

CalSAWS | January 2024 Conference and Celebration

JPA Member Representatives Meeting
January 25-26, 2024



Cultivating CalSAWS Community

January 2024

Day 2

Registration and Continental Breakfast
Breakfast Spot

Plenary #3: JPA and General Membership Session
Meeting House (8:30 – 9:20 AM)

Break

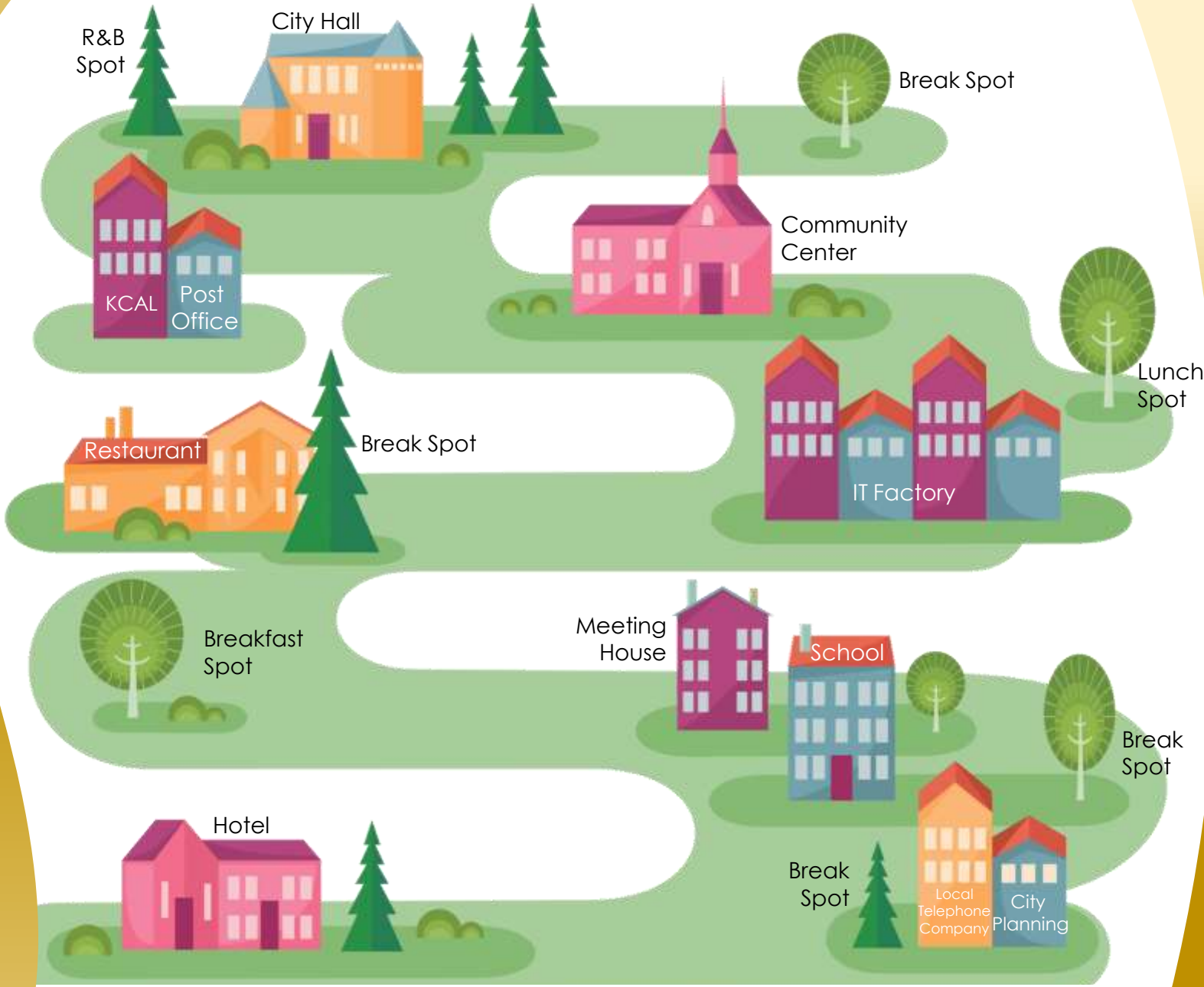
Breakout Session #3: Future of Training
School (9:30 – 11:00 AM)

Breakout Session #4: Optimizing Contact Center
Local Telephone Company (9:30 -11:00 AM)

Break

Plenary #4: Using Automation to Bridge the Gap
City Planning Office (11:10 – 11:50)

Conference Closing
Hotel (11:50 – 12:00)

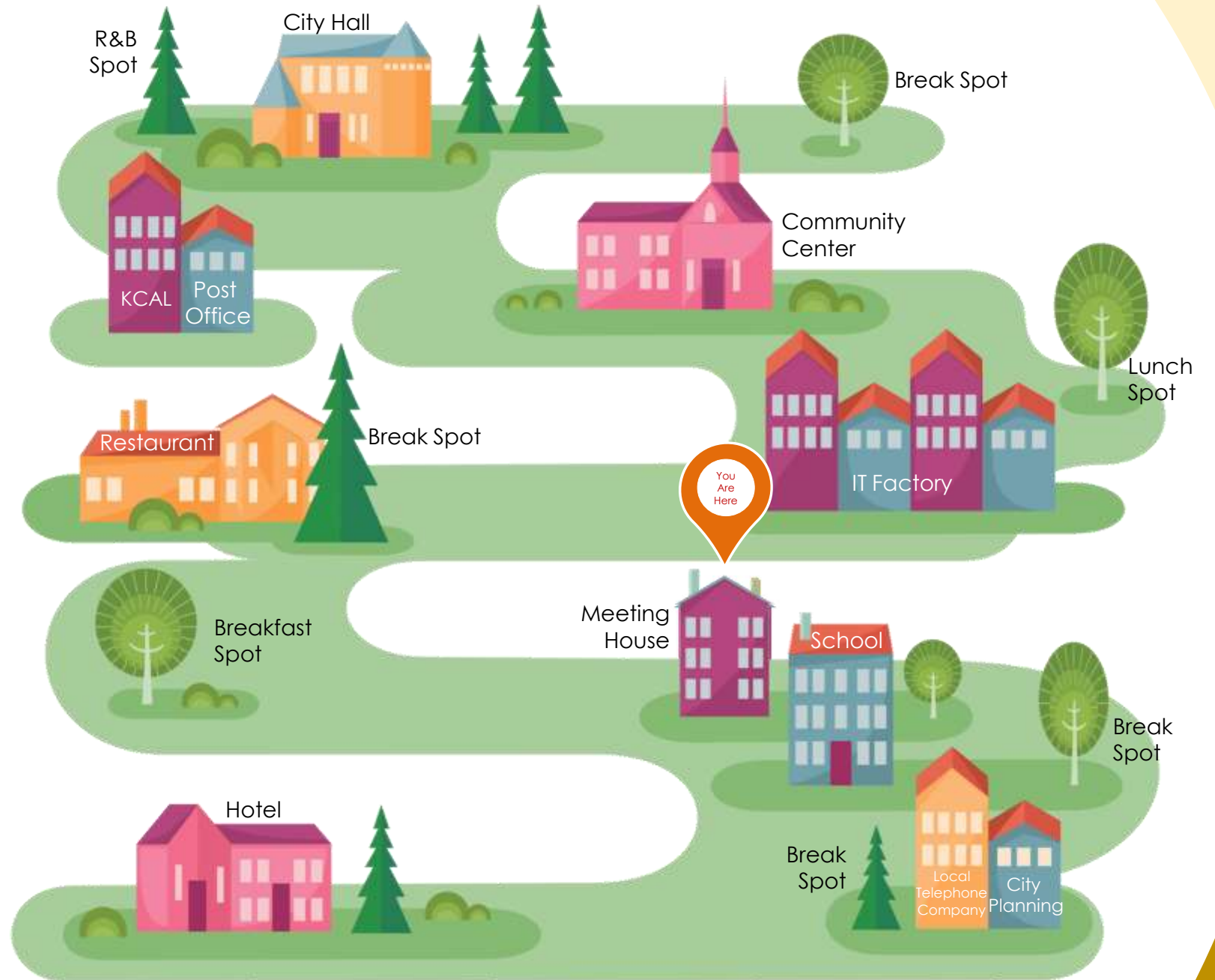


AGENDA

Welcome to the Meeting House!



Cultivating CalSAWS Community



JPA Member Representative and Board Meeting

Welcome to Our Meeting House!

We'll hear about...

- Board Action Items
 - Approval of Resolution recognizing Diane Alexander upon her retirement
 - Approval/Ratification of Memorandums of Understanding
 - Consent Items
- JPA Administrative Budget
- IDEA/DEI Update
- Upcoming JPA Member Representatives Meetings



Cultivating CalSAWS Community

Meeting
House



JPA Member Representatives and Board of Directors Meeting

January 26, 2024



Cultivating CalSAWS Community



JPA Board Action Items

Action Items

1. Call Meeting to Order
2. Confirmation of Quorum, Agenda Review, and Protocols.



Cultivating CalSAWS Community



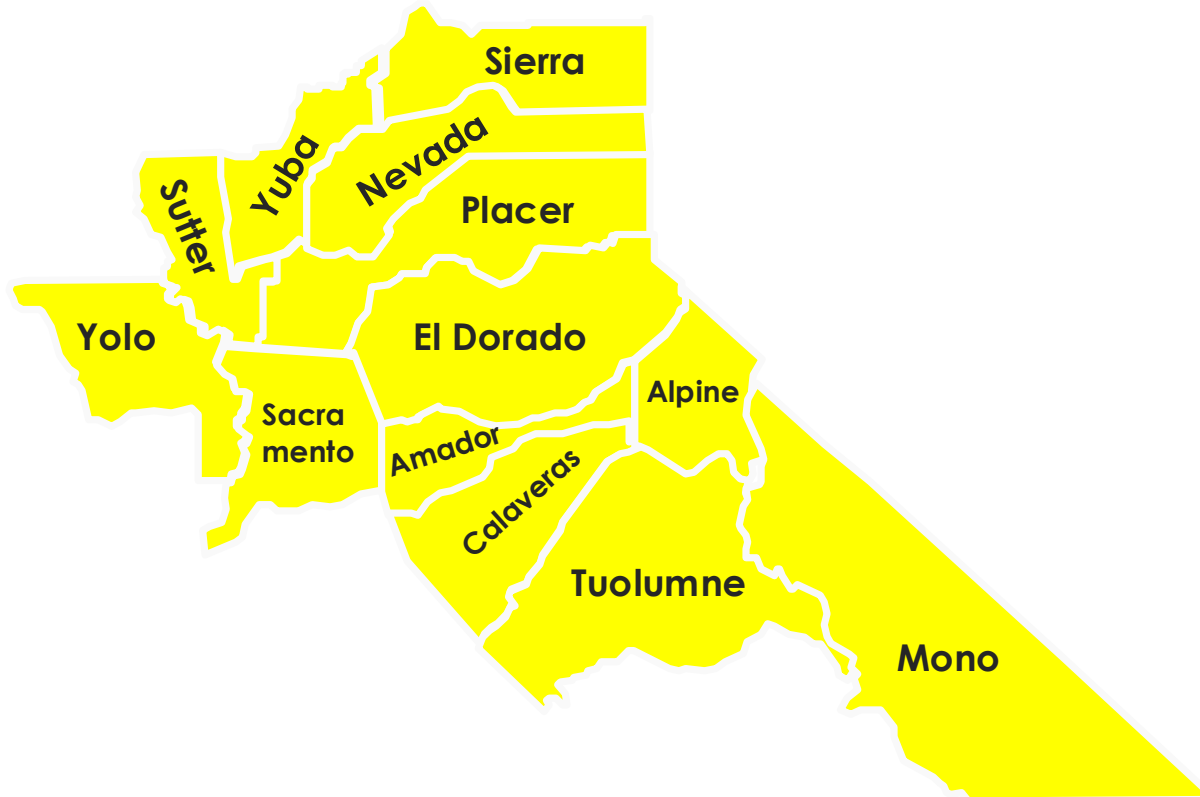
CalSAWS Region 1

Attendance

County/Director	Yay	Nay
Alameda Andrea Ford		
Contra Costa Marla Stuart		
Marin Kari Beuerman		
Monterey Lori Medina		
Napa Jennifer Yasumoto		
San Benito Tracey Belton		
San Francisco Trent Rhorer		
San Mateo Ken Cole		
Santa Clara Angela Shing		
Santa Cruz Randy Morris		
Solano Kelley Curtis		
Sonoma Angela Struckmann		



