



2023
SERVICE *to the* CITIZEN[®]
AWARDS

September 15, 2023

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

#STTC Awards

Congratulations to the 2023 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.

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Welcome to the 6th annual Service to the Citizen Awards program.

As we celebrate this year's winners and improvements that the government has made at improving services to their customers and employees, it's heartening at the progress that's being made at all levels of government and around the world. This year, we are recognizing over 300 people, both individuals and teams across the gamut of civilian and defense agencies, state and local governments and other national governments.

Governments are continuing to strive to put customers at the center of their decision making, using data, innovation and human centered design to transform digital services and collaborating across agencies and the government to deliver services. We've seen continual improvements in healthcare, benefit administration ensuring services are available to underserved communities. Additionally, we are making progress in designing services for people at critical times in their lives and require services from multiple agencies.

At the heart of these improvements in our public servants. It is our honor to be able to recognize and celebrate these 300+ public servants and acknowledge their leadership and commitment to delivering equitable and inclusive services.

Thanks for your continued support of the Service to the Citizen Awards and these champions of change that deliver services that we depend on every day.

A handwritten signature in cursive script that reads "Martha Ann Dorris".

Martha Dorris
Founder, Service to the Citizen Awards



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Let's Talk!

For more information, visit carah.io/CX-engagement;
or contact us at: CX@carahsoft.com or (888) 662-2724.

Welcome to the 6th annual Service to the Citizen®: Champions of Change Awards Program!

Welcome: Martha Dorris, Public Service Leadership Academy

National Anthem

Opening Keynote

Opening Remarks

Dinner

Keynote

Presentation of Awards

Government Executive of the Year

Industry Executive of the Year

Lifetime Achievement Award

Government Customer Experience Trailblazer

Rising Star of the Year

Closing Keynote

2023 Selection Committee

Alan Balutis

Managing Partner, APB Ltd.

Martha Dorris

Founder of PSLA

Greg Giddens

Partner, Potomac Ridge Consulting, LLC.

Mariela Cardona

Principal, Mariela M. Cardona, LLC.

Mary Davie

President, Mary Davie Consulting, LLC.

MaryAnn Monroe

Vice President, Maximus Federal

Jim Williams

Partner at Schambach & Williams Consulting, LLC.

Bob Woods

Founder & President of Topside Consulting Group

Government Executive of the Year



Alek Sripipatana, PhD, MPH

Director, Data and Evaluation

Office of Quality Improvement

Bureau of Primary Health Care

Health Resources and Services Administration

U.S. Department of Health and Human Services

Dr. Alek Sripipatana, during his twelve-year tenure at HRSA, has revolutionized health outcomes for underserved communities through data and health information technology (HIT). Spearheading data collection at HRSA's Health Center Program, he aligned reporting standards, incentivized EHR adoption, and impacted over 30 million patients nationwide.

Underserved communities face data-related challenges, including incompatible EHR systems and fragmented access. Dr. Sripipatana established partnerships, recognized EHR adoption, and improved access, quality, and cost-effectiveness of care. His leadership ensured data consistency, aligning standards with electronic specifications. By 2022, 15 of 18 clinical quality measures aligned with CMS requirements, freeing providers to focus on patient care.

Since 2022, he shifted health centers from late- to early-adopters of HIT. Through public and private partnerships, he implemented innovative technologies, enhancing information exchange, care coordination, and patient safety. Dr. Sripipatana overcame technological challenges, implementing FHIR at a national scale and transitioning to a data cloud strategy. Partnerships with EHR vendors ensured the adoption of a common data model, enabling secure transmission of health data. His dedication harnessed data and HIT advancements, transforming health outcomes.

Over 30 million patients benefited from improved access, quality, and cost-effectiveness of care. Dr. Sripipatana's commitment to technology and data has advanced health equity and transformed lives nationwide.

Industry Executive of the Year



Raza Latif

Chief Executive Officer

NuAxis Innovations

Raza Latif, co-founder of NuAxis Innovations, is a standout leader known for his passion for customer experience (CX) and dedication to government services. Under his guidance, NuAxis has become a 400-person CX powerhouse, focused on restoring trust in government. Raza's commitment to CX has led to the integration of CX and human-centered design (HCD) best practices across the company. Initiatives such as the NPS grants review

system and precision service desk for cancer patients have improved processes and information access.

