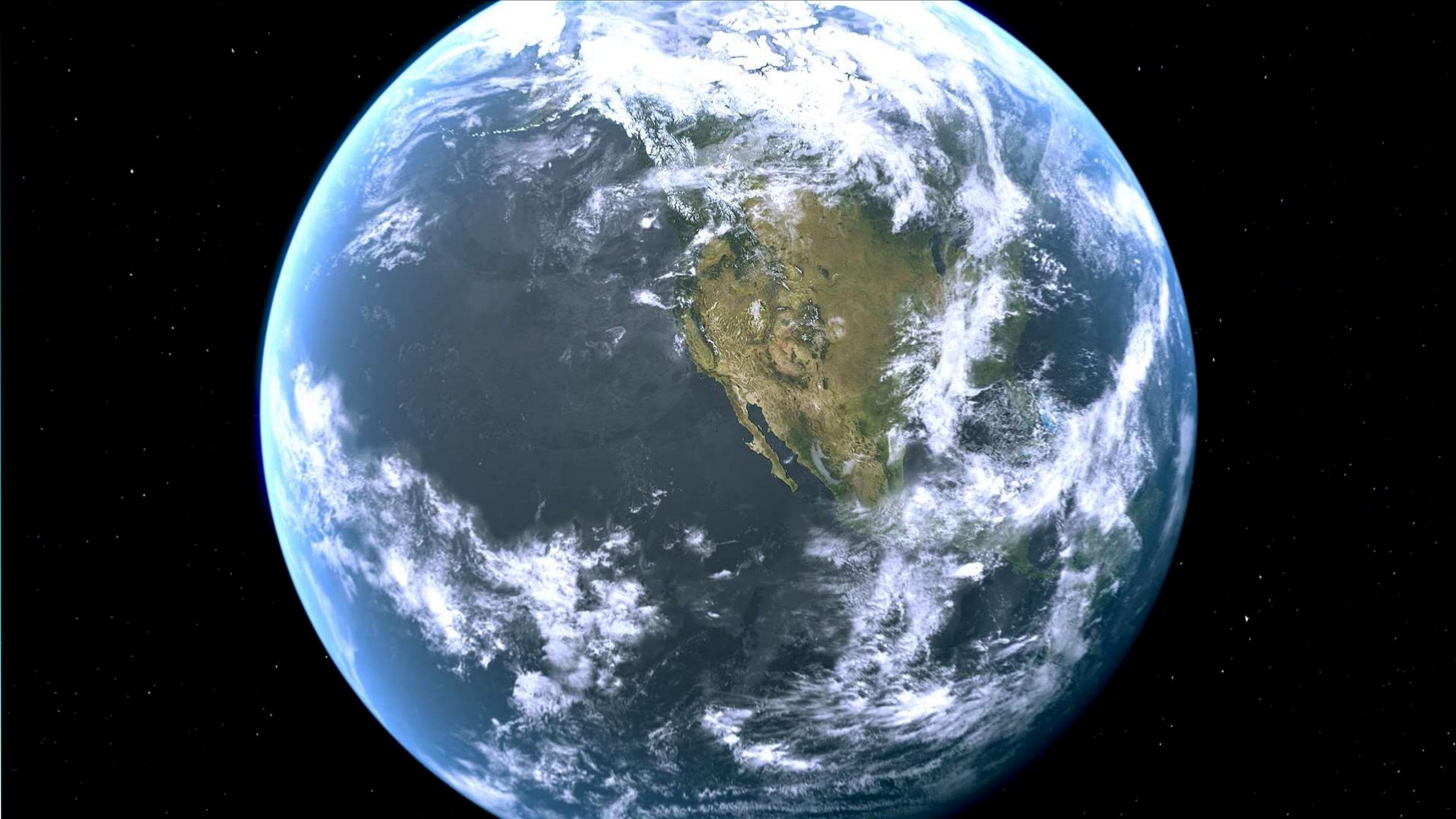
2025 Gaisaws Gunierence Mission: Possible

June 2025 Conference and JPA Member Representatives Meeting

Special Agents - Your mission, should you choose to accept it, is to work together to make a better future possible for our customers. Welcome to...

