



Fifesentation Team



Lead Agent

CalSAWS Special Agent

Ashley Arnold

Code Name: Olive EDBC Maverick

Assignment:

CalSAWS Communications Manager

Specialties:

Public Information; Communications

Process Improvement; Marketing

Current Location: Undisclosed, USA

Random fact:

Can bake nearly any type of bread and upgrade your electrical wiring.



CalSAWS Special Agent

Bobbi Wibbenhorst

Code Name: Violet Verification Falcon

Assignment:

Regional Manager Extraordinaire

Specialties:

Interagency Communication; Project Management; System Functionality

Current Location:

Undisclosed, USA

Random fact:

Has read 239 books in one year. Eats M&Ms two at a time, of the same color only.







AGENDA

Networking: with a Mission

Networking

We heard you! Last year, you told us you wanted opportunities to network with each other! So, let's make it a Top Secret Mission!

- Welcome
- Agent Introductions
- Who's Who? (Secret Agent Scavenger Hunt
- Find the Double Agent
- Share your Insights
- Open Networking

Agent Introductions Table Activity

- 1. Find the Prompt on your table
- 2. Take turns sharing your responses with the other agents at your table
- 3. Would anyone like to share something they learned about another agent? Were there any commonalities at your table?



Secret Agent Scavenger Hunt

Who's Who?

- 1. Find the Who's Who? Worksheet
- 2. Get up and get moving! See how many you can find in 20 minutes!



