Experience Office (VEO).

At Medallia, Lee advises numerous government agencies and healthcare systems on implementing effective customer experience strategies. Notably, he facilitated a remarkable 24% increase in veterans' trust in the VA over seven years through innovative tactics and strategic guidance. Lee's influence extends beyond individual agencies; he collaborates across government, industry, and non-profit sectors to unify communities and drive improvements in citizen services.

Lee's efforts have directly benefited millions of Americans by supporting federal initiatives at agencies such as the VA, USDA, IRS, SSA, and more. His contributions have led to measurable improvements in service delivery, including the successful launch of initiatives like the PACT Act at the VA and significantly increased callbacks at the IRS. Lee ensured that Medallia's solutions met the IRS' highest accessibility standards, ensuring equitable access for all taxpayers.

As an influential figure in the Federal IT space, Lee has informed government policy on customer experience (CX), employee experience (EX), and digital experience (DX) through engagements with congressional committees and the Office of Management and Budget (OMB). His expertise and insights have been widely shared through publications and speaking engagements at prestigious summits and podcasts, further amplifying his impact.

Lee's commitment to service extends beyond his professional roles; he volunteers his time and expertise to various boards and committees, advocating for veterans' rights and enhancing public service delivery. His servant leadership style is evident in his dedication to ensuring that government agencies continually improve their customer experiences, benefiting diverse stakeholders from veterans and families to students and borrowers.

In addition to his leadership and advocacy, Lee has contributed significantly to long-form content projects addressing civil service modernization and the alignment of federal employee and customer experiences. He continues to influence AI technology developments at Medallia to meet the rigorous requirements of government agencies, ensuring they have the tools needed to deliver exceptional services.

Lee Becker's selfless dedication and collaborative approach make him an indispensable advocate for improving customer and employee experiences across the public sector, embodying the principles of servant leadership and fostering meaningful change at every level.

CONGRATULATIONS TO THE

# 2024 SERVICE TO THE CITIZEN AWARD WINNERS

The Clearing is proud to support your efforts to deliver a better, more effective government experience for the American public.

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**Federal Strategy, Leadership,  
Culture, & CX Consulting**  
**[theclearing.com](https://theclearing.com)**





# Government CX Trailblazer



## Leslie Wagstaffe

Director, Consumer Support Group (CSG)

Center for Consumer Information and  
Insurance Oversight

Centers for Medicare & Medicaid Services

U.S. Department of Health & Human Services

Leslie Wagstaffe, Director of the Consumer Support Group (CSG) at the Center for Consumer Information and Insurance Oversight (CCIIO), is being recognized as the 2024 Customer Experience trailblazer for spearheading transformative efforts to enhance public service delivery

at the Centers for Medicare & Medicaid Services (CMS). Her leadership encompasses three pivotal programs aimed at safeguarding citizens' healthcare coverage, financial security, and overall well being.

Under Ms. Wagstaffe's direction, the Enrollment Assistance Program (EAP) was instrumental in preventing millions from losing Medicaid or CHIP coverage following the COVID-19 Public Health Emergency. Through innovative approaches like the Marketplace Assister Community (MAC) tool, nearly 208,000 households were contacted and over 114,000 cases resolved by February 2024, ensuring continuity of coverage for vulnerable populations.

Ms. Wagstaffe also oversaw the establishment of the No Surprises Help Desk (NSHD) to enforce the No Surprises Act, protecting consumers from unexpected medical bills. Since its inception, the NSHD has handled over 127,000 calls and triaged 82,000 complaints, providing critical support and compliance oversight to safeguard consumer rights. Additionally, she played a pivotal role in launching the Enrollment Resolution & Reconciliation (ER&R) Program, which resolves complex enrollment discrepancies in the Federally Facilitated Marketplace. The program, including the Complex Case Help Center (CCHC), assisted over 4,000 consumers in 2023 alone, ensuring accurate healthcare access and tax information.

Ms. Wagstaffe's initiatives have significantly benefited the public by ensuring access to healthcare, protecting against financial hardships from surprise medical bills, and resolving complex enrollment issues promptly and effectively. Her commitment to customer-centric service delivery and innovative solutions has set new standards for excellence at CMS, enhancing consumer satisfaction and access to essential healthcare services nationwide.



## Congratulations to the 2024 Service to the Citizen Award Winners!

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Thank you for your dedication to providing exemplary public service and for going above and beyond to improve the experiences of those receiving and delivering government services.

A special congratulations to our own **Nik Hall!**  
You inspire us with your brilliance and boldness.

