

# Agenda

## Day 1

- 8:00 – 9:00** **Conference Registration and Hot Breakfast**  
Lobby
- 9:00 – 9:15** **Welcome and Conference Overview**  
Emerald Ballroom
- 9:15 – 10:15** **Keynote Speakers**  
Emerald Ballroom
- 10:15 – 10:30** **Snack Break**
- 10:30 – 11:45** **Plenary Session #1: BenefitsCal: A Path to Transform County Service Delivery and Increase Public Self-Reliance**  
Emerald Ballroom
- 11:45 – 1:30** **Lunch Break**
- 1:30 – 3:00** **Breakout Session #1: Operationalizing Reports for Effective Day-to-Day Use**  
Emerald Ballroom
- Breakout Session #2: Improving Efficiency Using Task Management and GetNext Functionality**  
Diamond Ballroom
- 3:00 – 3:15** **Break**
- 3:15 – 4:30** **Plenary Session #2: A Peek into the World of Artificial Intelligence (AI) in CalSAWS**  
Emerald Ballroom
- 4:30 – 6:00** **Break**
- 6:00 – 8:00** **Dinner & Celebration**  
Emerald Ballroom

## Day 2

- 8:00 – 8:30** **Continental Breakfast**  
Lobby
- 8:30 – 9:20** **JPA Member Representative and Board of Directors Meeting**  
Emerald Ballroom
- 9:20 – 9:30** **Break**
- 9:30 – 11:00** **Breakout Session #3: Future of Training for Success**  
Emerald Ballroom
- Breakout Session #4: Optimizing Your Contact Center**  
Diamond Ballroom
- 11:00 – 11:10** **Break**
- 11:10 – 11:50** **Plenary Session #3: Using Automation to Bridge the Gap within Our Communities**  
Emerald Ballroom
- 11:50 – 12:00** **Conference Close**  
Emerald Ballroom



## CalSAWS

### January 2024 Conference and Celebration

JPA Member Representatives Meeting

Please join us as we celebrate our 58 California Counties successfully migrating to CalSAWS and learn how we are collectively cultivating our CalSAWS Community.

### Keynote Speakers

We are excited to present our January 2024 keynote speakers:

- \* **Rick Wanne**, San Diego, Director, Self-Sufficiency Services
- \* **Eileen Cubanski**, CWDA, Acting Executive Director
- \* **Michael Sylvester**, Los Angeles, Acting Chief Deputy of Administration (CalSAWS Board Chair)
- \* **John Boule**, CalSAWS, Executive Director



### 3 Plenary Sessions

- \* BenefitsCal: Path to Self-Reliance
- \* Peek into AI for CalSAWS
- \* Bridging the Gap with Automation

4

Breakout Sessions

# Sessions

## Plenary #1: BenefitsCal: A Path to Transform County Service Delivery and Increase Public Self-Reliance

Jan 25 | 10:30 – 11:45 AM | Emerald Ballroom

BenefitsCal went live in September 2021 and has continued to evolve to expand benefit access to California's most vulnerable populations in all 58 counties. The session will highlight:

- Perspective on Self-Service
- BenefitsCal Usage and Insights
- Customer and County Experience
- Increasing BenefitsCal Adoption
- Future BenefitsCal Enhancements

## Plenary #2: A Peek into the World of Artificial Intelligence (AI) in CalSAWS

Jan 25 | 3:15 – 4:30 PM | Emerald Ballroom

Artificial Intelligence (AI) is becoming more common in the workplace. In this session, the CalSAWS team will discuss:

- Demystifying AI and GenAI
- How We Use AI Today at CalSAWS
- Responsible AI – How to Enable Responsible AI Delivery
- Looking Towards the Future – Generative AI Capabilities and Use Cases

## Plenary #3: Using Automation to Bridge the Gap within Our Communities

Jan 26 | 11:10 – 11:50 AM | Emerald Ballroom

The session will highlight key statistics and focus on how we can use automation to improve customer service delivery.

## Breakout Session #1: Operationalizing Reports for Effective Day-to-Day Use

Jan 25 | 1:30 – 3:00 PM | Emerald Ballroom

Reports include State/Fiscal Reports, Operational/Management Reporting, and Ad Hoc reporting needed to support regular reporting and management of staff, tasks, cases, financials, and more. In this session, the CalSAWS team and county panel members will discuss:

- Reports Strategy and Approach
- Operational and Management Reporting
- State and Fiscal Reports
- Ad Hoc Tools and Solutions

## Breakout Session #3: Future of Training for Success

Jan 26 | 9:30 – 11:00 AM | Emerald Ballroom

The CalSAWS Training team is exploring how training can be optimized and provide more self-service options. The session is anticipated to highlight key aspects of the plans for Training, including:

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

## Breakout Session #2: Improving Efficiency Using Task Management and GetNext Functionality

Jan 25 | 1:30 – 3:00 PM | Diamond Ballroom

Over the past two years, CalSAWS has continued to add Task Management features to help counties increase case processing efficiencies. This session will highlight:

- 2023 and 2024 Task Management Changes
- Task Banks & Get Next Feature
- CalSAWS Document Routing
- Task Append and Reassignment Features
- Real-Time Task Management Dashboard
- Workload Management

## Breakout Session #4: Optimizing Your Contact Center

Jan 26 | 9:30 – 11:00 AM | Diamond Ballroom

AWS Connect is the cloud software/services that supports workforce management, handling calls, providing chat features, and providing customer support for the regional and county contact centers. The session will highlight:

- Courtesy Call Back
- Webchat
- Workforce Management
- Artificial Intelligence and Bots
- Upcoming Features and Enhancements
- Operationalizing Contact Centers

## Joint Powers Authority (JPA) Member Representative and Board of Directors Meeting

Jan 26 | 8:30 – 9:20 AM | Emerald Ballroom

The semi-annual JPA Member Representative and Board of Directors Meeting will be held to conduct Consortium business and provide updates on informational items, including DEI/IDEA initiatives.