Cultivating CalSAWS Community



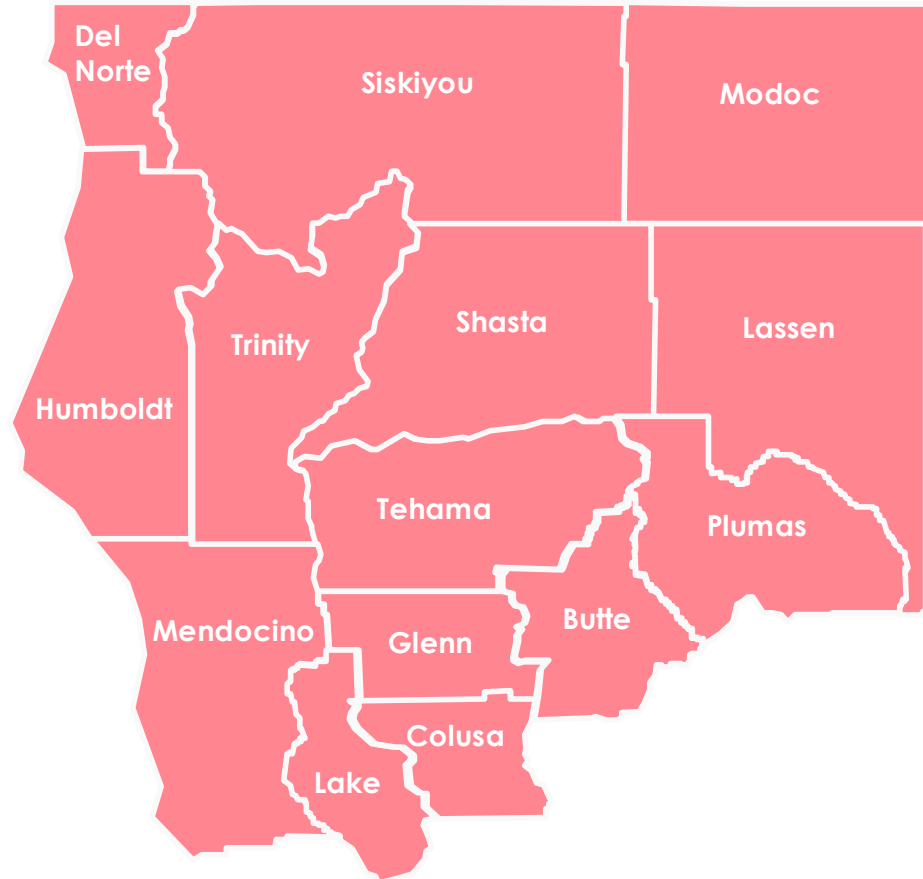
CalSAWS Region 2

Attendance

County/Director	Yay	Nay
Alpine Nichole Williamson		
Amador Anne Watts		
Calaveras Cori Allen		
El Dorado Olivia Byron-Cooper		
Mono Kathy Peterson		
Nevada Rachel Peña		
Placer Greg Geisler		
Sacramento Ethan Dye		
Sierra Lori McGee		
Sutter David Nagra		
Tuolumne Annie Hockett		
Yolo Soua Moua		
Yuba Jennifer Vasquez		



Cultivating CalSAWS Community



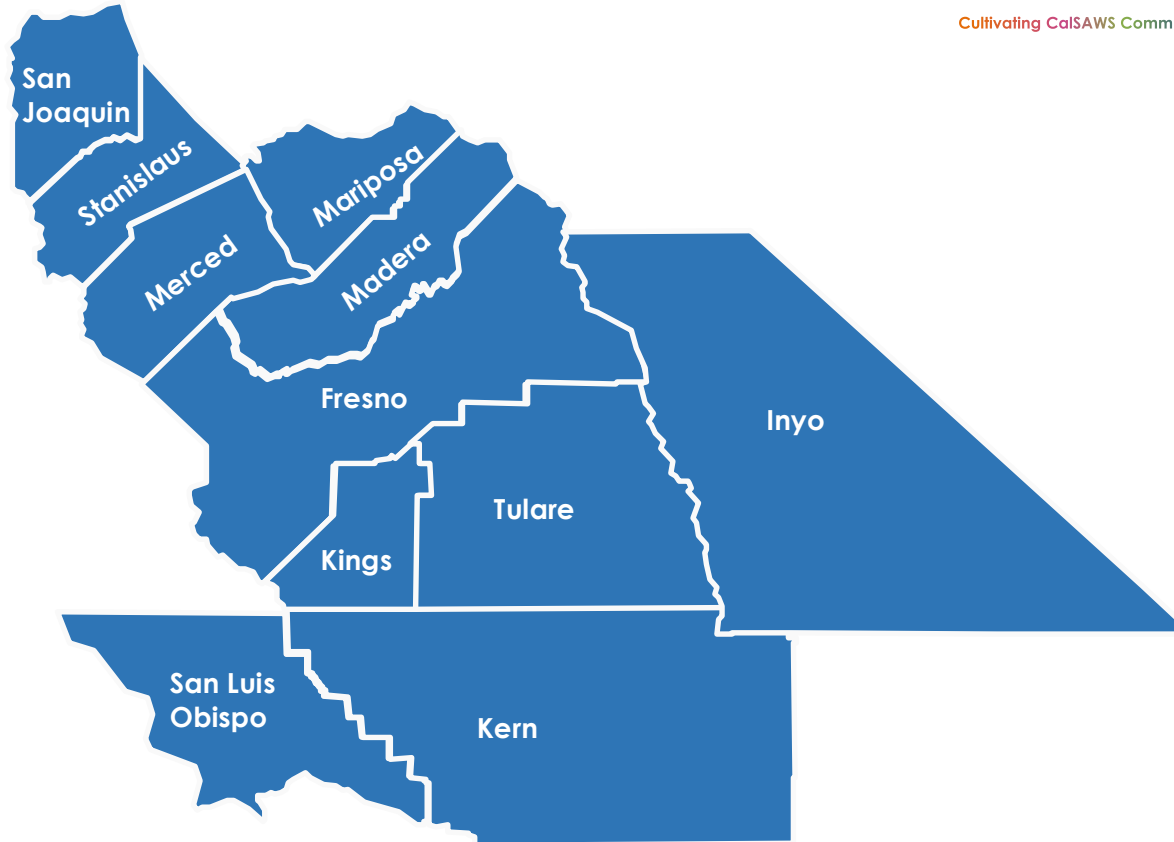
CalSAWS Region 3

Attendance

County/Director	Yay	Nay
Butte Shelby Boston		
Colusa Elizabeth Kelly		
Del Norte Ranell Brown		
Glenn Bill Wathen		
Humboldt Connie Beck		
Lake Crystal Markytan		
Lassen Laura Atkins		
Mendocino Bekkie Emery		
Modoc Tom Sandage		
Plumas Neal Caiazzo		
Shasta Dwayne Green		
Siskiyou Patricia Barbieri		
Tehama Laura Hawkins		
Trinity Liz Hamilton		



Cultivating CalSAWS Community



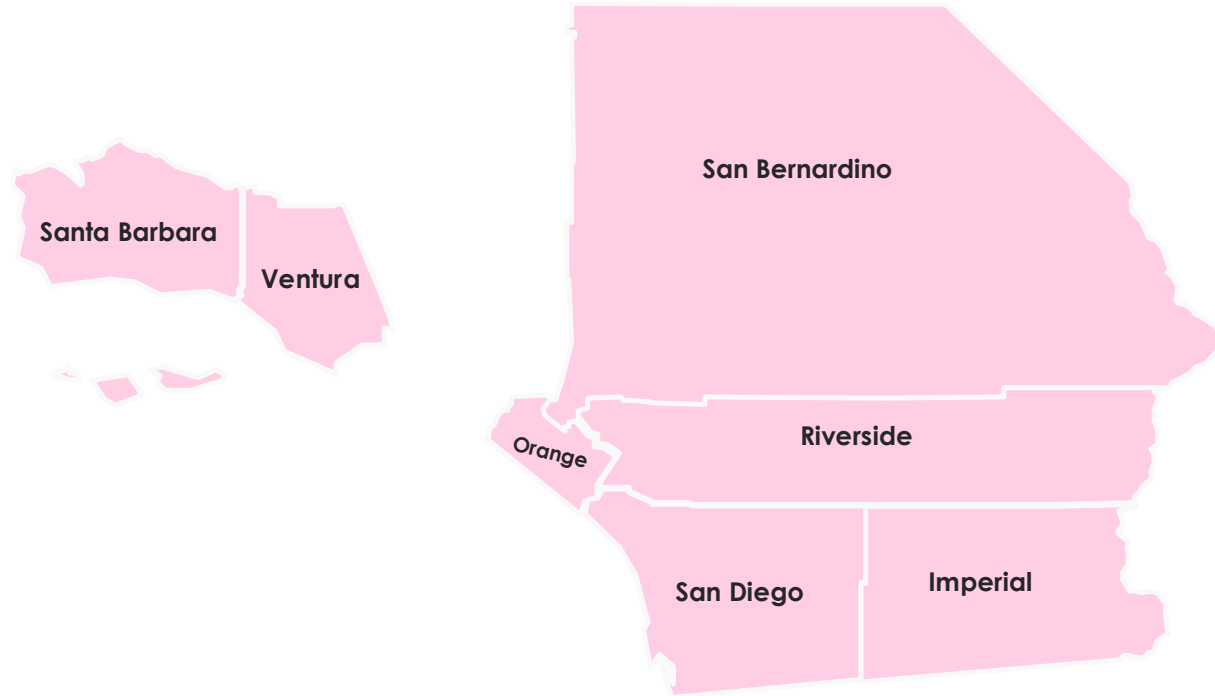
CalSAWS Region 4

Attendance

County/Director	Yay	Nay
Fresno Sanja Bugay		
Inyo Anna Scott		
Kern Lito Morillo		
Kings Wendy Osikafo		
Madera Deborah Martinez		
Mariposa Joseph Lynch		
Merced Yvonnia Brown		
San Joaquin Chris Woods		
San Luis Obispo Devin Drake		
Stanislaus Christine Huber		
Tulare Francena Martinez		



Cultivating CalSAWS Community



Attendance

County/Director	Yay	Nay
Imperial Paula Llanas		
Orange An Tran		
Riverside Charity Douglas		
San Bernardino Gilbert Ramos		
San Diego Richard Wanne		
Santa Barbara Daniel Nielson		
Ventura Melissa Livingston		

CalSAWS Region 5



Cultivating CalSAWS Community



CalSAWS Region 6

Attendance

County/Director	Yay	Nay
Los Angeles Michael Sylvester		
Los Angeles Kristin Stranger		
Los Angeles Cynthia McCoy-Miller		



JPA Board Action Items

Action Items

3. Public Opportunity to speak on items NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

Note: The public may also speak on any Item ON the Agenda by waiting until that item is read, then requesting recognition from the Chair to speak.



