



CalSAWS 2022 Annual Conference

Conference Guide

This guide provides Annual Conference participants with agenda, descriptions of the general and breakout sessions, including presenters and panelists, and important links.

Conference Agenda

9:00 – 9:15	Welcome and Conference Overview
9:15 – 10:00	Keynote: Waves of Change
10:00 – 10:15	Break
10:15 – 10:30	Breakout Session Overview and Navigation
10:30 – 12:00	Morning Breakout Sessions <ul style="list-style-type: none">❖ Enhancing Your Imaging Experience❖ Refactoring CalSAWS Reports and Dashboards❖ Getting Hands-on with System, Processes, and Data❖ Riding the Wave of Change❖ Finishing the Journey Strong: Post Implementation Support❖ BenefitsCal – Enhancing Public Access to Benefits
12:00 – 1:00	Lunch
1:00 – 1:50	Implementation/Roadmap and Policy Updates
1:50 – 2:15	IDEA/Cultural Transformation Updates
2:15 – 2:30	Break
2:30 – 2:45	Breakout Session Overview and Navigation
2:45 – 4:15	Afternoon Breakout Sessions <ul style="list-style-type: none">❖ Enhancing Your Imaging Experience❖ Refactoring CalSAWS Reports and Dashboards❖ Getting Hands-on with System, Processes, and Data❖ Riding the Wave of Change❖ Finishing the Journey Strong: Post Implementation Support❖ BenefitsCal – Enhancing Public Access to Benefits
4:15 – 4:30	General Session – Conference Closing

Conference Sessions

General Session (open all day)

G1-Welcome	9:00 – 9:15
Title	Welcome and Conference Overview
Summary	Welcome and opening overview of the CalSAWS June 2022 JPA General Membership Conference.
Presenter(s)	June Hutchison, CalSAWS Customer Engagement Director
Room	GS – Main Zoom Session

G2-Speaker	9:15 – 10:15
Title	Keynote: Waves of Change
Summary	Change can be exciting. It can also be challenging. Join us in our Keynote segment as we explore the change journey. We'll hear from leaders and workers across California on their experience with transitioning to CalSAWS, BenefitsCal, imaging, and central print and gain insights on what to consider as you prepare for change, how to navigate challenges and get support, importance of defining post-change successes, and tips for embracing ongoing change.
Presenter(s)	John Boule, CalSAWS Executive Director Dawn Wilder, Gainwell Executive
Room	GS – Main Zoom Session

G3-Session Nav	10:15 – 10:30
Title	Breakout Session Overview and Navigation
Summary	Overview of the Breakout Session structure and navigation.
Presenter(s)	June Hutchison, CalSAWS Customer Engagement Director
Room	GS – Main Zoom Session

Morning Breakout Sessions

M1-Imaging	10:30 – 12:00
Title	Enhancing Your Imaging Experience
Summary	<p>From uploading simple images and documents to performing complex routing to support business processes, imaging is a core part of the county and consumer experience. In this session, you will learn about:</p> <ul style="list-style-type: none"> • Imaging Performance • Lessons learned (defined business process, security rights, document mapping guide, scanner settings, scanning cleanliness) • What the CalWIN Counties can expect as they migrate to Hyland • Upcoming Imaging Enhancements once all 58 counties are using CalSAWS <p>Panel discussion will include Best Practices of the current CalSAWS counties, including how issues were reduced in LA County.</p>
Moderator	Arnold Malvick, Accenture Project Director
Presenter(s)	Arnold Malvick, Accenture Chase Moore, Hyland
Panelists	<p>Sal Caceres (Napa) Juan Herrera (Los Angeles) Laura Alba (San Bernardino) Danielle Benoit, CalSAWS IT Manager John Dray, Accenture Technical Services Manager Toby Barnes, Accenture Imaging and Contact Center Support Lead Jeff Harrell, Hyland Solutions Consultant Chase Moore, Hyland Solutions Consultant</p>
Room	1 - Enhance Your Imaging Experience