Beyond CX, Raza prioritizes employee experience (EX) and has implemented company wide CX and HCD training. He actively contributes to the industry as an ADI board member and a member of the Customer Experience Advisory Board at the University of Richmond. These accomplishments benefit the public by integrating CX into NuAxis projects and engaging in community events. Streamlined processes and exceptional customer experiences have been the outcomes of Raza's initiatives.

Industry professionals recognize Raza's impact as a CX leader. His unique approach, commitment to EX, and dedication to the government CX agenda set him apart as an exceptional executive. Raza's passion for CX, dedication to government services, and ability to drive change have positioned him as a leader in the industry.



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Government CX Trailblazer



Melissa Eggleston

User Experience Researcher and Designer

Digital Service at Centers for Medicare and Medicaid Services

Ms. Eggleston played a crucial role in multiple cross-agency efforts related to behavioral health, including in the transition of the suicide hotline to the plain language 988 application.

Focused on inclusion and reaching different members of the public, she traveled the country to reach underserved demographics for input during the design phases of multiple websites related to 988 and substance use, conducting research with those with disabilities, serious mental illness, substance use disorders, as well as LGBTQI+ youth and people impacted by the justice-system. Leveraging the Customer Experience Executive Order, Melissa provided payment to these populations as a token of thanks for sharing their valuable experience. She also collaborated with critical organizations like the World Institute on Disability and The Trevor Project to ensure the needs of their clients were well understood. Melissa and her teammates also conducted research sessions and created a plain language document for 911 operators to facilitate connections with 988.

These achievements have had significant public benefits. The 988 Lifeline received 152,000 more calls, chats, and texts in August 2022 compared to the previous year, with improved response times. The average speed to answer decreased from 2.5 minutes to 42 seconds, saving countless lives since the program's launch.

Melissa's dedication to customer experience and her contributions to behavioral health services have been invaluable, making a significant impact on the success of these initiatives.

Rising Star of the Year



Petra Alfred

Director of Customer Experience

U.S. Department of the Navy

Program Executive Office for Manpower Logistics and Business Solutions

Petra Alfred, a rising star and change agent, has revolutionized communication within the United States Navy through her transformative Voice of the Customer program. In just one year, Petra has created a culture-changing platform that enables sailors to provide candid feedback on Navy systems and processes.

Under Petra's leadership, the program has highlighted areas for improvement and scaled successful practices across the Navy. She has prioritized best practices, engaged stakeholders, and developed executive dashboards to ensure timely information flow. Petra's human-centered approach has empowered sailors by valuing their voices and feedback.

Her impact extends beyond the Navy's internal operations. The Voice of the Customer program has collected critical data for informed decision-making, leading to meaningful changes. It has positioned the Navy better to achieve its mission of maintaining combat-ready forces, deterring aggression, and preserving freedom of the seas.

Petra's vision for the future includes creating effective listening posts, connecting sailors to essential resources during crises, and improving technology systems. Her relentless dedication has made her a champion of change, inspiring others and fostering a culture of engagement and trust.

Petra Alfred's leadership exemplifies the Navy's commitment to continuous improvement and the well-being of its personnel. By providing a platform for sailor feedback, she has transformed the organization, ensuring its readiness and effectiveness in fulfilling its crucial mission.



Colleen Wieck, PhD

Executive Director

Minnesota Governor's Council on Developmental Disabilities

Department of Administration

Dr. Colleen Wieck is a tireless advocate for individuals with developmental disabilities, with a career spanning over 40 years. As Executive Director of the Minnesota Governor's Council on Developmental Disabilities (GCDD), she has championed their rights and inclusion, driving positive change in policies and services.

Under Dr. Wieck's leadership, the GCDD created the influential Partners in Policymaking program, training thousands of individuals and families to effectively advocate at all levels of government. She has also introduced innovative tools like the "Telling Your Story" app and the Autism Help App for Emergencies, improving communication and support for those with developmental disabilities.

Dr. Wieck's initiatives, including the "Independence to Inclusion" documentary, the Ambassadors for Respect anti-bullying program, and the Treat People Like People awareness campaign, have raised awareness and promoted empathy, creating a more inclusive society. Her advocacy has influenced state and federal laws, expanding access and opportunities for individuals with developmental disabilities. Through her relentless efforts, they have gained a stronger voice in decision-making processes and achieved greater independence and productivity.

