



2025

Service to the Citizen
AWARDS

September 19, 2025

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

#STTC Awards

Congratulations

2025 ServicetotheCitizen Award Winners

You are the innovators, leaders,
and visionaries transforming how
government serves the people.
Your dedication builds trust, drives
progress, and delivers lasting impact.
Maximus is proud to celebrate your
service.



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maximus.com/federal



Welcome to the 8th Annual Service to the Citizen Awards!

Tonight, we come together to celebrate this year's extraordinary recipients of the Service to the Citizen Awards. These honorees are being recognized for their dedication and commitment to improving the services delivered to the public and the Federal workforce.

Through strong collaboration across government agencies and their industry partners, we are united by a shared mission: to enhance the lives of Americans while making government operations more efficient and effective. In eight years, the awards have proudly recognized more than 1,600 individuals and teams from civilian and defense agencies, as well as state and local governments.

This year's winners exemplify innovation, collaboration, and a people-centered approach. By harnessing emerging technologies, leveraging data, and reimagining how services are delivered, these leaders are transforming the digital and in-person experiences that millions of Americans rely on every day. From healthcare and benefits to tax administration, law enforcement, and beyond, their efforts are making a lasting impact on veterans, students, taxpayers, travelers, and families in need.

Your hard work strengthens the trust between the public and its government. Tonight, we celebrate your remarkable achievements and your unwavering dedication to serving others.

Congratulations to the 2025 Service to the Citizen Award winners!

carahsoft

Congratulations

to the 2025 Service to the
Citizen Awards winners!

Carahso 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**
- **Improve digital experiences**
- **Modernize websites**
- **Optimize workforces**
- **Strengthen connections**
- **Build trust**
- **Anticipate future needs**
- **Serve with impact**

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

Scan for more information
on our CX solutions or visit
carah.io/CX-BuyersGuide



Welcome to the **8th annual Service to the Citizen®**
Awards Program!

Welcome: Martha Dorris, Public Service Leadership
Academy

National Anthem

Opening Keynotes

Opening Remarks

Dinner

Presentation of Awards

Government Executive of the Year

Industry Executive of the Year

Government Customer Experience Trailblazer

Lifetime Achievement

Rising Star of the Year

Closing Keynote

2025 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, Owner, WoVets Partners

Jim Williams

Partner at Schambach & Williams Consulting, LLC.

Government Executive of the Year



James McCament

Chief Digital Transformation Officer
Commissioner's Office
U.S. Customs and Border Protection
U.S. Department of Homeland
Security

James McCament has been named the 2025 Government Executive of the Year by the Service to the Citizen Awards for his visionary leadership in transforming service delivery at U.S. Customs and Border Protection (CBP). As the agency's first Chief Digital Transformation Officer and the Senior Official Accountable for Customer Experience, McCament has led efforts that have redefined how CBP serves the public.

Through the creation of the CBP Experience (CBPX) Division, strategically placed within the Commissioner's Office, McCament championed human-centered design, process automation, and AI-driven tools to streamline operations and improve experiences for travelers, trade partners, and frontline officers alike.

His work has reduced administrative burdens, improved international supply chain efficiency, and enhanced the speed and quality of traveler screening. By embedding customer experience into CBP's national security mission, McCament has shown that efficiency and security go hand-in-hand, setting a new standard for federal service delivery that puts people first.

Industry Executive of the Year



Kelly Olson

Senior Director and Public Sector
General Manager
Adobe

Kelly Olson has been named the 2025 Industry Executive of the Year by the Service to the Citizen Awards for her extraordinary leadership in advancing digital transformation across the public sector. Her leadership, built on integrity, innovation, and deep empathy for public servants and citizens alike, has helped federal, state, local, defense, and international agencies modernize services with scalable, people-centered solutions.

Kelly led the creation and expansion of Adobe's digital platforms across all 50 states, major federal departments, and the Canadian government—making services more accessible, intuitive, and efficient. She was pivotal in modernizing platforms like PA.gov and Australia's myGov, enhancing access for millions of users. Her work with the IRS is set to eliminate over 200 million pieces of paper annually, speed up returns, and save up to \$40 million in storage costs.

Kelly's strategic leadership also resulted in a \$795 million enterprise license with the Department of Defense, saving \$200M+ and 76,000 labor hours per year. She is a trusted advisor across the public sector, balancing her former government experience with industry leadership to ensure every solution is aligned with real-world needs.

Beyond results, Kelly champions inclusion, mentorship, and servant leadership, inspiring her team to grow and empowering governments to deliver better outcomes. Her impact is seen not only in systems and savings—but in the lives of the people these digital experiences serve.



Congratulations to the **2025 Service to the Citizen Award winners** for delivering exceptional service across government.

We're proud to partner with you to transform the government experience, creating meaningful, data-driven connections at every digital touchpoint.

