

# Benefits, Wage & Nonappropriated Fund Policy

## LINE OF BUSINESS

### Key Partnerships

Component HR Communities  
 Union Representatives  
 OPM and DoD Senior Leadership  
 Federal Retirement Thrift Investment Board  
 Long Term Care Partners  
 Department of State  
 Department of Labor  
 Department of Veterans Affairs  
 Military Community and Family Policy  
 Defense Management Data Center  
 Private Sector

### Key Activities

Provide technical advisory services for enterprise-wide benefits, work-life, wage and NAF policy, planning, and portability through customer service channels

Oversee and administer DoD NAF Health and Retirement Benefits Plans

Provide advice, guidance, training and innovative human resource management solutions

Conduct wage surveys and manage the Wage Modernization Tool. Develop special salary rates and determine other DoD pay schedules

Design and implement the HR Community Credentialing Program

Certify and validate the nonappropriated fund Senior Executive Performance Program

Leverage World-Wide 25th Anniversary Event to advance key activities

### Value Propositions

*“Whole Person - Whole Career  
 Our Service Sustains your Service”*

We promote holistic employee well being through benefits, financial fitness and work-life programs

We ensure equal pay for equal work within the prevailing rate markets by developing wage and special rate pay schedules for Federal, DoD and foreign national (FN) employees

We advocate for NAF HR flexibilities and ensure that the DoD NAF Components receive recruitment strategies, benefits & entitlements, compensation, and employee relations policy to meet staffing goals in order to provide consistency and equity across the DoD civilian workforce

### Customer Relationships

Our experts maintain collaborative relationships with counterparts in the Federal and Private Sector HR communities

Our experts engage directly with DoD civilian employees to provide specific guidance

Our subject matter experts collaborate with Federal Agencies to establish policy best practices.

We lead working groups comprised of component counterparts to develop policies, HR strategies and advice and guidance to DoD leaders on specialized topics.

### Customer Segments

DoD civilian employees & their families

Military Members & their families

OSD Leadership

Components, Defense Agencies and Activities

Federal Agencies, e.g., OPM, DOS, OMB, DOL, DHS

Congress

The public and Federal Employees, e.g., veterans, military spouses, Federal retirees, and private sector employers

HR Functional Communities

Benefit Officers and program managers

### Key Resources

Highly trained, in-house experts in our field (intellectual capital)

Website and social media platforms

Contract support

### Channels

Two-way communication established with our HR community counterparts through in person meetings, email and telephonic contact.

The general public and our Federal customers rely on our website, call center, and our marketing and reference materials.

### Customer Demonstration of Value

High demand for our tools, products, training and data. Request our guidance and advisory services.

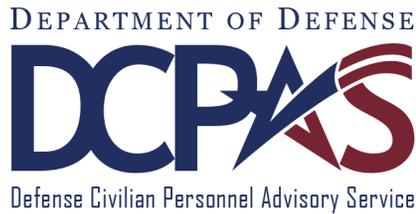
High participation in our training and credentialing programs.

Invite our experts to participate in their training and outreach activities.

High satisfaction marks from participants in the NAF health benefits program

**Taiwana Smith, Director**

Itzel R. Santana and Karl Fendt, Associate Directors



# Staff

## Benefits, Wage & NAF Policy

Taiwana Smith,  
Itzel R. Santana,  
Karl Fendt,  
Loretta Woodfork & Darren Rechel

Director  
Associate Director  
Associate Director  
Administrative Assistants

\* Detailed to HR Reform Project  
\*\*Detailed to Wage, Eastern Region from Injury Comp  
\*\*\* Detailed to DCPAS Front Office  
\*\*\*\* Detailed to Benefits & Entitlements

