

KEY STAFF REFERENCE FORM	
KEY STAFF NAME: Rachel Hernandez	
PART 1 – REFERENCE’S INFORMATION THIS INFORMATION SHOULD MATCH THE INFORMATION PROVIDED IN ATTACHMENT 10 – KEY STAFF QUALIFICATIONS .	
Customer/Client Reference Name:	Peggy Macias
Customer/Client Reference Title:	CalSAWS Customer Engagement Director
Agency, Department, Organization or Company where staff member performed:	California Statewide Automated Welfare System (CalSAWS) Consortium Joint Powers Authority (JPA)
Project Title on which staff member performed:	CalSAWS Migration Project and M&O
Reference Phone Number:	(209) 631-4069
Reference E-mail Address:	MaciasP@CalSAWS.org

Instruction for References: The Contractor staff above has listed you as a reference and is requesting for you to complete this staff Reference Form. Please provide your comments and the appropriate rating based on your experience with the proposed staff.

- Step 1:** Complete Columns 1-2 in Part 2 by marking “yes” or “no” and providing an explanation if needed.
- Step 2:** Complete Part 3 and provide your performance ratings.
- Step 3:** At the bottom of the page, print your name, your company’s name, then sign and date.
- Step 4:** Return the completed, signed staff Reference Form to Contractor.

PART 2 – THE REFERENCE MUST COMPLETE THIS TABLE.	
COLUMN 1 Did the Contractor provide you with a copy of the completed Attachment 10 – Key Staff Qualifications for the Contractor’s staff named at the top of this page prior to your completion of this form?	COLUMN 2 Did the Contractor’s staff named at the top of this page perform the services described in Attachment 10 – Key Staff Qualifications , including the functions as described and the time period provided on the project(s) that lists you as a contact?
☒ Yes ☐ No	☒ Yes ☐ No (If “No” checked, explain here.)
PART 3 – THE REFERENCE MUST COMPLETE THIS TABLE.	
THE REFERENCE SHALL COMPLETE PERFORMANCE AND ABILITIES STATEMENTS FOR THE PROPOSED CANDIDATE AND OVERALL PERFORMANCE RATING.	
Performance and Ability Statements	

1. Describe the performance of the Contractor's staff during this engagement.

In her role as UAT Lead, Rachel delivered outstanding performance throughout the CalSAWS UAT effort. She displayed a strong understanding of the testing process with attention to detail and consistently documented issues and responded in a timely manner. Rachel adapted to changes quickly, met all deadlines and was instrumental in the success of the UAT effort.

2. Describe the ability of the Contractor's staff to perform the contractually, required Work in a timely manner.

Rachel consistently ensured all UAT tasks were completed timely and efficiently throughout the CalSAWS UAT effort. She possessed strong time management skills, and ensured testers met deadlines to meet all key milestones. Rachel's proactive approach to planning and clear communication ensured timely completion of work efforts and smooth execution of test cycles. She effectively responded to changing priorities and demonstrated the ability to quickly address unforeseen challenges.

3. Describe the verbal and written communication skills of the Contractor's staff.

Rachel demonstrated excellent communication skills throughout the CalSAWS UAT effort. She communicated clearly and professionally in all her interactions with the team, the counties and other stakeholders. Her written documentation – including test plans, defect reports and status updates – were consistently thorough, well organized, and easy to understand. Her skills greatly contributed to the effective collaboration, timely issue resolution and overall transparency for the CalSAWS UAT effort.

4. Describe the ability of the Contractor's staff to engage in positive working relationships with other coworkers.

Rachel consistently demonstrated very strong interpersonal skills and a collaborative mindset throughout the CalSAWS UAT effort. She promoted positive working relationships with team members, counties and stakeholders. Her willingness to support others and ability to give and receive constructive feedback was instrumental in our team's success. Her approach ensured that testing and issue resolution were completed efficiently and with high quality. Rachel was a pleasure to work with and was well liked and very much respected by our internal UAT team, the county testers and the broader Project team.

5. Describe the knowledge of the Contractor's staff in the required areas of expertise.

Rachel possessed comprehensive knowledge and practical expertise in test management, assurance methodologies and user acceptance testing practices. Her understanding of UAT principles added great value to the planning effort of our internal UAT team as well as with leading the testing effort with our county participants.

6. How well did the Contractor handle engagement with end users and User input.

Rachel's approach to engaging with end users was professional and genuine. She understood the importance of the UAT effort and the efforts of the county testers and their input. Rachel facilitated "chat room" type sessions with testers that allowed them opportunity to ask questions, bring forward actual situations, get up to date information, and provide feedback to the overall process. These were very effective and much appreciated by all. Rachel's authenticity in her style of open communication and encouraging participation earned her the trust and respect of the end users. Her style contributed highly to the success of the CalSAWS UAT effort.

7. Would you rehire this person? Yes. I would welcome any and all opportunities to work with Rachel again. She proved her value during this UAT effort.

8. Optional Comments: It was a pleasure to have Rachel on our CalSAWS UAT team. She is an exceptional person who is committed to doing a job well done. Rachel will add value to any team she is a part of.

On a scale of 1-10, with 1 being the lowest and 10 being the highest, how would you rate this individual's overall performance?

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By signing this form, the Reference is certifying that all information provided on this form is correct.

Peggy Macias	CalSAWS
Name of Reference (print)	Name of Company Reference
(print)	
DocuSigned by:	
Peggy Macias	10/1/2025 10:02 AM PDT
Signature of Reference	Date