

KEY STAFF NAME: CAROL TEAGUE

PART 1 – REFERENCE'S INFORMATION

THIS INFORMATION SHOULD MATCH THE INFORMATION PROVIDED IN **ATTACHMENT 10 – KEY STAFF QUALIFICATIONS**.

Customer/Client Reference Name:	Greg Postulka
Customer/Client Reference Title:	Regional Manager
Agency, Department, Organization, or Company where staff member performed:	CalSAWS
Project Title on which staff member performed:	CalWIN Maintenance and Operations, CalSAWS Implementation Support Services
Reference Phone Number:	518-727-3919
Reference E-mail Address:	postulkag@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	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.

I have had the privilege of working with Carol on a couple of different projects that spanned several years.

In her time as a Quality Manager at CalWIN and as both a Business Process Reengineering & Organizational Change Management Analyst for the CalSAWS Implementation, she performed at a high level in all my experiences with her.

As a Quality Manager she was detailed, diligent and timely. She was also responsive to feedback and eager to ensure the final product was to the highest standard and met the needs of all parties. When Carol was brought on to the CalSAWS Implementation Services project, I was very happy to see she would be supporting the project. During her time as a Business Process Reengineering & Organizational Change Management Analyst she once again proved to be extremely valuable. Her knowledge of the subject area (both automation and Health and Human Services programs) as well

as strong interpersonal skills were critical to the success of the project. The tasks she was assigned were complex, highly visible and, I would assume, stressful. There were many interested parties who were reviewing the output to ensure it was accurate and detailed. Any errors would be quickly pointed out. Carol proved to be extremely reliable and dependable and any work she did you could be certain would be of a high caliber. She was also easy to work with on a personal level and had a great attitude throughout. She worked with county staff very closely and I know from conversations with those county staff how much they enjoyed working with Carol. If she was assigned to a task they were happy as they knew she would do a great job and was always willing to go "above and beyond" to ensure success.

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

Carol performed all of her work in a timely manner. I do not recall any instance in which something she was assigned was not completed by the necessary date.

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

Carol has excellent communication skills. All of her written output was detailed and easy to understand.

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

Carol has always been easy to work with and communicate with. I have seen Carol engage with staff as well as external partners (i.e. county staff). In all instances she was friendly and eager to help. Many of the tasks she completed were open to review and feedback. She was receptive and positive in receiving any and all feedback given.

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

Carol has a long history of experience in this area, and it was reflected in her work. She is extremely knowledgeable in system automation, as well as Health Human Services programs. During her time as a Quality Manager, she demonstrated her skills in testing and quality reviews.

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

Carol handled this extremely well and was always available to engage with users and incorporate their feedback. She has strong communication skills and the conversations were always easy.

7. Would you rehire this person?

Yes

8. Optional Comments:

Carol has been an asset to every project on which I have worked with her. Based on my experiences with Carol, I have no doubts she would perform at a high level in this role.

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?

10

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

Gregory Postulka
Name of Reference (print)

CalSAWS
Name of Company Reference (print)

Gregory Postulka

2/27/26

Sign