155 THE POSSIBLE

Welcome to the 2025 CalSAWS Conference and JPA Member Representatives Meeting





THE TEATH



CalSAWS Special Agent

JOSEPH NELSON

Code Name: Aqua ICT Hawkeye

Assignment:

Chief Privacy Officer

Specialties:

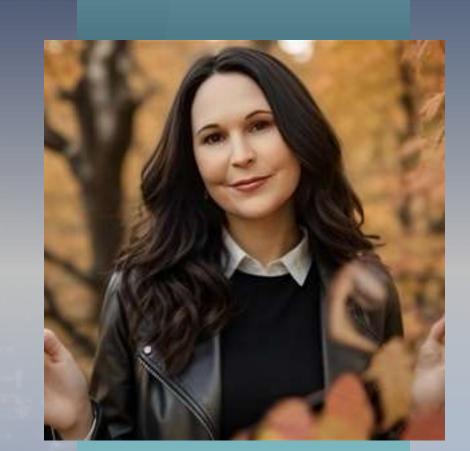
Privacy, Data Governance, Artificial Intelligence

Current Location:

Undisclosed, USA

Random fact:

Volunteers as a certified USA Swimming Official.



CalSAWS Special Agent

NICHOLE NAVA

Code Name: Turquoise ICT Ops Specialist

Assignment:

Customer Engagement Manager

Specialties:

Agent Comms

Current Location:

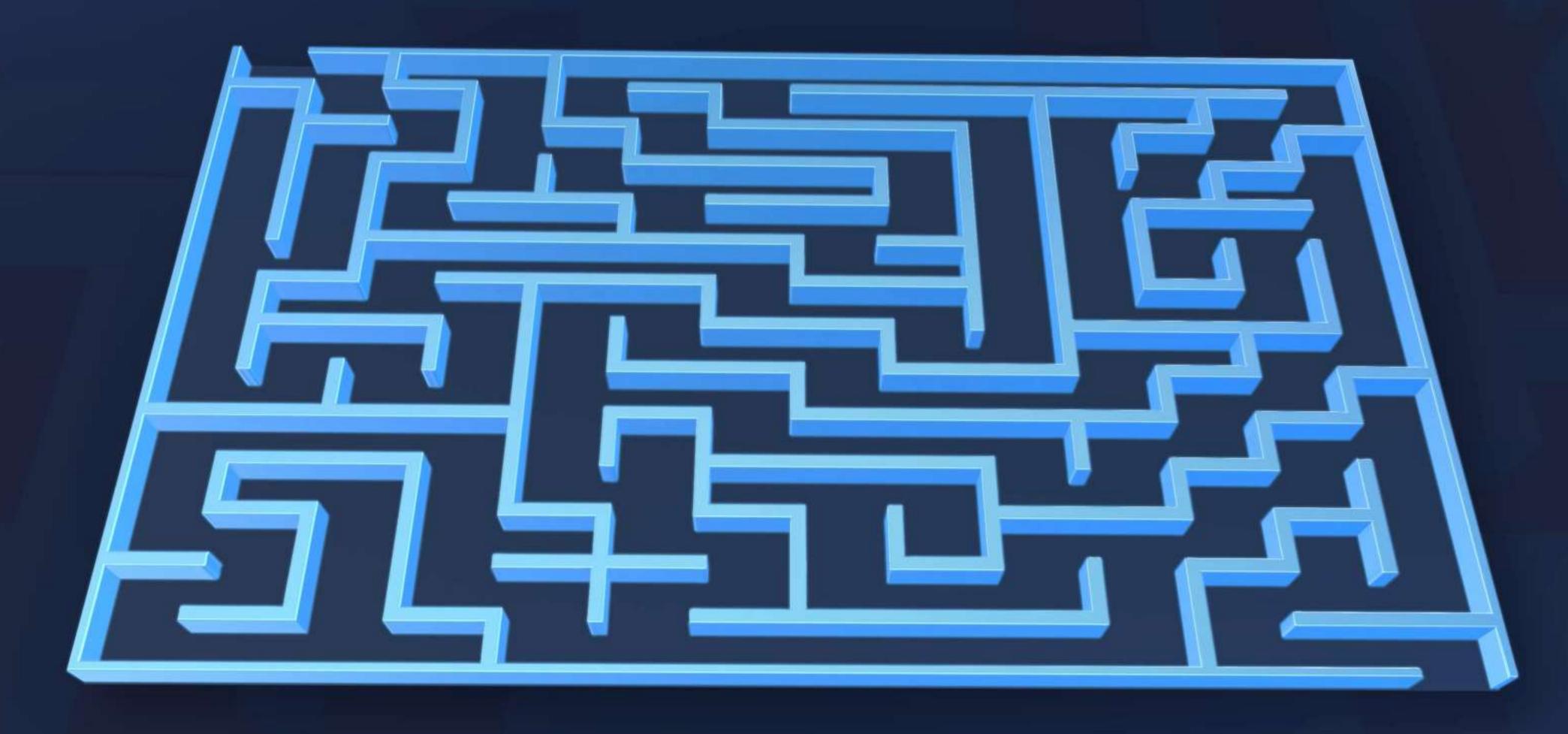
Undisclosed, USA

Random fact:

Graduate of CFD's Citizen's Fire Academy; rappelled down a 3-story building and extinguished fires!

