

CalSAWS | IVR/Contact Center Committee Meeting Agenda

Date: October 6, 2021	Location: Microsoft Teams	
Time: 9:00 am – 12:00 pm	Meeting Called by: Darcy Alexander	
Attendees:		
R1 <input type="checkbox"/> Esmeralda Rouse	R3 <input type="checkbox"/> Joshua Charlton	R6 <input type="checkbox"/> Andy Nguyen
R1 <input type="checkbox"/> Martin Lara	R4 <input type="checkbox"/> David Mata	R6 <input type="checkbox"/> Maria Montoya
R1 <input type="checkbox"/> Monica Castillo	R4 <input type="checkbox"/> Alfredo Jimenez	R6 <input type="checkbox"/> Karina Estrada
R1 <input type="checkbox"/> Norma Feters	R4 <input type="checkbox"/> Dwight Bristow	R6 <input type="checkbox"/> Narine Tervartanyan
R1 <input type="checkbox"/> Nancy Rodriguez	R4 <input type="checkbox"/> Puninder (Roni) Dhillon	R6 <input type="checkbox"/> Jason Reyes
R2 <input type="checkbox"/> Cathy Collins	R4 <input type="checkbox"/> Mark McAlister	CS <input type="checkbox"/> Project Staff
R2 <input type="checkbox"/> Shawna Reed	R5 <input type="checkbox"/> Alma Franco	CS <input type="checkbox"/> RM Sponsor-Julie
R2 <input type="checkbox"/> Chris Craig	R5 <input type="checkbox"/> Robert Cori Robertson	CS <input type="checkbox"/> State Partners
R2 <input type="checkbox"/> Ilda Torrez	R5 <input type="checkbox"/> Corrinne Simpson	
R2 <input type="checkbox"/> Stacy Bruemmer	R5 <input type="checkbox"/> Michael Schmidt	
R3 <input type="checkbox"/> Danielle Smith	R5 <input type="checkbox"/> Jason Garrett	
R3 <input type="checkbox"/> Julie Evinger		

Notes Taken By: Region #5 Responsible for Meeting Notes – Riverside – Corrinne Simpson

Agenda:

Welcome – New Members:	Darcy Alexander
Cathy Collins – Sutter County – Region 2	
Meeting Notes:	Darcy Alexander
<ul style="list-style-type: none"> • <u>Completed Meeting Notes due Wednesday October 13, 2021</u> • SCR CA-226839 - External Party Access <ul style="list-style-type: none"> ○ CBO IVR PIN Letter 	Contact Center Team

Next Scheduled Meeting – Teams – October 27, 2021, 9:00 AM – 12:00 PM:

Region 6 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/Scheduled
September 8, 2021	9:00 AM – 12:00 PM	Scheduled
October 6, 2021	9:00 AM – 12:00 PM	Scheduled
October 27, 2021	9:00 AM – 12:00 PM	Scheduled
November 17, 2021	9:00 AM – 12:00 PM	Scheduled
December 15, 2021	9:00 AM – 12:00 PM	Scheduled

Note: Additional Meeting dates and times may be required.

DRAFT

