

Welcome Back

Plenary 1

FILE #01

FILE #02

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▶ File_Video_M0002	08:35:24	Active
▶ File_Video_M0003	08:40:52	Active
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▶ File_Video_M0005	09:15:08	Deactive
▶ File_Video_M0006	09:20:16	Active
▶ File_Video_M0007	09:28:24	Active
▶ File_Video_M0008	09:42:53	Active
▶ File_Video_M0009	09:58:07	Active
▶ File_Video_M0010	10:10:10	Active

**Mission:
Possible**

***Plenary 1:
Modernizing Together:
Advancing Priorities through
Strategic Business Cases***



Presentation Team

DASH BOARD

FILE #01

FILE #02

REPORT

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Lead Agent

CalsAWS Special Agent

**JULIA
ERDKAMP**

Code Name: Teal MEDS Maverick

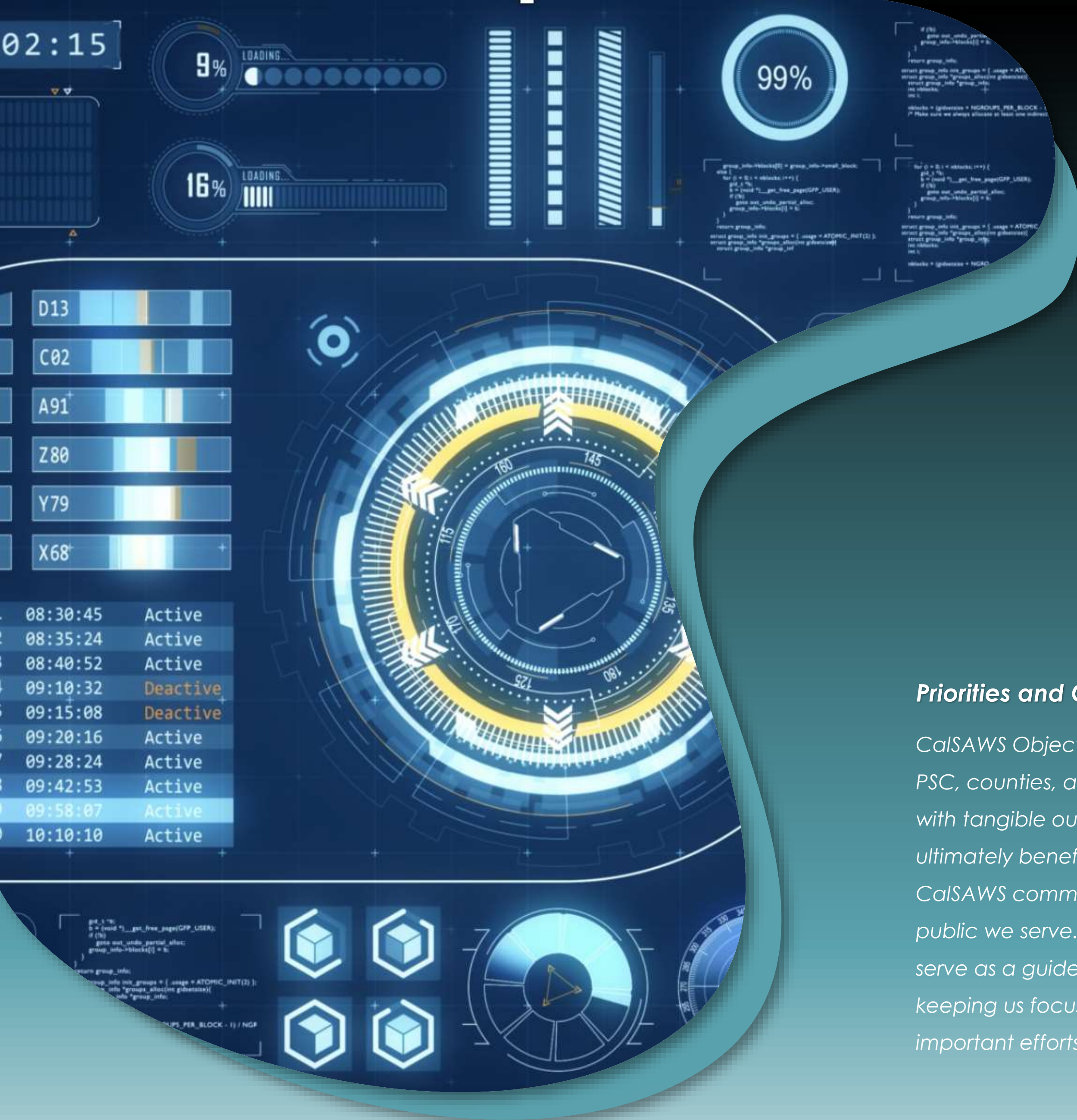
Assignment:
CalsAWS Executive Director

Specialties:
**Cross-Organizational Leadership,
Visionary, Compassion**

Current Location:
Undisclosed, USA

Random fact:
**Was cast on Sesame Street as a
child**

Our Top Agent



AGENDA

Our Mission: Achieving a Collective Vision

Priorities and Objectives

CalSAWS Objectives help the JPA, PSC, counties, and project align with tangible outcomes that ultimately benefit the greater CalSAWS community and the public we serve. The Objectives serve as a guidepost for all efforts, keeping us focused on the most important efforts.

- Objectives and Alignment
- What's Changing and Why
- IT Frameworks Put You at the Center
- Overview of the New Process
- Q&A
- Closing and Key Takeaways



***Mission:
Possible***

***Modernizing
Together: Advancing
Priorities through
Strategic Business
Cases***

Objective 1

Enhance Self-Service Access

This objective is about increasing the adoption of BenefitsCal and other ancillary features that may be available through CalSAWS, as well as continuously improving the self-service experience.



Objective 2

Streamline Administrative Processes

This objective includes reducing the time spent on administrative tasks by eligibility staff through automation and assisting with the accuracy of data entry, imaging, and processing in the system through error checking/quality control alerts. Workload management and Inter-county transfers (ICTs) would also fall under this objective.



Mission:
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Objective 3

Enhance User Experience & Support

This could include increasing the intuitive nature of CalSAWS through Contextual Assistance: The system offers real-time help, explanations, or tips tailored to the user's actions. This could be in the form of tooltips, brief descriptions, or visual cues that explain what each step does and why it is necessary, helping users understand the process as they go. Or, implementing a comprehensive online self-help portal and guided navigation for BenefitsCal, reducing the need for phone or in-person support.



