2020 Awards PowerPoint
Franchise Tax Board Meeting
Thursday, June 3, 2021

Slide 1: 2020 Awards
Presenter Name: Raymond Rouse – Organizational Development Action Committee Co-Chair
June 3, 2021

Slide 2: 2020 Awards
• Superior Accomplishment Award
• Sustained Superior Accomplishment Award
• Supervisory Bonus Award
• Large Team Award

Slide 3: FTB’s Strategic Plan Parthenon
An image of a Parthenon appears. Mission appears at the top, with four pillars holding it up labeled Taxpayer Centric Service, Effective Compliance, Strong Organization, and Operational Excellence. Below the Parthenon are the words Privacy and Security, Fiduciary Responsibility, Transparency and Trust, and Principles and Values.

Slide 4: Taxpayer Centric Service
The Taxpayer Centric Service pillar is featured in the Parthenon image.

Slide 5: Superior / Sustained Superior Accomplishment Award
Marcos Lopez
Taxpayer Services and Internal Applications Bureau
SUPERIOR ACCOMPLISHMENT AWARD

Slide 6: Effective Compliance
The Effective Compliance pillar is featured in the Parthenon

Slide 7: Superior / Sustained Superior Accomplishment Award
Christy Gentry
Individual and Pass Through Entity Audit Bureau – Santa Ana Field Office
SUPERIOR ACCOMPLISHMENT AWARD

John Terra
Individual and Pass Through Entity Audit Bureau
SUSTAINED SUPERIOR ACCOMPLISHMENT AWARD
Slide 8: Sustained Superior Accomplishment Team Award

System Analysis Team
- Allen Chan
- Martha Chavez
- Traci Johnson
- Lindsay MacFarlane
- Derek Molnar
- Henry Nimitz
- Natalie Perrin
- Chad Powell
- Vergil Vibat

Slide 9: Strong Organization
The Strong Organization pillar is featured in the Parthenon.

Slide 10: Superior / Sustained Superior Accomplishment Award

Jackie Brooks
Processing Services Bureau
SUPERIOR ACCOMPLISHMENT AWARD

Corrin Nasca
Advisory, Analysis and Services Bureau
SUPERIOR ACCOMPLISHMENT AWARD

Molly Nguyen
Processing Services Bureau
SUSTAINED SUPERIOR ACCOMPLISHMENT AWARD

Slide 11: Superior / Sustained Superior Accomplishment Award

Phong Nguyen
Tax Systems and Applications Bureau
SUPERIOR ACCOMPLISHMENT AWARD

Rikki Saldaña
Advisory, Analysis and Services Bureau
SUPERIOR ACCOMPLISHMENT AWARD

Slide 12: Superior Accomplishment Team Award
Customer Service Certification Team
Top row, left to right:
George Caplick, Myk Ciapusci, Gina Lopez, Denise Morris, Corrin Nasca, John Palombi, Kathleen Raymond

**Bottom row, left to right:**
Ron Ross, Bobby Schmidt, Prem Shelat, Lisa Sumida, Yelena Sushch, Peter Wong, Veronica Zepeda

**Slide 13: Supervisory Bonus Award**

*Krystal Parker-Ridley*
National Business Audit Bureau – New York Field Office

*Lasaro Saldana*
Filing Compliance Bureau

**Slide 14: Operational Excellence**
The Operational Excellence pillar is featured in the Parthenon.

**Slide 15: Superior / Sustained Superior Accomplishment Award**

*Martha Aguirre*
Enterprise Data and Testing Bureau
SUPERIOR ACCOMPLISHMENT AWARD

*Sharla Bemis*
Enterprise Data and Testing Bureau
SUPERIOR ACCOMPLISHMENT AWARD

*Kathy Davis*
Technology Planning Bureau
SUSTAINED SUPERIOR ACCOMPLISHMENT AWARD

**Slide 16: Superior / Sustained Superior Accomplishment Award**

*Erin Dendorfer*
Technical Resources Bureau
SUPERIOR ACCOMPLISHMENT AWARD

*Tamara Dye*
Financial Management Bureau
SUPERIOR ACCOMPLISHMENT AWARD

*Teresa E. Folsom*
Technology Planning Bureau
SUSTAINED SUPERIOR ACCOMPLISHMENT AWARD

**Slide 17: Superior / Sustained Superior Accomplishment Award**
Chris Gonzales
Communication Services Bureau
SUPERIOR ACCOMPLISHMENT AWARD

Alicia Green
Processing Services Bureau
SUPERIOR ACCOMPLISHMENT AWARD

Vivian Ho
Special Programs Bureau
SUSTAINED SUPERIOR ACCOMPLISHMENT AWARD

Slide 18: Superior / Sustained Superior Accomplishment Award

Amy Jo Jackson
Operations Management Bureau
SUPERIOR ACCOMPLISHMENT AWARD

Erik Kelsch
Enterprise Data and Testing Bureau
SUPERIOR ACCOMPLISHMENT AWARD

Royce Larson
Special Programs Bureau
SUSTAINED SUPERIOR ACCOMPLISHMENT AWARD

Slide 19: Superior / Sustained Superior Accomplishment Award

Thomas Meuser
Tax Systems and Applications Bureau
SUSTAINED SUPERIOR ACCOMPLISHMENT AWARD

Eric Nguyen
Taxpayer Services and Internal Applications Bureau
SUPERIOR ACCOMPLISHMENT AWARD

Kristen Ostrander
PIT Billing and Collection Bureau
SUPERIOR ACCOMPLISHMENT AWARD

Slide 20: Superior / Sustained Superior Accomplishment Award

Joanna Palisoc
Technical Resources Bureau
SUSTAINED SUPERIOR ACCOMPLISHMENT AWARD