M2-Reports	10:30 – 12:00
Session Title	Refactoring CalSAWS Reports and Dashboards
Summary	<p>Over the past couple of years, CalSAWS Reports and Dashboards have evolved. Legacy Reports and Dashboards have been Re-Platformed to the new CalSAWS reporting platform, Qlik and C-IV has migrated to CalSAWS. With these changes, our support for the C-IV counties, and as we prepare for the CalWIN counties your CalSAWS Reports team has prepared an agenda focused on the following discussion topics:</p> <ul style="list-style-type: none"> • Current State of CalSAWS Reports Remediation and Defect Resolution • CalSAWS State and Fiscal Bi-Weekly Meetings • CalSAWS Reports – State and Fiscal Reports Enhanced Weekly Communication • CalWIN County Network Connectivity • Ad Hoc Reports Support for the Counties

M2-Reports	10:30 – 12:00
Session Title	Refactoring CalSAWS Reports and Dashboards
	<ul style="list-style-type: none"> • County Ad hoc Report Refactoring • CalWIN County Support
Moderator	Dan Dean
Presenter(s)	Keith Salas, Accenture CalSAWS Conversion and Data Analytics Delivery Manager
Panelists	<p>Renee Green, County Reports Lead and Regional Committee Member Claudia Pinto, CalSAWS Business Analyst Sanjay Naik, CalSAWS Cloud Data Analyst Ravneet Bhatia, Accenture CalSAWS Reports Manager Sauvik Basu, Accenture CalSAWS Database Administration Lead Uzair Naveed, Accenture CalSAWS Network Lead Emmeil Davis, ClearBest, QA Test Manager</p>
Room	2 - Refactoring Reports and Dashboards

M3-SPD	10:30 – 12:00
Session Title	Getting Hands-on with System, Processes, and Data
Summary	<p>During summer 2022, and just ahead of each CalWIN Wave cutover, the CalWIN counties will get hands-on time with CalSAWS, BenefitsCal, and Hyland (imaging). During this session, you will learn about and discuss:</p> <ul style="list-style-type: none"> • User Acceptance Testing (UAT) for all 18 CalWIN counties status, including the key themes and upcoming activities. • Process Simulation, including what it is, when it is scheduled for each wave, how it works, who is involved, and what to expect. • County Data Validation, including what it is, when it is scheduled for each wave, how it works, who is involved, and what to expect.
Moderator	Wendy Battermann
Presenter(s)	<p>Kristin Pepper, ClearBest QA Functional Manager Rachel Hernandez, ClearBest QA Lead Duncan Gilliam, Deloitte BPR Manager</p>
Panelists	<p>Peggy Macias, CalSAWS UAT Director Surranjan Kumar, CalSAWS UAT Project Manager Rachel Hernandez, ClearBest QA UAT Lead Duncan Gilliam, Deloitte BPR Manager Kristin Pepper, ClearBest QA Functional Manager Roger Perez, Accenture Release Manager Anthony Perez, Accenture Conversion Manager Cristy Sharma, CalSAWS Conversion Lead</p>
Room	3 - System, Processes, and Data

M4-OCM/Train	10:30 – 12:00
Session Title	Riding the Wave of Change
Summary	<p>Big changes are coming for the CalWIN Counties as they migrate to CalSAWS. This session provides an overview of county Organizational Change Management (OCM) and Training activities. In this session, you will learn about:</p> <ul style="list-style-type: none"> • Importance of preparing staff to transition to CalSAWS • The OCM activities designed to support Counties through the transition to CalSAWS • The Learning Journey, including Web-based functional training and tailored Instructor-led training that weaves-in County-specific business process
Moderator	Abby Darrah, ClearBest QA Implementation Manager
Presenter(s)	Ashley Arnold, CalSAWS Training Manager Helen Cruz, CalSAWS Change Management Lead Renee Carter, Deloitte CalWIN ISS Training Lead
Panelists	Araceli Sandoval, Riverside Martha Esparza, Kern Daisy Villasenor, CalSAWS Regional Manager
Room	4 - Riding the Wave of Change