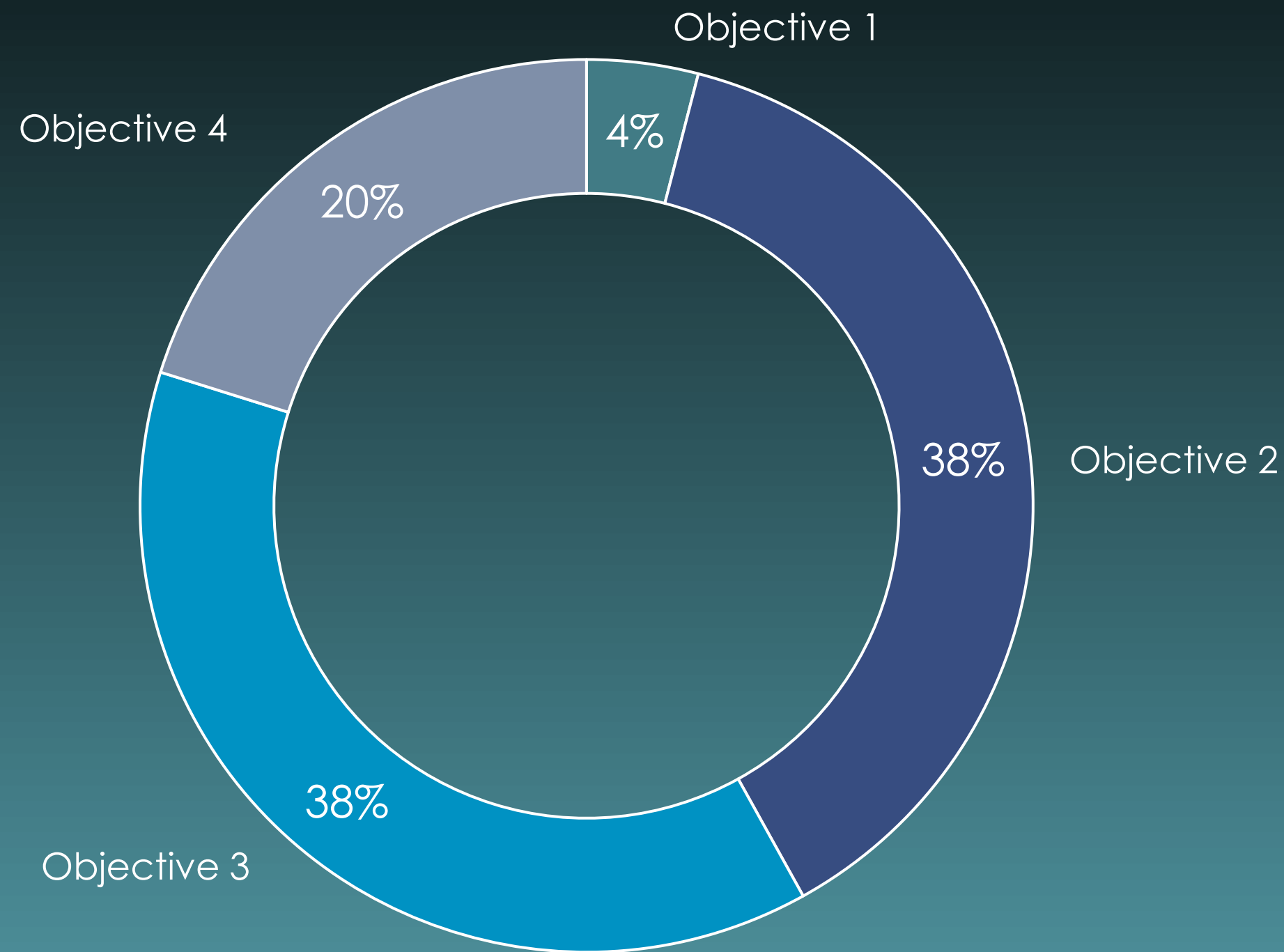
Objective 4

Enhance Reporting, Analytics, and Client Communication Capabilities for Greater Flexibility and Insights