# Lifetime Achievement for Delivering Service to the Citizens



## Fernando O. Rivera

FACHE

Southeast Louisiana Veterans

Health Care System Medical

Center Director

Fernando O. Rivera, FACHE, is being recognized as the 2024 Lifetime Achievement for Delivering Services to Citizens for his distinguished career dedicated to enhancing public service within the Department of Veterans Affairs (VA). Starting as a GS-5 engineer, he advanced to roles including medical center director, network director, and Acting

Deputy Under Secretary for Health for Operations and Management. His journey, shaped by his personal experience as a Cuban American, underscores a profound dedication to the VA's mission and the veterans it serves.

Mr. Rivera's leadership has been instrumental in numerous transformative initiatives across VA facilities. Under his guidance, facilities like Martinsburg VAMC achieved national recognition for quality, Washington, D.C. VAMC received the Gold Standard Baldrige award, and Network 16 was honored as the most improved for Quality, Access, Satisfaction, and Efficiency. His advocacy for inclusion and cultural competency led to recognition in the LGBTQ Healthcare Equality Index, emphasizing his dedication to equitable healthcare.

In addition to his operational achievements, Mr. Rivera's tenure as VISN 5 Director oversaw significant advancements, including the implementation of over 35 telehealth modalities and the launch of the Integrated Disability Evaluation System. His leadership restored VA healthcare in the Gulf South after a decade-long absence, benefitting 66,000 veterans and earning accolades such as the American Veterans (AMVETS) Silver Helmet Award and a Presidential Rank Award.

Mr. Rivera's initiatives have measurably improved healthcare accessibility and quality for veterans, exemplified by reducing wait times to zero in Washington, D.C., and achieving top rankings in patient care outcomes. His proactive response to the COVID-19 pandemic at VA New Orleans set national standards, caring for over 1,600 COVID-19 patients and integrating responses across VA and private-sector healthcare systems.

Throughout his illustrious career, Mr. Rivera has remained dedicated to service, driven by his personal journey and commitment to America's heroes. His leadership embodies innovation, dedication, and a steadfast focus on enhancing veteran healthcare with integrity and compassion.

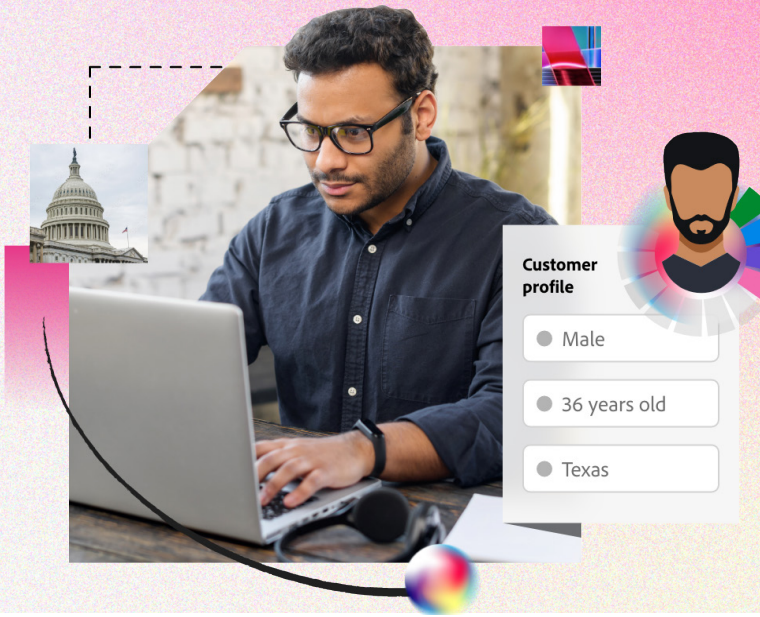




## Digital experiences that put people first.

Helping government agencies tailor omnichannel experiences that connect the right person with the right information and the right service at the right time in their journey.

[adobe.com/gov](https://adobe.com/gov)



Congratulations to all 2024 Award Recipients!  
Senture is a Proud Sponsor of the  
Service to the Citizen Awards since 2018!





# Category 1: Building a Customer-Focused Culture

To view the complete list of names for large teams, click the icon below the agency.

