

CalSAWS | IVR/Contact Center Committee Meeting

Date: February 24, 2021	Location: Microsoft Teams	
Time: 9:00 am – 12:00 pm	Meeting Called by: Darcy Alexander	
Attendees:		
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"/> Charles Heo
R1 <input type="checkbox"/> Monica Castillo- Kate Donnelly	R5 <input type="checkbox"/> Michael Schmidt	CS <input type="checkbox"/> Sam Sway
R1 <input type="checkbox"/> Norma Feters	R5 <input type="checkbox"/> Judy Nguyen	CS <input type="checkbox"/> Rhiannon Chin
R2 <input type="checkbox"/> Jesse Hallford-Manny	R5 <input type="checkbox"/> Jason Garrett	CS <input type="checkbox"/> Erick Arreola
R2 <input type="checkbox"/> Shawna Reed	R6 <input type="checkbox"/> Andy Nguyen	CS <input type="checkbox"/> Alan Giblin
R2 <input type="checkbox"/> Chris Craig	R6 <input type="checkbox"/> Maria Montoya	CS <input type="checkbox"/> TJ Singh
R2 <input type="checkbox"/> Ilda Torrez	R6 <input type="checkbox"/> Karina Estrada	CS <input type="checkbox"/> Don Coffey
R2 <input type="checkbox"/> Darcy Knox	R6 <input type="checkbox"/> Irma Sanchez	CS <input type="checkbox"/> Carlos Cuenca -
R3 <input type="checkbox"/> Danielle Smith	R6 <input type="checkbox"/> Jason Reyes	CS <input type="checkbox"/> Julie Conwell –
R3 <input type="checkbox"/> Joshua Charlton	CS <input type="checkbox"/> Jared Kuester	RM Sponsor
R4 <input type="checkbox"/> David Mata	CS <input type="checkbox"/> Stacey Xiong	CS <input type="checkbox"/> Jennifer Hobbs –
R4 <input type="checkbox"/> Alfredo Jimenez	CS <input type="checkbox"/> Logan Pratt	RM
R4 <input type="checkbox"/> Dwight Bristow	CS <input type="checkbox"/> Danielle Benoit	CS <input type="checkbox"/> Sherice Sterling –
R4 <input type="checkbox"/> Puninder (Roni) Dhillon	CS <input type="checkbox"/> Gerald Limbrick	CDSS
R4 <input type="checkbox"/> Valerie Rangel	CS <input type="checkbox"/> Matt Lower	

Notes Taken By: Region # 1 Responsible for Meeting Notes – Curt Dodson – Contra Costa County

Agenda:

Meeting Notes: Darcy Alexander

- **Completed Meeting Notes are due Wednesday March 3, 2021**

Overview for CalSAWS IVR/CC Detail Design: Danielle Benoit/
John Dray

- **Review Requirements**
- **Approach for Completing Detailed Design**
 - **Review Existing System Functionality**
 - **Review Requirement(s)**
 - **Review Draft Design Documents of Changes**
- **Design Requirements Schedule**
- **Individual County Meeting Schedule**

Next Scheduled Meeting – Teams - March 24, 2021 9:00 AM – 12:00 PM:

Region 2 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Venue
February 24, 2021	9:00 AM – 12:00 PM	Microsoft Teams
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.

DRAFT