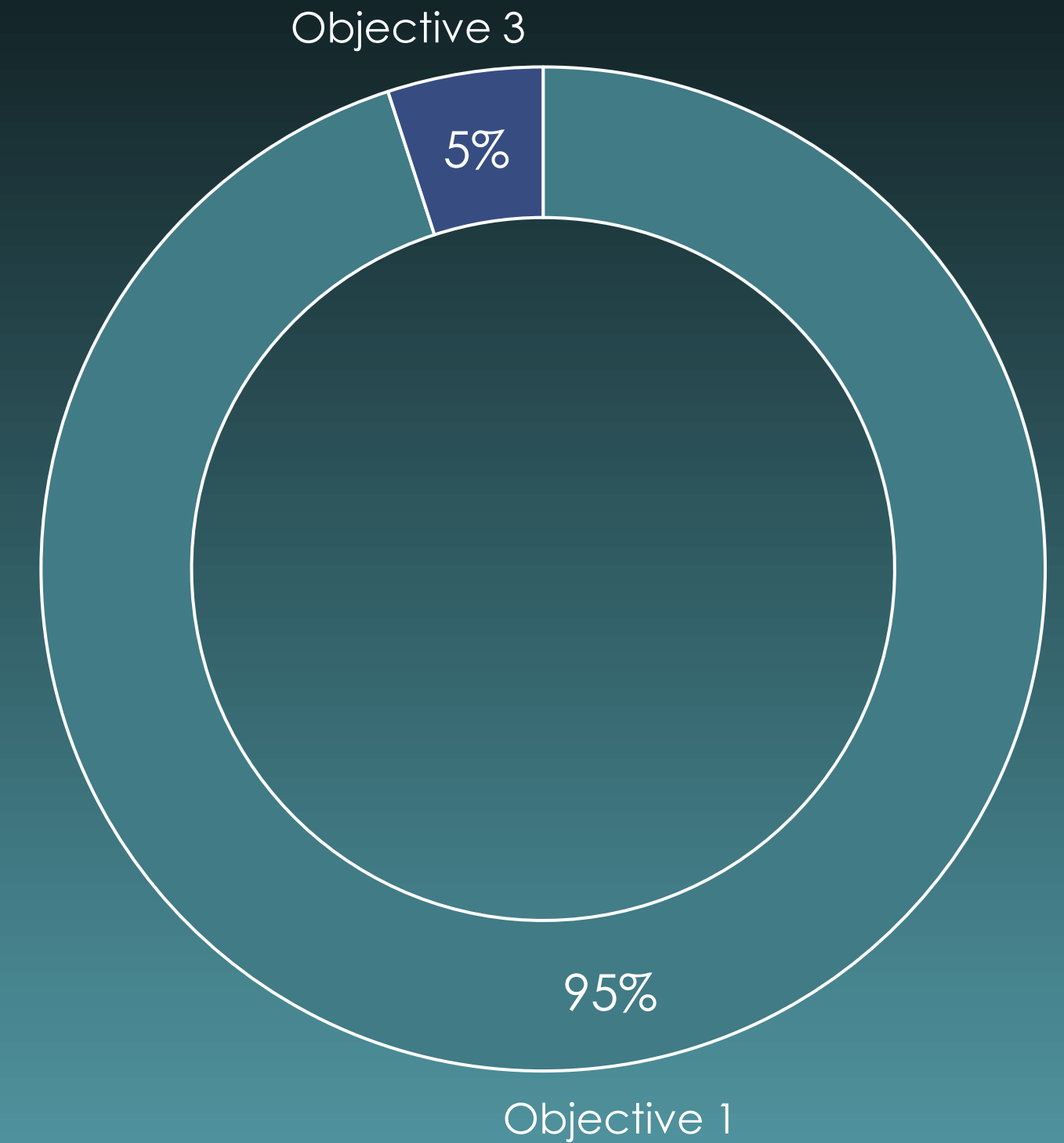
This includes improved ad hoc reporting functionality and evaluating current reporting needs. Streamlining to client correspondence/notices.