Dr. Wieck's dedication has had a profound impact on the public, empowering individuals with developmental disabilities to lead fulfilling lives and ensuring their inclusion in society. Her legacy of advocacy continues to shape policies and improve the lives of countless individuals across Minnesota and beyond.

Better Experience Starts with You

Thank You

Your dedication to improving public service creates a positive legacy throughout government. The Clearing is proud to support your efforts to build a better experience, now and in the future.

Federal Strategy, Leadership,
Culture, & CX Consulting
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Congratulations 2023 Champions of Change!

The entire NuAxis Innovations team would like to congratulate this year's STTC Award winners! We're proud to be part of this community of go-getters and innovators.



We'd also like to congratulate our **CEO, Raza Latif** for being named the **2023 Industry Executive of the Year!**

2023 Service to the Citizen[®] Award Winners

Inter-Agency Teams

Government-wide Employee Experience Community of Practice

Airis McCottry Gill

*Executive Director, Employee Experience & Organizational Management
Veterans Experience Office
U.S. Department of Veterans Affairs*

Laura White

*Chief Well Being Officer
Administration for Children and Families
U.S. Department of Health & Human Services*

U.S. Department of Agriculture Rural Development

Rural Partners Network

Lee Jones - Executive Director

Farah Ahmad - Deputy Undersecretary for Rural Development

Christine Sorensen - Lead Management and Program Analyst

Angela Richardson - RPN Engagement Lead

Jill Rees - Deputy State Director and Communications Lead

Michelle Moore - Operations Lead

Cristina Rivera - Communications Specialist

Office of Customer Experience

Tamieca Hamlin - Deputy Chief Customer Experience Officer

U.S. Department of Defense Washington Headquarters Services

Tashona Beale - Customer Experience Strategist

Mary C. Byers, PhD - Director, Human Capital Strategy, and Evaluation Human Resources
Directorate

U.S. Marine Corps (USMC)

College of Distance Education and Training (CDET)

Larry Smith - Director of Educational Technology, Marine Corps University

Defense Health Agency

*Solutions Delivery Division (SDD) Web & Mobile Technology (WMT)
Program Management Office*

Robert Kayl - Program Manager



On behalf of the Granicus community,

Congratulations to the 2023 Service to the Citizen Award Winners!

Thank you for your dedication to providing exemplary public service and for going above and beyond to improve Americans' experiences with government services.



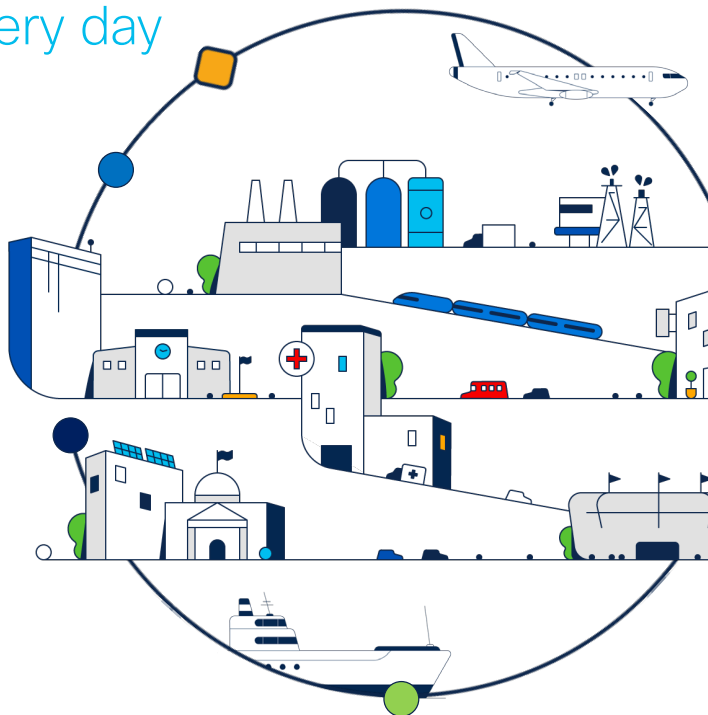
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The bridge to possible

2023 Service to the Citizen® Award Winners

U.S. General Services Administration Technology Transformation Services

Public Experience Portfolio

Public Experience Portfolio Team:

Russell O'Neill - Director of Technology and Infrastructure & Acting Director of Contact Center Operations