Cultivating CalSAWS Community

JPA Board Action Items



JPA Board Action Items

Action Items

4. Approval of Resolution recognizing Diane Alexander for her contributions to SAWS upon her retirement.

5. Ratification of the Memorandum of Understanding for BenefitsCal software between CalSAWS and the State of Georgia Department of Human Services

6. Consent Items
 - a. Approval of the Minutes and review of the Action Items from the November 17, 2023, CalSAWS JPA Board of Directors meeting.
 - b. Approval of Deloitte Change Notice 6, which exercises a portion of the optional extension period through April 30, 2024.



Cultivating CalSAWS Community

JPA Member Representatives Action Item



Member Representatives Action Item

SFY 2024/25 – CalSAWS JPA Administrative Budget

CalSAWS JPA Member Administrative Costs

SFY 2024/2025

Insurance Services	\$97,285
External Financial Audit	\$46,339
SOC 1 Internal Audit Services	\$68,720
San Bernardino ATC Accounting Services	\$353,640
Conference Fees	\$150,000
TOTAL	\$715,984

The Admin budget has been increased by \$64K from FY23/24 and is based on the following:

Insurance Services estimate based on actuals of FY 2023/24 budget plus 15%.

Financial Statement & Single Audit Services is based on Eide Bailly contract.

SOC 1 Services, actual amount based on Davis Farr contract.

SB ATC projection based on standard hourly rate and estimated hours at 1,684 hours/year x \$140 x 1.5 FTEs.

Annual conference fee added, CalSAWS DD&I funding has concluded.

Member Representatives Action Item

SFY 2024/25 – CalSAWS JPA Administrative Budget

Region	COUNTY	% Share of Persons Count 21/22	SHARE OF ADMINISTRATIVE COSTS BY COUNTY
1	Alameda	3.15%	\$22,554
2	Alpine	0.00%	\$0
2	Amador	0.06%	\$430
3	Butte	0.59%	\$4,224
2	Calaveras	0.10%	\$716
3	Colusa	0.07%	\$501
1	Contra Costa	2.03%	\$14,534
3	Del Norte	0.10%	\$716
2	El Dorado	0.28%	\$2,005
4	Fresno	3.91%	\$27,995
3	Glenn	0.09%	\$644
3	Humboldt	0.44%	\$3,150
5	Imperial	0.75%	\$5,370
4	Inyo	0.04%	\$286
4	Kern	3.37%	\$24,129
4	Kings	0.49%	\$3,508
3	Lake	0.25%	\$1,790
3	Lassen	0.07%	\$501
6	Los Angeles	29.52%	\$211,359
4	Madera	0.58%	\$4,153
1	Marin	0.34%	\$2,434
4	Mariposa	0.04%	\$286
3	Mendocino	0.29%	\$2,076
4	Merced	1.08%	\$7,733
3	Modoc	0.03%	\$215
2	Mono	0.02%	\$143
1	Monterey	1.31%	\$9,379
1	Napa	0.23%	\$1,647
2	Nevada	0.19%	\$1,360

Region	COUNTY	% Share of Persons Count 21/22	SHARE OF ADMINISTRATIVE COSTS BY COUNTY
5	Orange	6.44%	\$46,109
2	Placer	0.47%	\$3,365
3	Plumas	0.05%	\$358
5	Riverside	6.32%	\$45,250
2	Sacramento	4.42%	\$31,647
1	San Benito	0.13%	\$931
5	San Bernardino	6.60%	\$47,254
5	San Diego	7.01%	\$50,191
1	San Francisco	1.68%	\$12,029
4	San Joaquin	2.21%	\$15,823
4	San Luis Obispo	0.45%	\$3,222
1	San Mateo	0.97%	\$6,945
5	Santa Barbara	1.12%	\$8,019
1	Santa Clara	2.87%	\$20,549
1	Santa Cruz	0.58%	\$4,153
3	Shasta	0.49%	\$3,508
2	Sierra	0.01%	\$72
3	Siskiyou	0.14%	\$1,002
1	Solano	0.95%	\$6,802
1	Sonoma	0.85%	\$6,086
4	Stanislaus	1.72%	\$12,315
2	Sutter	0.30%	\$2,148
3	Tehama	0.21%	\$1,504
3	Trinity	0.04%	\$286
4	Tulare	2.08%	\$14,892
2	Tuolumne	0.11%	\$788
5	Ventura	1.65%	\$11,814
2	Yolo	0.43%	\$3,079
2	Yuba	0.28%	\$2,005
TOTAL		100.00%	\$715,984

Amounts per county are subject to change, based on 22/23 Persons Count



Member Representatives Action Item

SFY 2024/25 – CalSAWS JPA Administrative Budget

7. Approval of the Administrative Budget for Unfunded Costs for FY 24/25.



Cultivating CalSAWS Community

JPA Member Representatives Informational Items

IDEA/DEI Update

In this Session, we will cover:

- Update on IDEA Efforts at CalSAWS
- County Sharing
 - San Diego County DEI Efforts
 - Contra Costa County DEI Efforts
- Wrap Up and Takeaways



IDEA

Panel Discussion



Ashley Arnold
CalSAWS Training & DEI Manager
CalSAWS



Chanzy Nunes
Innovation Lead
Accenture



Patricia Perez
Division Manager, Policy and Planning
Contra Costa County
Employment and Human Services Dept



Tiffany Hartley
IDEA Lead
Accenture



Alberto Banuelos, Ph.D.
Assistant Director, Self-Sufficiency Services,
San Diego County
Health and Human Services Agency

Meet Our Panel

IDEA Initiatives Video





Let's hear from
Dr. Alberto Banuelos
San Diego
on their county's DEI efforts

County Sharing

San Diego County Highlights

- ✓ SSS D&I Champions meetings occur Quarterly
- ✓ Ongoing Cultural Awareness Information Sharing and Activities
 - Holiday reminders
 - D&I cookbooks (cultural recipe sharing)
- ✓ Staff Engagement for both Onsite and Telework Staff
 - Informative flyers
 - DEI as a permanent agenda item
 - Staff involvement with our videos
 - Newsletters highlighting staff and local events
- ✓ Training for SSS D&I Champion leads

SEPTEMBER 2023 / VOL. 08

ELIGIBILITY TIMES

Southeastern Live Well Center	2
CALSWS Update	8
Customer Center	8
Veteran's Village Stand Down 2023	9
County Culture in Action	10

CONNECTING COMMUNITY SOUTHEASTERN LIVE WELL CENTER

HOT TOPICS

- Southeastern Live Well Center**
It's official, Self-Sufficiency Services (SSS) staff are in the building! The new Southeastern Live Well Center (SELWC) is now open to the public.
- CALSWS Update**
The California Statewide Automated Welfare System (CALSWS) is live! On July 3, the new case management system for California was fully implemented in San Diego County.
- Veteran's Village Stand Down 2023**
Veteran's Village Stand Down is a 3-day event designed to provide services to veterans at risk of homelessness that rapidly remove barriers.

SOUTHEASTERN LIVE WELL CENTER CONNECTING COMMUNITY

It's official, Self-Sufficiency Services (SSS) staff are in the building! The new Southeastern Live Well Center (SELWC) is now open to the public. It is a beautiful, environmentally friendly facility located next to a historical landmark of Southeast San Diego. The SELWC offers both County and community-based services that are trauma-informed and culturally sensitive. It provides the health and wellbeing of the residents while strengthening families and the community. The mission is to create the opportunity for residents of all ages, genders, race/ethnicity, and socio-economic level, to achieve the Live Well San Diego vision for a region that is Building Better Health, Living Safely, and Thriving.

The SELWC replaces one of the oldest Self-Sufficiency sites in San Diego. Only a few blocks away from the new building, it was built and opened in 1962, one of four "book-club" buildings established in the mid-1960s. At that time the buildings were highly institutional and called "District Offices" with the "Department of Public Welfare." However, the 58-year-old building was outdated and no longer met the needs of the community or SSS staff.

Building our Southeastern Live Well Center building (SELWC).

Working on Southeastern Live Well Center building (SELWC).

Working on Southeastern Live Well Center building (SELWC).

Working on Southeastern Live Well Center building (SELWC).

CRUISING INTO CALSWS

The California Statewide Automated Welfare System (CALSWS) is live! On July 3, the new case management system for California was fully implemented in San Diego County. The system is designed to deliver benefits and services to California's most vulnerable residents. At 58 California counties have or are scheduled to transition to CALSWS. Here's what staff had to share about this historic transition:

"No matter how difficult a change might seem, with great support everything is achievable."
Loreal Gamalero (HHS), National City

"Change brings knowledge."
Stephanie Torres (HHS), National City

"Change is constant and CALSWS has been a good one."
Erika Lopez (HHS), National City

Representatives from various community organizations, including the Hispanic Chamber of Commerce, gathered for a celebratory event to mark the implementation of CALSWS.

Staff members from various departments are working together to ensure a smooth transition to the new system.

Staff members are using the new system to manage cases and provide services to residents.

COUNTY CULTURE IN ACTION CULTURAL SPOTLIGHT: ALDRICH ACUEZA

Q. What else would you like to share or think is important for us to know?
Filipino culture was very much shaped by over 300 years of Spanish colonization and later decades long US colonization after the Spanish-American War. The Philippines has the highest percentage of Catholics in Asia, consisting of about 70% of the population. Due to Spanish colonization, I experience close kinship with my Hispanic/Latino American friends as I find we have similar experiences, hold similar values, and celebrate the same holidays such as Christmas and Day of the Dead. In fact, I always feel like I am in the Philippines whenever I visit Mexico. However, you will also find American influence in terms of language spoken, with the Philippines having a very high concentration of English speakers. The country is technically bilingual in the usage of English and Tagalog!

Q. Do you have a family or cultural recipe you would like to share with the SSS team?
One of my favorite family dishes is Jackfruit in Coconut Milk

Jackfruit in Coconut Milk

Ingredients:

- 3 lbs. of young jackfruit (or 1 case)
- 2 cans of coconut milk
- 1 can of tomatoes
- 1 small can of liver spread (Mama brand preferred)
- Small amount of garlic
- Small amount of onions
- Black pepper
- Salt (to taste)
- Chopped garlic or shrimp if you would like

Soak the garlic and onion, together with the pork or shrimp, and the meat in coconut. Add the jackfruit and stir for 3 minutes before adding in the coconut milk. Stir to a boil.