FOT this wission...Prepare your Agent Dossier

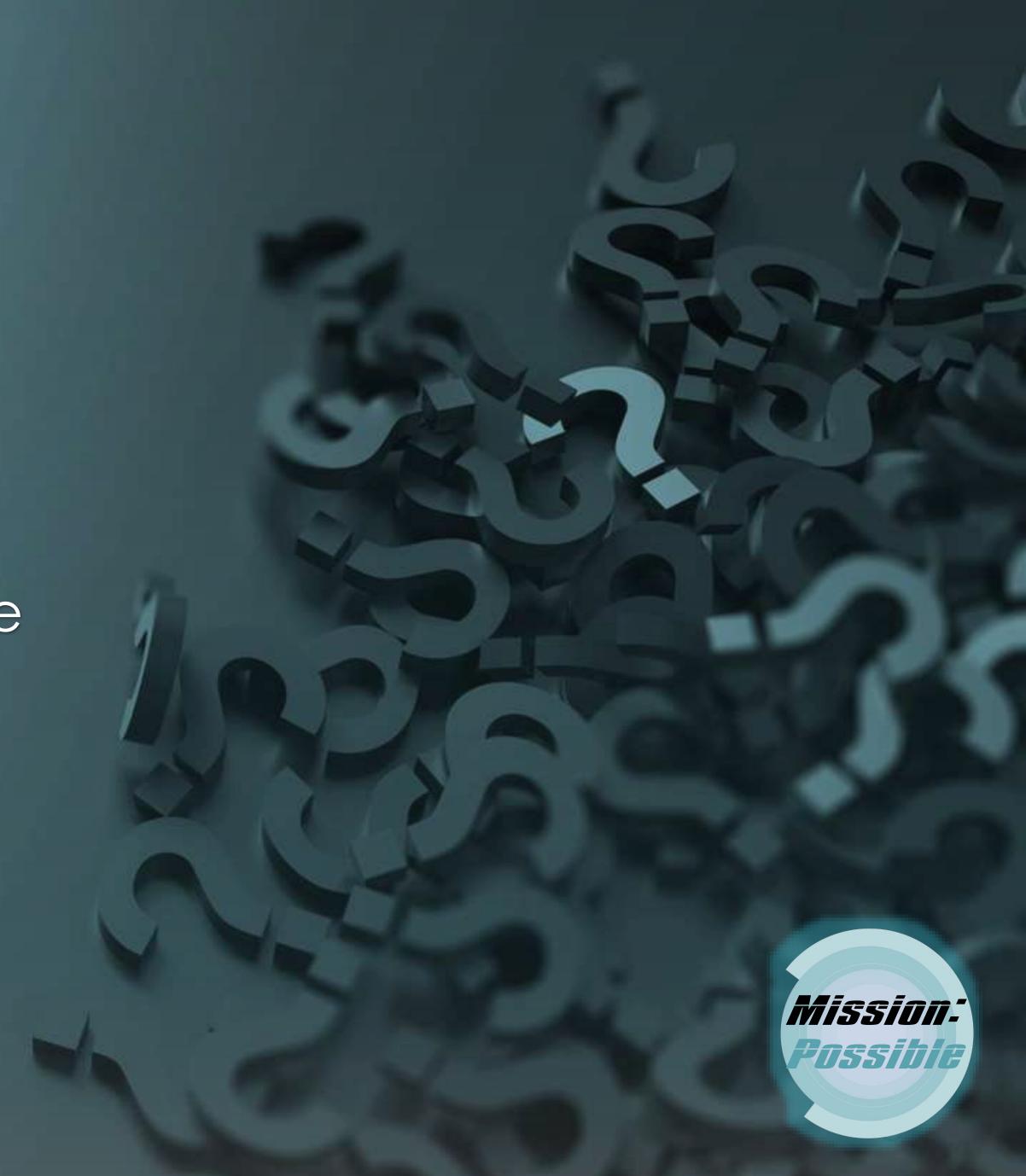
Find the Double Agent



- 1. Using the worksheet provided (keep this dossier to yourself!), prepare to share with your table:
 - A professional skill you're currently developing
 - Your expertise in your position
 - Your hidden talent
- 2. Make sure ONE of these is a LIE!
 - Be prepared to share each truth at the end
- 3. Take turns sharing your dossier
- 4. Work together to Identify WHO the Double Agent is
 - The Double Agent will be telling TWO lies
- 5. Would anyone like to share something they learned about one of the agents at their table?

Shafe Hour Insights

- 1. Three questions, one at a time
- 2. Agents will share their answer/response with their table
- 3. Table chooses one response to share

















AGENDA

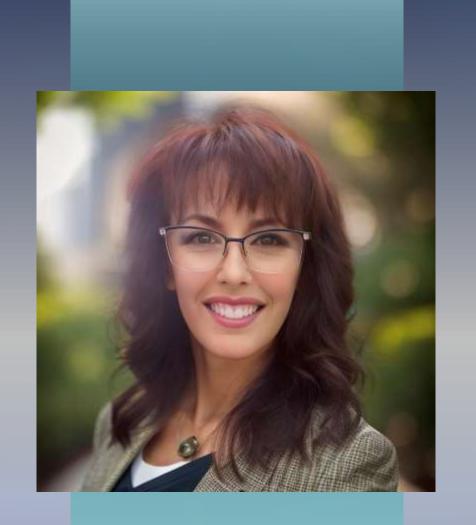
Mission: Evolution: Collaboration Model Redesign

CalSAWS Collaboration Model

As CalSAWS matures, we continue to engage our stakeholder community in a meaningful way to make strategic, impactful changes that benefit the customers we serve. Let's check in on the Collaboration Model Evolution!

- Welcome and Introductions
- CM Foundation & Value
- Panel Discussion
- Q&A

Presentation Team



CalSAWS Special Agent

GRETCHEN WILLIAMS

Code Name: Plum Verification Bureau Chief

Assignment:

QA Executive Advisor

Specialties:

Communications, OCM, BPR, Program Management.

Current Location:

Undisclosed, USA

Random fact:

Expert in chicken math and a well-known local egg dealer.

State Special Agent

THERESA HASBROUCK

Code Name: Forest CIN Ninja

Assignment:

Policy Development Branch Chief, DHCS

Specialties:

Medi-Cal Eligibility Policy; CalSAWS State Support, Strategic Partnership Collaboration.

Current Location:

Undisclosed, USA

Random fact:

Theresa and her friends are on the wall among the legends at San Francisco's iconic Vesuvio Cafe in North Beach

Our Top Agents

Panel Members



Public Special Agent

JENNIFER TRACY

Code Name: Aqua Confidentiality Maverick

Assignment:

California Association of Food Banks, Advocate Co-Lead

Specialties:

Collective impact, PM, administrative policy advocacy, group facilitation,

Current Location:

Undisclosed, USA

Random fact:

In my free time I create themed family Halloween costumes and elaborate birthday cakes.



