

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

SUPERIOR ACCOMPLISHMENT AWARD

Rigoberto Salazar

Criminal Investigation Bureau – West Covina Field Office

SUSTAINED SUPERIOR ACCOMPLISHMENT AWARD

Slide 21: Superior / Sustained Superior Accomplishment Award

Ronaldo Sario

Tax Systems and Applications Bureau

SUPERIOR ACCOMPLISHMENT AWARD

Melody Scullary

Litigation Bureau

SUPERIOR ACCOMPLISHMENT AWARD

Dan Simpson

Filing Methods and Budget Bureau

SUSTAINED SUPERIOR ACCOMPLISHMENT AWARD

Slide 22: Superior / Sustained Superior Accomplishment Award

Maryalice Tomoeda

Enterprise Architecture Office

SUPERIOR ACCOMPLISHMENT AWARD

Lalita Vedula

Tax Systems and Applications Bureau

SUPERIOR ACCOMPLISHMENT AWARD

Jenny Vu

Taxpayers' Rights Advocate's Office

SUPERIOR ACCOMPLISHMENT AWARD

Slide 23: Superior / Sustained Superior Accomplishment Award

Brandon White

Processing Services Bureau

SUPERIOR ACCOMPLISHMENT AWARD

Jong Xiong

Financial Management Bureau

SUPERIOR ACCOMPLISHMENT AWARD

Kim Yamane

National Business Audit Bureau – West Covina Field Office

SUSTAINED SUPERIOR 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