In-Flight
CalSAWS 2025 SCRs
by Objective



In-Flight
BenefitsCal 2025 SCRs
by Objective



*There are currently no BenefitsCal SCRs that map to Objectives 2 or 4.

Objective 1: Enhance Self-Service Access

Objective 2: Streamline Administrative Processes

Objective 3: Enhance User Experience & Support

Objective 4: Enhance Reporting, Analytics, and Client Communication Capabilities for Greater Flexibility and Insights





Mission:
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CalSAWS: Our Shared Foundation

The Data Tells a Story

- **Majority of SCRs are aligned with:**
 - Efficiency
 - Frontline Usability
 - Operational Lift
- **But to deliver predictably—and build what's next—we need more than insight**
 - Without clarity and structure, we risk creating future issues while solving current ones
 - Strategic capabilities like data, flexibility, and communication get left behind.
- **IT best practices give us the structure to prioritize with intention**
 - We move from tactical fixes to lasting transformation.
 - We balance urgency with long-term value.
 - We make every request part of a larger strategy.



CalSAWS is Unique and Complex – IT Governance Isn't

- CalSAWS is complex and built for scale.
- That complexity shapes **what** we build.
- But **how** we govern it should follow proven practices.
- Battle-tested methods bring clarity, consistency, and better results.