Maria Marrero - Acting Director of Content and Outreach

Jessica Milcetic - Director of Customer Experience

Leilani Martínez - Director, Public Experience Portfolio/USAGov, Vote.gov & Search.gov

Beta.usa.gov Product Team Members:

Marietta Jelks - USAGov Product Manager

Shoshana Mayden - Content Team Lead

Amy Farrell - USAGov Product Engineer Lead

Arlene Hernandez - Acting UX Team Lead

Content Team Members:

Nancy Tyler - Content Strategist

Carolyn Cihelka - Content Strategist

Stephanie Madden - Content Strategist

Outreach Team Members:

Claire Loxsom-DeSorbo - Acting Outreach Team Lead

Sofia Lorenzo - Outreach specialist

Angie Perez - Outreach Designer/Blog Manager

UX Researchers:

Joanne McGovern - UX Researcher

Nicole Brennan - UX Designer

Analytics Team Members:

Marybeth Murphy - Analytics Team Lead

David Kaufman - User Experience Analyst

Mary Goetzinger - Data Analyst

Tiffany Feng - Data Analyst (U.S Digital Corps Fellow)

Engineers / Developers:

David Stenger - Accessibility Lead & Acting Web Operations Team Lead

Bryant Jones - Developer

Isabel Laurenceau - Developer (U.S Digital Corps Fellow)

Contact Center Specialists:

Lawrence Cox - USAGov Contact Center Team Lead

Carolyn Kaleel - USAGov Contact Center Specialist

Barbara Walton - USAGov Contact Center Specialist

Contracting / Acquisition Team Members:

Charlene Blanco - Contract Specialist

Cynthia Gilbert - Contract Specialist

2023 Service to the Citizen® Award Winners

Federal Acquisition Service (FAS)

Office of Information Technology Category (ITC)

Tricia Sieveke - *Principal Deputy Assistant Commissioner*

Office of Customer Experience

Service Design Program

Ana Monroe Fitzner - *Service Design Program Manager*

Mark Vogelgesang - *Formerly Customer Experience Technical Specialist*

Rachel Flagg - *Digital Strategist*

Aaron Meyers - *Project Manager*

Monica Suber-Duffy - *Organizational Development Consultant*

Gail Sprinkle - *Project Manager*

Jonah Hatfield - *IT Specialist*

U.S. Department of Homeland Security

Burden Reduction Initiative

Dawn Barton - *Customer Experience Directorate, Office of the Chief Information Officer, DHS*

Yvette Jenkins - *Director, IT Compliance and Governance Division Business Management Directorate*

Dana Chisnell - *Acting Executive Director, Customer Experience, DHS*

Jeffrey Mitchell - *HQ, DHS*

Robert Dorr - *HQ, OCIO, DHS*

Christina A. Walsh - *TSA PRA Officer/Program Specialist*

Tyrone Huff - *PRA Officer, DHS*

John R. Ramsay - *PRA Officer, USCIS*

Seth Renkema - *CBP Chief Economist*

Andre'ah Davis - *PRA Officer, CISA*

Millicent Brown - *PRA Officer, FEMA*

Scott A. Elmore - *PRA Officer, ICE*

Haley Tocogue - *PRA Officer, Secret Service*

Heather Erhuanga - *PRA Officer, Science & Technology Directorate*

Albert Craig - *PRA Officer, USCG*

Carey Ford - *Adoptions Coordinator, TSA Canine Training Center, TSA*

Chris Millott - *TSS/DHS/TSA, PPE/Aviation/HQ*

Jessy Saini - *Management and Program Analyst, Operations Compliance Section, Operations Management Division (OMD) Law Enforcement/Federal Air Marshal Service, TSA*

Secure Cloud Business Applications (SCuBA) Team

Chad Poland - *Project Manager*

Branko Bokan - *Architecture and Engineering Center of Excellence*

Ethan Bowen - *IT Specialist (INFOSEC)*

Sean Connelly - *IT Cybersecurity Specialist*

Grant Dasher - *Identity and Access Management Expert*

Joseph "JD" Drummond - *IT Specialist, E3A Team*

Pam Elliott - *Management & Budget Analyst*

Joshua Finney - *Branch Chief, Threat Hunting*

Rachel Kelly - *Deputy Chief, Cybersecurity Shared Services Office*

Roger Mamika - *IT Specialist (INFOSEC)*

Richard Mangual - *IT Specialist (INFOSEC)*

Congratulations

to the 2023 Service to the Citizen® recipients for your

services that inspire



**Technical
Assent**

*Improving the performance of government
using customer experience
as the primary driver of change*

Government Customer Experience & Engagement Summit

carahsoft.