Our Top Agents

ESEADE ROUTES





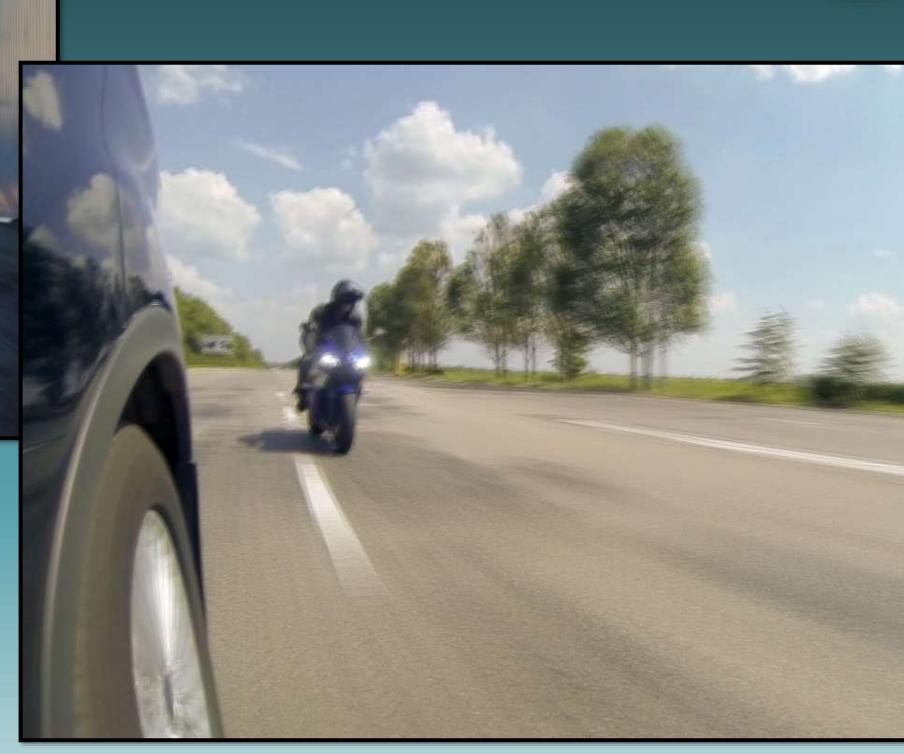


Silence all phones and devices

Take necessary calls outside the ballrooms







This is exciting...
but it's not your mission.

Mission:





Your mission is to serve and improve the lives of vulnerable Californians



Calsaws



mitel & autstinis

- Intelligence Gathering
- Decoding Priorities
- Analyzing Data
- Exploring AI
- Agent Collaboration
- Questions
 - No wrong questions
 - Timing is everything



Over the next 36 hours, your mission, should you choose to accept it, is to:

- √ Gather Intel
- ✓ Forge Alliances
- V Remain Undetected
- ✓ Share Your Name and Perspective