M5-Post Imp	10:30 – 12:00
Session Title	Finishing the Journey Strong: Post-Implementation Support
Summary	<p>After the CalWIN Counties have prepare for the migration journey, it's important to finish strong through go-live and the migration period. In this session, you will learn about:</p> <ul style="list-style-type: none"> • Project support staff available to provide over-the-shoulder and virtual support to county staff • The purpose of the Command Center • Yellow banner cases and the resources to help address post conversion clean-up • Tips, tricks, and resources to help guide staff through migration <p>Panel discussion will include questions regarding lessons learned from the C-IV migration, the flow of communications, and what counties can expect for support.</p>
Moderator	Gretchen Williams, ClearBest QA Executive Specialist
Presenter(s)	Cathryn van Namen, Deloitte Implementation Manager Yong Vangbliayang, CalSAWS Implementation Manager Kristina Carter, Accenture Technical Lead Paul Trisler, CalSAWS Conversion Lead

M5-Post Imp	10:30 – 12:00
Session Title	Finishing the Journey Strong: Post-Implementation Support
Panelists	Mike Tombakian, CalSAWS Help Desk Manager Lisa Salas, Accenture Solution Delivery Manager Lynn Perez, Napa Deputy Director Self Sufficiency Division Jennifer Marks, Humboldt HNS Operations Analyst and Backup PPOC Ricardo Miranda, CalSAWS Regional Manager
Room	5 - Post-Implementation Support

M6-BenefitsCal	10:30 – 12:00
Session Title	BenefitsCal – Enhancing Public Access to Benefits
Summary	<p>Providing easy access to benefits 24/7 is our goal, and BenefitsCal is at the forefront of doing just that. During this session, you will learn about upcoming features and discuss:</p> <ul style="list-style-type: none"> • American Rescue Plan Act (ARPA) • Observations from Production • CBO Support • Post-Implementation Support for CalWIN Counties, CBOs, and Consumers • System Usage for BenefitsCal • Changes for CBO Community • Quarterly Meeting with Collaboration Model <p>Panel discussion will focus on the Collaboration Model, User Centered Design, County communication with CBOs best practices, and Post Implementation support.</p>
Moderator	Joel Acevedo, CalSAWS BenefitsCal Manager
Presenter(s)	Onur Senman, Deloitte BenefitsCal Functional Lead Brook Sinclair, Deloitte BenefitsCal UCD Research Lead
Panelists	Netheldia P., Customer (video message) Marivel Castaneda, Riverside County Senior Program Specialist Cheryl Lyles, Merced County Program Manager Jennifer Rodriguez, Providence Supervisor, Community Health
Room	BC: Public Access to Benefits

Lunch	12:00 – 1:00
Title	Lunch
Summary	Welcome Back from Breakout Sessions, Lunch Dismissal, and Regrouping for Afternoon Sessions
Presenter(s)	June Hutchison, CalSAWS Customer Engagement Director
Room	GS – Main Zoom Session

General Sessions (1:00 – 2:30)

G4-Roadmap	1:00 – 1:50
Title	Implementation/Roadmap and Policy Updates
Summary	As we look ahead to the upcoming year, we will provide an overview of the major releases for CalSAWS and BenefitsCal, upcoming policy implementations, CalWIN counties' wave implementation activities, key communication points, and what can be expected.
Moderator	June Hutchison, CalSAWS Customer Engagement Director
Presenter(s)	Arnold Malvick, Accenture Executive Director Rachel Frey, Deloitte Project Executive Karen Rapponotti, CalSAWS Policy and Governance Director Lisa Salas, Accenture Solutions Delivery Manager
Room	GS – Main Zoom Session

G5-IDEA/CT	1:50 – 2:15
Title	IDEA/Cultural Transformation Updates
Summary	<p>IDEA Initiative:</p> <ul style="list-style-type: none"> • Pulse Survey Analysis – A summary of an analysis of our most recent pulse survey on DEI topics in comparison to the first pulse survey (This year versus last year). Explaining how our IDEA pulse survey responses have changed, why and in what ways. • Initiative Summary – A brief overview of the IDEA initiatives we currently have and how they answer to the pulse survey results (including some feedback from participants) • Invitation for counties to participate with us particularly in our upcoming events for our ERGs and CalSAWS Table Talks sessions <p>Cultural Transformation:</p> <ul style="list-style-type: none"> • Evolving CalSAWS Culture – A video summary of what we are doing today to evolve the CalSAWS culture with entrepreneurship and innovation and driving towards better service delivery.