Mix in the liver spread and stir. Once jackfruit is soft, add the tomatoes and cook for 3 minutes. Once complete, put salt to taste and black pepper to taste.

Q. What languages do you speak/read/write?
I am proficient in English and my native tongue Filipino (Tagalog). I speak and read some French and a little Spanish.

Q. What cultural traditions do you celebrate or recognize that are important to your family?
Christmas is the biggest holiday in the Philippines. Starting in September, you will see Christmas decorations everywhere, and the music will begin to sound closer to Christmas.

County Sharing

San Diego County Highlights

JULY 2023 / VOL: 87

ELIGIBILITY TIMES

CRUISING INTO CALSAWS WITH THE AUTOMATION TEAM

HOT TOPICS

- Cruising into CalSAWS**
Setting Self-Sufficiency Services (SSS) systems working together requires a lot of coordination and people behind the scenes to provide quality services to the San Diego community.
- BenefitsCal**
BenefitsCal is a new, self-service website for all Californians to apply for and manage benefits like CalFresh, CalWORKS, and Medi-Cal.
- Ramona Community Center**
County officials broke ground on the new Ramona Community Resource Center (CRC). The \$15 million facility will replace one that has been in operation for 35 years.

GROUNDBREAKING AT RAMONA COMMUNITY RESOURCE CENTER

County officials broke ground at the new Ramona Community Resource Center (CRC). The \$15 million facility will replace one that has been in operation for 35 years. The new Ramona CRC will serve as a one-stop shop for residents who need Self-Sufficiency Services like CalFresh, Medi-Cal and CalWORKS. Several County departments will be collocated at the facility, including Behavioral Health and Public Health Departments and Child Welfare Services.

The building will be green net energy meaning it will generate more energy from the solar panels on its roof than it consumes when measured over a year, supporting the MHS Sustainability Initiative to: *economically, climate, environment, and new facility is designed to reflect the residents and will include public art.*

The building will be green net energy meaning it will generate more energy from the solar panels on its roof than it consumes when measured over a year, supporting the MHS Sustainability Initiative to: *economically, climate, environment, and new facility is designed to reflect the residents and will include public art.*

CUSTOMER CORNER

SELF-SUFFICIENCY AND SAFETY FOR A FAMILY

The CalWORKS Employment Services Program helps prepare Self-Sufficiency recipients to find meaningful work to support their families. Self-Sufficiency Services partners with Equus Workforce Solutions and Public Consulting Group to help customers with job coaching and employment opportunities.

Samuel and his family came to San Diego in December 2022. The long journey in Haiti was continuing to deteriorate and he wanted to provide a better life for them. His journey to the United States was arduous, through Cuba and Mexico, across deep rivers and swamps, and dealing with health along the way. He finally reached the United States and settled briefly in Florida, and then Illinois.

A friend suggested he bring his family to San Diego to find the help he needed. He reached in CalWORKS Employment Services and was connected to Public Consulting Group (PCG). He attended Job Club and was helped with childcare and cost of rent. Job Club sessions were conducted in Haitian Creole, his first language. While there, he learned about partner organizations that could assist with legal and immigration services, and he was able to successfully obtain work documents.

After completing Job Club, he began working full time as an Anti-Bullying Coaching (ABC) Inspector at Costco Optical. As part of his role, he ensures the quality of sales and services during one of the latter stages of inspection. One of his goals is to learn English for career advancement.

Samuel lives with his girlfriend and his 10 month-old baby "Briar", and things are going well for him and his family. He is forever grateful for the support that his PCG instructor provided as his job search pathway and with adjusting to American culture. He feels that PCG's staff really understood the hardships newcomers experience, particularly young or able with babies, and their crucial need for supportive services.

"My experience with PCG has been exceptional and very satisfying. Now I know I can move forward with confidence towards greater success. I understand and I receive quality of services that Haitian refugees need."

"I have been blessed."

COUNTY CULTURE IN ACTION, CONT'D

PRIDE MONTH IN SAN DIEGO

In the United States, June is celebrated as Pride Month in recognition of the 1969 Stonewall Uprising in New York City. The Stonewall Uprising became a watershed for organized movements advocating for Lesbian, Gay, Bisexual, Transgender, Queer, and Ally (LGBTQ+) rights.

Pride Month is celebrated in various ways. Pride Month events may seek to raise awareness, advocate for LGBTQ+ causes and change, and create social events that bring the community together. Pride events often aim to bridge the gap between the LGBTQ+ community and other communities, as well as gaps among the various identities within the LGBTQ+ community itself.

Pride was celebrated in San Diego County beginning in June 1974, with the first San Diego Pride Parade held in June of 1975. In contemporary times, San Diego Pride has become one of the largest Pride celebrations in the United States and hosts attendees from across the nation and other countries. Since 1991, San Diego has commemorated Pride in mid-July with parades, festivals, concerts, parties, and other numerous events. The celebration of Pride Month remembers the contributions of all individuals who have sought to ensure the safety of and equal rights and recognition for the LGBTQ+ community, and it recognizes how LGBTQ+ individuals have informed our history and culture throughout local communities and the larger world.

For more information on Pride Celebrations in San Diego, please visit:
[San Diego Pride: Community pride, equality, and respect for all identities, gay, bisexual, and transgender communities, locally, nationally, and globally.](https://san-diego-pride.com/press/pride-events-and-requests-for-all-identities-gay-bisexual-and-transgender-communities-locally-nationally-and-globally)

PRIDE MONTH BY THE NUMBERS*

- 82% - the percentage of LGBTQ people who are employed full-time or part-time
- 1 in 8 - the number of LGBTQ people who have experienced sexual harassment from healthcare staff
- 44% - the percentage of LGBTQ people who are open about their sexual orientation with their family
- 300,000 - the number of people in the LGBTQ community that are transgender women
- 1 in 8 - the number of LGBTQ women living in poverty
- 42% - the percentage of LGBTQ employees who haven't revealed their orientation at work
- 50% - the percentage of LGBTQ workers who recently got federal protection from discrimination
- \$12.300 - the annual income earned by 22% of LGBTQ people

**Source: LGBTQ+ Community Health*

Interested in becoming more involved? Consider joining the County of San Diego LGBTQ+ employee resource group (ERG) or attending one of their events. To find out more information, click on the employee resource group logo.



Let's hear from
Patricia Perez
Contra Costa
on their county's DEI efforts

County Sharing

Contra Costa County Highlights

DEI Team and Focus

- DEI team formed in August of 2020
 - ✦ Two meetings per month
- Began identifying and establishing priorities
 - ✦ Six total
 - ✦ Focusing on two of six this year

DIVERSITY



of people and perspectives

EQUITY



in policy and practice

INCLUSION



of all voices and visions

County Sharing

Contra Costa County Highlights

✓ DEI Efforts

- All Staff DEI Survey
- Staff Publications
- Listening sessions (with support)
- Training Development
 - ✦ Implicit Bias Training during New Employee Orientation
 - ✦ Micro-learning playlist via SMART
- Presentations
- DEI Hair Care Drive (See “Headlines” article)
- DEI Website
- DEI Library of Books

DIVERSITY



of people and perspectives

EQUITY



in policy and practice

INCLUSION



of all voices and visions

County Sharing

Contra Costa County Highlights

✓ How We Make It Happen!

- Dedicated staff to DEI role
 - ✦ 16 Total DEI Core Team Members with an Executive Team Sponsor
- Supportive Engagement with Staff
 - ✦ Keep line of communication open
 - ✦ Be present with intent
- Share our EHSD Director's and Executive Team's vision

DIVERSITY



of people and perspectives

EQUITY



in policy and practice

INCLUSION



of all voices and visions

County Sharing

Contra Costa County Highlights

Headlines
DECEMBER 2023

Noticing a Gap and Closing It

By Ilana Chisari, DEI Team member

DIVERSITY



EQUITY



INCLUSION



The Hair Care Drive for Children and Youth of Color in Foster Care put together by the Diversity, Equity and Inclusion (DEI) team coordinators **Mari Solis, Nannette Dupree** and DEI volunteers was a success. Thank you to everyone who donated a variety of hair products to help African American and other ethnic foster youth in Contra Costa County. We received 45 boxes of donations as of November 8th from across 19 offices that encompassed East, Central and West locations, and all bureaus. It was exciting to see all the hair products that were donated to help foster youth.

Total donations from EHS staff: 2,098 hair related products and 68 hygiene products.

This drive would not have been possible had Social Worker **Elizabeth Chambers** not identified that there was a gap in providing hair products for African American children and those of other ethnic background.

"The DEI Hair Care Drive was successful, in Hercules, because of our newest volunteer **Kimberley Williams**," said **Craig Roney**, Eligibility Work Supervisor. "Thank you, Kimberley."

Elizabeth states, "Many times when taking youth to the Receiving Center, they are going there with absolutely nothing," explains Elizabeth. "The Receiving Center has backpacks for them that include basic hygiene products. However, I did notice that the African American youths/children did not get appropriate hair care products for their hair, including shampoo, conditioner, grease, gel, bonnets, etc. It would leave them self-conscious with unmanageable hair and the only option to pull it back in a ponytail or live with outgrown/unmanageable braids, just waiting for help. This is a difficult thing for them to deal with in an already traumatizing situation. There was a time when my supervisor, **Tamesha Shaw** went with myself and a youth and purchased products for her and I believe it made a world of difference for her and her self-esteem."



The DEI members & volunteers (back row L-R) Kimberley Vega, Terrie Adams, Denise Watley, Shanee Corrie, Nannette Dupree. (Front row L-R) Cynthia Mallory, Mari Solis, Deborah Drake, Ilana Chisari, Mercedes Ibarra.



LGBTQ+ Pride Month

DIVERSITY



EQUITY



INCLUSION



[Visit the EHS DEI page](#)

WHAT IS LGBTQ+ PRIDE MONTH?

This month seeks to raise awareness in society from a positive stance on the rights of the LGBTQ+ community, as well as to promote safe spaces where inclusion prevails and violence and discrimination against lesbian, gay, transgender and queer (LGBTQ) eradicated.

The month is dedicated to promoting equality as well as increasing LGBTQ+ visibility group while celebrating sexual diversity and gender variance.

WHY IS IT CALLED "PRIDE"?

Pride, as opposed to shame and social exclusion, is a perspective that drives most LGBTQ+ rights and movements around the world.

WHY IS IT CELEBRATED IN JUNE?

On June 28, 1969, police raided a gay bar in New York City known as the Stonewall Inn. The event sparked a series of riots by people in the LGBTQ+ community, constituting the major event leading to the gay liberation movement and the modern fight for LGBTQ+ rights in the US.

The month of June was chosen to honor and commemorate those Stonewall riots.

HOW IS IT CELEBRATED?

LGBTQ+ Pride Month events attract millions of participants from around the world each year. Today, the celebrations include parades, marches, parties, concerts/shows, workshops, among other activities that take place in different nations.

County Sharing

Contra Costa County Highlights

Hispanic Heritage Month

September 15th - October 15th

DID YOU KNOW

First commemorated as a week in 1968 by Lyndon B. Johnson, later turned into a month-long commemoration by Ronald Reagan, Hispanic Heritage Month celebrates the rich diversity, culture and contributions of the Hispanic/Latino population in the U.S.

