

# 2026 CalSAWS Conference and JPA Member Representatives Meeting

June 25-26, 2026



WHERE INNOVATION FINDS  
ITS RHYTHM

# 2026 CalSAWS Conference



ASHLEY ARNOLD



LOGAN LEAL



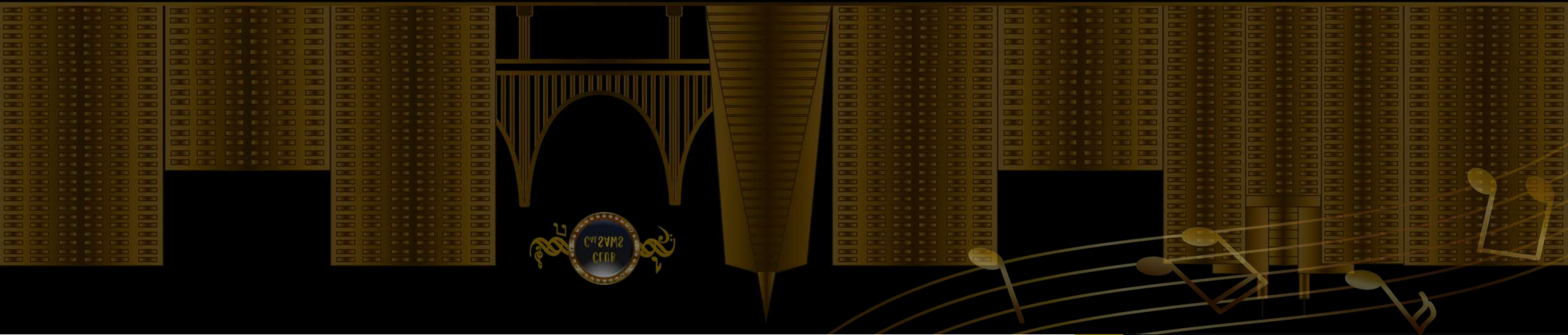


CLUB  
CALSAWS





# SAN FRANCISCO









CLUB  
CALSAWS



**SING OUT! WE WANT TO HEAR YOU!**



Mic Runners are available in all sessions to help you get your questions heard and answered!

## QUESTIONS AND ANSWERS

**We welcome questions and audience engagement in the conference sessions.**

Please note that the conference is not a Brown Act meeting, so no minutes or action items will be taken or acted upon. It is for information sharing and discussion only.