## U.S. Department of Defense

### U.S. Navy

*MyNavy Career Center (MNCC)*

**John Grill** - Customer Experience Officer

*Defense Manpower Data Center (DMDC) Program:  
Online Uniformed Services Identification (USID) Card Renewal Capability*



## U.S. Department of Health & Human Services

### Centers for Medicare & Medicaid Services

*Center for Medicare (CM)*

*Provider Communications Group (PCG)*

**Amy Abel-Matkins** - Director, Division of Contractor Provider Communications

**Alikia Mack** - Health Insurance Specialist

**Dave Shellem** - Communication Specialist

**Leah Lewis** - Communication Specialist

**Paul Zawicki** - Technical Advisor

**Lee Condron** - Telecommunications Specialist

**Gary Warczak** - Telecommunications Specialist

## U.S. Department of Homeland Security

### U.S. Customs and Border Protection (CBP)

**Sanjeev Bhagowalia** - Assistant Commissioner, OIT and CBP CIO

*CBP Experience Lead*

**Janet Pence** - Acting Director, CBP Experience (CBPX)

*National Recruitment Division*

**Julie Chae** - Director

## Cybersecurity and Infrastructure Security Agency (CISA)

*Critical Infrastructure Cybersecurity Shared Services Pilot Program  
Cybersecurity Division*



Congratulations to the champions of change of the 2024 Service to Citizen Awards. We're grateful for your tireless dedication and extraordinary impact on the lives of others.

**Here's to making  
change that matters.**

**Accenture  
Federal  
Services**

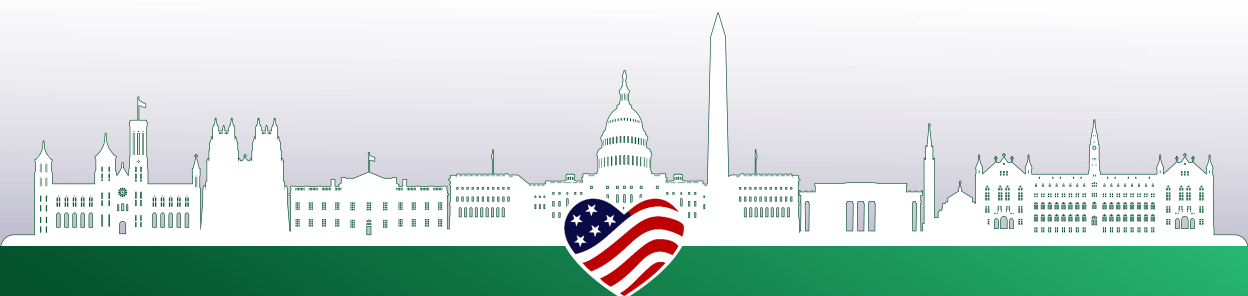


**BCG** BOSTON  
CONSULTING  
GROUP

On behalf of BCG, congratulations to each exceptional recipient of the **Service to the Citizen Award!**

This remarkable achievement is a testament to your unwavering dedication and relentless commitment to making a positive impact in the lives of the citizens we serve.

May your commitment continue to inspire us all to strive for excellence and to uphold the values of service, empathy, and dedication.



# Category 1: Building a Customer-Focused Culture

*To view the complete list of names for large teams, click the icon below the agency.*

## **U.S. Department of Housing & Urban Development** **Federal Housing Administration**

*Single Family Housing Resource Center*

**Julie Shaffer** - Associate Deputy Assistant Secretary for Single Family Housing

**Anthony Triolo** - Deputy Director, Philadelphia Homeownership Center

**Lance Litty** - Housing Program Officer for the Philadelphia Homeownership Center

**Tom Longo** - Management Analyst

**Karol Jensen** - Business Analyst for the Denver Homeownership Center

**Laurence Owens** - Business Analyst for the Philadelphia Homeownership Center

**Gyasi Martin** - Management Analyst for the Philadelphia Homeownership Center

## **Social Security Administration**

*Customer Experience Team*

**Kim Baldwin-Sparks** - Customer Experience Officer

**Paul Funk** - CX Program Architect

**Gabe Hill** - Journey Team Lead

**Jenna Hase** - CX Service Designer

**Sarah Ward** - CX Journey Analyst

**Kori VanDeWalle** - Senior CX Analyst

**Joseph (Ryan) Boggs** - Management & Program Analyst

**Jeff Caplan** - Deputy OT, Office of Research, Demonstration, and Employment Support

**Robert Pfaff** - Director

**Laura York** - Social Security Office

## **U.S. Department of the Treasury** **Internal Revenue Service**

*Taxpayer Services*

**Kevin M. Morehead** - Deputy Commissioner

*Information Technology (IT) Enterprise Program Management Office (EPMO)*

*Individual Online Account*



A low-angle shot of the United States Capitol dome in Washington, D.C., during the 'golden hour' of sunset. The dome is illuminated with a warm, golden light, and the sky is a clear, vibrant blue. The statue of Freedom atop the dome is silhouetted against the sky.