The start date coincides with the Declaration of Independence from Spain of several Latin American countries from Sept. 15th-18th.

- Costa Rica - 9/15
- El Salvador - 9/15
- Guatemala - 9/15
- Honduras - 9/15
- Nicaragua - 9/15
- Panama - 9/15
- Chile - 9/18

What's in a label?

Hispanic

Used to identify people from Spain and other Spanish speaking countries. First used in the 2000 Census to group together people from Spain, Central & South America living in the U.S.

Chicano/a

Used by people born in the U.S. of Mexican descent who identify with their indigenous ancestry. Gained popularity during the 1960s & 70s in the fight for civil rights & social justice.

Latino/a

An alternative to Hispanic used by those that identify with their family's country of origin in Latin America, including non-Spanish speaking countries like Brazil.

Latino

A gender neutral alternative to Latino or Latina. The term has gained popularity in recent years.



The Numbers

In 2021 there were 63.7 million Hispanics/Latinos in the U.S. = 19% of the US Population. [View Research Center facts on Latinos in the U.S.](#)

As of 2022 - Hispanics/Latinos make up 2.7% of the population in Contra Costa County. [View Facts](#)

The labor force participation rate for Latinos is 67% - the highest of any race or ethnicity. [SEE Survey of Labor Markets August 2022](#)

In their Own Words

These Ted Talks provide unique perspectives on the Hispanic/Latino experience.

Fernanda Ponce

Maria Jimenez

Ways to celebrate

- Visit the website: [Hispanic Heritage Month](#) to take a virtual tour.
- Find local events.
- Patronize Latino-owned businesses in the area.

Want More?

READ

- [Timeline of events in US Latino History](#)

WATCH

- [Latino America](#)

LISTEN

- [Yes, She Did Podcast](#)

JUNETEENTH FREEDOM DAY

"If the creation of slavery could not stop us, the opposition we now face will surely fail. Freedom the goal of America's freedom, should not control the way we do, our destiny should go with constant liberty." Martin Luther King Jr.



WHAT...

June 19th is celebrated as Juneteenth in Texas to mark the day that slavery was abolished in the state. It is also celebrated in other parts of the United States.

WHO...

People throughout the country celebrating the emancipation of enslaved African Americans. The word Juneteenth is a combination of the words June and nineteenth. It is a celebration of the day that slavery was abolished in the state of Texas.



WHEN...

The following are the dates for Juneteenth in 2024:

- Texas - June 19th
- Alabama - June 19th
- Arkansas - June 19th
- California - June 19th
- Colorado - June 19th
- Connecticut - June 19th
- Delaware - June 19th
- District of Columbia - June 19th
- Florida - June 19th
- Georgia - June 19th
- Illinois - June 19th
- Indiana - June 19th
- Iowa - June 19th
- Kansas - June 19th
- Kentucky - June 19th
- Louisiana - June 19th
- Maine - June 19th
- Maryland - June 19th
- Massachusetts - June 19th
- Michigan - June 19th
- Minnesota - June 19th
- Mississippi - June 19th
- Missouri - June 19th
- Montana - June 19th
- Nebraska - June 19th
- Nevada - June 19th
- New Hampshire - June 19th
- New Jersey - June 19th
- New Mexico - June 19th
- New York - June 19th
- North Carolina - June 19th
- North Dakota - June 19th
- Ohio - June 19th
- Oklahoma - June 19th
- Oregon - June 19th
- Pennsylvania - June 19th
- Rhode Island - June 19th
- South Carolina - June 19th
- South Dakota - June 19th
- Tennessee - June 19th
- Texas - June 19th
- Utah - June 19th
- Vermont - June 19th
- Virginia - June 19th
- Washington - June 19th
- West Virginia - June 19th
- Wisconsin - June 19th
- Wyoming - June 19th



WHY...

June 19th is celebrated as Juneteenth in Texas to mark the day that slavery was abolished in the state. It is also celebrated in other parts of the United States.



Closing

Suggestions for Implementing Effective DEI Programs

- ✓ Mentorship Program
 - Create a sign-up form
 - Find a volunteer to match participants
 - Survey to measure to success of partnership

- ✓ Employee Resource Group
 - Determine ERG requirements i.e. focus group
 - Create charter
 - Determine group logistics

Any Questions on the IDEA/DEI Update?

Q&A





JPA Member Representatives Informational Items

Future CalSAWS Member Representatives Meetings

9. Future CalSAWS Member Representatives Meetings

- June 27, 2024 – Virtual
- January 2025 – Virtual (Tentative)
- June 26-27, 2025 – In Person Conference (Tentative)



Cultivating CalSAWS Community

Adjourn Joint Meeting of the CalSAWS JPA Member Representatives & Board of Directors



Join at
menti.com

Use code
4551 7253

**Tell us about your conference
experience.**

Community Census / Poll

Community
Census/Poll
Instructions:

1. Go to menti.com.
2. Enter code.
3. Tell us about your conference experience.

**WiFi Password:
CalSAWS2024**



CalSAWS Community

Let's Take a Break!

We'll resume at 9:30 AM

Enjoy the neighborhood as you go to your next Breakout Sessions!



Breakout Session 3

Future of Training for Success



Cultivating CalSAWS Community

Welcome to our School!



Cultivating CalSAWS Community



Future of Training for Success

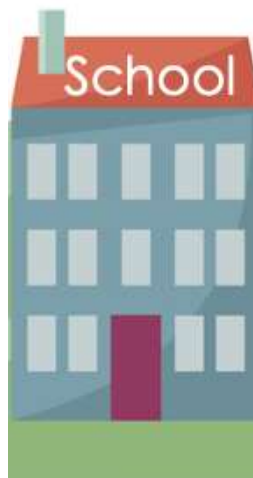
Welcome to Our School!

We'll hear about...

- CalSAWS Learning Management System (LMS)
- CalSAWS Training Environments
- CalSAWS Training Resources
- County Sharing
- CalSAWS Release Support



Cultivating CalSAWS Community



Future of Training Panel Discussion



Ashley Arnold
CalSAWS Training & DEI Manager
CalSAWS



Alberto Banuelos, Ph.D.
Assistant Director, Self-Sufficiency Services,
Heath and Human Services Agency
San Diego County



Ligia Ruiz-Barranco
Training and Development
Manager
San Bernardino County



Melissa Valdez
Training and Development Supervisor
(TAD Training Unit)
San Bernardino County

Meet Our Panel



Cultivating CalSAWS Community

CalSAWS Learning Management System (LMS)

Breakout Session 3

The CalSAWS Learning Management System (LMS)

Overview and Support for County Induction Programs

The CalSAWS LMS is used by all counties to view training WBTs, Quick Guides, and Job Aids on CalSAWS functionality

In the past we have used the LMS for:



LRS Migration



C-IV Migration



CalWIN Migration



The CalSAWS Learning Management System (LMS)

Migration Clean Up

To achieve the goal of a clean user friendly LMS we will:

1

Old Curriculum

Clean up old curriculums and materials in the LMS

2

New Curriculum

Create new generalized curriculums

3

Training Assignments

Update training assignments

4

Support Documents

Create support documents to assist Training Coordinators and county users in using the new curriculums and training assignments

The CalSAWS Learning Management System (LMS)

Overview and Support for County Induction Programs

- We are hearing from our counties that the WBTs continue to be useful post migration.
 - For Example, Yolo County has incorporated the WBTs into their Medi-Cal Induction course

Week	Topic	Notes	Exercise	Handouts
19-July	WBT	WBT: Medi-Cal- 01-A MAGI Intake	PROCESSING	Aid Codes
		WBT: Medi-Cal- 01-B MAGI Intake	MAGI READING	Common MC Errors
		WBT: Medi-Cal- 01-C MAGI Intake		Counted Income
				Income Deductions

- Moving forward, we are planning to update the courses to support county inductions better with user-friendly, generalized course curriculums.



The CalSAWS Learning Management System (LMS)

Support for County Induction Programs

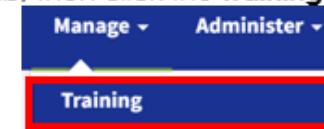
Training Coordinators currently can create Training Assignments for staff to help users navigate within an assigned curriculum instead of self-enrolling:

- The CalSAWS Training Coordinator Guide on the Web Portal has step-by-step directions on creating a Training Assignment
- The Training Coordinator guide will be updated for all counties

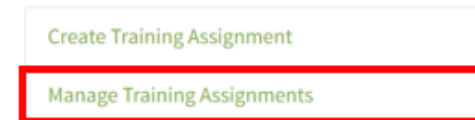
How to create an Assignment Task

If the Individual Curriculum Assignment Tasks or the Hash Job Assignment Tasks don't have the curriculum setup that you wish, you can create an Assignment Task for your County. We recommend that you review the **Master Training Assignments for C-IV Migration Users** spreadsheet before you attempt this.

1. Hover over the **Manage** tab, then click the **Training** hyperlink.



2. Then click the **Manage Training Assignments** hyperlink





The CalSAWS Learning Management System (LMS)

Support for County Induction Programs

What's coming next:

1

After the migration material clean up effort, we will look at WBTs as a whole

2

Look at overall design and possibly redesign or modify with newer tools



The CalSAWS Learning Management System (LMS)

Coming Soon – Optional New Look for the Home Page

Current LMS Homepage View

The screenshot shows the current LMS homepage. At the top is a dark blue navigation bar with the CalSAWS logo on the left, followed by menu items: "Learn", "Manage", and "Administer". To the right of these is a "Catalog" button with a grid icon, a search bar labeled "Search Catalog" with a magnifying glass icon, a green "Create" button, a help icon, and a user profile icon labeled "JL". Below the navigation bar, the main content area is white. On the left, there is a section titled "Recent Announcements" with three entries: "LMS Training Release Notes - TR23.09.22" (Date: 9/25/2023), "LMS Training Release Notes - TR23.07.21" (Date: 7/24/2023), and "LMS Training Release Notes - TR23.05.19" (Date: 5/24/2023). Below these entries is a "View All" button. At the bottom left of this section is the heading "FAQs". On the right side of the page, there is a large teal promotional banner for an "LMS Overview Video for Migrating CalWIN Counties" for CalWIN users migrating to CalSAWS, with a "Click Here!" button. Below the banner is a "Search Catalog" section with a search bar labeled "Search for Content" and a magnifying glass icon.



The CalSAWS Learning Management System (LMS)

Coming Soon – Optional New Look for the Home Page

Upcoming Optional Edit View for Customization

Choose widgets to add in this section.

To turn widgets on in each section column, click the "Add Widget" button. To delete a widget, click the "Trash" icon on the left side of a widget title. To reorder widgets in a column, use the "up" and "down" chevron buttons on the right of each card.

Hero Banner (1) + Add Widget

Announcements ^ v

Left Column (2) + Add Widget

User ^ v

Training Assignments ^ v

Right Column (2) + Add Widget

Recommendations ^ v

Learning History ^ v

Edit Column Layout

Choose widgets to add in this section.

To turn widgets on in each section column, click the "Add Widget" button. To delete a widget, click the "Trash" icon on the left side of a widget title. To reorder widgets in a column, use the "up" and "down" chevron buttons on the right of each card.