ASHLEY ARNOLD

Code Name: Olive EDBC Maverick

Assignment:

CalSAWS Communications Manager

Specialties:

Public Information; Communications Process Improvement; Marketing

Current Location:

Undisclosed, USA

Random fact:

Can bake nearly any type of bread and upgrade your electrical wiring

Our Top Agents



We're One! How We Mature Going Forward

Let's Check In

The Purpose Remains; The Model Evolves

Collaboration Model Evolution Goals:

- Big Picture, Impactful Initiatives
- Structured Model for Collaboration
- Gather & Prioritize Feedback
- Engagement at various levels

Focused on the "Why"

- Supporting Customers
- Improving User Experience
- Innovative Solutions
- Strengthening Partnerships



Collaboration Model

Foundation

Highlights

- What is Collaboration Model?
 - Purpose
 - Stakeholder Representation
 - Who Benefits



Strategy and Alignment

Measurable Impact

Evolution Benefits:

- Ensures requests are aligned with the overarching CalSAWS Objectives
- ✓ Provides measurable value to the public, counties and State stakeholders

Objective 1: Enhance SelfService 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. 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.

Objective 3: Enhance User Experience & Support

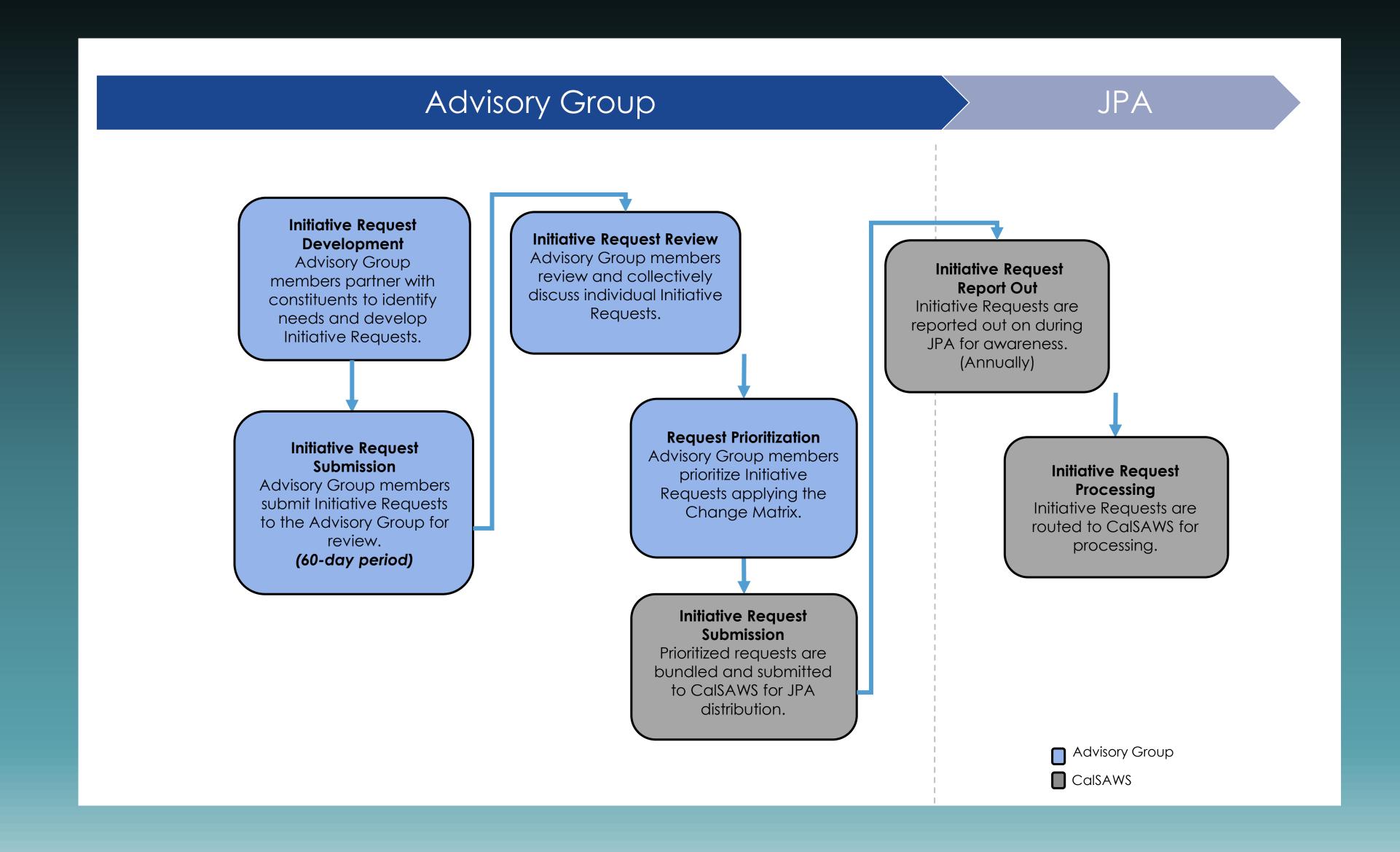
This could include increasing the intuitive nature of CalSAWS through Contextual Assistance: The system offers real-time help, explanations, or tips tailored to the user's actions. This could be in the form of tooltips, brief descriptions, or visual cues that explain what each step does and why it is 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:

