

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:	Dale Paolucci
Customer/Client Reference Title:	Covered California, Division Chief of Infrastructure and Cloud Solutions (<i>previously CalHEERS System Architect</i>)
Agency, Department, Organization or Company where staff member performed:	Office of Technology and Solutions Integration (OTSI)
Project Title on which staff member performed:	California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS) DD&I
Reference Phone Number:	(916) 600-8136
Reference E-mail Address:	Dale.Paolucci@covered.ca.gov

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	COLUMN 2
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?	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. During this engagement, Rachael performed exceptionally in her role as a business analyst. She demonstrated outstanding analytical skills, clear leadership, and a strong ability to deliver high-quality results, all while maintaining the highest level of professionalism.	

2. Describe the ability of the Contractor's staff to perform the contractually required Work in a timely manner. Rachael has consistently demonstrated the ability to perform all contractually required work in a timely and efficient manner. She consistently adheres to deadlines, coupled with her commitment to excellence, which reflects her strong ability to deliver quality results while fully meeting contractual obligations.
3. Describe the verbal and written communication skills of the Contractor's staff. Rachael has demonstrated excellent verbal and written communication skills, consistently conveying information in a clear, accurate, and professional manner. Her ability to communicate effectively fosters strong collaboration, ensures mutual understanding, and supports the successful completion of the contract requirements
4. Describe the ability of the Contractor's staff to engage in positive working relationships with other coworkers. Rachael excels at building and maintaining positive relationships with coworkers, demonstrating respect, cooperation, and teamwork in all interactions. Her collaborative approach creates a supportive work environment that enhances productivity and team cohesion.
5. Describe the knowledge of the Contractor's staff in the required areas of expertise. Rachael's work as a lead business analyst consistently demonstrated her deep expertise in requirements gathering, process analysis, and solution design. She excels at translating complex business needs into clear, actionable strategies, providing valuable leadership and guidance that drove the project's success.
6. How well did the Contractor handled engagement with end users and User input. Rachael demonstrates exceptional ability in engaging with end users, ensuring their input is actively sought, clearly understood, and effectively incorporated into project outcomes. She consistently fosters a professional, respectful environment that encourages collaboration and builds users' confidence in the process.
7. Would you rehire this person? I would certainly rehire Rachael based on her consistent professionalism, strong expertise, and proven ability to deliver high-quality results. Her reliability, collaborative approach, and commitment to excellence make her an asset to any project.
8. Optional Comments:

Rachael is a dedicated and highly capable professional who consistently delivers outstanding work. As a colleague, she is supportive, collaborative, and a pleasure to work alongside.

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?

Overall Performance Rating = **10**

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

Dale Paolucci

Name of Reference (print)

Covered California (Retired 5/1/2025)

Name of Company Reference (print)

A handwritten signature in black ink, appearing to read "Dale Paolucci". The signature is fluid and cursive, with the first name "Dale" written in a larger, more prominent script than the last name "Paolucci".

9/29/2025

Signature of Reference

Date