

## CalSAWS | IVR/Contact Center Committee Meeting

|   |  |  |
|---|--|--|
| <b>Date:</b> January 27, 2021                       | <b>Location:</b> Microsoft Teams             |  |
| <b>Time:</b> 9:00 am – 12:00 pm                     | <b>Meeting Called by:</b> Darcy Alexander    |  |
| <b>Attendees:</b>                                   |  |  |
| R1 <input type="checkbox"/> Curt Dodson             | R5 <input type="checkbox"/> Alma Franco      | CS <input type="checkbox"/> John Dray          |
| R1 <input type="checkbox"/> Esmeralda Rouse         | R5 <input type="checkbox"/> Darrin Kearney   | CS <input type="checkbox"/> John Lavayen       |
| R1 <input type="checkbox"/> Moises Martinez         | R5 <input type="checkbox"/> Corrinne Simpson | CS <input type="checkbox"/> Liliana Trujillo   |
| R1 <input type="checkbox"/> Monica Castillo         | R5 <input type="checkbox"/> Michael Schmidt  | CS <input type="checkbox"/> Annie Hsu          |
| R1 <input type="checkbox"/> Norma Fetters           | R5 <input type="checkbox"/> Judy Nguyen      | CS <input type="checkbox"/> Sam Sway           |
| R2 <input type="checkbox"/> Jesse Hallford          | R6 <input type="checkbox"/> Andy Nguyen      | CS <input type="checkbox"/> Rhiannon Chin      |
| R2 <input type="checkbox"/> Shawna Reed             | R6 <input type="checkbox"/> Maria Montoya    | CS <input type="checkbox"/> Erick Arreola      |
| R2 <input type="checkbox"/> Chris Craig             | R6 <input type="checkbox"/> Karina Estrada   | CS <input type="checkbox"/> Alan Giblin        |
| R2 <input type="checkbox"/> Ilda Torrez             | R6 <input type="checkbox"/> Irma Sanchez     | CS <input type="checkbox"/> TJ Singh           |
| R2 <input type="checkbox"/> Darcy Knox              | R6 <input type="checkbox"/> Jason Reyes      | CS <input type="checkbox"/> Don Coffey         |
| R3 <input type="checkbox"/> Danielle Smith          | CS <input type="checkbox"/> Jared Kuester    | CS <input type="checkbox"/> Carlos Cuenca -    |
| R3 <input type="checkbox"/> Joshua Charlton         | CS <input type="checkbox"/> Stacey Xiong     | CS <input type="checkbox"/> Julie Conwell –    |
| R4 <input type="checkbox"/> David Mata              | CS <input type="checkbox"/> Logan Pratt      | RM Sponsor                                     |
| R4 <input type="checkbox"/> Alfredo Jimenez         | CS <input type="checkbox"/> Danielle Benoit  | CS <input type="checkbox"/> Sherice Sterling – |
| R4 <input type="checkbox"/> Dwight Bristow          | CS <input type="checkbox"/> Gerald Limbrick  | CDSS   |
| R4 <input type="checkbox"/> Puninder (Roni) Dhillon | CS <input type="checkbox"/> Matt Lower       |  |
| R4 <input type="checkbox"/> Valerie Rangel          |  |  |

**Notes Taken By: Region # 6 Responsible for Meeting Notes –**

### Agenda:

#### Introduction of New Members:

Darcy Alexander

- None

#### Meeting Notes:

Darcy Alexander

- Timeline Update
- **Completed Meeting Notes are due Wednesday February 3, 2021**

#### Microsoft Teams Meeting Presentation:

Darcy Alexander

- PowerPoint on Accessing Teams

#### CalSAWS Contact Center Update:

John Dray and  
Danielle Benoit

- Tentative Timeline
- C-IV Migration to CalSAWS
- Individual County Meetings
- Committee Meeting Frequency for Design input/review - Monthly

| # | Action Item | Assigned To | Assigned Date | Due Date | Status |
|---|-------------|-------------|---------------|----------|--------|
|---|-------------|-------------|---------------|----------|--------|

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**Next Scheduled Meeting – Teams - February 24, 2021:**

Region 1 will be responsible for meeting notes.

**Proposed Monthly Meeting Schedule:**

| Meeting Date   | Meeting Time       | Venue           |
|----------------|--------------------|-----------------|
| March 24, 2021 | 9:00 AM – 12:00 PM | Microsoft Teams |
| April 28, 2021 | 9:00 AM – 12:00 PM | Microsoft Teams |
| May 26, 2021   | 9:00 AM – 12:00 PM | Microsoft Teams |

**Note: Additional Meeting dates and times may be required.**