Central Tenets of Strong IT Governance

Strategic Alignment



Links IT investments
directly to
county goals

Transparent Prioritization



Clear, equitable
decision-making
process

Cross-Agency Collaboration



Shared input
ensures better
outcomes

Capacity Planning & Scalability

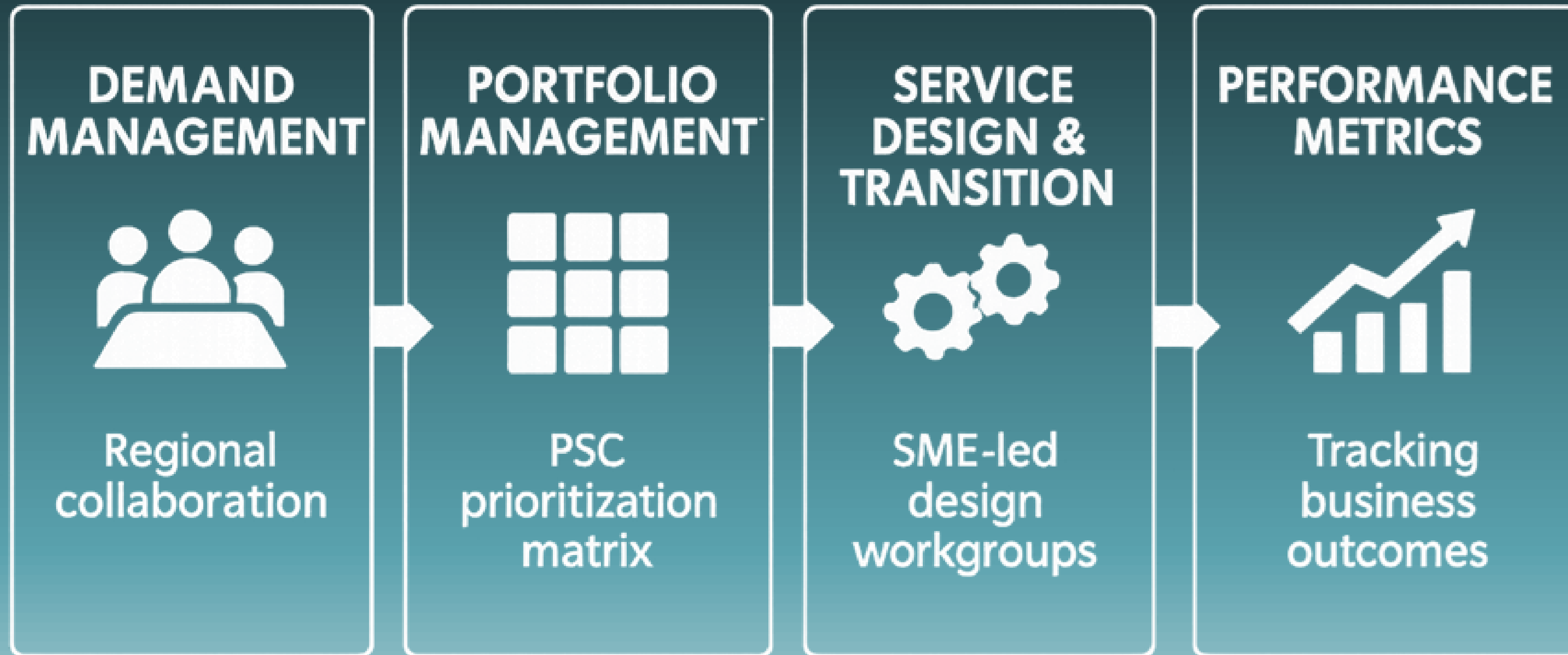


Ensures system
evolves
sustainably

BCR Process Places YOU at the Center

The BCR Process incorporates core components of IT best practices and frameworks like ITIL (Information Technology Infrastructure Library) and COBIT

***Mission:
Possible***



Strategic Process, Local Impact



Less Noise, More Results

Regional vetting
surfaces what matters
most



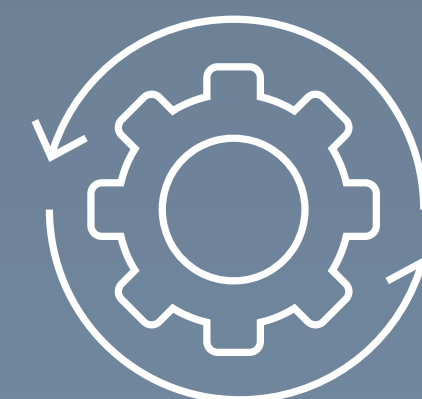
More Influence; Not More Work

Your needs are
represented
through structured
channels



Faster Implementation for Real Priorities

Focus moves from
“what’s loudest” to
“what’s most valuable”