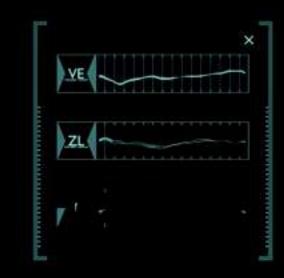


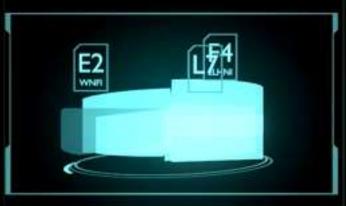




















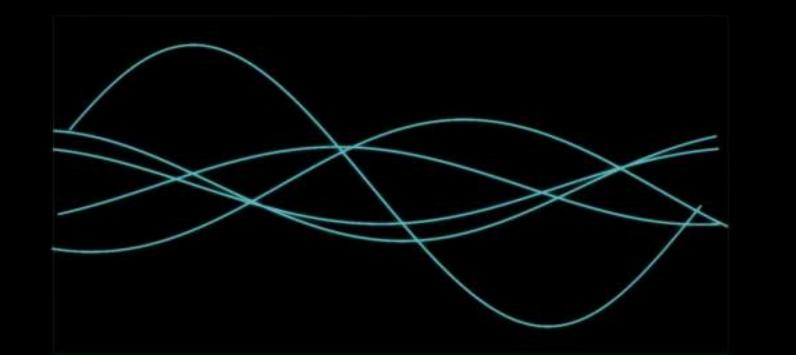
BRIEFING FOR 26-JUNE-2025

> 9:15_{AM} Keynote Speakers

> 10:30am Our Mission: CalSAWS Priorities and Objectives

► 1:30_{PM} Breakout Sessions

- Mission Critical: Harnessing Analytics for Better Decision Making
- Spy Games: Using Gamification to Improve Contact Center Performance
- > 3:15pm Mastermind: GenAI Call Summary Prep and Tools

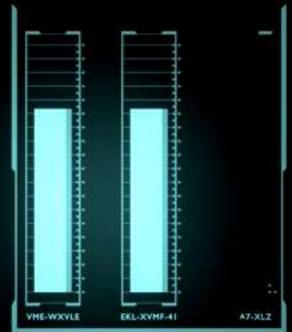








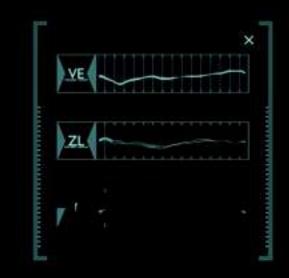


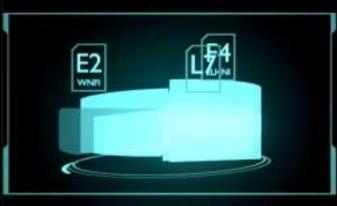








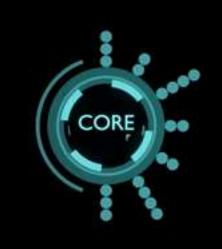












TOMORROW 27-JUNE-2025



> 9:05_{AM} PSC Meeting

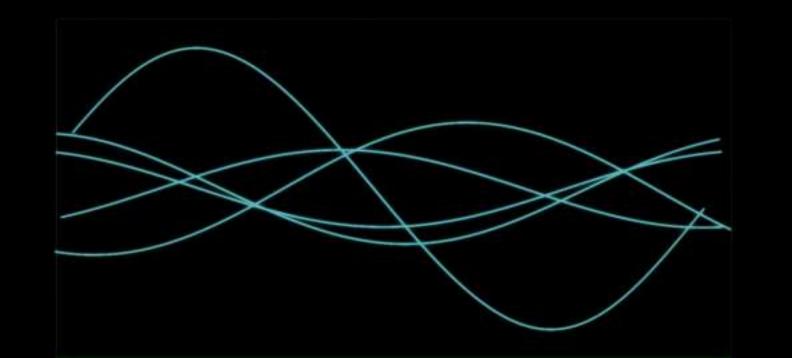
> 9:30_{AM} Breakout Sessions

Cracking the Code: Return Mail

■ Networking: with a Mission

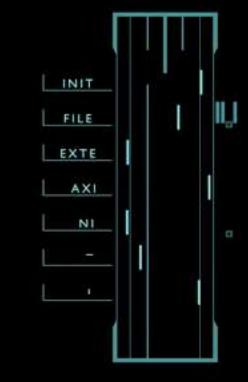
> 11:10am Evolution: Collaboration Model Redesign

