



SFRMA Awards and Criteria

I. SFRMA CERTIFICATE OF OUTSTANDING SERVICE. To be awarded to an elected official or committee chairman or member who has made a significant contribution to the objectives and achievements of SFRMA. Eligibility for consideration: any member in good standing.

Outstanding Service Award Nomination: Antoinette Williams

Antoinette Williams, Bay Area AVP, is being nominated for this award due to her ongoing support and outstanding service and dedication to SFRMA. In years past, Antoinette served as Northern AVP and was passionate about her role and supporting area management. Antoinette returned to the EC as the Bay Area Vice President in November 2022. This year Antoinette held multiple area meetings in conjunction with the region's Nuts and Bolts training sessions, allowing her to bring more new members this year than all the other areas. Antoinette is supportive of SFRMA and its membership by voicing concerns shared by management in her area and the region. Antoinette's passion and commitment to SFRMA's mission is honorable and we are pleased to present her with the Outstanding Service Award.

II. SFRMA INNOVATIVE OS/MSS CITATION. To be awarded to an Operations Supervisor or Management Support Specialist who has shown unusual innovation and creativity in solving operational problems and providing public service. Eligibility for consideration: any SFRMA member, Operations Supervisor or Management Support Specialist in good standing.

Innovative OS/MSS Citation: Adriana Scott

During the course of this year, the SSI unit has gone from a total of 5 CS's (at one time were 8) to 2. With the heavy SSI workloads on this unit and the staff dwindling weekly (at least it felt like it), an "innovative and creative" approach was not going to cut it. This member of management had to rise to a challenge that required another set of skills – critical skills of exceptional human kindness and genuine compassion. Adriana showed up daily as the unit's biggest cheerleader. Managing all the workloads, fighting the battles of an overwhelmed duo, she was steadfast in her confident leadership. She helped them remain focused on "what can be done" versus "what cannot." She set the example with an encouraging attitude, held small huddles to mentally and emotionally check in, and listened to

workload concerns while redirecting them to moving work. Her regular pep talks were met with goodies, cards, and support. She used check-ins to also offer training on how to better organize their desk, how to create tasks, how to use Outlook signatures, etc. in efforts to reduce stress and stay organized. She sought management counsel when needed to ensure awareness and upper management support. It was clear there were times she tried to take on the burden of her team.

IV. MCCLURE LEADERSHIP AWARD. To be awarded to a manager who has demonstrated outstanding leadership by inspiring colleagues, serving as a resource and mentor, providing guidance and impacting management outside of their realm of responsibility. Eligibility for consideration: any District Manager or Branch Manager, must be an SFRMA member in good standing.

McClure Leadership Award: Eric Bencomo

Eric Bencomo embodies the essence of outstanding leadership through his unwavering commitment to inspiring colleagues, serving as a guiding resource and mentor, and extending his influence far beyond the boundaries of his role. As a manager, Eric has consistently demonstrated a rare blend of vision, empathy, and dedication, which have been instrumental in fostering a culture of collaboration, innovation, and excellence within the management ranks. His ability to inspire and motivate others is unparalleled, as evidenced by the countless instances where team members have risen to new heights under his guidance.

Moreover, Eric has served as a beacon of knowledge and support, willingly sharing his expertise and insights to help colleagues navigate challenges and seize opportunities for growth. Whether through formal mentorship programs (SF Leadership Development Program) or informal interactions, he remains approachable and generous with his time, ensuring that everyone feels empowered to succeed. What truly sets Eric apart is his propensity to extend his leadership beyond the confines of his immediate responsibilities. He has contributed to shaping organizational strategies, fostering cross district and or area collaborations, and championing initiatives aimed at driving positive change across the entire agency.

His visionary leadership has not only propelled teams forward, but he has also left an indelible mark on the broader fabric of our organization, particularly in the SF Region.

In summary, Eric is more than just a manager; he is a catalyst for excellence, a mentor, and a visionary leader whose impact reverberates far and wide. His unwavering commitment to inspiring others, serving as a resource and mentor, and influencing management beyond his immediate purview make him eminently deserving of the **MCCLURE LEADERSHIP AWARD**.

V. SFRMA PRESIDENT'S AWARDS:

President's Citation Award: Michelle Lieu

Michelle Lieu, CBO Out Stationed Senior Business Analyst and SFRMA Webmaster, is being nominated for this award due to her ongoing support and outstanding service to SFRMA. Michelle has served as SFRMA Webmaster since 2016. Aside from overseeing the SFRMA website, Michelle has been and continues to be instrumental in overseeing our annual and special elections, establishing registration links, and providing technical support for our annual meetings, updating our online forms, and maintaining a database of SFRMA documents and historical data. This year Michelle took on the challenge of creating and transitioning the SFRMA website to a new format under NCSSMA's SharePoint site. Michelle worked diligently with her co-webmaster and SFRMA President to create our nationally recognized SFRMA SharePoint site. Within weeks of our new SharePoint site debuting, Michelle was welcomed by the NCSSMA Executive Committee to talk about our site, wherein Michelle offered to assist other regions with their SharePoint sites. Michelle successfully created amazing SharePoint sites for NESSMA, NYRMA, PRMA, ARMA, CSSMA, DRMA, KCMA, DRSSMA, and NWMA. Yes, every regional management association. If you know Michelle and her work ethic, you know that was not enough, so she created and presented NCSSMA with a new SharePoint Site mockup. The new NCSSMA SharePoint site launched last month. Michelle, we thank you for your years of outstanding service to SFRMA and our mission. We also thank you for your dedication to management associations nationwide and to NCSSMA.