Fewer Loops and Do-Overs

Decisions are
informed by data,
not revisited on
preference



No More Reinventing the Wheel

Scalable fixes
become shared
solutions

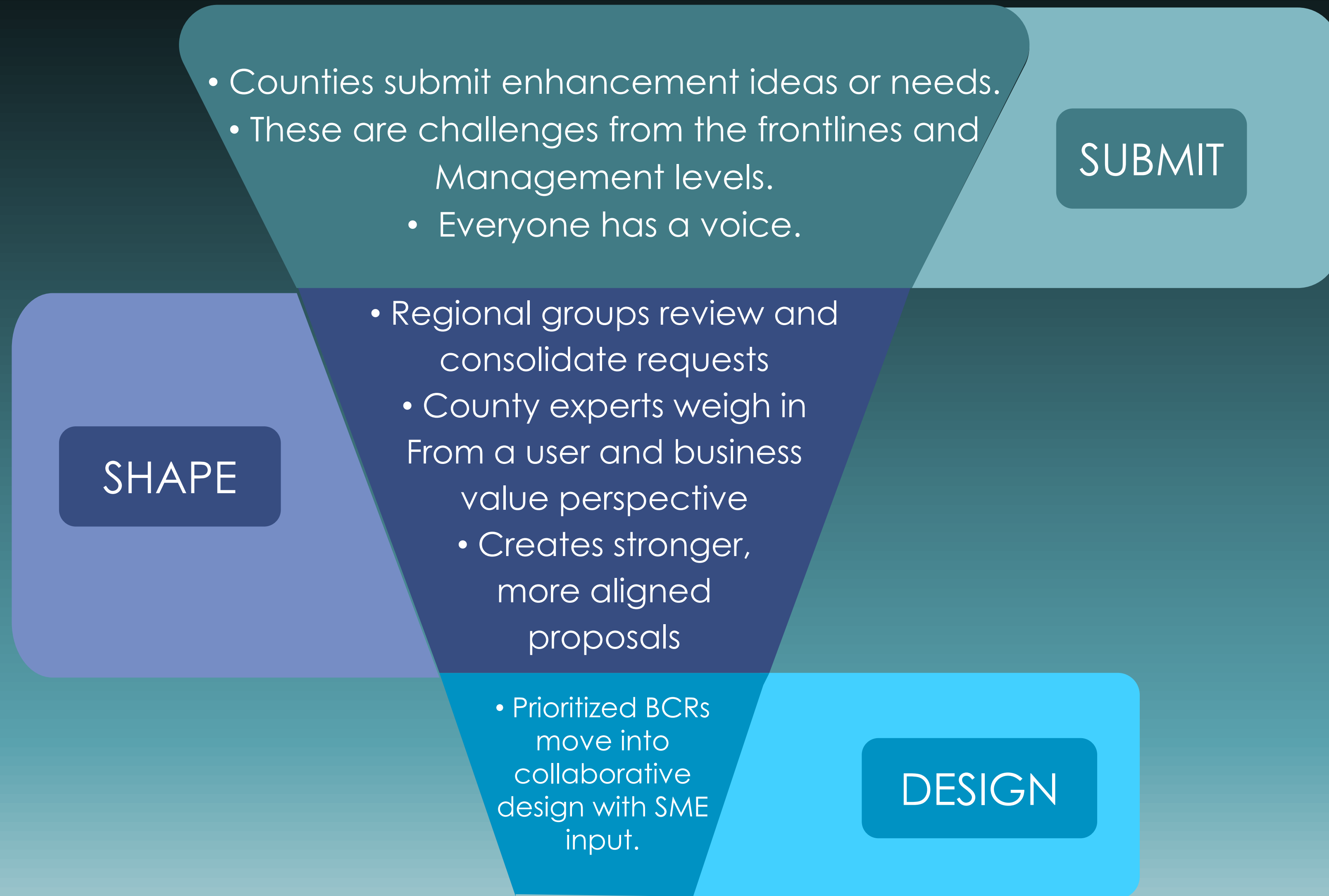
Why This Shift Works for You

The BCR Process Elevates Local Voices – and Delivers More

- County staff have more visibility and touchpoints throughout the process—ensuring their expertise is applied where it's most valuable.
- After prioritization, County staff (PPOCs, end users, and subject matter experts) can focus their critical input on functionality and user experience.
- Strategic filtering means smarter approvals.
- You get more from less effort – one strong, regionally backed request replaces twenty competing one-offs.

This isn't about losing power – it's about gaining progress.

Engagement Funnel



Mission Debunked

Classified Briefing – Misconception Detected. Status: Neutralized.

- **Misconception Detected:** County voices are being drowned out.
Status: Neutralized – County staff now have more touchpoints and influence where it matters most.
- **Misconception Detected:** This process takes control away from counties.
Status: Neutralized – Regional leads amplify your voice, shaping direction without adding burden.



Mission Debunked

Classified Briefing – Misconception Detected. Status: Neutralized.



- **Misconception Detected:** Everything will slow down in bureaucracy.
Status: Neutralized – Strategic filtering accelerates smart approvals and clears bottlenecks.
- **Misconception Detected:** More steps mean more work.
Status: Neutralized – One strong, regionally backed request replaces multiple one-offs—less effort, more impact.
- **Misconception Detected:** This is just a cosmetic change.
Status: Neutralized – This is mission-critical modernization aligned with IT best practices.

The logo features the words "Mission:" and "Possible" in a bold, italicized sans-serif font, stacked vertically. The text is white and set against a circular background with a teal-to-white gradient and a subtle radial pattern. The entire logo is contained within a teal-colored shape that resembles a stylized drop or a wave, which is positioned in the top-left corner of the slide.

Mission:
Possible

What's Changing?

The logo features the words "Mission:" and "Possible" in a bold, sans-serif font, with "Possible" in a teal color. It is set against a circular background with a teal-to-white gradient and a wavy teal border.

Mission:
Possible

Business Case Request(BCR) Evolution

A dense collage of various images including cityscapes, galaxies, ancient ruins, and futuristic technology, arranged in a grid-like pattern. The images are tilted and overlapping, creating a sense of motion and depth. The collage includes scenes of modern cities, ancient ruins like the Colosseum, futuristic architecture, space exploration, and various technological elements like a satellite and a rocket. The overall theme is a blend of past, present, and future, suggesting a message about the impact of technology on society and the environment.