Hero Banner (1) + Add Widget

Custom Block ^ v

One Column (2) + Add Widget

Based on Your Interests ^ v

Recently Added ^ v

- Select up to 10 widgets
- Announcements
- Recommendations
- Training Assignments
- Based on Your Interests
- Learning History
- Recently Added
- User



The CalSAWS Learning Management System (LMS)

Coming Soon – Optional New Look for the Home Page

Example Customized Homepage

The screenshot displays a user's customized LMS homepage. At the top, a dark blue header bar is visible. Below it, the main content area is white. On the left, a user profile card for Jayna Longstreet shows 0 points and 5 completed content items, with an "Edit Profile" button. Below the profile are two progress indicators: "8 In Progress" with a refresh icon and "0 Saved Content" with a checkmark icon. A "Training Assignments" section with a "View All" button is positioned below these. On the right side, a "Recommendations" section with a "View All" button is shown. Below that is a "Learning History" section containing a table of completed courses. The table has two columns: "TITLE" and "COP". The entries are: "001 - Orientation: 11 - Fraud Referral TR19.11", "001 - Orientation: 06 - Task Management TR23.01.20", "001 - Orientation: 03 - LRS Navigation TR20.03", "001 - Orientation: 09 - Client Correspondence TR20.03", and "001 - Orientation: 08 - Lobby Management TR19.09". A "View All" button is located at the bottom of the Learning History section. At the bottom of the page, a dark blue footer bar contains the text "Migration Training Guide" on the left and a decorative pattern of small white dots on the right.

The CalSAWS Learning Management System (LMS)

Coming Soon – Optional New Look for the Home Page

Availability, Communication Plan, and Resources

- Optional customization of the LMS Homepage will be available in mid February 2024
- CIT will be sent to announce this functionality
- LMS Homepage User Customization Guide will accompany the CIT
- Discussion at January Training Committee Meeting



Cultivating CalSAWS Community

CalSAWS Training Environments

Breakout Session 3



CalSAWS Training Environments

Overview and Current Capabilities

1

CalSAWS Training Staging Environment

Environment that County trainers use to maintain the County's Golden Cases prior to copying to the Training Production Environment for delivery

2

CalSAWS Training Production Environment

Environment used by County trainers to deliver training



CalSAWS Training Environments

Overview and Current Capabilities

Key Features	Production	Training Staging	Training Production
Access	All end users	Limited	20% of County end user population
Type of Environment Data	Production Data	Golden Case, Select partially Masked Production Data	Mock Data originating from select masked production data and golden cases
Case Copy	Yes – to Training Staging Yes – to PRT	Yes – to Training Production	Yes – from Training Staging
Interfaces	MEDS, IEVS, CalHEERS, etc	None	Imaging Training Environment and BenefitsCal Training Environment only
Refresh	Data updates completed every major release as specified in approved SCRs	None	As approved by Training Committee
Authentication	Active Directory and Local Accounts	Personal Accounts	Generic Accounts
Availability to CalWIN Counties	At migration to CalSAWS	30 – 45 days prior to migration to CalSAWS exact date TBD	Prior to migration to CalSAWS exact date TBD
Purpose	The real-time environment where the CalSAWS application and tools are put into operation for their intended uses by end users	To house golden case data and select masked production data that can be case copied to the Training Production Environment	To support County training efforts



CalSAWS Training Environments

Updates and News

Our San Bernardino friends shared their best practices in December 2022 at a Training Committee County Sharing session

1 Covered how they use the Training Environments	2 How they build Golden Cases	3 How they manage their training Resource Databank	4 Video and documents available on the web portal
--	---	--	---

Newest Training addition is the **BenefitsCal Training Environment:**

- Released May 31, 2023
- Separate URL and access code shared via Regional Managers and Training Committee members



Cultivating CalSAWS Community

Ongoing Training Resources

Breakout Session 3



Ongoing Training Resources

CalSAWS Training Manuals

CalSAWS Training Manuals

Prior to migration to CalSAWS, the Project maintained instructor-led training courses for the C-IV System.

At migration to CalSAWS, the former C-IV Counties expressed interest in the project developing and maintaining training courses:

- Development began with our desire to create a cross between a Job Aid and a How-To document. We include screenshots along with step action tables.
- Including screenshots does increase the maintenance effort, but we feel it is worth it to provide a beneficial training tool.

Current Manuals

- General Eligibility
- CalFresh
- Medi-Cal
- CalWORKs

Coming Soon!

- Service Arrangements for Employment Services



Ongoing Training Resources

CalSAWS Training Manuals

CalFresh Training Manual in Action:

- Unit 5 Lesson 5 – Troubleshooting EDBC
 - In this lesson learners practice troubleshooting using a case that deliberately has errors. Using the Training Manuals, the Golden Case Scenario document, and Case Copy functionality, trainers have a case ready to deliver a hands-on troubleshooting experience.
-

Lesson 5: Troubleshooting EDBC

Lesson Objectives

In this lesson you will learn:

- Common EDBC topics and errors
- Which System pages are associated with the common EDBC topics and errors



Ongoing Training Resources

CalSAWS Training Manuals

Using the Golden Case Scenario document, trainers build a golden case in Training Staging using the parameters provided.

- Once created, the golden case is copied up to 1,000 times in a single request to Training Production
 - This batch runs approximately every 10 minutes ensuring cases are made quickly available in the destination environment.
 - Best practice is to request cases a day or more prior to training delivery to ensure there are no issues.

In Training Production, trainers lead their students through the guided practice beginning with the Run EDBC page to view the hard validation message.

- This allows new staff to experience troubleshooting hands on and build confidence for when they see it in real life.

Step	Action	Notes
1.	Review the Run EDBC page.	There is a Hard Validation message for a missing relationship.
2.	Click the Relationship information is missing for the following persons: hyperlink.	The Missing Relationship List page displays.



Ongoing Training Resources

CalSAWS Training Manuals

Plans for Future

Potential subject areas for Training Manuals:

- Foster Care/AAP/KinGap
- GA/GR
- CMSP
- CAPI
- Employment Services
- Fiscal Management Claiming

Materials

We will create materials to assist counties in delivering the best training possible.

Let's Hear From You!

If these or additional topics would be beneficial, please express your interests via your committees.



Ongoing Training Resources

The Job Aid Process

We frequently get requests for new Job Aids, but want to make sure these requests are coming through the correct channels

1

Job Aid Requests

Topic Specific Committees are where the request should begin

2

New Job Aids

New Job Aids often accompany a new System change

3

Job Aid Updates

Job Aid updates can accompany a System change

4

ServiceNow

If there is a defect such as a typo, or errors in the step action tables, please submit an incident through ServiceNow



Ongoing Training Resources

Support for County Training Programs

We will continue to support the County Sharing project:

- San Bernardino County Sharing session (December 2022)
- County sharing section on the web portal
 - We have sample schedules and will help you connect with other counties to discuss how to enhance your programs
 - If you have something that is working well in your county, we have a platform to help you share it easily

County Documents > [County Share Resources] > Training > San Bernardino CalSAWS Curriculum Presentation 12-2022				
	Name ▾	Modified ▾	Modified By ▾	+ Add column
	RDB in CalSAWS.pdf	December 19, 2022	Joyce Oshiro	
	RE Recording of County Collabo...  ...	July 20	Jayna Longstreet	
	Training environments.pdf	December 19, 2022	Joyce Oshiro	

Ongoing Training Resources

The Training Committee



Training Committee

Meets the 1st Wednesday of
odd numbered months

Discusses updates to the Training Environments:

- Refresh Schedule
- CER requests for changes to the Training Environments
- Training Manuals
- Training Collaboration meetings

Check in with your RCMs and SMEs for updates or if you have questions/concerns to be addressed

Any Questions on LMS, Training Environments, or Training Resources?

Q&A





Cultivating CalSAWS Community

County Sharing

Breakout Session 3



Let's hear from

Dr. Alberto Banuelos

San Diego

about their training programs and
successes

County Sharing

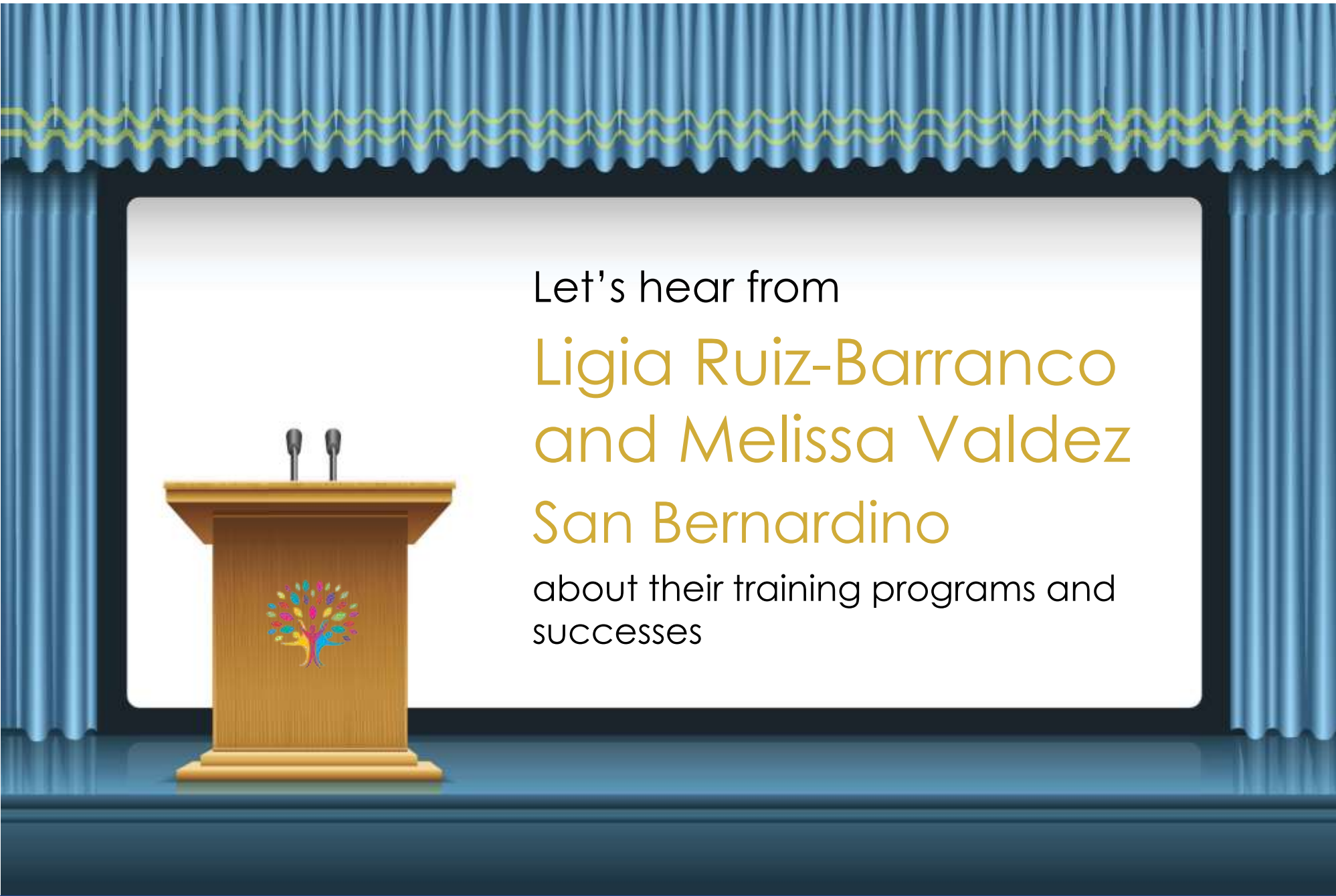
What's New in County Training Programs – San Diego Highlights