Access the on-demand video recordings and additional resources from the June 2023 event.

Experts from industry and Federal, State, and Local governments unpack their strategies in human-centered design, why data drives their work, and how agencies are operationalizing new guidance all to deliver a central goal: delivering excellent and equitable services to those who depend on them.



▶ **Access Now:**
carah.io/2023CXSummit



2023 Service to the Citizen® Award Winners

John Simms - Supervisory IT Specialist (INFOSEC)

Vincent Sritapan - CSSO Section Chief - Supervisory IT Specialist

Rita Wilson - IT Specialist (INFOSEC)

Customer Experience Team

Stephanie Moore - Customer Experience Strategist

Cybersecurity and Infrastructure Security Agency, Cybersecurity Division

Rachel Kelly - Deputy Chief, Cybersecurity Shared Services Office

U.S. Customs & Border Protection, Human Resources Management

Gary Olson - Deputy Executive Director of the Talent Management Directorate

U.S. Department of Housing and Urban Development

Community Planning and Development (CPD)

Office of Disaster Recovery (ODR)

Customer Experience Team:

Amber Chaudhry - Customer Experience Lead (CXO)

Mac Bailey - Former Customer Experience Strategist

Jenna Petersen - Lead Associate, Design Strategist (CTR)

Kristen Seda - Lead Associate (CTR)

Deya Verdejo - UX Strategist and Researcher

Office of Disaster Recovery:

Jennifer Carpenter - Director of Policy Division

Francis McNally - Deputy Director

Tennille Parker - Director

Wareesha Tariq - Community Planning and Development Specialist

Olivia Healey - Community Planning and Development Specialist

Office of Public Affairs/Web Team:

Letha Strothers - Deputy Web Manager

Teya Peyton - Management Information Specialist

Valerie Coleman - Director of Systems Evaluation and Development

Deveron Ross - Management Information Specialist

Thomas Mon - Database/Web Developer

U.S. Department of the Interior

Bureau of Trust Funds Administration

The Federal Indian Boarding School Initiative Team

Margaret Williams - Senior Advisor to the Director

2023 Service to the Citizen® Award Winners

U.S. Department of Justice

Civil Rights Division

Product and Disability Rights Section

Randy Abramson - Product Manager

Veronica Williamson - Product Owner

Kristin Stitcher - Attorney Advisor

Cindy Nelson - Web Content Manager

National Gallery of Art

Eric Bruce - Chief Experience Officer

Office of Management and Budget (OMB)

Office of the Federal Chief Information Officer

Noreen Hecmanczuk - Senior Advisor to the Federal CIO for Strategic Engagements and Communications

Social Security Administration

Office of the Chief Business Officer (CBO), Operations (DCO)

SSA.gov Redesign

Eric Powers - Chief Business Officer

Suran De Silva - Director Web Strategy

Ashley Fortuna - Product Owner

Abdul Aliyev - Developer

William Carter - Content Strategist

Jenny Heisey - Product Designer

Valerie Hoy - Developer

Moria Miller - Content Strategist

Noah Rosenheck - Product Designer

Morgan Screws - Content Strategist

David Sobin - Product Designer

Sylvie Williams - Customer Experience Lead, Office of Unemployment Insurance Modernization, Office of the Secretary, U.S. Department of Labor

Michelle Lieu - Management & Program Analyst

Stan Hutchinson - Senior Project Manager

BJ Jarrett - Director, Digital Design and Production

Michael Lin - Director, User Experience and Accessibility

U.S. Department of the Treasury

Internal Revenue Service

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

Information Returns Modernization

Kafi Grigsby - Program Director

Shelia Eason - IT EPMO ACIO

Joyce Richardson - Senior Manager

2023 Service to the Citizen® Award Winners

Eric Wiley - Release Manager
Chazara Clark-Smith - Technical Advisor
Romale Smith - Technical Integration Lead
Gary Moreland - Requirements & Testing Lead
Inara Islam - Requirements & Testing
Genevieve Gaillard - Release Management Support
Candice N. Pleasant - Management and Program Analyst
Tameka Parker - IR Mod Budget Analyst