Granicus extends special congratulations to the VA Transition Working Group—spanning the Veterans Experience Office, Veterans Benefits Administration, Office of Information and Technology, Veterans Health Administration, and Department of Defense.

Their vision delivered a seamless, journey-based experience for transitioning service members, guiding veterans through key milestones and decisions. This exceptional team brought expertise, passion, and shared purpose to strategy, research, messaging, design, analytics, implementation, and policy alignment—turning collaboration into true impact.

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

Lifetime Achievement for Delivering Service to the Citizens



Mathew Silverman

National President
Federal Law Enforcement
Officers Association

Chief Deputy U.S. Marshal Mathew N. Silverman has been named a recipient of the 2025 Lifetime Achievement for Delivering Services to Citizens for over two decades of unwavering dedication to public safety, national security, and community service.

As the Chief Deputy U.S. Marshal for the District of Maryland, Chief Silverman oversees critical operations—including judicial security, fugitive apprehension, and threat assessments—while leading more than 200 personnel across 12 facilities. He is widely respected for his strategic leadership, operational excellence, and ability to build cross-agency coalitions to combat violent crime and enhance public trust.

Chief Silverman founded Silver Shield, a nationally recognized initiative that combines community policing with criminal enforcement to reduce gang activity and remove illegal firearms and drugs from local neighborhoods. He also created the Rising Stars mentorship program and has long supported youth-focused organizations like the Boys and Girls Club and the Cal Ripken Sr. Foundation, positively impacting at-risk youth and fostering long-term community connections.

His leadership has been critical during national crises, including serving as a team lead during the January 6th Capitol insurrection and leading emergency responses during the COVID-19 pandemic. In addition to his U.S. Marshals Service role, Chief Silverman is the National President of the Federal Law Enforcement Officers Association (FLEOA), representing over 35,000 officers across 65 agencies. His tireless advocacy has led to significant legislative wins, enhanced benefits, and improved mental health support for federal officers nationwide.

A lifelong public servant, elected city council member, volunteer firefighter, and mentor, Chief Silverman's legacy is one of integrity, service, and deep compassion for those he serves. His leadership has made communities safer, government operations stronger, and public trust more resilient.

Lifetime Achievement for Delivering Service to the Citizens



Dustin Brown

Head of Legislative Affairs
Social Security Administration

Dustin Brown has been named the 2025 Lifetime Achievement Award honoree by the Service to the Citizen Awards in recognition of his remarkable career dedicated to improving government performance, public trust, and citizen services at every level.

Over the course of four administrations, Dustin served as Deputy Assistant Director for Management at the Office of Management and Budget (OMB), where he led groundbreaking efforts to improve federal service delivery and performance. He chaired the Performance Improvement Council, helped pass the Government Performance and Results Act Modernization Act, and launched enduring initiatives such as performance.gov, the White House Leadership Development Program, and the Federal Customer Experience Team, which directly improved service experiences across 40+ high-impact federal programs.

Now serving as Chief Operating Officer of the Social Security Administration (SSA), Dustin oversees integrated operations for 74 million customers and 57,000 employees. His leadership has significantly reduced call wait times, modernized voice systems across 1,200 field offices, and helped reduce the disability claims backlog for 35 consecutive weeks.

Internationally, Dustin served as Chair of the OECD Public Governance Committee, promoting service innovation and public trust across more than 30 countries. Through academic roles and mentorship, he continues to shape future public servants. Dustin's career reflects a lifelong commitment to public service excellence, advancing outcomes that have directly improved how millions of Americans experience government. His legacy will continue to shape a more effective, responsive, and citizen-focused government for years to come.

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Government CX Trailblazer



Charles D. Thomas

Customer Experience
Administrator for Trademarks
U.S. Patent and Trademark Office

Charles Thomas, the 2025 Customer Experience (CX) Trailblazer, has transformed how the U.S. Patent and Trademark Office (USPTO) delivers digital services to the public. From leading the creation of the Trademarks CX program to spearheading the agency's enterprise-wide CX strategy, Charles has championed a user-first approach that makes innovation and protection more accessible to entrepreneurs, attorneys, and business owners alike.

Through customer journey mapping, usability testing, and strategic research, he helped USPTO exceed key satisfaction targets, achieving 80%+ customer satisfaction and trust scores for digital services. He also led the development and launch of Trademark Center, a modernized platform that simplifies trademark applications for over 500,000 users annually. Key features include role-based access, automatic draft saving, mobile-friendly design, and a transparent cost calculator, all built on user feedback and continuous improvement.

Thanks to Charles's leadership, USPTO has set a new standard for human-centered government design, ensuring every customer, whether a solo entrepreneur or legal expert, can access clear, efficient, and trustworthy trademark services.

