



PLENARY 2

LISTENING SMARTER:
HOW GENAI IS SUPPORTING
BETTER SERVICE OUTCOMES



ROBERT LUSK

CalSAWS Chief Information Officer
Double Bass



DAWN WILDER

Gainwell Executive Director
Lead Singer



PLENARY SESSION 2: PRESENTER ENSEMBLE

CALL ME QUARTET



FEAT: NOU YANG

Fresno County Division Chief
Piano



FEAT: JAMIE SWEENEY

Placer County Program Manager
Rhythm



Opening and Background

Types of AI

Call Summarization Overview and Video

The Technology

Rollout Plan

County Panel

Innovations under Consideration



TYPES OF AI

TYPES OF AI

The Sheet Music

Machine Learning/Robotics

Machines that mimic human operations or learn rather than being programmed

Natural Language Processing

Generates human language, such as language translation

Computer Vision

Interprets visual information, such as medical imaging or facial recognition

Generative AI

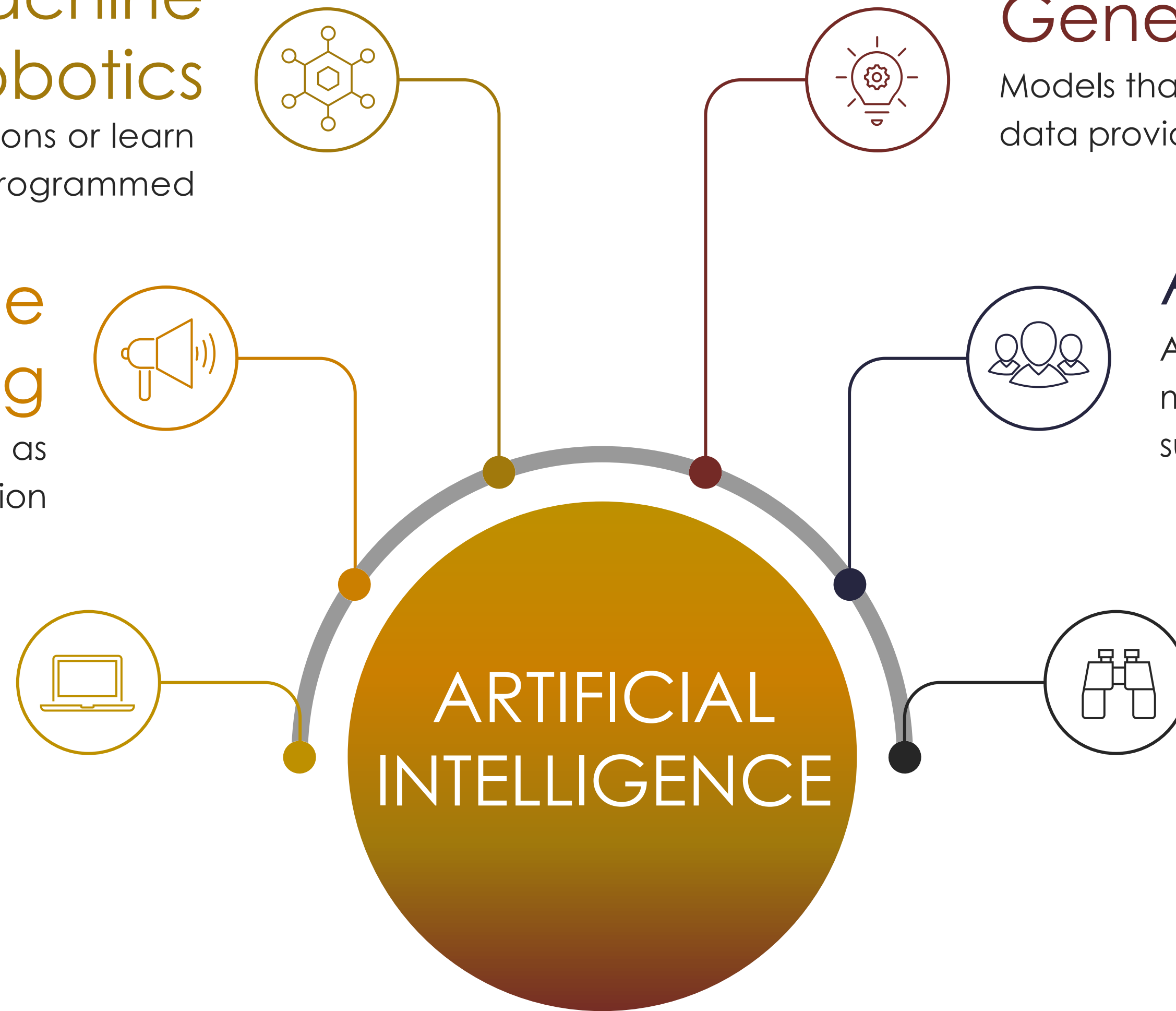
Models that generate new content based on data provided