IRS Office of Online Services

Transform IRS.gov

The IRS.gov Transformation Team

José Vejarano - Director, IRS.gov

U.S. Department of Veterans Affairs

Veterans Experience Office

Enterprise Measurement and Design Directorate

Evan Albert - Director of Measurement and Data Analytics
Daniel Ostrow - Portfolio Manager/Project Management Team Lead
Louis Pappamichiel - Data Scientist
Vesta Gueschkov - Data Scientist
David Lyle - Data Scientist
Mark Andrews - Statistician
Brian Brown - Project Manager
Sergio Gazaryan - Project Manager
Juan Jackson - Project Manager
Carlos Gonzalez-Perez - Data Scientist
Yao Djilan - Statistician
Melissa Mitchell - Statistician
Phan Giang - Data Scientist
Michael Buchman - Senior Program Manager/Advisor

Office of Information and Technology

Personal Pronoun Initiative

Kurt DelBene - Assistant Secretary for Information, Technology & Chief Information Officer

Veterans Health Administration (VHA)

VHA Innovation Ecosystem

Brynn Cole - Director, Design and Storytelling

VHA Innovation Ecosystem

Allison Amrhein - Director, VHA Innovators Network

VHA Innovation Ecosystem

Danielle Hagan - Diffusion Specialist

2023 Service to the Citizen® Award Winners

VA Medical Center, West Palm Beach, Florida

Saraswathy Battar, M.D. - Professor, Geriatrics, Florida Atlantic University

VA Puget Sound Health Care System

Dr. Greg Reger - Deputy Associate Chief of Staff Mental Health Service

Empowering Innovation in Recreation and Creative Arts Therapy

Taylor Hooker - Incoming Chief of Learning Engineering, San Francisco VA Medical Center;
Entrepreneur in Residence Fellow, VHA Innovation Ecosystem

VHA Veterans Integrated Services Network (VISN) 8 Clinical Contact Center

Suzanne M. Klinker - VISN 8 Deputy Network Director for Clinical Contact Center

VHA-Uber Health Connect Initiative

Indra Sandal, PhD, MBA - Chief of Innovation, Tampa Veterans Hospital,
National Lead, VHA Uber Health Connect Initiative, VHA Innovation Ecosystem

Atlanta VA Health Care System

Kathleen O'Loughlin - Women Veterans Program Manager

Nutrition and Food Services (NFS)

Anne Utech, PhD, RDN, LD - National Executive Director (SES EQ) Manager, Nutrition Field
Advisory Board, Department of Veterans Affairs, VHA Central Office

*Veterans Affairs Medical Center Manchester Conway Community Based Outpatient
Clinic and Tilton Community Based Outpatient Clinic Tele Audiology Clinics*

Dr. Nicole Carbone, Au.D. - Audiologist, Veterans Affairs Medical Center Manchester

Jane C. Michaud - Advanced Telehealth Clinical Technician

Jodi Witt - LPN Telehealth Clinical Technician, VAMC Manchester Conway Community Based
Outpatient Clinic (CBOC)

Sheri Lamoureux - Telehealth Clinical Technician, VAMC Manchester Tilton CBOC, Tilton, NH

*Veterans Integrated Services Network 23 Clinical Resource Hub
Virtual Medical Retina Clinic*

Dr. Patricia Stepp, M.D. - Director, Technology-based Eye Care Service

Dr. Deborah Keenum, M.D. - Assistant, Technology-based Eye Care Service

Dr. Akshar Abbott, M.D. - Staff Ophthalmologist - VISN 23 Clinical Resource Hub/VHA
Innovation Ecosystem Entrepreneur-in-Residence Fellow

Stephanie Weiss, D.O. - Retina Subspecialty Lead, VISN 23 Virtual Eye Care Services
Ophthalmologist/Medical Retina Specialist

Denise Waschick - Program Analyst

Perinatal Reproductive Education Planning and Resources (PREPARE)

Melissa Tran - Licensed Marriage and Family Therapist for Perinatal Reproductive Education
Planning and Resource

CONGRATULATIONS TO THE

2023 Service to the Citizens Award Winners

Thank you for your service.

LaunchDarkly →



Congratulations

to Kathy Conrad and all
2023 Service to the Citizen[®] Award Winners!