# GDIT

Art of the possible.

LET'S TRANSFORM  
with purpose.

Congratulations to the  
2024 Service to the Citizen  
award winners!

A close-up of a large firework exploding in the night sky. The firework is a starburst shape with many long, thin trails of light radiating outwards. The colors are primarily orange, yellow, and red, with some blue and purple hues. The background is a dark, deep blue.

## Congratulations to all the 2024 Winners!

Thank you to the Service to the Citizen Award  
Winners for your devotion and hardwork as customer  
experience trailblazers and digital transformation  
leaders. We look forward to continuing to partner  
and making a difference in Americans' lives.

[icf.com/work/digital](https://icf.com/work/digital)





## Category 1: Building a Customer-Focused Culture

*To view the complete list of names for large teams, click the icon below the agency.*

### **U.S. Department of Veterans Affairs** **Veterans Health Administration (VHA)**

*Office of Healthcare Innovation and Learning*

**Evan Davis** - CTRS Training and Engagement Lead, VA Immersive

### **Veterans Experience Office (VEO)**

*Enterprise Measurement & Design*

**Jon Pruett** - Director, Experience Analytics and Measurement (Acting)

### **Industry**

**Deloitte**

**Nicola Hall** - Principal

## Category 2: Delivering Excellence in Digital Services

### **U.S. Department of Education** **Federal Student Aid**

**Wendy Bhagat** - Director, Product Marketing & Delivery Group

### **U.S. General Services Administration** **Technology Transformation Services**

*Public Experience Portfolio*

**Erin Strenio** - Program Manager

**John Yuda** - Senior Policy Analyst

**Samira Sadat** - Software Engineer

**Kelsey Thomas** - Content Strategist

**Laura Godfrey** - Language Lead

### **U.S. Department of Health & Human Services** **Centers for Medicare and Medicaid Services**

*Digital Services*

**Aryeh Jacobsohn** - Deputy Director

**eMedicare Initiative Team**



### **Food and Drug Administration Center for Drug Evaluation and Research**

**Office of Pharmaceutical Quality (OPQ) -**

**Knowledge-Aided Assessment and Structured Application (KASA) U.S.**



## Category 2: Delivering Excellence in Digital Services

To view the complete list of names for large teams, click the icon below the agency.

### **U.S. Department of Homeland Security** Federal Emergency Management Agency *Recovery Technology Programs Division*



### **U.S. Citizenship and Immigration Services** *External Affairs* *Office of Access and Information Services*



### **Transportation Security Administration** *Office of Civil Rights & Liberties, Ombudsman, and Traveler Engagement*



### **U.S. Department of Labor** Office of the Chief Information Officer

**Lesley Sheffield** - Branch Chief for Relationship Management  
**Akanksha Sharma** - Director of Digital Transformation  
**Michael Gross** - Director of Division of User Experience  
**Ramki Sockalingam** - IT Project Manager, Digital Transformation

### **U.S. Department of the Treasury** Internal Revenue Service

*Direct File Pilot and Modernizations of Where's My Refund*

**Jim Keith** - Director, Customer Service Domain

### **Transformation Strategy Office** *Information Technology Enterprise Program Management Office Digitalization Team*



### **Office of Online Services (OLS)** *Where's My Refund Toolset Team*

*First-time Filer Customer Journey Team*

*Applications Development*



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# 2024 Government Customer Experience & Engagement Summit

Innovating Government Services to  
Redefine the Customer Experience

**Watch now, all on-demand!**



Federal, State, and Local government leaders, along with industry experts, explore how agencies and organizations nationwide are leveraging cutting-edge technology, best practices, and new guidelines to transform government CX, delivering exceptional and equitable services to those who rely on them.