G5-IDEA/CT	1:50 – 2:15
Title	IDEA/Cultural Transformation Updates
	<ul style="list-style-type: none"> • What's Next
Presenter(s)	Sydney Thompson, Accenture Innovation Analyst Lenecia Miles, CalSAWS PMO Manager
Room	GS – Main Zoom Session

G6-Overview	2:30 – 2:45
Title	Breakout Session Overview and Navigation
Summary	Welcome Back and overview of the Breakout Session structure
Presenter(s)	June Hutchison, CalSAWS Customer Engagement Director
Room	GS – Main Zoom Session

Afternoon Sessions (2:45 – 4:15)

A1-Imaging	2:45 – 4:15
Title	Enhancing Your Imaging Experience
Summary	<p>From uploading simple images and documents to performing complex routing to support business processes, imaging is a core part of the county and consumer experience. In this session, you will learn about:</p> <ul style="list-style-type: none"> • Imaging Performance • Lessons learned (defined business process, security rights, document mapping guide, scanner settings, scanning cleanliness) • What the CalWIN Counties can expect as they migrate to Hyland • Upcoming Imaging Enhancements once all 58 counties are using CalSAWS <p>Panel discussion will include Best Practices of the current CalSAWS counties, including how issues were reduced in LA County.</p>
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Presenter(s)	Arnold Malvick, Accenture Chase Moore, Hyland
Panelists	Sal Caceres (Napa) Juan Herrera (Los Angeles) Laura Alba (San Bernardino) Danielle Benoit, CalSAWS IT Manager John Dray, Accenture Technical Services Manager

A1-Imaging	2:45 – 4:15
Title	Enhancing Your Imaging Experience
	Toby Barnes, Accenture Imaging and Contact Center Support Lead Jeff Harrell, Hyland Solutions Consultant Chase Moore, Hyland Solutions Consultant
Room	1 - Enhance Your Imaging Experience

A2-Reports	2:45 – 4:15
Session Title	Refactoring CalSAWS Reports and Dashboards
Summary	<p>Over the past couple of years, CalSAWS Reports and Dashboards have evolved. Legacy Reports and Dashboards have been Re-Platformed to the new CalSAWS reporting platform, Qlik and C-IV has migrated to CalSAWS. With these changes, our support for the C-IV counties, and as we prepare for the CalWIN counties your CalSAWS Reports team has prepared an agenda focused on the following discussion topics:</p> <ul style="list-style-type: none"> • Current State of CalSAWS Reports Remediation and Defect Resolution • CalSAWS State and Fiscal Bi-Weekly Meetings • CalSAWS Reports – State and Fiscal Reports Enhanced Weekly Communication • CalWIN County Network Connectivity • Ad Hoc Reports Support for the Counties • County Ad hoc Report Refactoring • CalWIN County Support
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Panelists	Araceli Sandoval, Riverside

A4-OCM/Train	2:45 – 4:15
Session Title	Riding the Wave of Change
	Martha Esparza, Kern Daisy Villasenor, CalSAWS Regional Manager
Room	4 - Riding the Wave of Change

A5-Post Imp	2:45 – 4:15
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Room	5 - Post-Implementation Support

A6- BenefitsCal	2:45 – 4:15
Session Title	BenefitsCal – Enhancing Public Access to Benefits
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Presenter(s)	Onur Senman, Deloitte BenefitsCal Functional Lead Brook Sinclair, Deloitte BenefitsCal UCD Research Lead
Panelists	Netheldia P., Customer (video message) Marivel Castaneda, Riverside County Senior Program Specialist Cheryl Lyles, Merced County Program Manager Jennifer Rodriguez, Providence Supervisor, Community Health
Room	BC: Public Access to Benefits

General Sessions (4:15 – 4:30)

G5-Closing	4:15 – 4:30
Title	Conference Closing
Summary	Closing and summary of the CalSAWS June 2022 JPA General Membership Conference.
Presenter(s)	<ul style="list-style-type: none"> • John Boule, CalSAWS Executive Director • June Hutchison, CalSAWS Customer Engagement Director
Room	GS – Main Zoom Session