### BENEFITS - BENEFITS & ENTITLEMENTS

BRENETTE BELL-LUCAS  
VALENCIA BELLFIELD  
STEPHON CHESTER  
MATTHEW COSTELLO  
DESTIN HOGUE  
SERRA HONG  
ROBIN JOHNSON  
JAMAL MCCLAIN  
GARY PUGH  
ANNE REED \*  
PATRICIA SAPOL  
CANARY SCULLARK  
MICHEALLA THEALL  
SHEREE WARD  
KISHA WILKINS  
CYNTHIA WYCHE

### BENEFITS - INJURY/COMP

DONNITA ANDERSON  
RUSSELL BETZ  
BETSY CARDONA  
ROSA CRAWFORD  
GARY DICKENS  
CAROL GAVERO  
KRISTIN GULLING  
ALYSSA HARING  
MATTHEW HASS  
CHRISTOPHER INSERRA  
HELEN FERRO  
BARBARA LEATHERS  
YVONNE MOORE  
RENEE MORRIS  
OSCAR RAMIREZ

DEBORAH SANDERS  
TONI SMITH  
ANDRE STEPHENS  
DARRYL WASHINGTON  
SUSAN WINBUSH

### WAGE

BRIAN BAUER  
STACY NELSON  
VENU NGYYEN  
MARY QUINILTY

### WAGE - CENTRAL REGION

ANTHONY AMATO  
ROBERT BRANCH  
PAUL BRUTON  
MARY DEFIBAUGH  
JAMES EWING  
AMBER KRAUSS  
GREGORY LAND  
ALEXANDER LIVINGSTON  
JAMES MARTINEAU  
KIM SHAW  
THOMAS ZINKAN

### WAGE - EASTERN REGION

CHARLES ARNOLD  
AARON BROWN  
MASON COLBY  
BENJAMIN JUDGE  
JOO N. PECK  
KATRINA PHILLIPS \*\*  
ROY POORKER  
TYLER PORTELL  
KELLY RUND  
LAWRENCE SNOW  
MICHAEL THOMPSON

RAMONA WILLIAMS  
CHRISTINE WLEZIEN

### WAGE - SPECIAL PAY SYSTEMS

BRAIN CHESNICK  
ASHLEY FOY  
GARY KITSNER  
ROSEMARY MERIWETHER  
CHRIS QUESENBERRY

### WAGE - WESTERN REGION

JOEL AMBION  
SHEILA BABOT  
PAUL BARRERA  
MARVALENE CABRERA  
STEVEN CASTRO  
MARIA A COOK  
JERRY DOLLENTE  
WILLIE MOORE  
CATHERINE NILSEN  
RICKY RECAIDO  
SARAH SHORT  
ERNESTO SOBERANO

### WAGE - NAF RED TEAM

WILLIAM BECHT  
DENISE FLOWERS  
MATTHEW IRWIN  
TESSA LAHR  
VERNA MONTGOMERY  
ITZEL F. SANTANA  
ETHAN SMITH  
KRISTEN WAHLGREN  
COURTNEY WEILER  
BROOKE ZINK

### WAGE - NAF BLUE TEAM

NURDAN ALLISON  
REBECCA CHAVES  
JENNA COKER  
AUSTIN KASEMAN  
TRACI SAYLOR  
STEVEN SHARP  
ABBY SOHN  
AUSTIN STRUCKMEYER  
TYRA WILLIAMS

### WAGE - NAF GREEN TEAM

JENNIFER CASTILLO  
MARISA DAY  
KATHRYN DENDINGER  
LISCHELL JONES  
KAREN KURIAN  
EMANUELA KUSI  
CHELESA MORAN  
GARRY NELSON  
REBECCA RUSSENBERGER  
RICHARD STRISIK

### NAF PERSONNEL POLICY

ADRIENNE COURTNEY  
KAREN DOWD-CARPENTER \*\*\*  
SANDRA KARAMBA  
NATHAN KITTA \*\*\*\*  
MICHAEL KRUKAR  
DONNA TRANUM  
ERICA USHER  
DEBORAH YOON

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