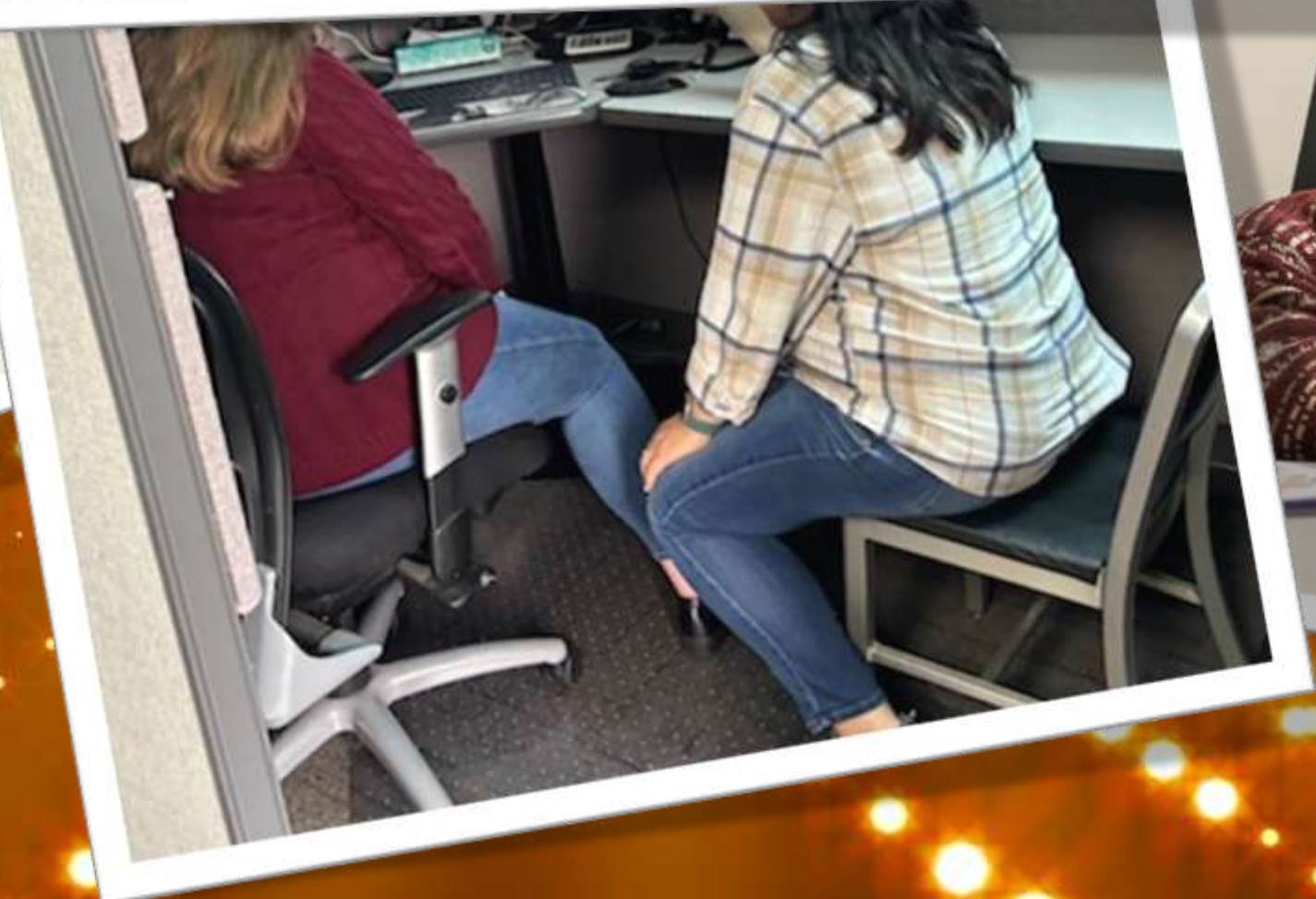
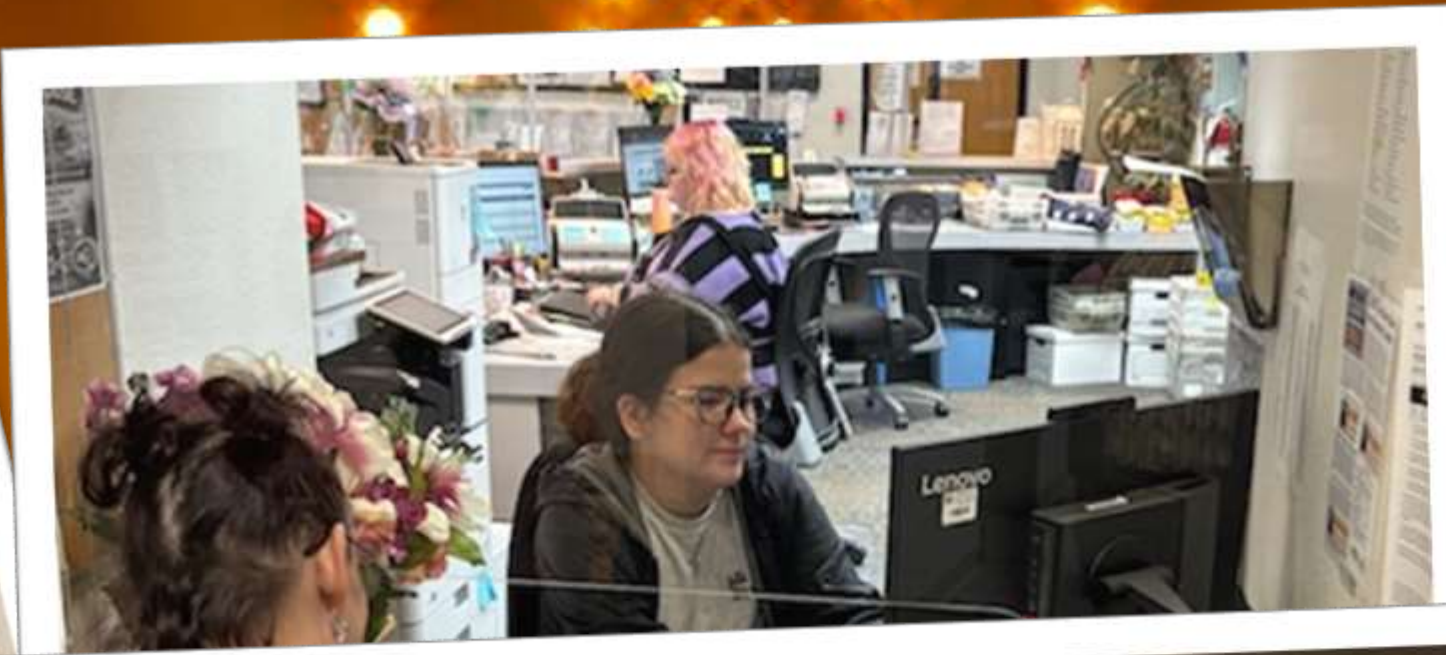
On Friday, the JPA Board and PSC Meetings will occur and be formally conducted per Brown Act rules.