**Watch Now:**



[carah.io/2024CXSummit](https://carah.io/2024CXSummit)

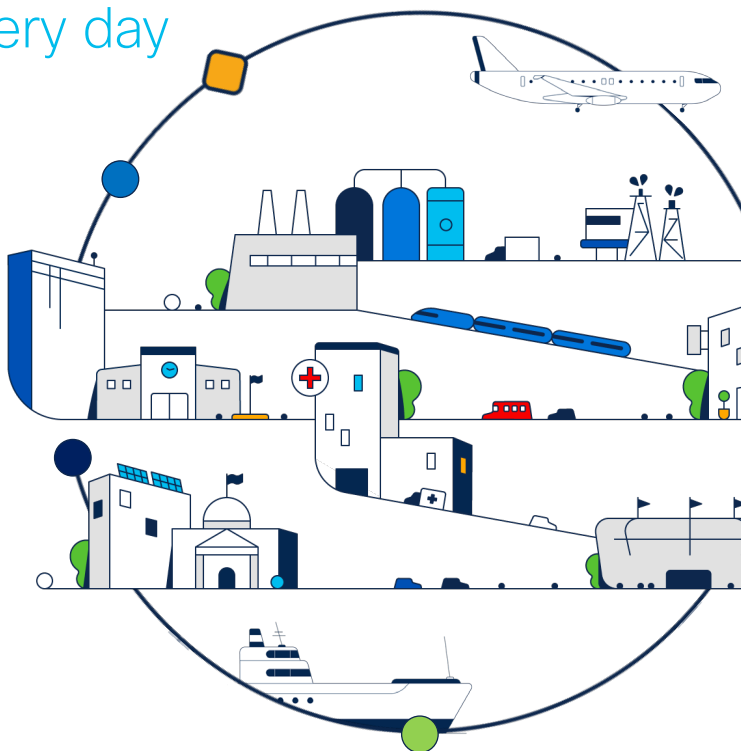
## Thank you for serving our nation's citizens every day

From infrastructure to security, environment to food supply, and helping citizens in need, you keep our nation moving forward every day. That's why we're thankful for your service.

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Discover how.

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## Category 2: Delivering Excellence in Digital Services

*To view the complete list of names for large teams, click the icon below the agency.*

### **U.S. Department of Veterans Affairs** **Veterans Health Administration**

**Kevin Galpin, M.D.,** - Executive Director of Telehealth Services, Office of Connected care , VHA Digital Health Office

**Dr. Neil Evans** - Chief Officer for the Office of Connected Care Acting Program  
Executive Director of VA's Electronic Health Record Modernization Integration Office

### **State Government** **The Port Authority of New York & New Jersey**

**Keith Armonaitis** - Lead, IT Innovation Lab

**State of Oklahoma**  
*Office of Management & Enterprise Systems*  
**Justin Devero** -Web Modernization Manager

## Category 3: Data, and Breaking Down Organizational Barriers

### **U.S. Department of Agriculture** **Rural Development Innovation Center**



### **U.S. Department of Commerce** **U.S. Census Bureau** **Household Pulse Team**



### **U.S. Department of Defense** **U.S. Naval Academy**

*Leadership, Ethics, and Law Department*

**Kevin Mullaney** - Captain, LEAD Division Deputy Director

**Dr. Chris Nye** - Class of 1967 Leadership Fellow

**Dr. Dan Cervone** - Office of Naval Research

### **U.S. General Services Administration** **Office of the Chief Financial Officer**

**Ashleigh Sanders** - Director of Analytics and Decision Support

**Isabel Metzger** - Data Scientist



# Category 3: Data, and Breaking Down Organizational Barriers

To view the complete list of names for large teams, click the icon below the agency.

## U.S. Department of Health & Human Services Administration for Children and Families

**Valerie Gill** - Senior Human Capital Advisor

**U.S. Food and Drug Administration (FDA)**  
*Office of Data, Analytics & Research (ODAR)*  
*Office of Digital Transformation (ODT)*

**Elaine Johanson** - Director, Health Informatics Staff (HIS)

*Electronic Submission Gateway NextGen Core Team*



## U.S. Department of Homeland Security United States Customs & Border Protection (CBP) *Office of Information and Technology*

**Mark James** - Director of Enterprise Cloud Services Directorate

**Transportation Security Administration (TSA)**  
*Office of Civil Rights & Liberties, Ombudsman, and Traveler Engagement*  
*Customer Service Branch (CSB)'s Passenger Experience Survey (PES) Team*