- Virtual instruction (no traditional classrooms)
- Partnership with district offices to ensure success
- CalSAWS Resources
 - We use the CalSAWS Training Environments, combined with our own scenarios that work best with the way our training is structured
- Induction changes
 - CalSAWS is easy to train!
 - We have had a lot more time to train CalSAWS, which has allowed our trainees to become more proficient in the program before they leave training

County Sharing

What's New in County Training Programs – San Diego Highlights

- What's worked well?
 - The case copy feature is amazing, the ability to make copies in minutes has helped us save time with case prep
 - We use both training environments, Training Staging to create cases and Training Production to train users and they are both crucial in our program
- Any pivots?
 - The only pivots have been positive! We have more time to focus on harder scenarios since it's an easier system to navigate



Let's hear from
**Ligia Ruiz-Barranco
and Melissa Valdez**
San Bernardino
about their training programs and
successes

County Sharing

What's New in County Training Programs – San Bernardino Highlights

- CalSAWS Resources
 - Web Based Trainings for Go Live and refreshers
- Induction changes
 - Real-time schedule in CalSAWS Training Environment
 - Impacts to training SAR7s
 - Aid code changes as children "age"
 - Some adjustments for trainers, but easier for trainees!

County Sharing

What's New in County Training Programs – San Bernardino Highlights

- What's worked well?
 - CalSAWS Training Environments
 - Case Copy functionality has been very helpful!
 - Each trainee gets their own copy, and trainers can easily review each one
 - Can make changes and create additional practice on the fly
 - Over 200 cases used across various eligibility programs used in Onboarding curriculum
 - Can simulate a wider range of functions
 - We create cases for training facets/components of programs (such as Homeless Assistance) for current workers as needed

County Sharing

What's New in County Training Programs – San Bernardino Highlights

- Any pivots?
 - SAR7 and RE practice
 - Three versions of each SAR7 case (one for each of the three Onboarding classes scheduled each year)
 - Building Resources in the Training Environment (RDB)

Any Questions on the San Diego's or San Bernardino's Experience?

Q&A





Cultivating CalSAWS Community

CalSAWS Release Support

Breakout Session 3



CalSAWS Release Support

Baseline Release Timeline

CalSAWS Baseline Release Software Development Lifecycle and Communication Timeline Example

Baseline Release Date: Jan 22, 2024



Note: This is an example schedule to show the overall Software Development lifecycle, including all the communications that are sent throughout the Release Period. The lifecycle may vary by each SCR based scope and complexity of the change. The above is a sample of a timeframe, based on the 24.01 Baseline Release period. The dates listed will change with each given Release period.

CalSAWS Release Support

Release Materials and Communication

Release Notes

- **Major Releases** - Release notes are sent to counties two weeks prior to the release
- **Priority/Release When Ready (RWR)** - Release notes are sent to the counties on the day of the release

Major Upcoming Changes (MUC)

The email with the MUC materials for the upcoming release is sent to the Primary Points of Contact (PPOCs) for all counties and all Regional Managers (RMs) two months prior to the release date. For more details on these materials refer to [CIT 0315-23](#).

Release Webcast

This meeting takes place three weeks prior to the release

And Now Introducing.....



CalSAWS Release Support

Release Materials and Communication, Cont.

A San Diego County production....

....in collaboration with the CalSAWS team....



CalSAWS Release Support

Release Video Background

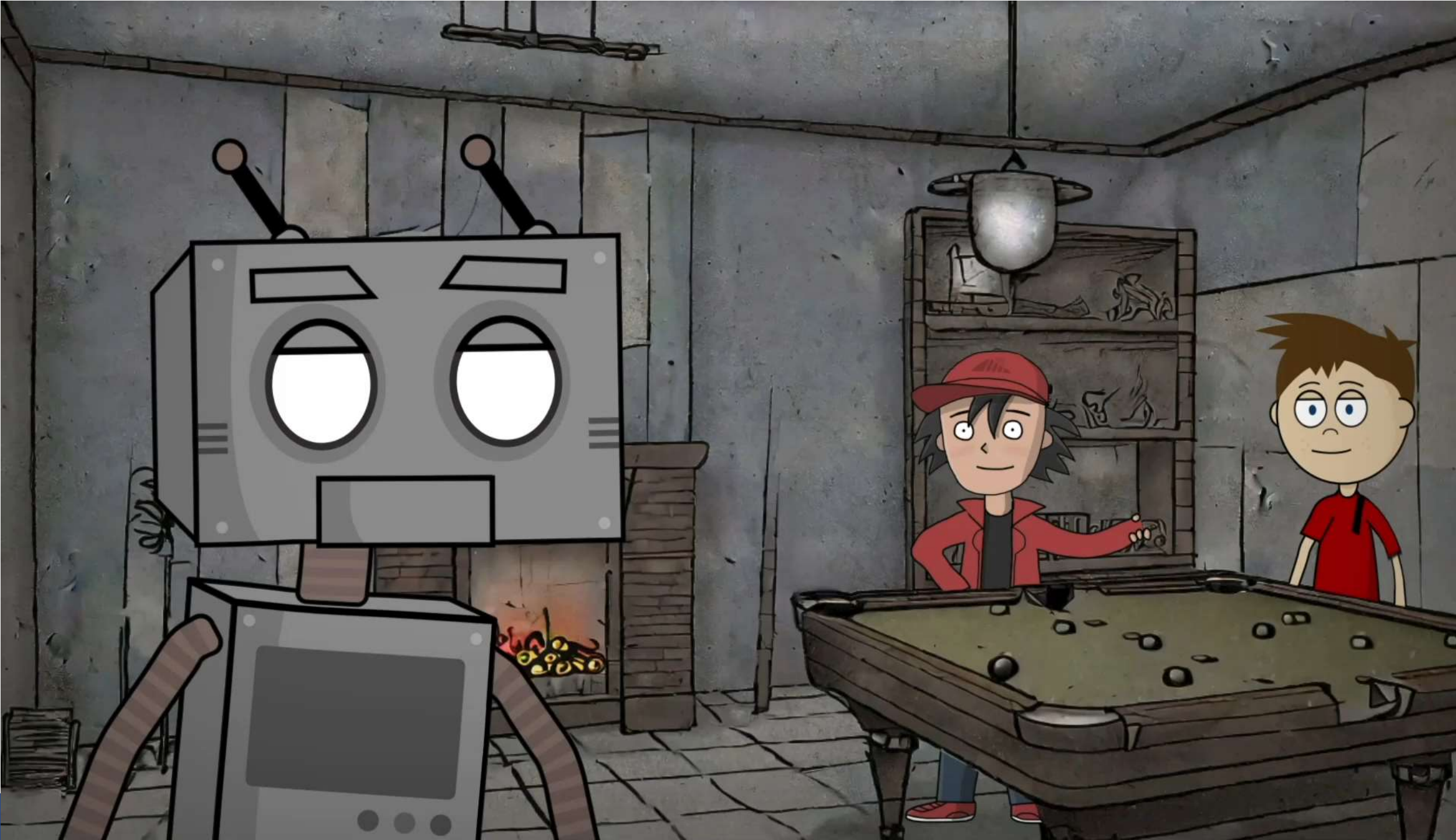
- San Diego County began creating CalWIN Release Videos for their staff in November 2016
- Videos were shared with other CalWIN counties in June 2017
- San Diego County and the CalSAWS team collaborated on a CalSAWS Migration video (“CalSAWS Welcome Home”), released in June 2020
- With all counties on board, Release 24.01 starts the New Year with....

**CalSAWS Updates
ROCK!**



CalSAWS Release Video





Any Questions on Training for Success?

Q&A



Let's Take a Break!

We'll resume at 11:10 AM

Enjoy a walk through our beautiful park on your way to the final Plenary Session



Plenary Session 3

Using Automation to Bridge the Gap
within Our Communities

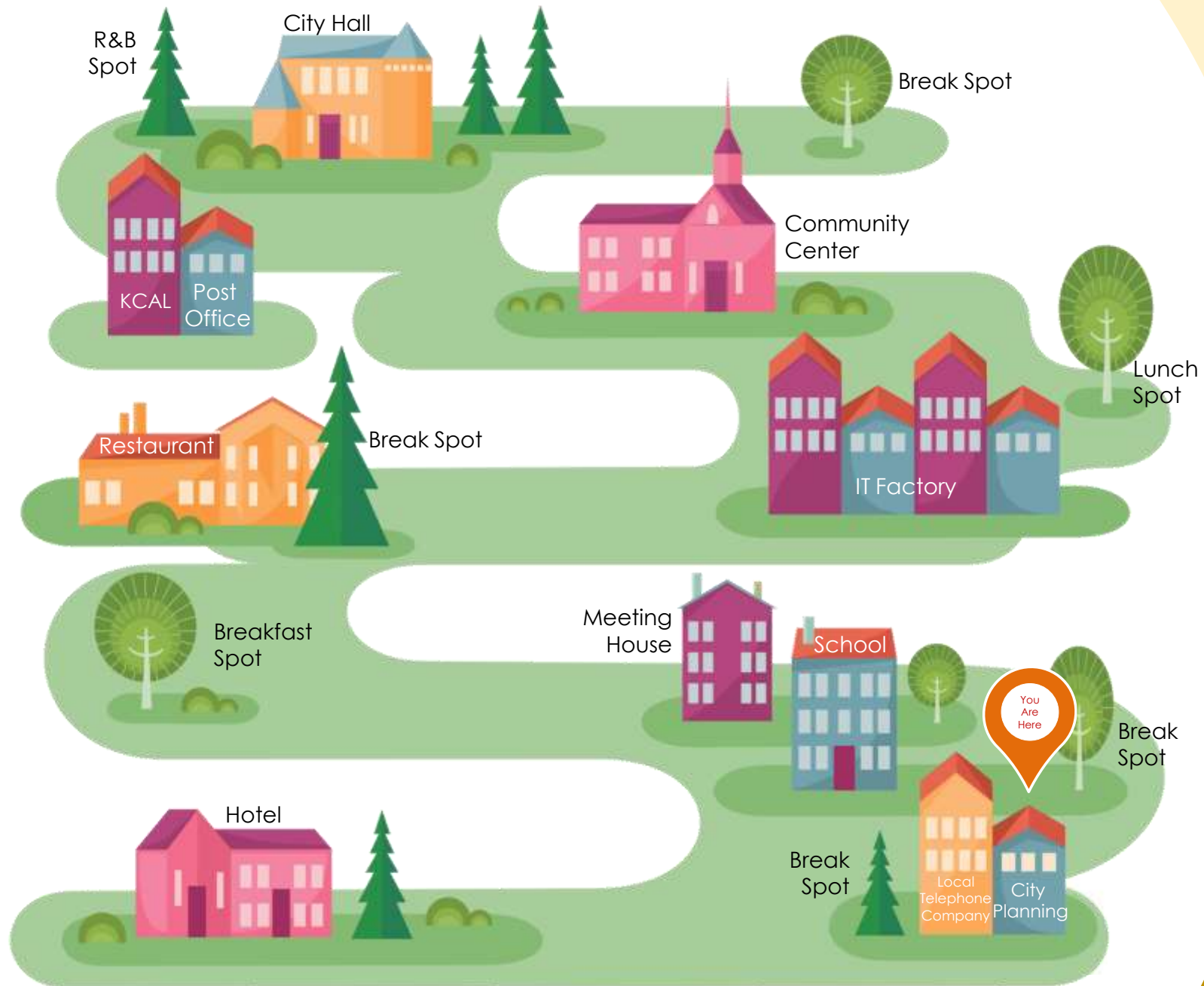


Cultivating CalSAWS Community

Welcome to the City Planning Office!



