

AGENDA

Day 1

- 8:00 – 9:00** **Conference Registration and Continental Breakfast**
Lobby
- 9:00 – 9:15** **Welcome and Conference Overview**
California Ballroom
- 9:15 – 10:15** **Keynote Speakers**
California Ballroom
- 10:15 – 10:30** **Snack Break**
- 10:30 – 11:45** **Plenary Session #1 – Our Mission: CalSAWS Priorities and Objectives**
California Ballroom
- 11:45 – 1:30** **Lunch Break**
- 1:30 – 3:00** **Breakout Session #1 – Mission Critical: Harnessing Analytics for Better Decision Making**
California Ballroom
- Breakout Session #2 – Spy Games: Using Gamification to Improve Contact Center Performance**
Plaza Ballroom
- 3:00 – 3:15** **Break**
- 3:15 – 4:30** **Plenary Session #2 – Mastermind: GenAI Call Summary Prep and Tools**
California Ballroom

Day 2

- 8:00 – 8:30** **Continental Breakfast**
Lobby
- 8:30 – 9:00** **JPA Member Representative and Board of Directors Meeting**
California Ballroom
- 9:05 – 9:20** **Project Steering Committee Meeting**
California Ballroom
- 9:20 – 9:30** **Break**
- 9:30 – 11:00** **Breakout Session #3 – Cracking the Code: Return Mail**
Plaza Ballroom
- Breakout Session #4 – Networking: with a Mission**
California Ballroom
- 11:00 – 11:10** **Break**
- 11:10 – 11:50** **Plenary Session #3 – Evolution: Collaboration Model Redesign**
California Ballroom
- 11:50 – 12:00** **Conference Close**
California Ballroom

*Mission
Possible*

CalSAWS Mission: Possible

June 26-27, 2025

*Westin Gaslamp Quarter
San Diego, California*

June 2025 CalSAWS Conference and JPA Member Representatives Meeting

Join us in our mission to provide access to essential social services that help millions of vulnerable Californians become healthier and self-sufficient. Sessions focus on the future of CalSAWS and how our teams are partnering with our counties, State agencies, advocates, and community-based organizations. Together, we do the impossible to make everything **possible** for our customers.

4

**Breakout
Sessions**

Together,
everything is
possible!

Keynote Speakers



Rick Wanne
Director, Self-Sufficiency
Services for San Diego County



Michael Sylvester
JPA Board Chair and
Chief Deputy of Administration for
Los Angeles County



Julia Erdkamp
Executive Director, CalSAWS

Mission: Sessions

Plenary #1

Our Mission: CalSAWS Objectives and Priorities

June 26 | 10:30 – 11:45 AM | California Ballroom

In January 2025, the CalSAWS Member Representatives prioritized the top four objectives for CalSAWS, with the goal to improve service to the counties and public. CalSAWS Executive Director, Julia Erdkamp, will showcase the objectives, key results, and progress toward overall alignment, improvement, and success.

Plenary #2

Mastermind: GenAI Call Summary Prep and Tools

June 26 | 3:00 – 4:30 PM | California Ballroom

GenAI Call Summary Assist has proven to be an invaluable tool in reducing post-call wrap-up time and bringing consistency to contact center call summaries. This session will provide guidance on how your county can begin preparing for GenAI implementation and highlight Fresno County's lessons learned and successes. Panel discussion will explore real-world insights for leveraging GenAI.

Plenary #3

Evolution: Collaboration Model Redesign

June 27 | 11:10 – 11:50 AM | California Ballroom

Collaboration Model Redesign – This session will focus on what is changing with the Collaboration Model, how the new model aligns with Evolving SCR process/Objectives-based Business Case process, and the Stakeholder experience in the first few months.

Breakout #1

Mission Critical: Harnessing Analytics for Better Decisions

June 26 | 1:30 – 3:00 PM | California Ballroom

Leadership depends on good decision-making, and using data is key to being highly effective. This session will highlight the evolution of the CalSAWS data architecture, data modernization, and how to use a data-driven decision-making framework to improve county decision-making. A core component of this session will be an interactive panel discussion and brainstorming session on how to use data to make better leadership decisions and the identification of critical county data needs.

Breakout #2

Spy Games: Using Gamification to Improve Contact Center Performance

June 26 | 1:30 – 3:00 PM | Plaza Ballroom

Learn how San Diego is using gamification to motivate and reward staff performance all while having lots of fun and keeping teams excited about ongoing participation. The San Diego team will highlight practical engagement with measurable outputs that enable leadership to measure success through meaningful metrics and make necessary adjustments. The session will include ideas for incorporating gamification in your county and discussion on the associated organizational change management.

Board and PSC Meetings

CalSAWS JPA Member Representatives/Board of Directors Meeting and PSC Meeting

June 27 | 9:00 – 9:20 AM | California Ballroom

The semi-annual JPA Member Representatives and Board of Directors Meeting will be held to conduct Consortium business, elect new Board and Project Steering Committee representatives, and provide updates on informational items, including Child Care and Foster Care initiatives. Immediately following, the newly elected Project Steering Committee will hold the first meeting of the new term.

Breakout #3

Cracking the Code: Return Mail

June 27 | 9:30 – 11:00 AM | Plaza Ballroom

Learn how your County can participate in the return mail process including the new imaging feature. The return mail process can assist you in identifying mail that will not be delivered to customers weeks earlier, allowing you to take action to prevent potential issues for the customer. The return mail process can also prevent your mail room from receiving a significant amount of return mail envelopes to process. In addition, find out about the change in funding to make this process even more affordable for your County.

Breakout #4

Networking: With a Mission

June 27 | 9:30 – 11:00 AM | Plaza Ballroom

Networking session to encourage counties to make new contacts. We'll engage in a "Murder Mystery" style activity to Find the Double Agent.