Agentic AI

Autonomous systems designed to execute multi-step workflows with minimal human supervision

Predictive AI

Analyzes historical patterns to forecast future outcomes

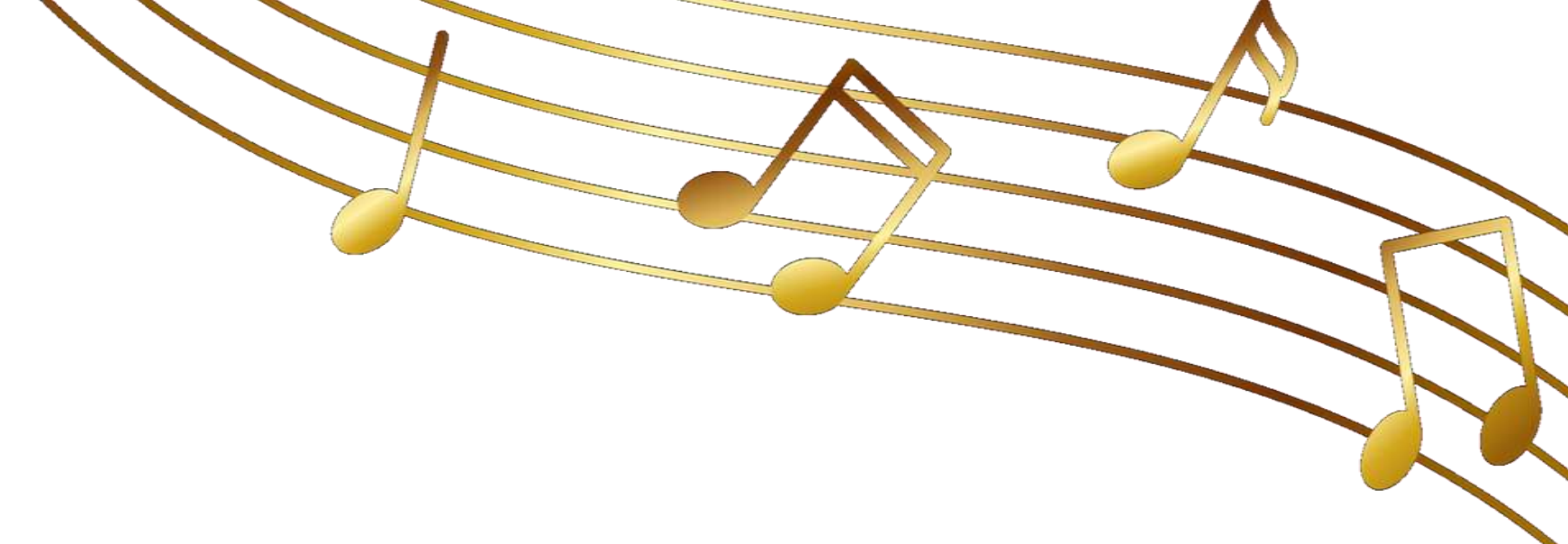




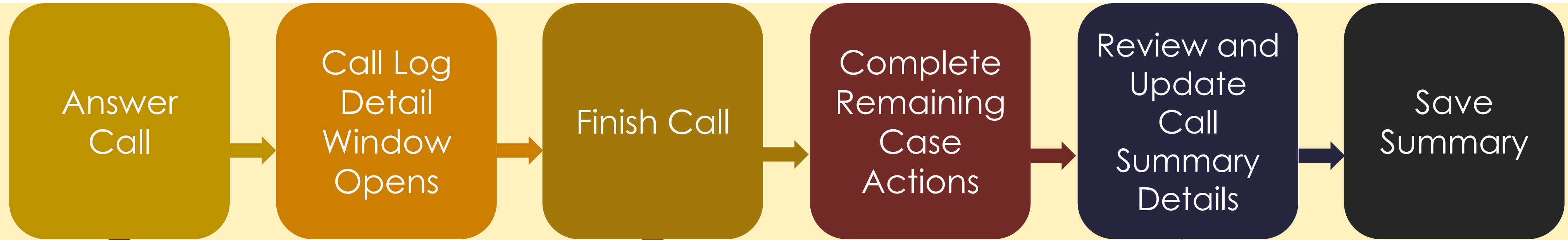
CALL SUMMARIZATION OVERVIEW & VIDEO