**Accenture
Federal
Services**

2023 Service to the Citizen® Award Winners

International, State & Local Government

Services Australia

“myGov” Program

Monita Lal *General Manager - General Manager, Digital Programs*

City of Charlotte

Dr. Raquishela Stewart - *Housing and Neighborhood Services Division Manager*

Illinois Department of Information Technology (DoIT)

Chris Wollesen - *Web Services Manager*

County of Los Angeles

Office of the Public Defender

Mohammed Al Rawi - *Chief Information Officer*

Prince George’s County

Office of Community Relations

Euniesha Davis - *Director*

Courtney Mariette - *Deputy Director*

Karla Ukaoma - *PGC311 Content Manager*

Jennifer Hawkins - *311 On the Go! Program Manager*

Industry

Accenture Federal Services

Kathy Conrad - *Director, Digital Government*

DreamKey Partners

Erin Barbee - *Chief Strategy Officer*

Jennifer Jones - *Senior Vice President of Programs*

Julie Porter - *President*

Noelle Bell - *Senior Vice President, Marketing and Communications*

GCOM Software

Women Infants and Children (WIC) Team

Courtney Panunzio - *Sr. Project Manager*

Yatin Patel - *Technical Lead*

Munikumar Kuricheti - *Sr. Technical Consultant*

Monique Thomas-Byrd - *Sr. Technical Consultant*

Rama Kodamanchili - *Sr. Technical Consultant*

Booz Allen Hamilton

Will Healy - *Senior Vice President*

Martin Folkoff - *Principal*

Brian Davis - *Senior Associate*

Jeff Leon - *Senior Associate*

Aishwar Sabesan - *Senior Associate*

Hassan Riaz - *Senior Associate*

Joseph Yaworski - *Senior Associate*

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**Congratulations
to all the 2023
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

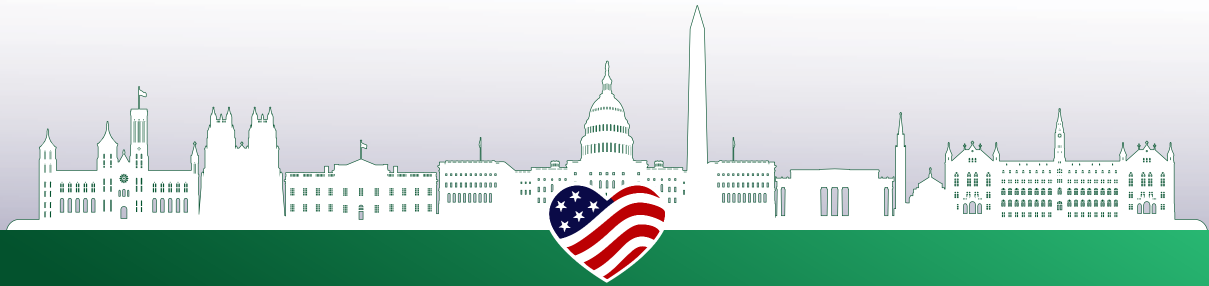




On behalf of BCG, congratulations to each exceptional recipient of the **Service to the Citizen Award!**

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.



X M

GOVERNMENT EXPERIENCE MANAGEMENT

Congratulations to the 2023 Service to the Citizen® Awards winners, the true 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!



Congratulations to all 2023 SERVICE to the CITIZEN® Award Winners.

We recognize and are proud to have supported the SSA.gov redesign team through their digital transformation.

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ACQUIA



Congratulations to the 2023 Service to the Citizen Award Winners!

Who We Are

ASI brings specialized customer experience, human-centered design, change management, strategy, and organization development management consulting experience directly assisting the Federal Government design and implement transformative customer experience programs and ultimately enhance citizen outcomes. For over 26 years and as a small business, ASI has supported over 70 government agencies and 100+ contracts across the civilian, defense, and intelligence communities. ASI could not be more proud of the DHS CX Team award winners, and the incredible work of all DHS HISPs, including TSA!

To learn more about how ASI can support your agency, please contact: Rachel Schwind at Rschwind@asigovt.com, Heather Decker at Hdecker@asigovt.com, and Fred Panzer at Fpanzer@asigovt.com.



Congratulations
to the
2023 Service to
the Citizen
Award winners!



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Public Service Leadership Academy

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