► 12:00_{PM} Conference Close

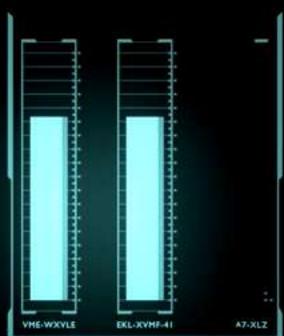














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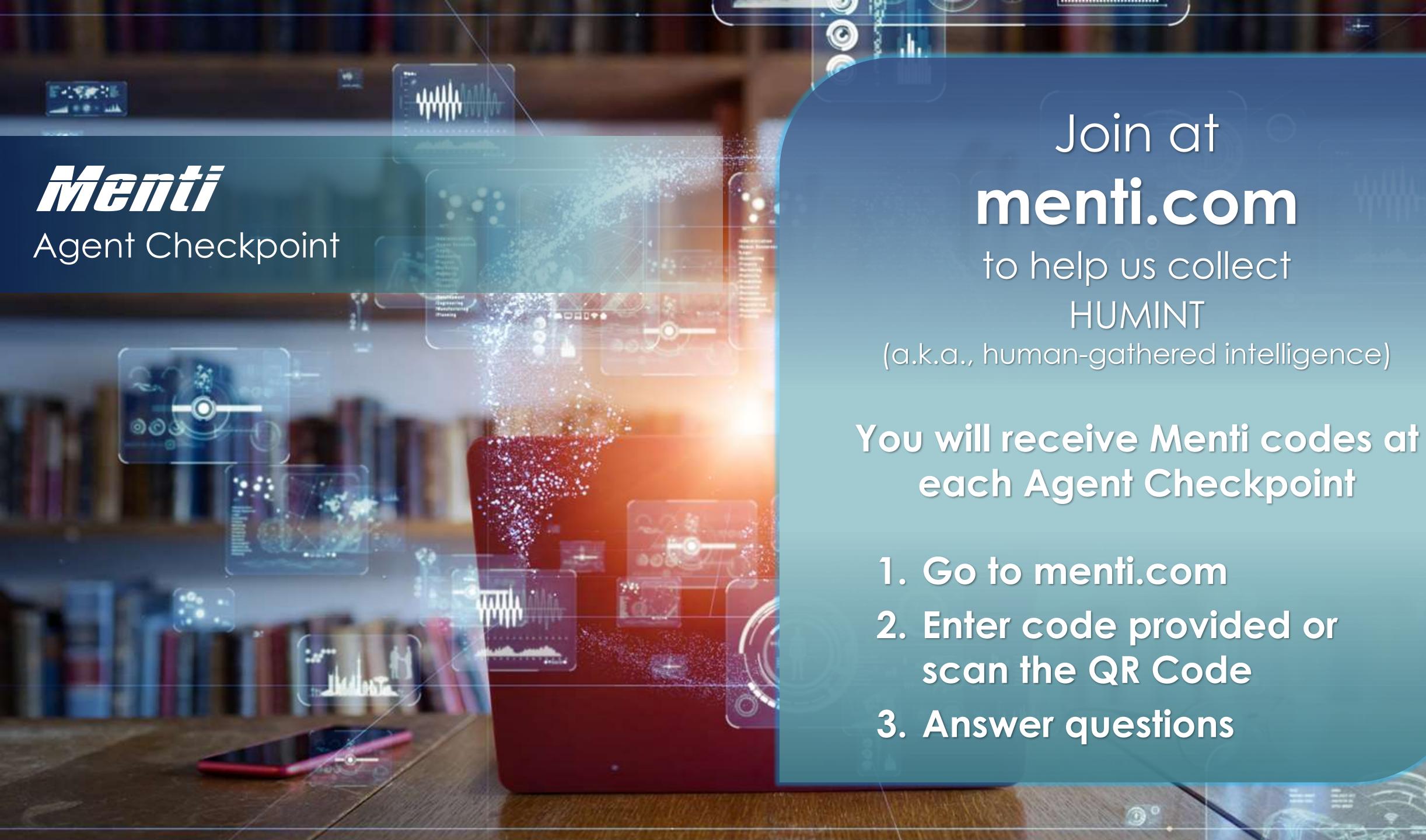
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Everyone involved directly helped those in need.

This is what we are here for!

This is our mission!