Rising Star of the Year



Laura A. Walker

Claims Specialist

Social Security Administration

Laura Walker, Claims Specialist at the Social Security Administration (SSA) Prescott District, has been named the 2025 Rising Star of the Year for her outstanding innovation, leadership, and commitment to improving public service delivery.

Since joining SSA in 2020, Laura has introduced transformative initiatives such as First Contact Resolution (FCR), which significantly reduced repeat customer calls and improved satisfaction and trust. She revolutionized new hire training by developing a dynamic, mission-focused curriculum that reduced turnover and increased employee readiness.

Laura serves as a key community liaison across Arizona, collaborating with state agencies, tribal organizations, and veteran services to streamline citizen support. Her deep expertise in Medicare, Medicaid, and low-income programs has made her an invaluable resource for both the public and her peers.

A passionate advocate for Customer and Employee Experience (CX/EX), Laura invests her personal time into professional development and has championed the integration of the Voice of the Customer (VoC) into SSA operations. Her efforts earned her and her team the first-ever standing ovation at SSA's SecurityStat executive meeting.

Laura's dedication to breaking down silos, empowering colleagues, and enhancing frontline service has not only improved operational performance—it has made government services more accessible, compassionate, and citizen-focused.

CX Buyer's Guide for Government

A practical resource to help guide public servants and government decision-makers to enhance service delivery and user experiences to support the mission.

Use Cases: See how agencies are improving service delivery and building public trust with CX tools.

Success Stories: Discover real-world examples of improved outcomes across government programs.

Contract Vehicles: Navigate procurement with ease through Carahso's pre-approved buying options.

Policy Insights: Get up to speed on the latest CX mandates and best practices shaping the public sector.



Scan to view guide or visit
carah.io/CX-BuyersGuide

Contact
Our Team



(703) 673-3570



CX@carahsoft.com



carah.io/cx-engagement

carahsoft.



Congratulations

to all 2025 Service to the Citizen®
award winners!

Accenture
Federal
Services

Category 1: Building a Customer-Focused Culture

U.S. Department of Homeland Security

Customer Experience Directorate

Nicshan Floyd - Acting Executive Director

Ribkha Hailu - Acting Deputy Executive Director

Dana Chisnell - Former Executive Director for Customer Experience

Experience Design and Delivery Division:

Anshul Kumar - Component Services Branch Chief

Subash Acharya - HQ Internal Services Branch Chief

Felipe Flores - IT Specialist

Jeremy Wilcox - IT Specialist

Ehb Teng - IT Specialist

Tonya Hill - Program Specialist

Hector Perla - CX Strategist

Xavier Febo - IT Specialist

Doug Zak - IT Specialist

Accessibility & Language Services Division:

Tom Monaghan - Accessibility & Language Services Division Director

Rebecca Lovley - Compliance & Integration Branch Chief

Michelle Pakron - Usability & Information Access Branch Chief

Brandon Pace - Program Manager

Sharon Attipoe-Dorcoo - IT Specialist

Harry Denby - Program Analyst

Yvette Simmons - Management and Program Analyst

Todd Bettaker - IT Specialist

Dominique Wheeler - IT Specialist

Community & Partnerships Division:

Aesclinn Donohue - IT Specialist

Aunika Johnson - Program Analyst

Stephanie Moore - CX Strategist

Kim Farmer Mendez - Communications Specialist

Mac Bailey - Director of Community and Partnerships

Capacity & Capability Operations Division:

Dawn Barton - Director of Capacity & Capabilities Operations

Dan Willis - Training & Capacity Building Branch Chief

Beth Martin - Strategic Operations Branch Chief

Amy Chenault - IT Specialist

Christopher Patten - IT Specialist

Alexandra "Ali" Tobolsky - IT Specialist

Category 1: Building a Customer-Focused Culture

Kevin Shaw - IT Specialist
Kelly Rice - CX Strategist
Chakakhon Lea - Senior Designer

Front Office Operations Division:
Roger Cotton - Operations Division Director
Michael Amici - IT Specialist
Janeen Glah - Program Analyst
Charles Thompson - Executive Assistant
Gwen Youngblood - Management and Program Analyst
Tali Keren - Senior Designer

U.S. Customs and Border Protection

Marc E. Calixte - Area Port Director, Dulles International Airport

Transportation Security Administration

Kristin Ruiz Deputy Chief Information Officer

U.S. Department of the Interior

Bureau of Ocean and Energy Management

Walter D. Cruickshank - Deputy Director

U.S. Department of Justice

Diamond Lewis - Program Manager

Social Security Administration

Prescott, Arizona District

Prescott, Arizona District Office

Andrea Myers - Customer Service Rep
Dana Williams - Customer Service Rep
Joel Bevers - Claims Specialist
John Orvis - Operations Supervisor
Julie Slattery - Claims Technical Expert
David Landin
Chris Merriman - Claims Technical Expert
Christ Mitchell
Nicholas Hurt - Claims Specialist
Susan Wade - Claims Specialist
Aurora Postula - Claims Specialist
James Mathew - Customer Service Rep
Victor "Dee" Eason - Claims Specialist