Allen Pearson
Filing Services Bureau
SUPIOR ACCOMPLISHMENT AWARD

Rigoberto Salazar
Criminal Investigation Bureau – West Covina Field Office
SUSTAINED SUPIOR ACCOMPLISHMENT AWARD

Slide 21: Superior / Sustained Superior Accomplishment Award

Ronaldo Sario
Tax Systems and Applications Bureau
SUPIOR ACCOMPLISHMENT AWARD

Melody Scullary
Litigation Bureau
SUPIOR ACCOMPLISHMENT AWARD

Dan Simpson
Filing Methods and Budget Bureau
SUSTAINED SUPIOR ACCOMPLISHMENT AWARD

Slide 22: Superior / Sustained Superior Accomplishment Award

Maryalice Tomoeda
Enterprise Architecture Office
SUPIOR ACCOMPLISHMENT AWARD

Lalita Vedula
Tax Systems and Applications Bureau
SUPIOR ACCOMPLISHMENT AWARD

Jenny Vu
Taxpayers' Rights Advocate's Office
SUPIOR ACCOMPLISHMENT AWARD

Slide 23: Superior / Sustained Superior Accomplishment Award

Brandon White
Processing Services Bureau
SUPIOR ACCOMPLISHMENT AWARD

Jong Xiong
Financial Management Bureau
SUPIOR ACCOMPLISHMENT AWARD

Kim Yamane
National Business Audit Bureau – West Covina Field Office
SUSTAINED SUPIOR ACCOMPLISHMENT AWARD
Slide 24: Sustained Superior Accomplishment Team Award
e-file Business Rules Team

Top row, left to right:
Raquel Baez, Mary Fuentes, Clarita Landes, Susan Mason

Bottom row, left to right:
Larry Nixon, Jeff Presler, Jacob SoRelle

Not pictured:
Christie Diller, Roberta Henry, Hung Huynh, Xuan Lan Le, Catherine Maydahl, Muna Yan, Michael Yu

Slide 25: Sustained Superior Accomplishment Team Award
Enterprise Operations Problem Management Team

Left to right:
Joanne Cabral, Curtis Coles, Joann Nunez, Ingrid Westin

Not pictured:
Melissa Aldava, Stephen, Esquivido, Miguel Sanchez, Matthew Vigna

Slide 26: Superior Accomplishment Team Award
Enterprise Test Automation Implementation Team

Top row, left to right:
Vanya Chatty, Tim Machgan, Jeff Machol, Ronil Mahabir

Bottom row, left to right:
Arlene Silva, Jeffrey Somera, Shon Wilcox

Not pictured:
Htay Htay Kyo, Tamara Mattox, Nadeem Shafi, Dustin Srch, Russell Warren

Slide 27: Superior Accomplishment Team Award
Legislative Case Tracking System Team

Left to right:
Neelam Bains and David McCann

Slide 28: Superior Accomplishment Team Award
Operation Pensieve Team

Left to right:
Red Gobuty, Gi Jung Nam, Mira Patel, Jason Riley

Not pictured:
Brian Beck, Brandon Knoll, Katie Sawyer
Slide 29: Superior Accomplishment Team Award
Political Audit Management System (PAMS) Project Team

Top row, left to right:
Alicia Acosta, Diana Emanavin, Dawn Hadid, Mandaris Moore III, Phuong Nguyen

Bottom row, left to right:
Janean Pritchard, Reaz Shahed, Sandi Tran, Tank Waklee

Not pictured:
Pam Parra

Slide 30: Superior Accomplishment Team Award
Protest User Guide Update Team

• Yolanda Cruz
• Vicki Leclerc
• Dorothy Thomas

Slide 31: Sustained Superior Accomplishment Team Award
Statewide Volunteer Income Tax Assistance (VITA) Coordinators' Team

Left to right:
Nooria Samimi and Shawntae Tyler

Slide 32: Superior Accomplishment Team Award
Voice over Internet Protocol (VoIP) Warehouse Support Team

Left to right:
Joseph McQuaid and Kelly White

Slide 33: Supervisory Bonus Award
Angie Brown
Audit Services, Administration, and Protest Bureau

Ashley Campos
Filing Services Bureau

Richard Geck
Individual and Pass Through Entity Audit Bureau – West Covina Field Office

Slide 34: Supervisory Bonus Award
Marie Gillette
Operations Management Bureau

Alvaro Hernandez
Taxpayers' Rights Advocate's Office
Sally Logan
Communication Services Bureau

Slide 35: Supervisory Bonus Award
Sonya Lynn Lopez
Filing Services Bureau
Stephanie McFarland
Processing Services Bureau
Vicky Mendoza-Lopez
Processing Services Bureau

Slide 36: Supervisory Bonus Award
Rosita Mindermann
Financial Management Bureau
Long Nguyen
Statewide Collections Bureau
Lisa-Marie Parsley
Enterprise Data and Testing Bureau

Slide 37: Supervisory Bonus Award
Malcolm Phan
Special Programs Bureau
Dawn Russ
Tax Administration and Procedure Bureau
Paul Smith
Business Entity Collection Bureau

Slide 38: Supervisory Bonus Award
Raquel Steving
Operations Management Bureau
Tina Wylde
Technical Resource and Services Bureau
2018/2019 SBA Recipient

Slide 39: Large Team Award
Contact Center Platform (CCP) and Voice over Internet Protocol (VoIP) Integration and Implementation Team – The “Big Bang.” CCP Core Integration Team – and – Change Champions

Slide 40: Large Team Award
Health Care Mandate (HCM) FX System (FX API) Implementation Team

Slide 41: Large Team Award
Operations Management Bureau's 2020 Pandemic Response Team

Slide 42: Questions?

Slide 43: Public Comment