CALL SUMMARIZATION OVERVIEW

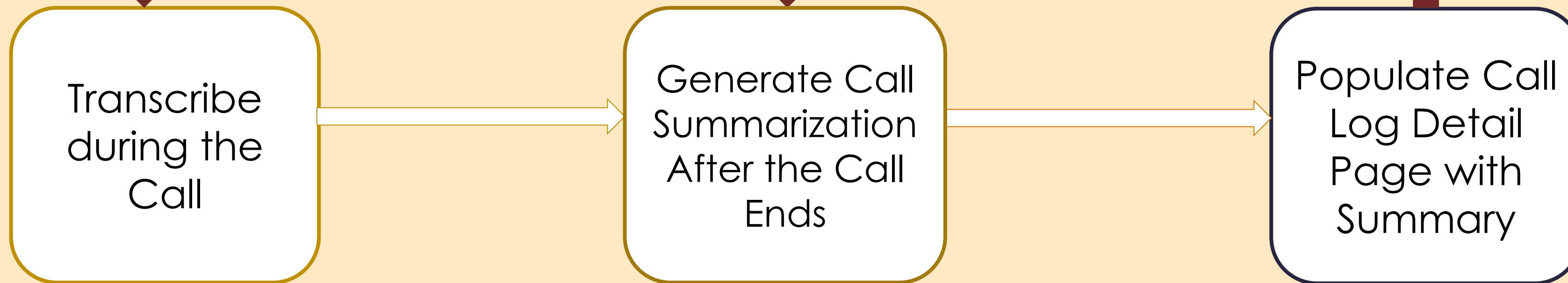
Reading the Score

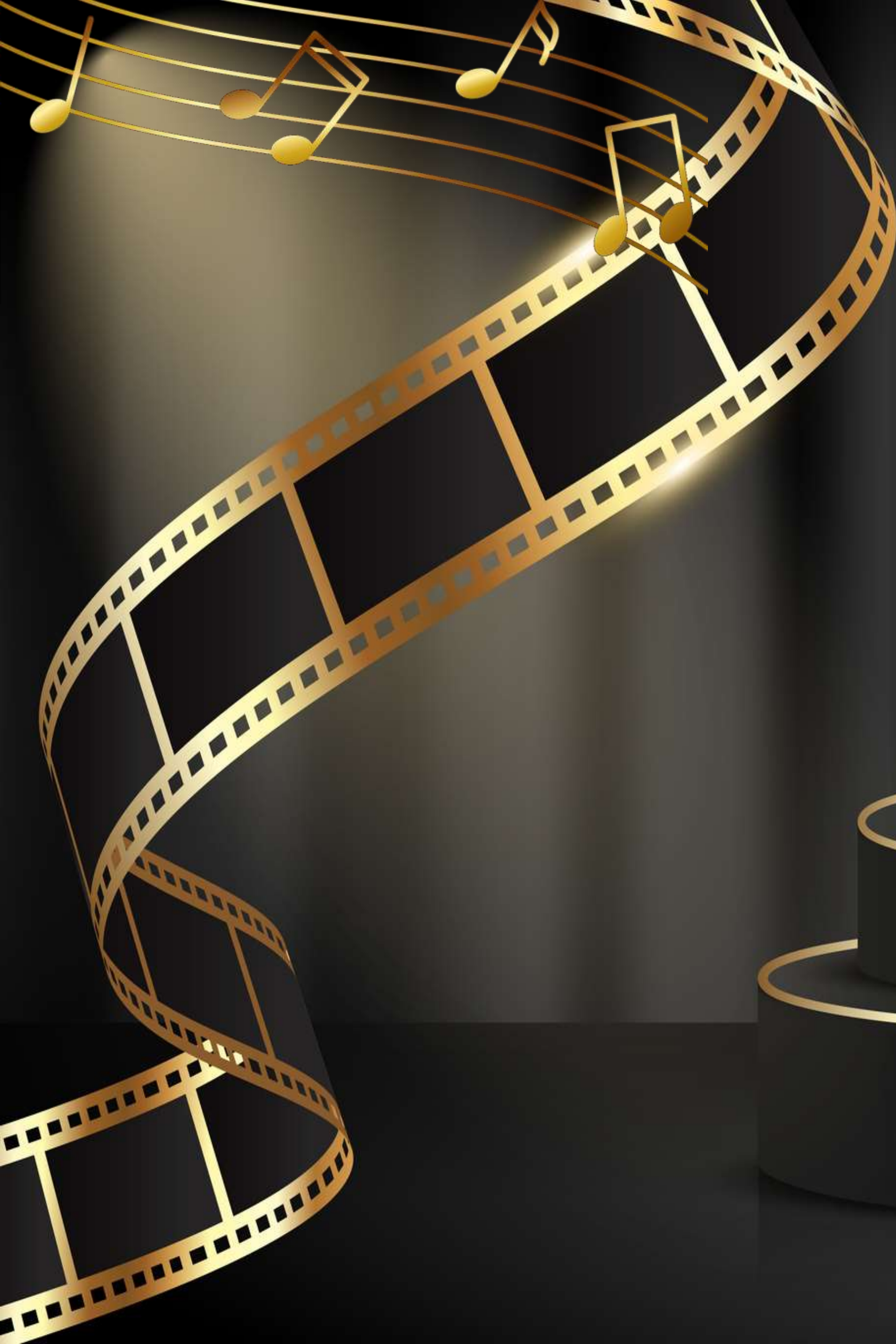


Agent / Eligibility Worker Call Flow



Call Summarization Flow





VIDEO:
COMPOSING THE
CALL SUMMARY

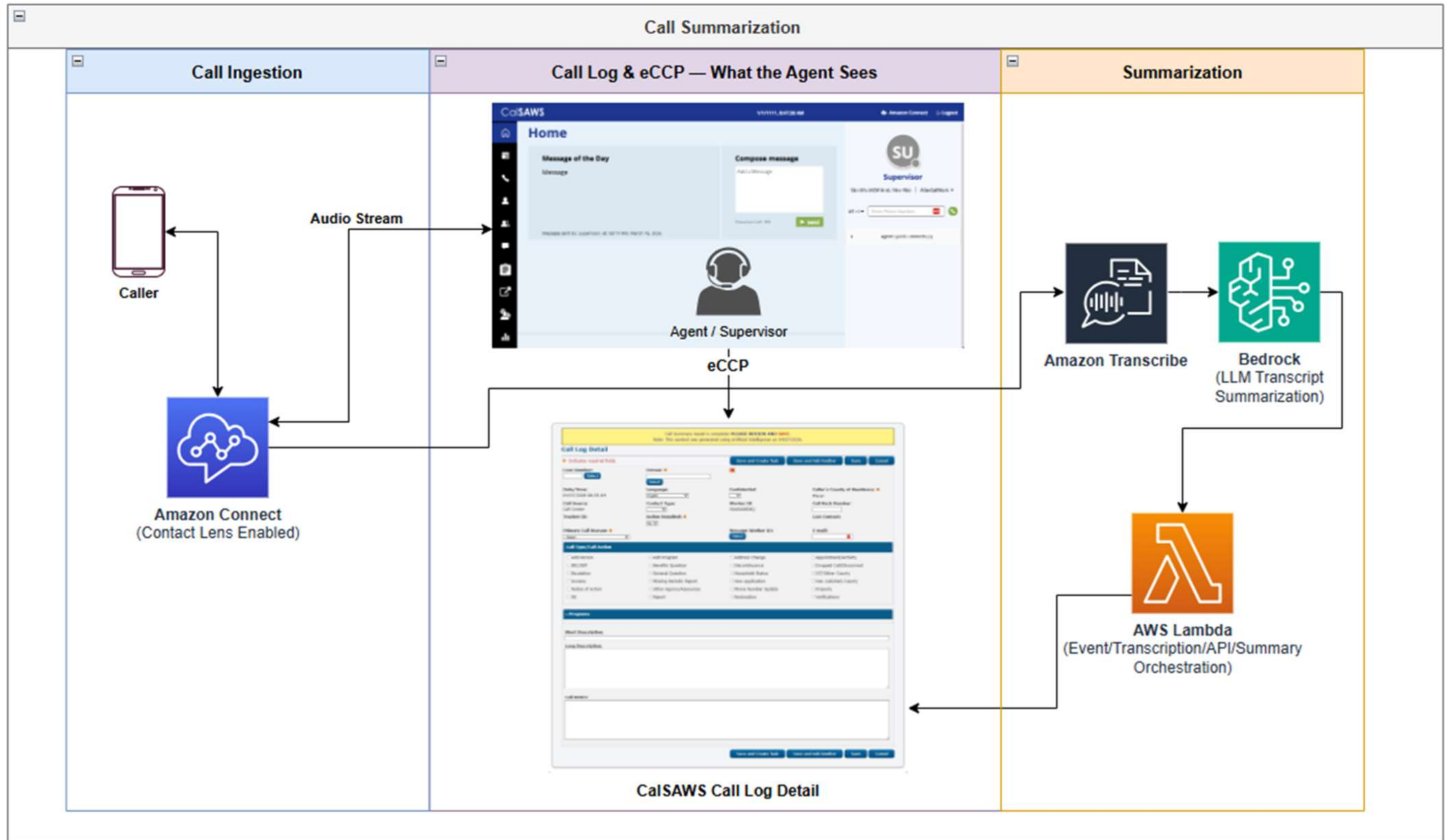




THE TECHNOLOGY

THE TECHNOLOGY

Forming the Band





ROLLOUT PLAN

🎵 On Tour 🎵

Group 1

Jul - Aug 2026

- 🎵 Contra Costa
- 🎵 Marin
- 🎵 Monterey
- 🎵 Orange
- 🎵 Sacramento
- 🎵 San Francisco
- 🎵 San Mateo
- 🎵 Santa Clara
- 🎵 Santa Cruz
- 🎵 Solano

Group 2

Aug - Sep 2026

- 🎵 Fresno (Migration)
- 🎵 Kern
- 🎵 Kings
- 🎵 San Bernardino
- 🎵 San Luis Obispo
- 🎵 Santa Barbara
- 🎵 Stanislaus
- 🎵 Ventura

Group 3

Oct - Nov 2026

- 🎵 Butte
- 🎵 Humboldt
- 🎵 Shasta
- 🎵 Sonoma
- 🎵 Sutter
- 🎵 Tulare
- 🎵 Yolo
- 🎵 Yuba

Group 4

Nov - Dec 2026

- 🎵 Alameda
- 🎵 Los Angeles
- 🎵 Merced (RCC)
- 🎵 Riverside (RCC)
- 🎵 San Diego (RCC)