Category 1: Building a Customer-Focused Culture

Ulisses Rayo - Customer Service Rep
Chelsea Nipper - Operations Supervisor
Sabrina Gray - Claims Technical Expert
Belinda Rael - Administrative Assistant
Michelle Felicetta - District Manager

Colorado River Basin Field Office A15
Amber Donovan - Operations Supervisor
Dayna Benjamin-Turner - Customer Service Rep
Manuel Casillas - District Manager
Marcella Schaefer
Stephanie A. Allen - Claims Specialist
Tenille Barra - Claims Specialist
Kathy Holmes - Claims Specialist

Flagstaff Field Office
Noah Stuth - Operations Supervisor
James Barney - District Manager
Elijah "Eli-ENZ" Neztosie - Claims Specialist
Brittany Morgan - Claims Specialist
Jeremy Kingbury - Claims Specialist
Lisa Lopez-Orozco

Show Low Office
Rebecca Mauff - Customer Service Rep
Marie Stuart - Claims Specialist
Erich Schmidt - Claims Specialist
April Norton - Claims Specialist
Angela Abeita - Claims Specialist
Tanya Jezek - Claims Specialist
Heather Kennedy - Customer Service Rep
Jolene Dailey - Claims Specialist

New York Region - Cherry Hill Field Office
Bobby Burris - District Manager

U.S. Department of State

Bureau of Consular Affairs

Overseas Citizen Services

Elizabeth Gracon - Acting Deputy Assistant Secretary
Yung-Mei Haloski - Director, Management Support Unit
Dwayne Williamson - Financial Manager, Management Support Unit



Congratulations to all the 2025 Service to the Citizen Award Winners!

A big round of applause for Jorge Cardenas, CIO of the City of Brownsville, Texas. Your initiatives have helped transform the city.



From strategic consulting to leading-edge technologies, NTT DATA enables experiences that transform organizations for success, disrupt industries for good and shape a better society for all.



Medallia

We Love Leaders Who Never Miss a Moment.

Congratulations to this year's Service to the Citizen Award winners. We celebrate your dedication to driving real impact for our nation.

Medallia helps you act on that commitment — with an **AI-powered, FedRAMP High authorized platform** that turns insight into mission success.



Category 1: Building a Customer-Focused Culture

U.S. Department of the Treasury

Bureau of the Fiscal Service

US Treasury Notation

Disbursing and Debt Management / Post Payment Division

Gary Swasey - Program Manager

Christina Cox - Deputy Assistant Commissioner

Shawn King - Branch Manager

Lisa Innaurato - Branch Manager

Zenia Arsenia Jones - Supervisory Call Center Analyst

Noel Rodriguez - Management and Program Analyst

Kevin Heiser - Management and Program Analyst

Dorothy Carpenter - Contractor

Chris Haupt - Contractor

Cait Gehring - Chief Customer Officer

Claire Burgess - Customer Experience Strategist

Ryan Dotson - Supervisory IT Specialist

Dan Rempel - Unified Communications

John Richardson - Unified Communications

Daniel Oak - IT Specialist

Dana Merrit - Vice President

Janin McGrath - Assistant Vice President, Federal Reserve Bank of Dallas

David Metcalf - Sr. Manager, Customer Service , Federal Reserve Bank of Dallas

Omar Johnson - Sr. Workforce Optimization Analyst ,Federal Reserve Bank of Dallas

Kane Norman - Data Scientist II, Federal Reserve Bank of Dallas

Category 1: Building a Customer-Focused Culture

U.S. Department of Veterans Affairs

Central Maryland Regional Veterans Treatment Court

Halee Weinstein - Senior Judge, District Court of Maryland

Patricia Deros - Assistant State's Attorney, Baltimore City State's Attorney's Office

Charles Weiner - Assistant Public Defender, Maryland Office of the Public Defender

Aaron Dalton - Assistant Public Defender, Maryland Office of the Public Defender

Jovanni Mooring - Veterans Justice Outreach Specialist

Angel Davis-Burke - Probation Agent, Maryland Department of Public Safety and Correctional Services

Brandi Smith - Claims Specialist, Department of Veterans Administration

Valeree Tolios - Director of Court Programs, United Way of Central Maryland

Justin McNabb - Lead Mentor Coordinator and Data Manager

Carrie McGinn - Case Manager

State & Local

State of Pennsylvania

Bureau of Child Support Enforcement

Jaylene Bowers - Pennsylvania Child Support Director

Alex Cain - Director

Susan Sease - Manager

Camilla Fox - Manager

Dory McGuire - Chief Information Officer, HHS Delivery Center

Tracey McSherry - Business Relationship Manager, HHS Delivery Center

State of Hawaii

Human Service Med-Quest Division

Phan Sirivattha - Health IT Program Officer

Lori-Lei Aponte - Eligibility Branch Administrator

Puanani Crabbe Parker - Health Care Outreach Branch Manager

Evelyn Chan - Eligibility System Project Manager, Health Care Outreach Branch Manager