# RESTROOMS AND JAZZ CLUB ETIQUETTE



# MIX AND MINGLE





**PLENARY SESSION 1: PRESENTER ENSEMBLE**  
**INNOVATION NATION**

**SANDEEP AJI**  
CaSAWS Chief Technology Officer  
Lead Singer

**FEAT: ARIANA MICHEL**  
San Bernardino County  
Trumpet (Special Guest)

**FEAT: JIE CHEN**  
San Francisco County  
Double Bass (Special Guest)

**PLENARY SESSION 2: PRESENTER ENSEMBLE**  
**CALL ME QUARTET**

**ROBERT LISK**  
California Health Care Administration  
Band Lead/Double Bass

**DAWN WILDER**  
Governet Executive Director  
Lead Singer

**FEAT: NOU YANG**  
Harris County District Chief  
Piano (Special Guest)

**FEAT: JAMIE SWEENEY**  
Harris County Program Manager  
Rhythm (Special Guest)

**PLENARY SESSION 3: PRESENTER ENSEMBLE**  
**BC BEAT BAND**  
WITH SPECIAL GUESTS TRIO MELODY

**FREDERICK GAINS**  
CaSAWS Benefit/Cas Director  
Band Leader/Piano

**FEAT: MUFAADALINMAKER**  
CaSAWS Benefit/Cas Test Manager  
Lead Singer

**FEAT: JENNIFER TRACY**  
California Association of Food Banks  
Saxophone (Trio Melody)

**FEAT: TOMMY JAYNE**  
Risk Vice President, Government Solutions  
Drums (Trio Melody)

**PLENARY 4: PRESENTER ENSEMBLE**  
**PEGGY AND THE PHOENIXES**

**FEAT: KRISTIN STRANGER**  
Los Angeles County  
Chief Deputy Director of Operations  
Piano

**FEAT: ZOE TOFFALETTI**  
Nevada County PPOC  
Double Bass

**FEAT: JENNIFER MARKS**  
Humboldt County PPOC  
Saxophone

**FEAT: JOSE LUIS VAZQUEZ**  
Ventura County Division Manager  
Trombone

**PEGGY MACIAS**  
CaSAWS Customer Engagement Director  
Lead Singer/Trumpet

**BREAKOUT SESSION 1: PRESENTER ENSEMBLE**  
**THE FCEDS**

**MICHELLE PETERSON**  
CaSAWS Release and Test Director  
Band Leader/Rhythm

**COREY MORRIS**  
CaSAWS Policy Design Lead  
Lead Singer

**RACHEL HERNANDEZ**  
ClearBest QA Cross Functional Lead  
Keyboard

**RAMYA RAGHURATHAN**  
Deloitte FCED Lead  
Saxophone

**FEAT: TRISHA MIURA**  
Santa Clara County  
Vocals (Special Guest)

**FEAT: AYANA ALVAREZ**  
Los Angeles County  
Vocals (Special Guest)

**WELCOME**

**HOLLY MURPHY**  
CaSAWS Chief Administrative Officer and Acting Executive Director

**MICHAEL SYLVESTER**  
Chief Deputy Director, Administration  
County of Los Angeles DPSS

**JENNIFER TROIA**  
Director of California  
Department of Social Services

**Keynote**

**MICHAEL WILKENING**  
Senior Fellow, Aspen Institute

**RACHEL HERNANDEZ**  
ClearBest QA Cross Functional Lead

**BREAKOUT SESSION 6: PRESENTER ENSEMBLE**  
**CF RHYTHM & VIBES**

**ROGER PEREZ**  
CaSAWS - CaSAWS Release Manager and Delivery Governance Director  
Band Leader/Rhythm

**BOBBI LAZZARINI**  
Deloitte M&E Functional Lead  
Lead Singer