## U.S. Department of Justice Federal Bureau of Investigation *Office of Public Affairs*

**Michael Johnson** - Section Chief, Strategic Communications

## Social Security Administration

**Patrick Newbold** - Assistant Deputy Commissioner for Systems, Deputy Chief  
Information Officer (former)

## U.S. Department of the Treasury Bureau of the Fiscal Service *Retail Securities Services*



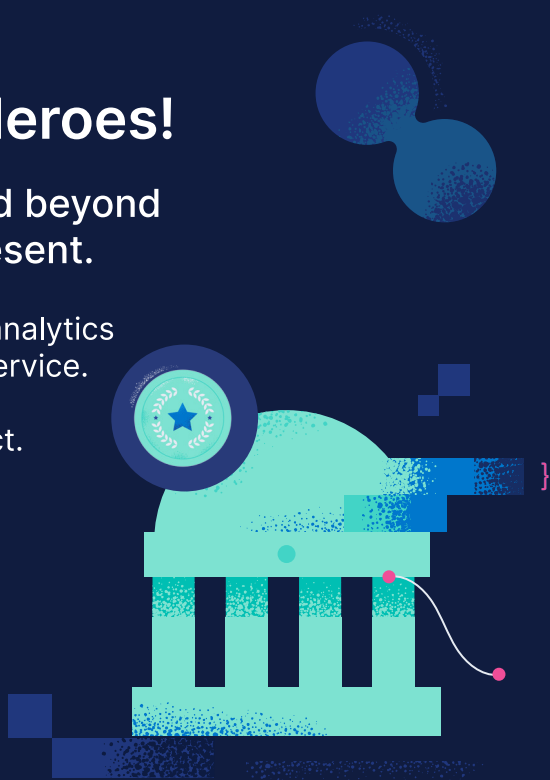
# Congratulations to Our Public Service Heroes!

Thank you for going above and beyond  
to serve the citizens you represent.

Elastic provides the search and data analytics  
power to fuel your mission of public service.

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exceptional citizen interactions with the  
industry's only **FedRAMP High** authorized  
unified experience platform.

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# Category 3: Data, and Breaking Down Organizational Barriers

To view the complete list of names for large teams, click the icon below the agency.

## U.S. Department of Veterans Affairs Office of Geriatrics & Extended Care (GEC)

*Age-Friendly Health Systems*

**Kimberly Wozneak** - National Lead for Age-Friendly Health Systems

**Kayla Lalande** - Age-Friendly Program Analyst

**Ines Valencia-Mendoza** - Age-Friendly Program Analyst

### VA Pittsburgh Healthcare System Employee Engagement Center



*Survey of Healthcare Experiences of Patients (SHEP) Team*

**Jim Schaefer, MPH** - Director of Surveys

**Evelyn Reyes-Harvey, MS** - Health Systems Specialist

**Thara F. Lerner, MS** - Health Systems Specialist

**Heather Pezzullo** - Program Specialist

**James A. Flaherty** - Administrative Officer for Surveys

**Mark Meterko, PhD** - Survey Methodologist

**Steve Fleury, MBA, CSSBB** - Management Analyst

**Heather Pezzullo, MSW, LICSW, FHX** - Program Analyst

*Veterans Integrated Services Network (VISN) 1 Connected Care*

**Benjamin Colonna** - Industrial Engineer

**Raquel Rojas** - Advanced Telehealth Clinical Technician, VAMC Manchester

*Somersworth and Portsmouth Outpatient Clinic*

**Brian Loughlin** - Telehealth Clinical Technician, VAMC Manchester Somersworth

*and Portsmouth Outpatient Clinic*

**Shelly R. Hanson, LPN TCT** - Telehealth Clinical Technician, VAMC Manchester

*Somersworth and Portsmouth Outpatient Clinic*

### Veterans Experience Office (VEO)

*VetResources Community Network (VRCN)*

**Andi Martinez** - MHA, Veterans Experience Office, Senior Partnerships Advisor & Special Assistant

**Matthew A. Campbell** - BSM, MBA, ACHE, Veterans Experience Office, Partnerships Program Specialist & Consultant

**Angela Spatz** - Veterans Experience Office, Partnerships Program Specialist & Consultant

Category 3: Data, and Breaking Down Organizational Barriers

State Government

Wisconsin Department of Health Services

*Division of Medicaid Services (DMS) Bureau of Eligibility and Enrollment Policy (BEEP)*

**Stephanie Jung Dorfman** - Medicaid and SNAP Enrollment and Outreach Section  
Manager, Division of Medicaid Services Bureau of Eligibility and Enrollment Policy

Category 4: Using Innovative Technologies to Deliver Simple, Seamless, and Secure Services

U.S. Department of Defense

U.S. Air Force

**Alexis Bonnell** - Chief Information Officer, Air Force Research Laboratory

Defense Information Systems Agency (DISA)