Industry

Booz Allen Hamilton

Katarzyna Siedlecki - Former Chief Technologist Design Strategist

Qualtrics

Rishi Vajpeyi - Vice President, Federal Civilian

Deloitte Consulting

Airis M. Gill - Managing Director

Category 2 : Delivering Excellence in Digital Services

U.S. Department of Commerce

U.S. Patent and Trademark Office

Office of Trademarks

Matthew Schwab - Senior Legal Administrator for Trademarks Technology and Systems and Trademark Center Product Owner
Stephen Aquila - Staff Attorney and Lead Product Owner for Trademark External
Glen Brown - Group Director for Information Technology
Courtney Postell - Lead TM Business Operations Specialist
Rajaraman Rajamani - Trademark Product Delivery
Lap Lam - Trademark Product Delivery
Yan Zhao - Trademark Product Delivery Supervisor
Charles Thomas - Customer Experience Administrator for Trademarks
Jacob Feldman - Business Analyst
Carol Ann Brumfield - Former Business Analyst
Srini Varma - Former Business Analyst
Jeanine Cranford - Lead IT Specialist
Jocelyn Newsome - Customer Experience Strategist
Bruno Nagel Tejada - Human-Centered Design Specialist
Roya Moussapour - Human-Centered Design Specialist
Jessica Ludeman - Senior Legal Policy Advisor
Sara Helmers - Attorney Advisor
Tiffany Chiang - Attorney Advisor
Jason Lott - Managing Attorney, Trademark Customer Outreach
Sharmika Jackson - Lead Trademark Information Specialist
Christian Burke - Communications Planning and Management Specialist
Megan Miller - Supervisory Technical Writer-Editor
Kamryn Jaroszewski - Plain Language Writer
Thu Vuong - Former Project Manager
Tim Carrico - Technical Lead, BAH
Lakshmi Asuri - Software Developer, BAH
Khurram Raza - Software Developer, BAH
Evan Fredericks - Software Developer, BAH
Rachel Goff - Software Developer, BAH
Peter Thielen - Senior Lead Technologist, BAH
Julia Gretsky - Lead Technologist, BAH
Bipin Rajbhandari - Software Developer, BAH
Kaitlyn Huynh - Software Developer, BAH

U.S. General Services Administration

Marina Fox - Director, Gov-wide Digital Analytics Program,
Digital Analytics Program

Category 2 : Delivering Excellence in Digital Services

Library of Congress

U.S. Copyright Office

Copyright Claims Board

David Carson - Copyright Claims Officer
Monica McCabe - Copyright Claims Officer
Brad Newberg - Copyright Claims Officer
Whitney Levandusky - Supervisory Copyright Claims Attorney
Maya Burchette - Copyright Claims Attorney
Dan Booth - Copyright Claims Attorney
Natalie Cronin - Program Specialist
Kimberly Gallego - Paralegal Specialist

U.S. Department of Housing and Urban Development

Improving Public Service Through Human-Centered Design: HUD's State Webpage Transformation

Office of Field Policy and Management

Jeremy Ames - Director, Data Analytics and Stakeholder Engagement (Washington, DC)
Dr. Mel Kline Lee - Design Strategist and Project Manager (California)
Effie Russell - Deputy Director, Customer Experience (Colorado)
Adam Rumrill - Deputy Director, Data Analytics and Stakeholder Engagement
Andrea Meeks - Program Analyst (Wyoming)
Shivona Brownslow-Curry - Customer Experience Specialist
Laurie Udit - Field Office Director (Los Angeles, California)
Eduardo Cabrera - Field Office Director (San Francisco, California)
Angela Hui - Former Supervisory Management Analyst (Los Angeles)
Alex Russell - Program Analyst (Los Angeles)
Ashley Vo - Program Analyst (San Francisco)
Dave Matthews - Alaska Program Analyst

Office of Public Affairs

Eileen Coleman - Acting Internal Communications Director & Departmental Web Management Officer (Washington, DC)
Joanne Johnson - Former Web Manager (Washington, DC)
Letha Strothers - Deputy Departmental Web Management Officer (Washington, DC)
Helen Savoye - Deputy Departmental Web Management Officer (Washington, DC)



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.

Empower your team to make an impact.