**MUFADAL TILMAKER**  
Deloitte - Benefit/Cas Test Manager  
Trumpet

**FEAT: RYAN GILLETTE**  
CDBS - Chief Data Officer, Deputy Director  
Piano

**FEAT: AILEEN MAGNO-BARNES**  
Sonoma County - CalFresh Program Specialist  
Base Violin

**FEAT: ANDREW GOLDEN**  
Fresno County - Division Chief DDB  
Saxophone

**FEAT: GABRIEL SILVESTRE**  
Fresno County - Division Chief DDB  
Clarinet

**BREAKOUT SESSION 2: PRESENTER ENSEMBLE**  
**CC GROOVE TRIO**

**DANIELLE BENOIT**  
CaSAWS IT Project Manager  
Band Leader/Bass Guitar

**DAWN WILDER**  
Governet Executive Director  
Lead Singer/Violin

**LYNNEL SILVA**  
CaSAWS Contact Center Manager  
Guitar

**BREAKOUT SESSION 3: PRESENTER ENSEMBLE**  
**CHA CHA CHANGES TRIO**

**KAREN RAPPONOTTI**  
CaSAWS Policy Governance Director  
Lead Singer

**ARACELI GALLARDO**  
CaSAWS Policy Design Lead  
Piano

**MAKENZIE MOLINA**  
Deloitte Business Analyst  
Bass Violin

**BREAKOUT SESSION 4: PRESENTER ENSEMBLE**  
**NINTH CORD NAVIGATORS**

**MICHELLE PETERSON**  
CaSAWS Test & Release Management Director  
Band Leader/Piano

**CAROLINE BUI**  
CaSAWS Policy and Design Lead  
Lead Singer

**AMEN BONILLA**  
CDBS CalFresh Policy Section Chief  
Bass Violin

**FEAT: DARLENE BELTRAN**  
San Diego County, Chief Test Automation Engineer  
Piano

**FEAT: YOLANDA BARRAGAN**  
Santa Clara County, Associate IT Business Analyst  
Rhythm

**FEAT: SANDRA ORELLANA**  
Central Valley, Deputy Senior Social Service Representative, Support Analyst  
Vocals

**BREAKOUT SESSION 5: PRESENTER ENSEMBLE**  
**N+HARMONY**

**MICHELLE PETERSON**  
CaSAWS Release and Test Director  
Band Lead/Rhythm

**SHARON TERAMURA**  
CaSAWS Test Manager  
Lead Singer

**TISHA MUTREJA**  
CaSAWS App Dev MGR/CM Manager  
Bass Violin

**LAURA ALBA**  
CaSAWS Business Analyst  
Trumpet

**FEAT: THERESA HASBROCK**  
CDBC Branch Chief  
Policy Development Branch  
Medi-Cal Eligibility Division  
Piano

**FEAT: CYNTHIA MCGUIRE**  
Fresno County Program Specialist  
Saxophone

**FEAT: REBECCA CARDIN**  
Ventura County Medi-Cal Program Analyst  
Bass

**FEAT: SHAWN AMIEL**  
Los Angeles County Chief - GIS & CalFresh Program Division - BPP  
Organ

We have an **engaging Keynote Conversation** and **10 exciting Jazz Ensembles** to bring you tools, insights, and fresh perspectives to take back to your teams and communities





## DAY 1

8:00 – 9:00 – Registration and Breakfast

9:00 – 9:15 – Welcome and Overview

9:15 – 10:00 – Keynote

Break

10:15 - 11:00 – Plenary 1: Data in Harmony: How Analytics is Helping us Hear the Whole Story

Break

11:15 – 12:00 – Breakout 1: Learning the Arrangement: FCED and All That Jazz!