Cultivating CalSAWS Community





Marla Stuart
Director, Contra Costa County

A Perspective on Utilizing Automation



Cultivating CalSAWS Community

Outline

- **The Wealth Gap:** Discrimination, Trauma, Poverty
- **The Bridge:** Automation-Supported Public Assistance
- **The Impact:** Improved Individual and Community Wellbeing
- **The Future:** Maintenance, Enhancements, Innovation



Cultivating CalSAWS Community

THE WEALTH GAP

Discrimination, Trauma, Poverty

California Wealth

California Poverty





CA Average Annual Household Income: \$131,504
CA Average Household Net Worth: \$442,785



**2023 Poverty Rate Household of 3: \$24,860
4,670,324 Californians experiencing poverty (12.2%)**



**9.2% of White, non-Hispanic | 5.3% of employed
5.1% bachelor's degrees | 2.8% employed full time for 12 months**



**13.2% women | 14.9% Hispanic | 15.3% children | 19.2% Black
20.4% no high school degree | 27.7% in the labor force and unemployed**



The experience of poverty



Intersectional experiences of Discrimination, Trauma, and Poverty



“I ended up going to another group home and I emancipated, and I was homeless. And I tried to do school and I struggled because it’s like, how can I focus on school when I have to focus on housing or having a place to live. Cars would get stolen...my school backpack would be in there, and well it’s like there goes all my books. It’s just one thing after another.”



“I explained the situation and I was just like praying I would get a call back or voicemail that says, ‘hey, you were approved.’ And I did! So I was so grateful...and...I’m gonna get emotional. I dropped to my knees and I was so thankful.”



“I had a car but it wasn’t reliable. It wouldn’t go in reverse, and through the CalWORKs program I was in job club and job search, and I was able to enroll into the KEYS program. It was really important because with this car now I was able to take my daughters to school. I was able to take them to soccer practice after work. I was able to make appointments on a timely manner. I was never late to work anymore, and I didn’t have any issues. I feel like I’m self-sufficient.”

THE BRIDGE

Automation-Supported Public Assistance

Access

Case Management



Community Access Points

- BenefitsCal
- Lobbies
- Phone calls
- Email
- Websites
- Drop boxes
- FAX
- Mail
- Community events
- Partner organizations
- Co-located staff
- ...



3,351,524

active client accounts



9,046

active assistor accounts



3,462,339

applications submitted



1,218,479

renewals submitted



765,712

SAR7s submitted



35,237,776

documents uploaded



>5,446,530

instances of easier access



Holistic Case Management Services

- Sending and receiving mail
- Scheduling and conducting interviews
- Making and receiving phone calls
- Collecting and documenting information
- Determining new and continued eligibility
- Processing household changes
- Researching regulations
- Answering client questions
- Transferring cases
- Solving client problems
- Responding to complaints
- Identifying and responding to fraud
- Reviewing case accuracy (QA/QC)
- Connecting clients to other community resources
- ...



53,627

active county users

CalSAWS

451,691

applications received

CalSAWS

547,045

applications disposed

CalSAWS

647,847

renewals disposed

CalSAWS

319,610

SAR7s due

CalSAWS

11,369

ICTs processed

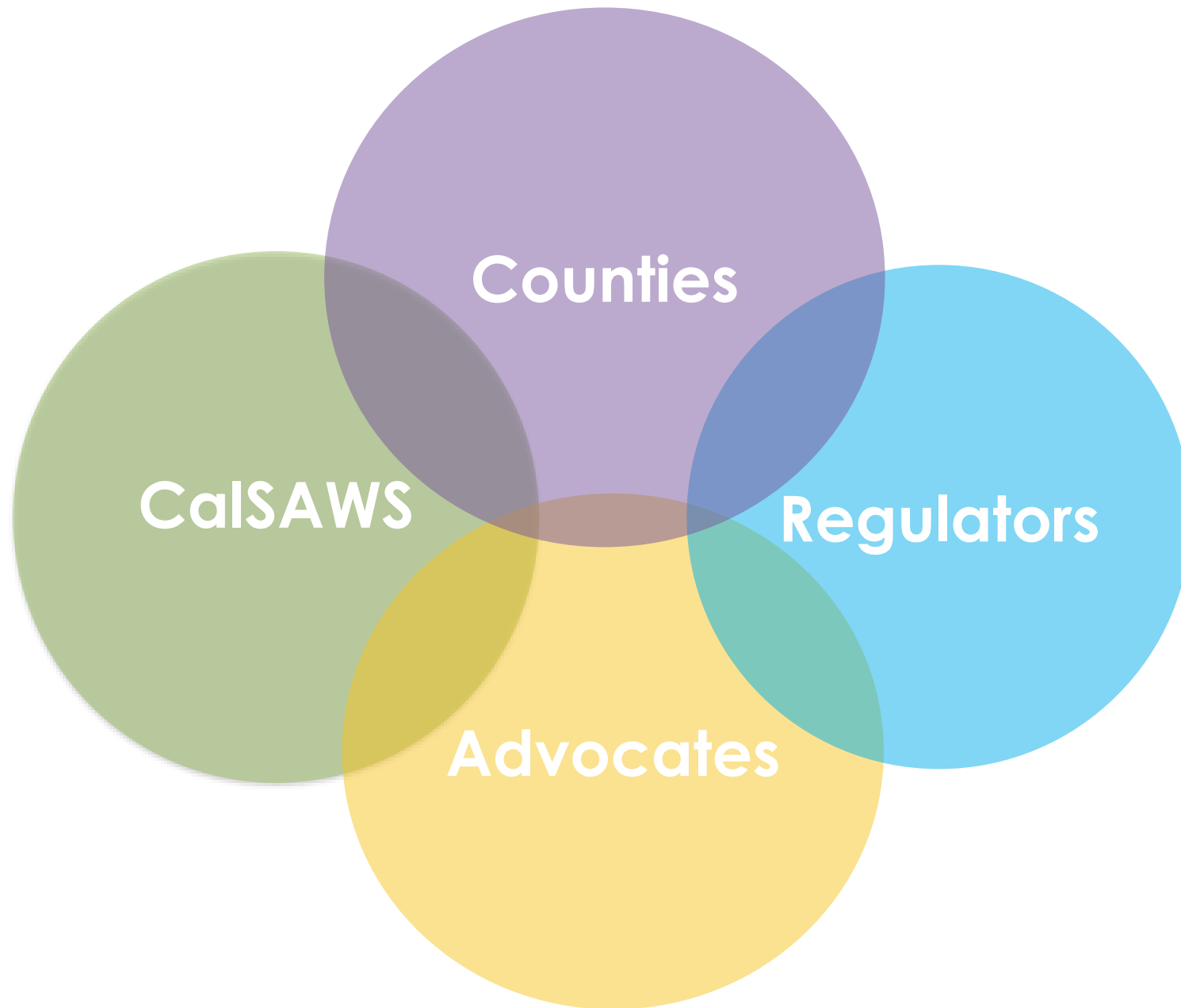
CalSAWS

> 1,977,562

case actions

CalSAWS

** Applications pended + applications disposed + renewals disposed + SAR7s due + ICTs processed*





Counties

CalSAWS

Regulators

Access

THE IMPACT

Improved Individual and Community Wellbeing

Economic Security | Empowerment | Health | Prosperity

Resilience | Respect | Safety | Self-Reliance

Self-Sufficiency | Support | Thriving



15.18 million

individuals served



\$1,713,356,990

benefits issued



The CalSAWS Community Promotes Individual and Community Wellbeing



Cultivating CalSAWS Community

- Children
- Seniors
- People with disabilities
- Parents
- Unhoused individuals
 - Students
 - Veterans
 - People in recovery from trauma and illness
 - Survivors of interpersonal violence and trafficking
 - Foster children and youth
- Documented and undocumented residents
- LGBTQIA+ communities
- Faith communities
- ...



THE FUTURE

Maintenance, Enhancement, Innovation

What and Why



What

- Security, stability, accuracy, reliability, efficiency, ease
- County options
- Reporting
- Ethics and application of artificial Intelligence
- Anticipating change
- Partner with researchers

Why

- Continually improve access and case management
- Manage workload
- Efficiently implement policy
- Inform policy, DEI decisions, budgets, staffing models, collaborations
- Contribute knowledge to the field



Cultivating CalSAWS Community

The Impact of CalSAWS



Cultivating CalSAWS Community

Any Questions on Using Automation to Bridge the Gap?

Q&A



Conference Closing



Cultivating CalSAWS Community

Welcome to Our Hotel!



Cultivating CalSAWS Community



Conference Closing

Welcome to Our Hotel!

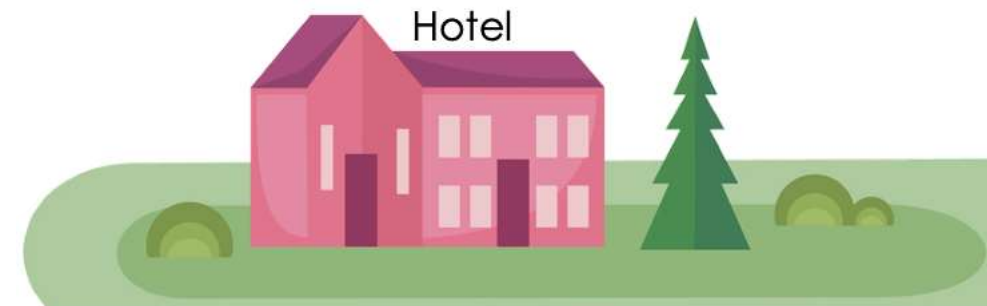
We hope you had a great time in our CalSAWS Neighborhood

Up Next:

- **Project Steering Committee Meeting**
February 15, 2024
- **Joint Powers Authority Board Meeting**
February 16, 2024
- **JPA Member Representatives and Board of Director Meeting**
June 27, 2024



Cultivating CalSAWS Community



THANK YOU FOR ATTENDING!



Join at
menti.com

Use code
4551 7253

**Tell us about your conference
experience.**

Community Census / Poll

Community
Census/Poll
Instructions:

1. Go to
menti.com.
2. Enter code.
3. Tell us about
your
conference
experience.

WiFi Password:
CaLSAWS2024



Cultivating CaLSAWS Community