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Adobe

**Create simple,
seamless, and
secure government
experiences.**

We provide government agencies with the solutions they need to modernize digital experiences, efficiently deliver services, increase citizen engagement, and build trust through personalization.

adobe.com/gov



Category 2 : Delivering Excellence in Digital Services

Non-Profit Community Partnerships (Salvation Army)

Dr. Benjamin Hurst - Director, The Salvation Army Center for Applied Research and Innovation (CARI)

Shannon Lamb - Program Manager, The Salvation Army Center for Applied Research and Innovation (CARI)

Alexandra Grosse - Program Analyst, The Salvation Army Center for Applied Research and Innovation (CARI)

University Partnerships (University of Southern California)

Dr. Annalisa Enrile - Lead Professor, Social Innovation and Design, USC School of Social Work

Dr. Eric Rice - Co-Founder, Center for Artificial Intelligence for Society (CAIS), USC

Office of Management & Budget

Customer Experience Team

Melinda J. Baldwin - CX Recovering From a Disaster Portfolio Lead

Leticia Oxley - Former OMB

Bin Zhang - OMB

Katrina Langer - Formerly USDS

Alexandra Hodgkins - (led the pilot effort in Region 2)

David Warrington - (key leadership in Region 2)

Andy D'Amora - (key leadership in Region 2)

Nicole Glover - (MH counselors in NYC and PR)

Digmarie Alicia Santana - (MH counselors in NYC and PR)

Erika Lindsey - OPM

Emily Moss - OPM

Michaela Kramer - OPM

Alexandra Fercak - FEMA/Survivor Experience Section

Free Palmer - FEMA

Paul Judson - FEMA

Andre Pennardt - FEMA

U.S. Department of State

Bureau of Consular Affairs

Luis Coronado - Chief Information Officer

Social Security Administration

Jeff Walsh - Program Manager for Digital Identity

Slam the Scam

Office of the Inspector General

Category 2 : Delivering Excellence in Digital Services

Slam the Scam

Office of the Inspector General

Mary Miller - Senior Advisor

Katy Martin - Acting Supervisor, Communications Planning and Analytics Team

U.S. Department of the Treasury

Internal Revenue Service

IRS Office of Online Services

Ranard Richburg - Product Development Specialist

State Government

Tennessee Department of Human Services, Child Care

James Pierson - IT Director

State of Tennessee

TennCare Long Term Services and Supports (LTSS)

Kristeena Ashby - Senior Assistant Deputy Chief of LTSS Operations

Caitlin Rogers - TennCare LTSS - Assistant Deputy Chief of Quality, Accountability, and Innovation

Karen Gonzalez - TennCare LTSS – Assistant Deputy of Clinical Operations

Dallas Dowell - TennCare LTSS – Assistant Deputy of Business Operations

Kathleen Livingstone - TennCare LTSS – Value Based Director

State of Kentucky

Cabinet for Health and Family Services

Office of Application Technology Services

Jennifer Harp - Executive Director

Rosanne Barkley - Business Analyst (Retired)

Mark Cornett - Business Analyst

Seth Butt - Project Manager

Lalitha Dharani - Business Analyst

Rhonda Wilson - Business Analyst

Shabana Jhangir - Business Analyst

Luke Robinson - Quality Assurance Analyst

Kenton Helvey - Quality Assurance Analyst

Jyothi Adkins - Quality Assurance Analyst

Jerilyn Mackovich - Quality Assurance Analyst

Category 2 : Delivering Excellence in Digital Services

Oregon Department of Human Services

Christine Doody - Oregon Summer EBT Manager
Stephanie K. Cooke - Summer EBT analyst, ODHS
Paula M Mendoza - Summer EBT Analyst, ODHS
Montana Janssens - Summer EBT Analyst, ODHS
Christy Sinatra - Communications Lead, ODHS
Kathryn I. Garland - Summer EBT
Diane Keberle - Legacy Developer, OHA
Gayathri Balachandran - OIS, OHA
Diane J. Strubel - OEP VEC
Narry J. Miles - OEP VEC, ODHS, NARRY
Regina Carpenter - ODHS
Dustin Melton - ODE
Jessica Visinsky - ODE
Michelle Fleener - ODE, FLEENER
Rick McKinney - OEP, ODHS