Video Message

I'm Just a BCR!



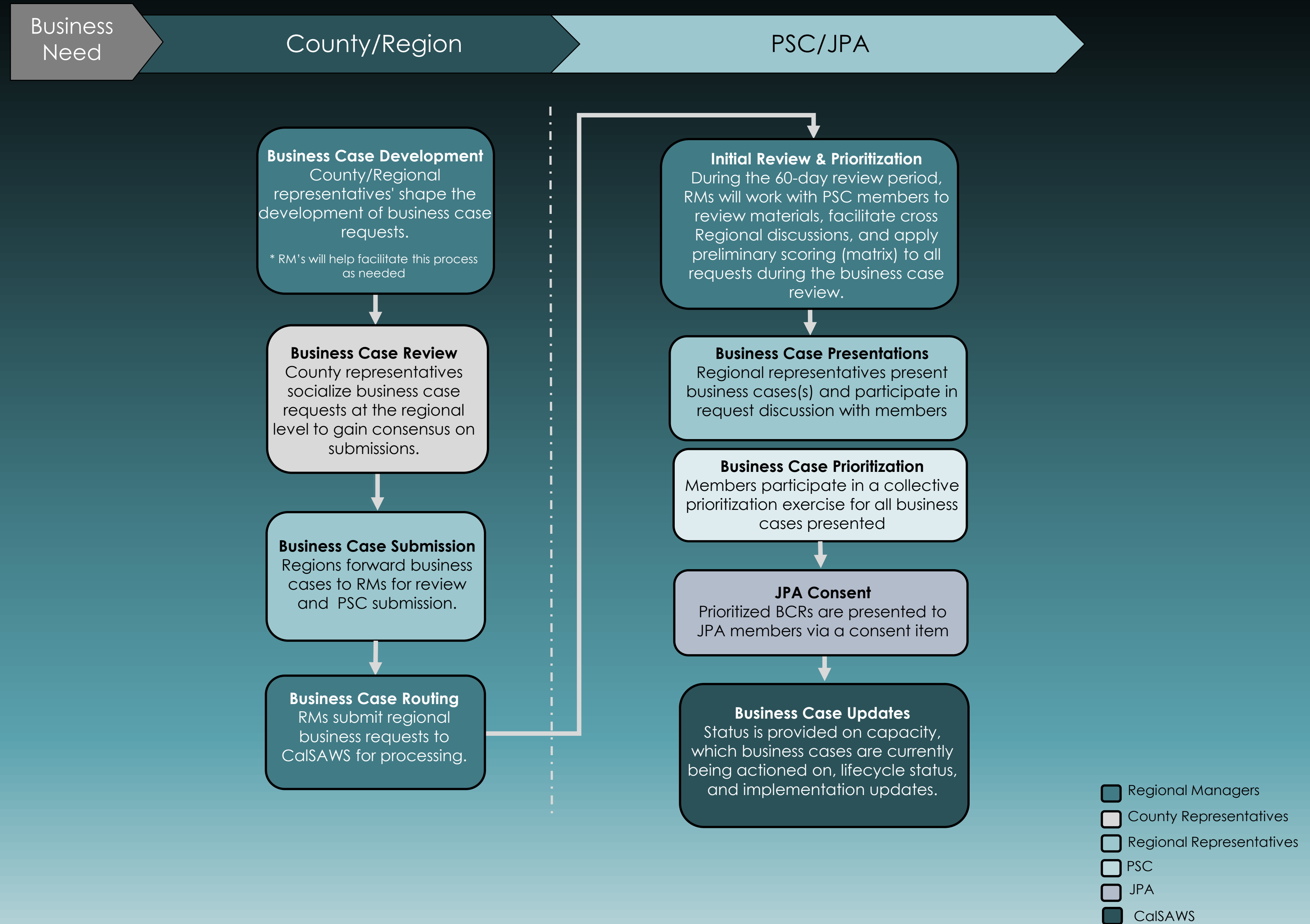
Video Message
I'm Just a BCR!

I'm Just a BCR!