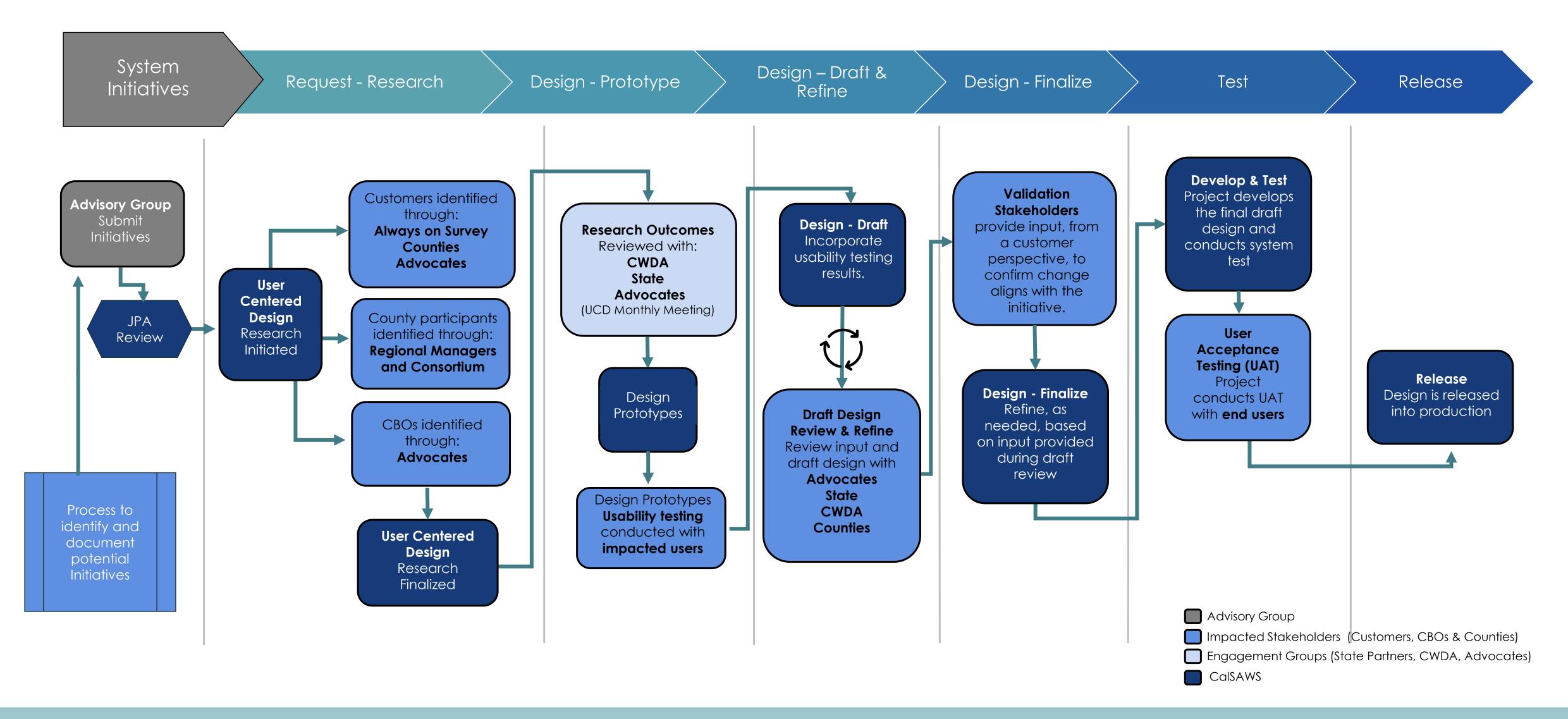
Enhance Reporting,
Analytics, and
Client
Communication
Capabilities for
Greater Flexibility
and Insights

This includes improved ad hoc reporting functionality and evaluating current reporting needs.

Streamlining to client correspondence/notices.