Commonwealth Office of Digital Experience

CODE PA

Bryanna Pardoe - Executive Director

North Carolina Department of Environmental Quality

Miriam Patrocinio - Chief Data Officer

City of Georgetown, Texas

Matthew Kunkle - Records Program Manager

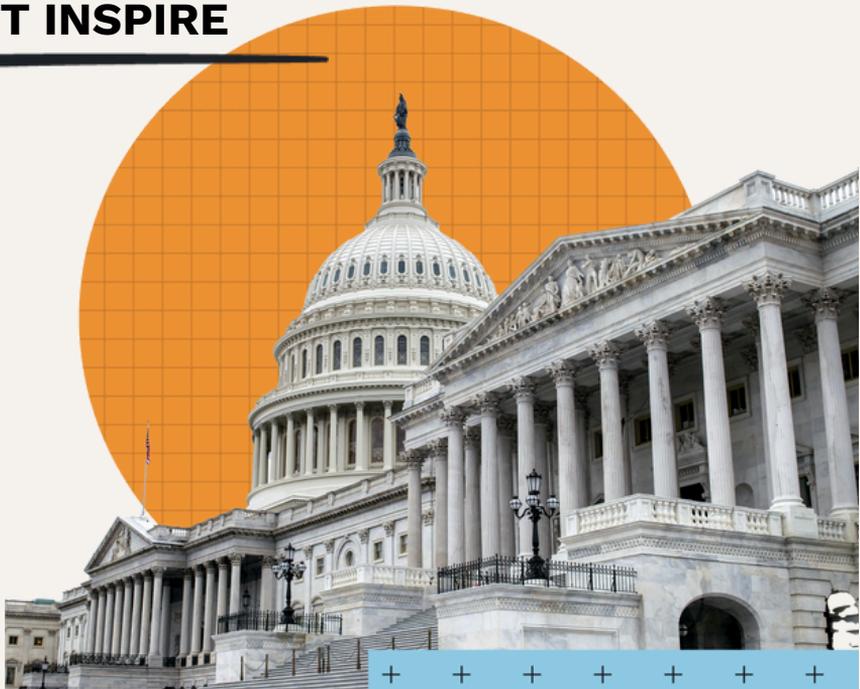
Congratulations to the 2025 Service to the Citizen Award winners

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.



CONGRATULATIONS to the 2025 Service to the Citizen[®] recipients for your SERVICES THAT INSPIRE



Category 3 : Using Innovation, Data, and Breaking Down Organizational Barriers

U.S. Department of Health & Human Services

Centers for Medicare and Medicaid Services

Andrea Fletcher - Chief Digital Strategy Officer and Director of the Digital Service

U.S. Department of Homeland Security

U.S. Customs and Border Protection

*Office of Information Technology,
Cargo Systems Program Directorate*

Tom Mills - Executive Director

Valla Olliver - Deputy Executive Director

Renee Messalle - Director

Jyothsna Charagundla - Director

Priya Livingstone - Director

Matt Corazza - Director

Patrick Metcalf - Director

Chris Liberty - IT Specialist

Paul Nugent - IT Specialist

Hema Bhalla - IT Specialist

Hari Gangavarapu - IT Specialist

Chris Jerussi - IT Specialist

Shaq Ullah - Agile Team Lead

Tom Pilcher - IT Specialist

Arnie Buratty - IT Specialist

Syed Ahamed - Supervisory IT Specialist

Autumn Maxey - IT Specialist

Manisha Migliani - IT Specialist

Sameer Khakurel - IT Specialist

Hiwot Chapman - IT Specialist

Shiva Badia - Lead IT Specialist

Doug Burton - Supervisory IT Specialist

Rajesh Ambhore - IT Specialist

Maelee Byram - Senior Programmer

Steven Lubel - IT Specialist

Transportation Security Administration

*Office of Civil Rights & Liberties, Ombudsman, and
Traveler Engagement*

Edith R. Vaisey - Customer Experience Branch Program Analyst

Nicholas Miller - Salesforce Technical Lead, Indev

Niki French - Customer Experience, Branch Manager

Tamisha Shinholt - Customer Experience Branch Program Analyst

Kristin Andrade - Customer Experience Branch Program Analyst

Category 3 : Using Innovation, Data, and Breaking Down Organizational Barriers

Natika Cleaves - Customer Experience Branch Program Analyst
Benjamin Terrell - Customer Experience Branch Program Analyst
Vandana Joshi - Quality Assurance, Indev
Umair Khan - Program Manager, Indev
Charlie Inman - Program Manager, Indev
Chandra Mutalam - Salesforce Developer, Indev
Johnny Duman - Salesforce Developer, Indev
Hasan Kalayci - Salesforce Developer, Indev
Kemal Polat - Salesforce Developer, Indev
Pauline Arroyo - CSM Working Group
Charlene Bailey - CSM Working Group
Christopher Barnett - CSM Working Group
Yvonne Beard - CSM Working Group
Aprilynn Hartung - CSM Working Group
Alan Johnson - CSM Working Group
Ermelinda Krakowski - CSM Working Group
Kevin Lett - CSM Working Group
Lyra Medina - CSM Working Group
Juan Ovalle - CSM Working Group
Rachel Pacis - CSM Working Group
Stacey Sanders - CSM Working Group
Cynthia Scott - CSM Working Group
Shaquita Selvy - CSM Working Group
Loretta Warsing - CSM Working Group
Kara Westberg - CSM Working Group
Russell Whitaker - CSM Working Group
Jennifer Gorkowski - Government Project Manager
Patrick Dunn - Customer Experience Branch Supervisory Program Analyst
Ralph Sauls - ISSO
Sharon Pecus - CSM Working Group