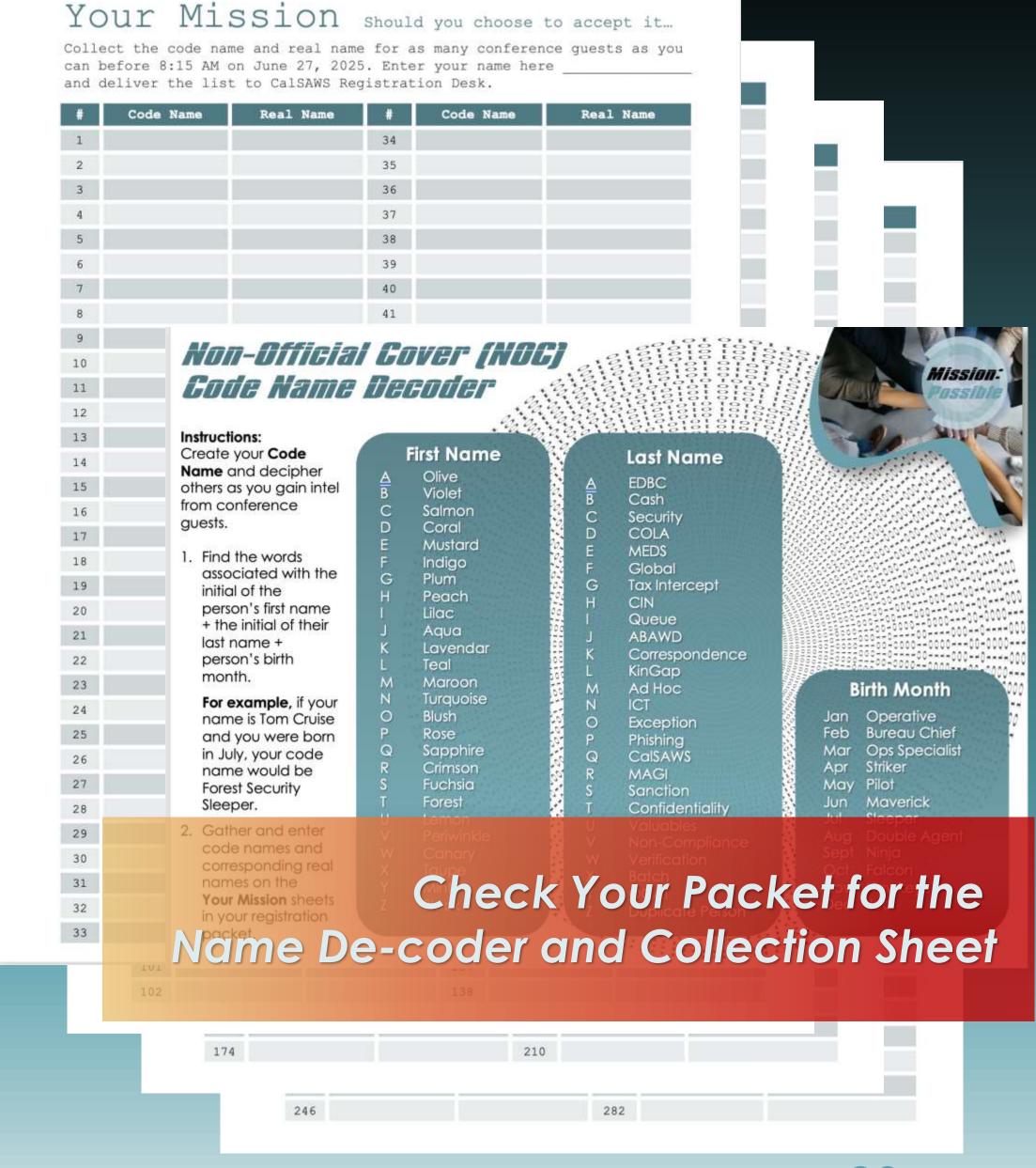




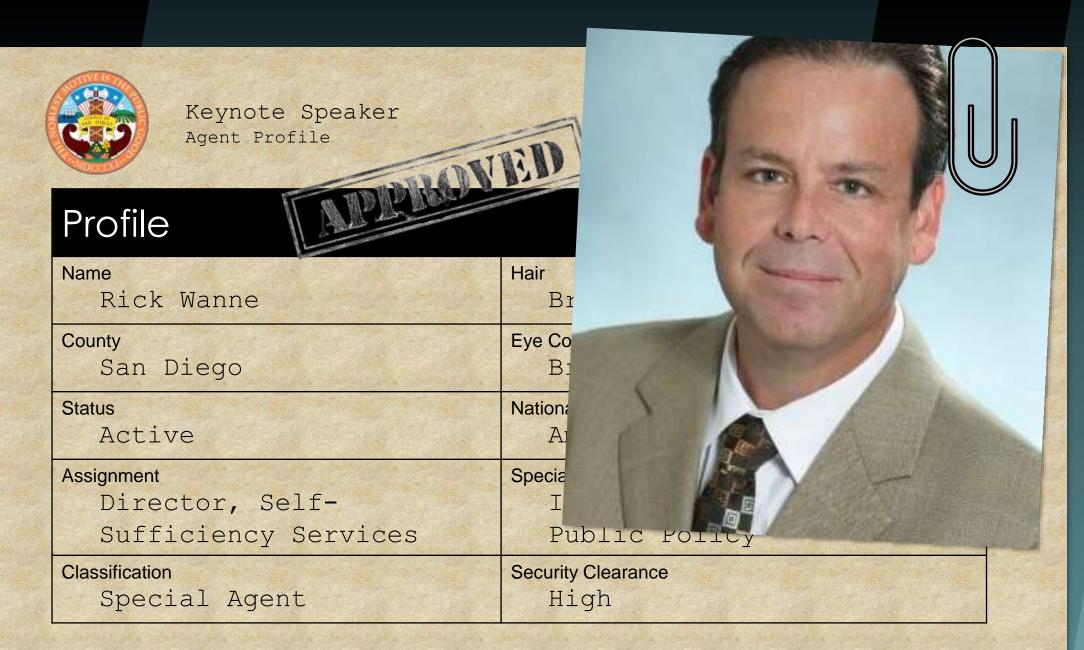
Your mission is to build a Non-Official Cover (NOC) list by engaging with your fellow agents to identify their real and code names

Collect as many names as possible and deliver to the CalSAWS Registration Desk by 8:15 AM Friday

The winner will be announced on Friday morning!