*Proactive Performance Monitoring*

**Raju Shah** - Director of Enterprise Engineering

**Joseph K (Joe), Edwards** - CIV DISA OE (US), Deputy, Enterprise Engineering

**John P (Jack) Steiner** - Chief Project Management, Enterprise Engineering CIV DISA OE (USA)

U.S. Department of Health & Human Services

**Adam McBride** - Former HHS HSPD-12 Sr. IT Program Manager, Program Management  
Office Federal Lead – NextGen XMS and AMS Systems

U.S. Department of Homeland Security

Transportation Security Administration

**Melissa Conley** - Executive Director, Capability Management & Innovation

U.S. Department of Labor

National Contact Center (DOL-NCC)

**Tanya Lowe** - Director

**Andy Huynh** - Deputy Director

**Renisha Smith** - Program Specialist

# CONGRATULATIONS TO THE 2024 SERVICE TO THE CITIZEN CHAMPIONS OF CHANGE!

Learn how NuAxis is better serving citizens by bringing them into the technology modernization lifecycle with

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## Congratulations to the 2024 Service to the Citizen® Awards winners



### Champions of Change

Your dedication to transforming government experience management is creating a more human-centered approach to delivering services and impacting the public's lives.



Thank you for your exceptional contributions in making  
**Government more Human!**



Category 4: Using Innovative Technologies to Deliver Simple, Seamless, and Secure Services

To view the complete list of names for large teams, click the icon below the agency.

U.S. Department of State

Office of the Coordinator for Afghan Relocation Efforts (CARE)

**Micah Watson** - CARE Case Management Coordinator

**Scott Tomson** - Program Manager, Great Hill Solutions

**Petrus Reyes** - Deputy Program Manager, Great Hill Solutions

**Derric Duesenberg** - CARE Contact Center Program Manager

**Vicky White** - CARE Contract Deputy Program Manager, Maximus Federal Services

U.S. Department of Veterans Affairs

**Lori Murphy** - LISW-S, VHA Innovation Fellow

Veterans Health Administration (VHA)

VA Atlanta Health Care

**Nichol Salvo** - Section Chief, Podiatry, Atlanta VA Health Care System; National Deputy Podiatric Medical Director, Podiatry Services

Northeast Ohio VA Medical Center

**Mary Julius** - RD/RDN, CDCES, Quality Manager VA/DOD Diabetes Self- Management Training National Program

Northern California Health Care System

**Dr. Kevin Carroll** - Ph.D. 2024 Entrepreneur in Residence Fellow Clinical Neuropsychologist

VA Health Connect / Clinical Contact Center Modernization VHA Office of Integrated Veteran Care (IVC)

**Maria Bouchard** - MN, APRN, FNP-BC

State Government  
Town of Gilbert, AZ





On behalf of the Granicus community,  
**Congratulations to the  
2024 Service to the Citizen  
Award Winners!**

Thank you for providing exemplary public service! We are proud to partner with you to transform the government experience, building meaningful, data-driven connections for every digital interaction and encounter.

Connect with us at [granicus.com](https://www.granicus.com)

A blue-tinted background image showing a silhouette of a person in a military-style uniform saluting, and another person in a white lab coat with a stethoscope around their neck. In the foreground, a man in a cap and polo shirt is smiling with his arms crossed. The background also features a laptop and a smartphone on a desk.

**Congratulations to the  
2024 Service to the Citizen  
Award winners!**



Category 4: Using Innovative Technologies to Deliver Simple, Seamless, and Secure Services

To view the complete list of names for large teams, click the icon below the agency.

Covering Wisconsin

Digital Outreach & Enrollment Chatbot

**Alissa Bazsali** - Targeted Outreach Project Manager

**Adam VanSpankeren** - Navigator Program Manager

**Allison Espeseth** - Director

**Stephanie Severs** - Insurance Literacy & Communications Manager

Industry

General Dynamics Information Technology (GDIT)

Centers for Medicare and Medicaid Services (CMS)

Marketplace Assister Technical Support (MATS) Program

**Sree Rednam** - Salesforce Enterprise Architect

Joint Industry & Government

Veterans Benefits Administration (VBA) / General Dynamics  
Information Technology (GDIT)