Social Security Administration

Office of Transformation (OT), Office of Experience Design (OXD), Service Design Team

Jeffrey Talbert - Senior Supervisor
Aileen Flynn - Service Designer
Brandi Daniels - Service Designer
Christopher Pascale - Senior Service Designer
Elizabeth Hanover - Senior Service Designer
Johnna Scott - Service Designer
Kelly Do - Service Designer
Mandie Peace - Service Designer
Marla Melendez - Service Designer
Michelle Lieu - Senior Service Designer

Category 3 : Using Innovation, Data, and Breaking Down Organizational Barriers

Nathan Walters - Senior Service Designer
Thomas Savlidis - Senior Service Designer
Nicholas Temple - Service Designer
Tony Quan - Senior Service Designer
Eric S. Powers - Chief Transformation Officer

U.S. Department of the Treasury

Internal Revenue Service

Office of Online Services

VITA/TCE Gen AI Chatbot

Tracy L. Hancock - Digital Business Analyst, Product Manager
Kathryn Marsh - Product Development Specialist, Product Manager
Sierrah Ward - Emerging Technology Analyst

U.S. Department of Veterans Affairs

Veterans Affairs Office of Asset Enterprise Management

Michael Kelmachter - Management Analyst

VHA Innovation Ecosystem Fellowships & VHA Office of Primary Care

Colleen McQuown - 2025 VHA IE Senior Innovation Fellow and Supporting Community, Outpatient, Urgent care, and Telehealth Services (SCOUTS) Medical Director

VA Palo Alto Health Care System

Dr. Rona M. Relova - Precision Health Research Scientist/Investigator
2025 Fellow, VHA Diffusion of Excellence
2024 Senior Fellow, VHA Innovation Ecosystem

Office of Geriatrics and Extended Care - Nursing Home to Home Program

Amanda Merski - National Program Lead
Seth Kindred - RN - Muskogee, OK VA Medical Center
Brandy Dunlap - LCSW - Muskogee, OK VA Medical Center
Marina Fouts - LISW - Cleveland, OH VA Medical Center
Michael Oleski - RN - Cleveland, OH VA Medical Center
Vinny Samuel - LCSW - Houston, TX VA Medical Center
Christiana Nwosu - RN - Houston, TX VA Medical Center
Colleena Spiller Payton - NHTH Program Support Assistant

Category 3 : Using Innovation, Data, and Breaking Down Organizational Barriers

VA Transition Working Group

Tim Hudak - Veteran Insight Specialist

Jeff Cereghino - Special Assistant (DOD and Military Affairs)
Veterans Benefits Administration

Andrea Bomar - Program Analyst (Communication Specialist)
Office of Information and Technology

Mike Holovacs - Management Program Analyst, Pension and Fiduciary Service
Veterans Benefits Administration

Ryan Hinely - Voluntary Services Specialist
Veterans Health Administration

Jon Pruett - Director of Experience Analytics and Measurement (Acting)
Veterans Experience Office

Chris Truchon - Department of Defense Senior Fellow to the U.S. Department of
Veterans Affairs, United States Army

Craig Coleman - Public Affairs Specialist, Office of Communication, Veterans
Benefits Administration

State & Local Government

Allegheny County Department of Human Service

Ben Schenck - Manager, CX Analytics

Cassie Alexander - Client Experience Analyst

Anna Kapolka - Data Analyst

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

U.S. Department of Homeland Security

U.S Citizenship of Immigration Services

Michael Catania - IT Specialist, Performance & Analytics Team Lead and Network Engineering Lead

Social Security Administration

Jerry V. Bell - District Manage, Orlando Social Security Card Center

Office of Health Information Technology and Electronic Policy (OHITEP), Office of Disability Policy (ODP)

Melany Byerly - Branch Chief

Heather Murr - Division Director

Cammie Jecelin - Technical Expert

Marty Prahl - Senior Advisor

Akshin Bakhtiyarov - Implementation Project Manager

Jennifer Castro - Implementation Project Manager

Kassandra Harris - Implementation Project Manager

Mercedes Hernandez - Implementation Project Manager

Anastasya Prisby - Implementation Project Manager

Kaitlyn Stotmeister - Implementation Project Manager

U.S. Department of the Treasury

Internal Revenue Service

IRS Office of Online Services

Kira D. Prin - Product Development Specialist (Product Manager)

U.S. Department of Veterans Affairs

Veterans Health Administration

Meredith Josephs - Executive Director, Connected Health, Office of Connected Care

State Government

City of Brownsville, Texas

Jorge Cardenas - Chief Information Officer

Industry

Deloitte Consulting

Hariharan Murthy - Managing Director, Health and Human Services Leader for the State of Michigan

OODA LLC

Bob Gourley - Co-Founder and CTO

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