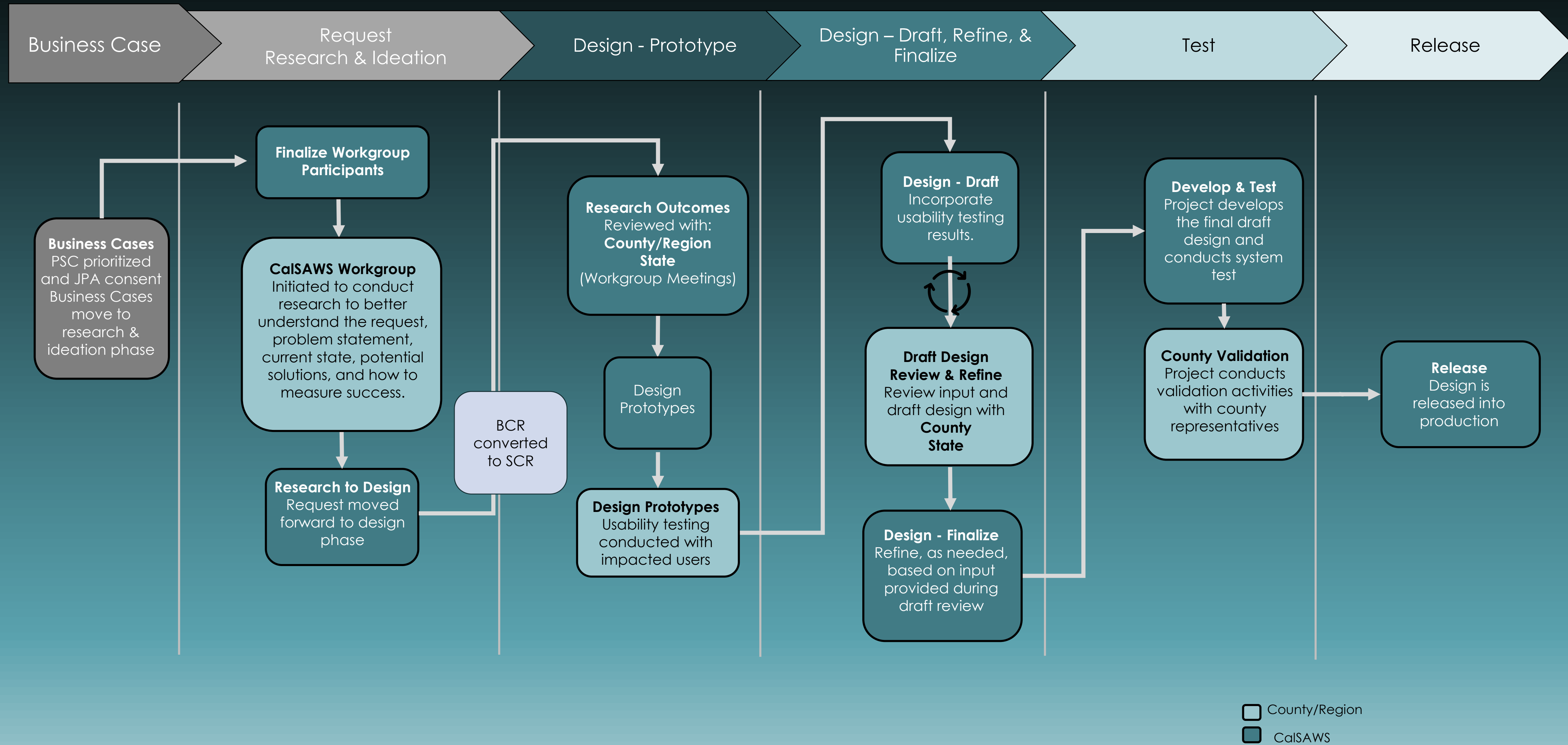
Available to share with your counties



Business Need Partnerships



Workgroup Collaboration



Any Questions?



Key Takeaways

- We've made huge strides together
- We are maturing where it matters most while maintaining what has worked well
- Smarter processes = greater impact for all Counties
- Let's step into the future together

Agent Intel

Objective 1

Enhance Self-Service Access

Plenary Session #3: Collaboration Model Redesign



Objective 2

Streamline Administrative Processes

Plenary Session #2: GenAI Call Summary Prep and Tools
Breakout Session #3: Cracking the Code on Return Mail



***Mission-
Possible***

Objective 3

Enhance User Experience & Support

Breakout Session #2: Spy Games – Using Gamification to Improve Contact Center Performance



Objective 4

Enhance Reporting, Analytics, and Client Communication Capabilities for Greater Flexibility and Insights

Breakout Session #1: Mission Critical – Harnessing Analytics for Better Decision Making





Menti

Agent Checkpoint

Mission:
Possible

Streaming Live Data
from
menti.com

Which session are
you most interested
in attending?

Lunch Break

Even Agents Need Nourishment

We will resume at 1:30 PM