11:15 – 12:00 – Breakout 2: Rhythms of the Frontline: Contact Center Innovation

Lunch

1:45 – 2:30 – Plenary 2: Listening Smarter: How GenAI is Supporting Better Service Outcomes

Break

2:45 – 3:30 – Breakout 3: Managing the Lineup: Workload Assignment (Release 26.05)

2:45 – 3:30 – Breakout 4: ABAWD in Tune: Navigating Policy, Systems, and County Impact

Break

3:45 – 4:30 – Plenary 3: Remixing the Customer to County Experience: Truv in BenefitsCal

4:30 – 4:45 – Day 1 Close





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## DAY 2

7:30 – 8:30 – Registration and Breakfast

8:30 – 9:20 – JPA Board Meeting

9:30 – 9:45 – PSC Meeting

Break

10:00 – 10:45 – Breakout 5: Harmonizing Medi-Cal HR 1: Policy, Systems, and County Practices

10:00 – 10:45 – Breakout 6: Tightening the Tempo: Practical Strategies for Error Rate Reduction

Break

11:00 – 11:45 – Plenary 4 : 58 Arrangements, One Song: Transforming Lives

11:45 – 12:00 – Conference Close



# MENTI

## Instrument and Performance Tuning

**Help Us Tune Our  
Instruments and  
Improve Our  
Performance**

**You will receive  
Menti codes before  
and during breaks**

1. Go to [menti.com](https://menti.com)
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or scan the QR Code
3. Answer questions

Join at  
**menti.com**

Use code

**#### ####**



# MENTI

Instrument and Performance Tuning

**Which  
session are  
you  
most  
interested in  
attending?**

Join at  
**menti.com**

Use code  
**9199 9918**



# WELCOME



## HOLLY MURPHY

CalSAWS Chief Administrative Officer and  
Acting Executive Director



# WELCOME



**MICHAEL SYLVESTER**

Chief Deputy Director, Administration  
County of Los Angeles DPSS



# SINCE THE 2025 CALSAWS CONFERENCE...

The project team has accomplished so much!

**3 Major Vendor Transitions:**

- Infrastructure (July 31, 2025)
- M&E (January 31, 2026)
- BenefitsCal (July 31, 2026)

**HR 1**

<b>6/1/2026</b>	<b>1/13/2027</b>
Workgroups and Development met first deadline	Efficiency enhancements in R26.09 and R26.11

**Workload Assignment**  
R26.05 & R26.09

**100K Hours Each** Releases 26.07 and 26.05 were two of the largest releases with more than 70 enhancements

**150K Hours** SCRs and multiple COLA runs since Deloitte took over in November 2025 – striving for flawless releases

**30,000**  
Service Desk/BenefitsCal Tickets

**80%**  
First Call Resolution

**58** Counties using Return Mail

**Call Summarization**  
in 2 counties and in 33 counties by December 2026

**3,000**  
Infrastructure Changes

- Performance
- Security
- Capacity
- Maintainability
- Cost savings

**FCED**  
Development complete April 2025  
Final EUST and Production Simulation through October 2026

**Data Analytics**  
Application Area Design complete  
Phase 1 targeted for March 27 (R27.03)

**AWS Quick** Reporting roll out will complete in July 2026 for increased County Self-Service and Improved Accuracy  
July 2026



# WELCOME



**JENNIFER TROIA**

Director of California  
Department of Social Services





**RACHEL HERNANDEZ**  
ClearBest QA Cross-Functional Lead



# MICHAEL WILKENING

Senior Fellow, Aspen Institute

# Keynote





# SET BREAK

BACK AT 10:15 AM FOR  
PLENARY 1