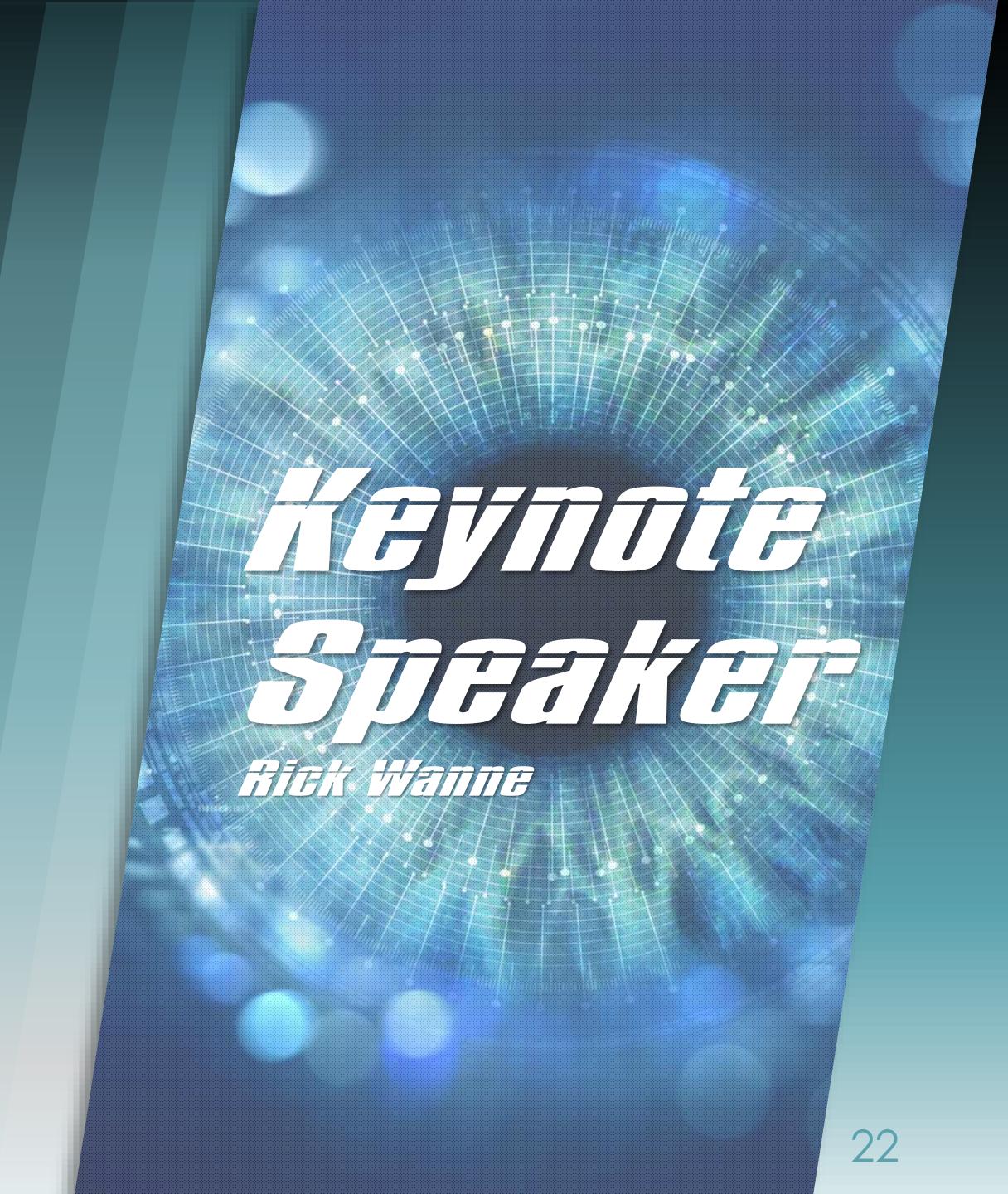


Special Agents: Keynote Speakers



Information

- 1. Has 38 years of experience in the human services field.
- 2. Oversees the daily operations of a variety of programs including CalFresh, Medi-Cal, CalWORKs, and the County Office of Military and Veterans Affairs, which serve 1.4 million individuals in San Diego County.
- 3. Self-Sufficiency Services has 12 Family Resource Center locations throughout San Diego County, 2,850 staff and an annual budget of over \$794M.
- 4. Has also worked for the County of Orange and State of Nevada.
- 5. Holds a Master's Degree in Psychology.
- 6. Serves as a licensed as a Family Therapist.

