



PLENARY 4
58 ARRANGEMENTS, ONE SONG:
TRANSFORMING LIVES



FEAT: KRISTIN STRANGER

Los Angeles County
Chief Deputy Director of Operations

Piano



PEGGY MACIAS

CalSAWS Customer Engagement Director
Lead Singer/Trumpet



FEAT: ZOE TOFFALETI

Nevada County PPOC

Double Bass



FEAT: JENNIFER MARKS

Humboldt County PPOC

Saxophone



FEAT: JOSE LUIS VAZQUEZ

Ventura County Division Manager

Trombone



PLENARY 4: PRESENTER ENSEMBLE

PEGGY AND THE PHOENIXES



Opening and Session Overview
Why We Do What We Do (doo be doo be do)
Customer Success Stories
Notes of Gratitude: Singing County Praises
Q&A
Conference Close



WHY WE DO WHAT WE DO
(DOO BE DOO BE DO)

58 COUNTIES, ONE SONG: TRANSFORMING LIVES

Together



- ♪ Across California's 58 counties, we share one mission: transforming lives
- ♪ 58 different ways of singing the same song, but together, we make a difference in the lives of millions of people every day.
- ♪ Success comes from the dedication, innovation, and compassion found throughout our counties.
- ♪ Every role matters. Every contribution counts.
- ♪ Thank you for all you do.
- ♪ Together, we transform lives.



LOS ANGELES COUNTY

From Beneficiary of public assistance programs to
an Employee

Building Resilience



Christina Langdon-Gerber

Highline Worker 1



Thank you!
LOS ANGELES COUNTY



NEVADA COUNTY

From being unable to afford housing to providing childcare for others

WTW Works!





Thank you!
NEVADA COUNTY



HUMBOLDT COUNTY

From Customer to County Worker

Belief in a Better
Future



Humboldt County
Department of
Health & Human
Services
People helping people
live better lives

445 W Washington St.
CalWORKs Welfare to Work



Thank you!
HUMBOLDT COUNTY





Singing County
Praises
(Kudos)

VENTURA COUNTY

Letter to Leadership

Making a Real Difference



COUNTY of VENTURA
Human Services Agency

MISSION
Working together in every community to offer support, hope and opportunity for improved well-being

MISIÓN
Trabajando juntos en cada comunidad para ofrecer apoyo, esperanza y oportunidad para mejorar el bienestar

VISION
Engaged and thriving communities where all have opportunities for better futures

VISIÓN
Comunidades prósperas y con fortaleza en donde todos tengan oportunidad hacia un futuro mejor

VALUES
Respect for Community Voice
Collaborative & Integrated Services
Employee Engagement
Equitable Services, Policies & Practices
Healing-Centered Best Practices
Continuous Learning & Improvement

VALORES
Respeto por la Voz de la Comunidad
Servicios Colaborativos e Integrados
Compromiso de los Empleados
Servicios, Políticas y Prácticas Equitativas
Prácticas Óptimas Centradas en la Sanación
Aprendizaje y Mejora Continua



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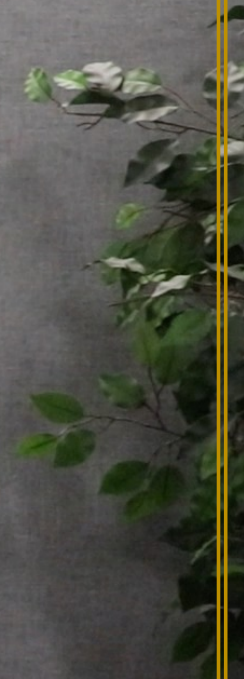
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COUNTY of VENTURA
Human Services Agency



Thank you!
VENTURA COUNTY



OUR COUNTIES

♪'s of Gratitude





Customer in DD asked to speak to a supervisor directly after working with [name]. He told me that [name] eased his worries, and feelings of angst when coming into the office today. He said that everyone working here has been cool, and that [name]'s work, and everyone else's, is a reflection of the agency, and he wanted to let someone know in person rather than a phone call. He also said that the security made him feel welcome. He said people are feeling very vulnerable coming into this office and the workers and security made him feel at ease, especially [name].

Good work, [name]. You have absolutely made a positive difference in this customer's day!

A  OF GRATITUDE

I just had the pleasure of speaking with a client who asked to extend a very well-deserved kudos to [name] and [name] for their help with her situation. She was granted SOC MC but was very close to \$0 SOC limits and [name] processed her RE and reached out via phone to let her know about the savings she could potentially receive by being within our limits. When the client came into the office [name] worked diligently with her to explain the budgeting and assist her in exploring her coverage options. She reported she was overwhelmed by their knowledge, professionalism, care, and compassion. She reported that living on such a tight budget feels like she has to walk a tightrope, and, to have our staff go the extra mile, made her feel like she finally at least knows there's a net.

It's always valuable to remember that for many in our community that is what we are, we are the safety net.

Thank you for all you do, it makes a difference.

A  OF GRATITUDE





Just wanted to share a kudos from a client who spoke with [name] today.

The client reported that they've encountered a health issue which makes doing nearly anything extremely difficult, and they were having a very hard time connecting to services. They came in today expecting more of the same but reported that [name] took the time to help them through each issue they raised, actually listened, and provided whatever assistance they could - even when it wasn't specifically related to the program they have through DHHS. They stated they were literally in tears due to the compassion and genuine help they've received.

Way to set a fantastic customer service example and continuing to live up to the model of "No Wrong Door" - excellent job, [name]!

A  OF GRATITUDE

DEAR [REDACTED],

I WANTED TO TAKE THE TIME TO LET YOU KNOW MISS [REDACTED]'S HELP WAS GREATLY APPRECIATED TODAY. I REPORTED A CHANGE IN CAL FRESH BENEFITS LAST YEAR BUT WAS STILL ISSUED FUNDS THAT I NO LONGER HAVE. MISS [REDACTED] HAS ~~BE~~ GONE ABOVE AND BEYOND HELPING ME UNDERSTAND, RELEASE RECORDS, AND FILE A FAIR HEARING. SHE IS VERY GOOD AT HER JOB AND VERY KIND. SHE IS VERY PROFESSIONAL & EXTREMELY KNOWLEDGEABLE - SHE DESERVES A RAISE!

THANKS FOR GOING ABOVE AND BEYOND!

A  OF GRATITUDE



Thank you!
ALL 58 COUNTIES



WE'D LOVE TO JAM WITH YOU!



ANY QUESTIONS FOR OUR COUNTY
PRESENTERS?



Thank You!



PLENARY 4: PRESENTER ENSEMBLE

PEGGY AND THE PHOENIXES





CLOSING REMARKS

Thank You for a Great Conference!!



MENTI

Instrument and Performance Tuning

**Tell us
how we
did and
how we
can
improve!**

Join at
menti.com

Use code
9758 6931



2026 CalSAWS Conference and JPA Member Representatives Meeting