

CalSAWS | IVR/Contact Center Committee Meeting Agenda

Date: August 18, 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"/> Karen Elizondo	R4 <input type="checkbox"/> David Mata	R6 <input type="checkbox"/> Maria Montoya
R1 <input type="checkbox"/> Martin Lara	R4 <input type="checkbox"/> Alfredo Jimenez	R6 <input type="checkbox"/> Karina Estrada
R1 <input type="checkbox"/> Monica Castillo	R4 <input type="checkbox"/> Dwight Bristow	R6 <input type="checkbox"/> Narine Tervartanyan
R1 <input type="checkbox"/> Norma Fetters	R4 <input type="checkbox"/> Puninder (Roni) Dhillon	R6 <input type="checkbox"/> Jason Reyes
R1 <input type="checkbox"/> Nancy Rodriguez	R4 <input type="checkbox"/> Mark McAlister	CS <input type="checkbox"/> Project Staff
R2 <input type="checkbox"/> Jesse Hallford	R5 <input type="checkbox"/> Alma Franco	CS <input type="checkbox"/> RM Sponsor-Julie
R2 <input type="checkbox"/> Shawna Reed	R5 <input type="checkbox"/> Robert Cori Robertson	CS <input type="checkbox"/> State Partners
R2 <input type="checkbox"/> Tina Baker	R5 <input type="checkbox"/> Corrinne Simpson	
R2 <input type="checkbox"/> Chris Craig	R5 <input type="checkbox"/> Michael Schmidt	
R2 <input type="checkbox"/> Ilda Torrez	R5 <input type="checkbox"/> Jason Garrett	
R2 <input type="checkbox"/> Stacy Bruemmer		
R3 <input type="checkbox"/> Danielle Smith		
R3 <input type="checkbox"/> Julie Evinger		

Notes Taken By: Region #3 Responsible for Meeting Notes –

Agenda:

Welcome – New Members:

Darcy Alexander

Martin Lara – Region 1

Meeting Notes:

Darcy Alexander

- **Completed Meeting Notes are due Wednesday August 25, 2021**

- **C-IV Migration Update for the CSC:**

Danielle Benoit
Jared Kuester

- RCC Information
- IVR Messaging

- **CalSAWS Case Numbering**

Jared Kuester

- **IVR/Contact Center Committee Scheduled Updates**

Darcy/Danielle

- **EBT 6 name transition to the CSF 180:**

Darcy Alexander

- Correspondence Committee Voted to allow this Non-State Form to be added to the CalSAWS Form Repository.

Agenda:

- **SCR CA-231234 – Task for Cancelling an Appointment**

Contact Center Team

Next Scheduled Meeting – Teams – September 8, 2021, 9:00 AM – 12:00 PM:

Region 4 will be responsible for meeting notes.

Proposed Monthly Meeting Schedule:

Meeting Date	Meeting Time	Cancelled/Scheduled
August 18, 2021	9:00 AM – 12:00 PM	Scheduled
September 8, 2021	9:00 AM – 12:00 PM	Proposed
September 22, 2021	9:00 AM – 12:00 PM	Cancelled
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.