Category 5: Government Agencies Serving Other Government Agencies

U.S. General Services Administration

Office of Government-wide Policy

Office of Information Technology Policy

IT Modernization Division

**Thomas Santucci** - Director

**Kiran Balsa** - Deputy Director

**Earl Bisel** - Trainer

**Lee Ellis** - IPv6 Lead

**Steve Naumann** - Data Center SME

**Mark Bellinger**

**Laura Cullum**

**Maya Vishwanath**

U.S. Department of Justice

Federal Bureau of Investigation

Active Shooter Initiative





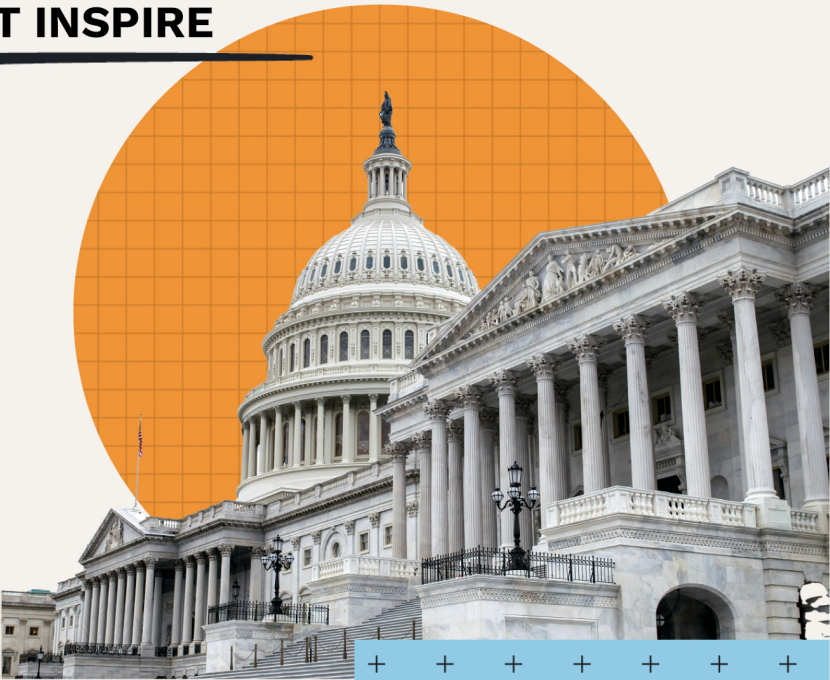
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HR QSMO/HRLOB Team**”

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## Category 5: Government Agencies Serving Other Government Agencies

*To view the complete list of names for large teams, click the icon below the agency.*

### **Office of Personnel Management** HR Quality Services Management Office (HR QSMO) / HR Line of Business



### **U.S. Department of the Treasury** Bureau of the Fiscal Service *Disbursing and Debt Management*



### **Inter-Agency Teams** Federal CIO Council *Federal Mobility Group (FMG)*



## Category 6: Enabling Customer Experience Improvements

### **Agency for International Development** Millennium Challenge Corporation

**Marc Tkach** - Director

**Melissa Griswold** - Director

**Monica Chavez** - Senior Advisor

### **U.S. Department of Defense** U.S. Air Force Reserve Command

**Kolin C. Harris, Lt Col** - Deputy Chief, Program Development

### **U.S. Department of State**

**Wendy Rejan** - Foreign Service Officer, U.S. Department of State

**Margaret Rose Benavente** - Foreign Service Officer, USAID

**Julie Heumphreus** - Attorney, U.S. Department of State

### **U.S. Department of Veterans Affairs**

*Phoenix VA Health Care System, Veggies for Veterans Program*

**Dr. Isabel Kozak** - NP, Assistant Chief of Staff for Community Medicine,  
Phoenix VA Health Care System

**Diana Gregory** - CEO, Gregory's Outreach

## Category 6: Enabling Customer Experience Improvements

*National TeleNeurology Program*

**Jacob D. Herzog RN, MSN** - *Telehealth Coordinator*

### **Joint Industry & Government**

**U.S. Department of Agriculture  
Office of Customer Experience**

**Simchah Suveyke-Bogin** - *USDA Chief Customer Experience Officer*

**Tamieca Hamlin** - *Deputy CXO*

**Lula Wallace** - *Chief of Staff*

*CX Strategists*

**Rebecca Barad**

**Allie Hartley**

**Shikha Gupta**

**Emily Moore**

**Michael Mattfeld**

**Murugi Thande**

**Jonathan Cronin**

**Cristina Leibner**

**Nora Johnson**

**The Partnership for Public Service, The Office of Customer  
Experience (OCE) at The General Services Administration**

**Alexander Lopez-Perez** - *Senior CX Advisor*

**Amber Chaudhry** - *Customer Experience (CX) Portfolio Director,  
Partnership for Public Service*

**Arfa Alam** - *Senior Manager, Partnership for Public Service*

**Mo Earley** - *Federal Customer Experience, Agency Portfolio Lead, Office of  
Management and Budget*

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