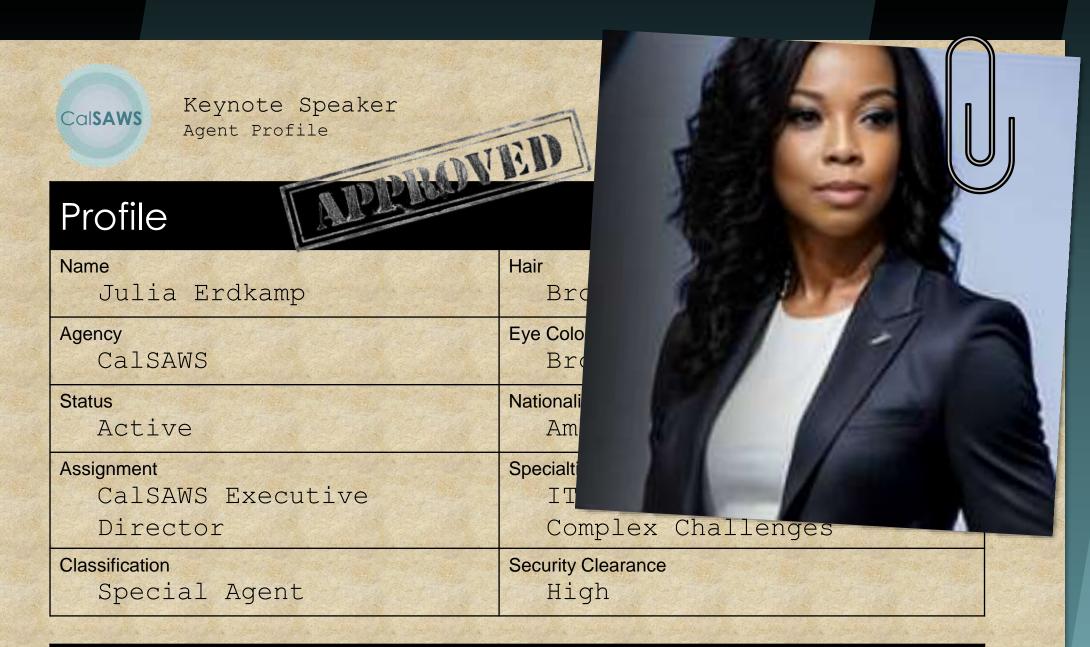




Information

- 1. Joined DPSS in 2006.
- 2. Appointed Chief Deputy Director of Administration in January 2024.
- 3. Served as Senior Executive Leadership positions (i.e., In-home Support Services, Welfare Fraud Prevention and Investigation, Program, Policy and Compliance, Communications and Media, Project Management Office, Research, Evaluation, QA, Real Estate, Space Planning, Property Management, Procurement, Contract Management, Administration and Monitoring, Financial Management, Fiscal Operations and Fiscal Compliance, as well as the Department's DPSSTATS Data-driven Administration and Operations Management Program.
- 4. People-focused ambassador of change and cultivates collaboration at the federal, state, and local levels.
- 5. Promotes innovation through the Department and beyond.
- 6. Holds a Master of Business Administration Degree from Pepperdine University.
- 7. Holds a Bachelor of Science Degree in Mathematics from California Lutheran University.





Information

- 1. Over 15 years of experience driving organizational growth, program innovation, and impact across public and private sectors.
- 2. Renowned for securing and managing significant funding streams to launch and sustain high-impact programs.
- 3. Collaborates with state and county policymakers, public agencies, and community-based organizations to enhance access to essential services, including healthcare, housing, and food security.
- 4. Demonstrated proven success in building and leading cross-sector partnerships, collaborating with local, state, and federal stakeholders, and securing resources to empower underrepresented communities.
- 5. Known for leading with empathy, fostering inclusive organizational cultures, and advocating for policy changes that drive long-term systemic change.
- 6. A trusted advisor with a track record of navigating complex challenges, uniting diverse stakeholders, and scaling initiatives to achieve transformative results.





Let's Take a Break We will resume at 10:30 AM