Napa Implementation of Contact Center Services will be scheduled separately



PANEL DISCUSSION





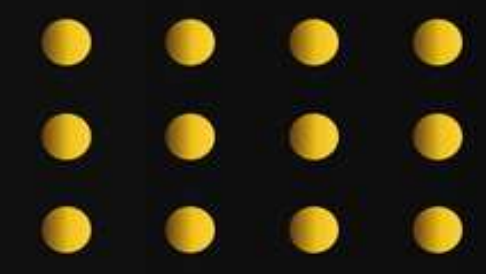
SPECIAL GUESTS



FEAT: JAMIE SWEENEY
Placer County Program Manager
Guitar



FEAT: NOU YANG
Fresno County Division Chief
Piano





INNOVATIONS UNDER CONSIDERATION

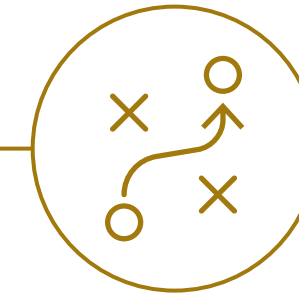
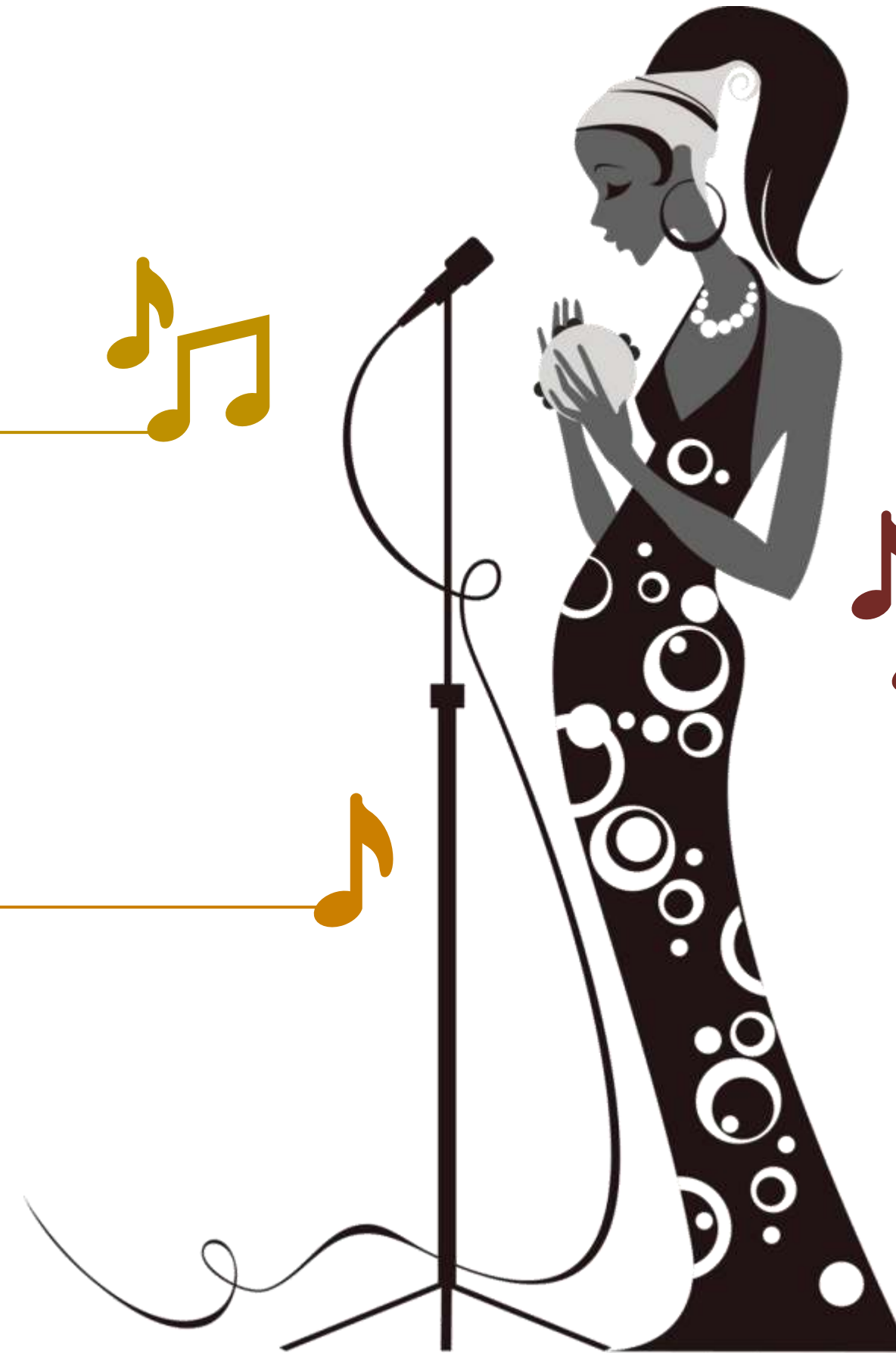
INNOVATIONS UNDER CONSIDERATION

Improvising

**BIC Replacement
BOT for Self-
Service through
the IVR**



**Real-Time
Translation**



**Report
Generation
using AI**

**Additional
Languages for
Transcription
and Call
Summarization**



WE'D LOVE TO JAM WITH YOU!



ANY QUESTIONS ON HOW GENAI IS
SUPPORTING BETTER SERVICE OUTCOMES?





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THANK YOU FOR
ATTENDING!

+

SET BREAK

BACK AT 2:45PM FOR BREAKOUT SESSIONS 3 & 4