Tactical





Collaboration Model

Panel Discussion



CalSAWS Special Agent

ASHLEY ARNOLD

Code Name: Olive EDBC Maverick

Assignment:

CalSAWS Communications Manager



CalSAWS Special Agent

THERESA HASBROUCK

Code Name: Forest CIN Ninja

Assignment:

Policy Development Branch Chief,





Code Name: Aqua Confidentiality

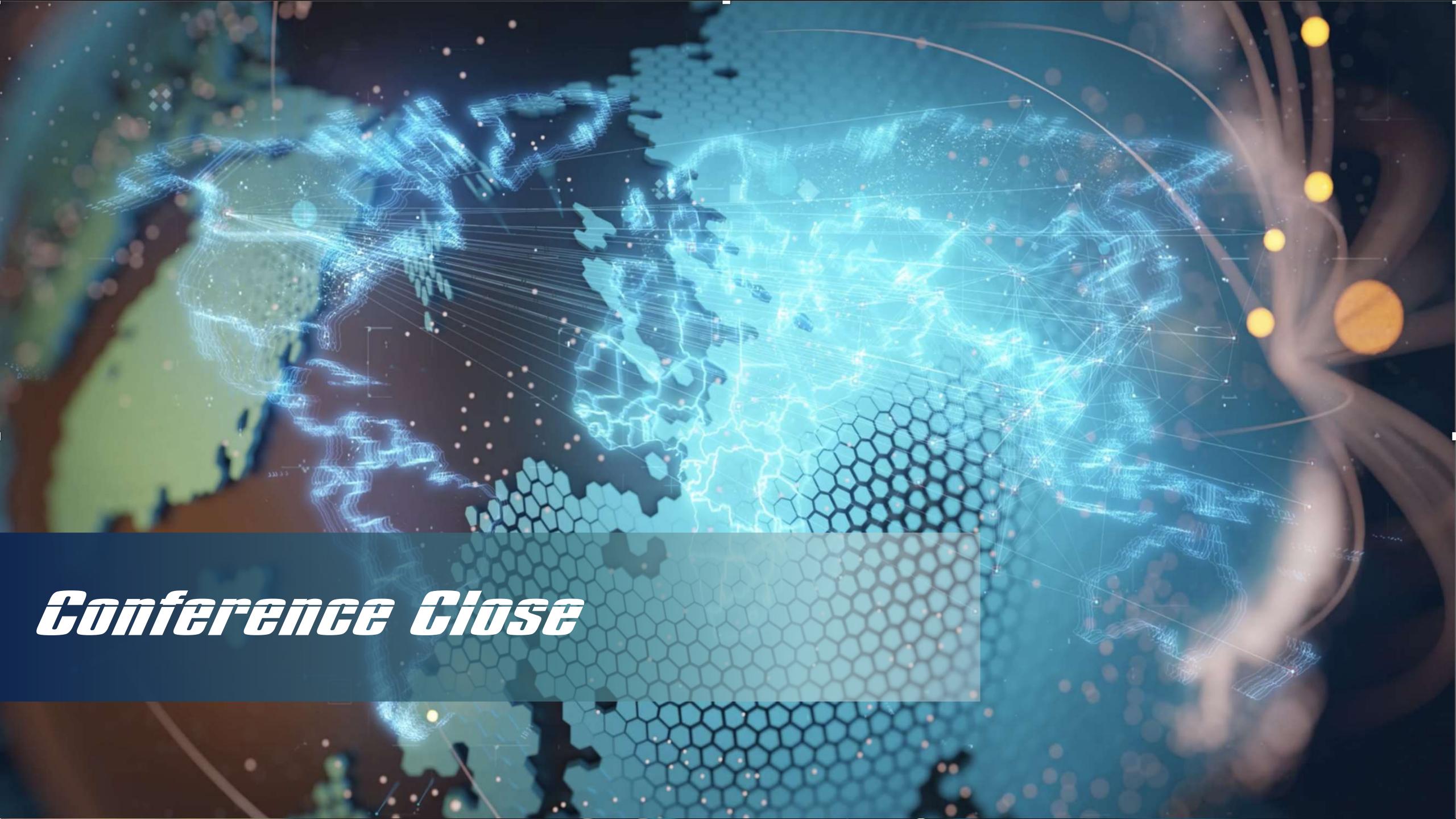
Assignment:

California Association of Food Banks, Advocate Co-Lead

Any Questions?









Conference materials will be available on

www.CalSAWS.org



January 2026 JPA Member Representatives Meeting

January 29, 2026 | Zoom and CalSAWS Office, Gold River, CA

June 2026 Conference and JPA Member Representatives Meeting

June 25-26, 2026 | San Francisco, CA





