



**Fairmont Hotel | San Francisco**  
June 25-26, 2026

## DAY 1

8:00 – 9:00 – Registration and Breakfast  
9:00 – 9:15 – Welcome and Overview  
9:15 – 10:00 – Keynote  
Set Break

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

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

4:30 – 4:45 – Day 1 Close

## DAY 2

7:30 – 8:30 – Registration and Breakfast

8:30 – 9:20 – JPA Board Meeting

9:30 – 9:45 – PSC Meeting  
Set 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  
Set Break

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

11:45 – 12:00 – Conference Close

# 2026 CalSAWS Conference and JPA Member Representatives Meeting



**WHERE INNOVATION FINDS  
ITS RHYTHM**

**Fairmont Hotel | San Francisco**  
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This year's conference creates Club CalSAWS, a collaborative space where counties, state partners, advocates, and project teams align and innovate in step...much like a jazz ensemble finding its groove amid change driven by HR 1, Medi-Cal updates, modernization, and emerging technologies like GenAI. This year's theme, **"Where Innovation Finds Its Rhythm"** reflects the belief that progress happens when people, systems, and ideas move together with purpose, leaving attendees aligned, energized, and ready for what's next. Come join us to collaborate and innovate!

## PLENARY AND INTERACTIVE SESSIONS

- HR1 and Medi-Cal Readiness
- Practical Strategies for Error Rate Reduction
- FCED Implementation
- Using GenAI for Better Service Outcomes
- Contact Center Innovation
- New Workload Assignment Features
- Data Analytics in Harmony with County Needs
- Remixing the Experience: Truv in BenefitsCal
- Transforming Lives



**MIKE WILKENING**

Keynote Speaker

Join us for a conversation with Michael Wilkening, a former senior government leader known for driving innovation and large-scale transformation in health and human services at both the state and federal levels. With more than 25 years in public service, including serving as California's Health and Human Services Secretary and as a senior advisor at the U.S. Department of Health and Human Services, he brings ideas from proven innovation successes from HHS projects nationwide.

**10 Exciting Ensembles**  
to bring you tools, insights, and fresh perspectives to take back to your teams and communities



# THE SESSIONS

## Plenary Sessions

Plenary #1

### **DATA IN HARMONY: HOW ANALYTICS IS HELPING US HEAR THE WHOLE STORY**

June 25 | 10:00 – 11:00 AM | Grand Ballroom

When data lives in disconnected systems, each source tells only part of the story. Join us to learn how CalSAWS is bringing these fragments together into a unified platform to speed up decision-making and enable more proactive analyses. County partners will gain a single, trusted view of their programs, cases, and customers, and staff can explore eligibility trends, fiscal impacts, and program outcomes side-by-side rather than piecing insights together from siloed reports.

Plenary #2

### **LISTENING SMARTER: HOW GENAI IS SUPPORTING BETTER SERVICE OUTCOMES**

June 25 | 1:45 – 2:30 PM | Grand Ballroom

Contact Center agents are using GenAI to listen smarter to their clients. This session will describe how GenAI is in use today. A look into the potential future uses of GenAI, such as real-time language translation, to support better service outcomes will also be presented.

Plenary #3

### **REMIXING THE CUSTOMER TO COUNTY EXPERIENCE: TRUV IN BENEFITSCAL**

June 25 | 3:45 – 4:30 PM | Terrace Room

This session will illustrate how our customers and counties can find their rhythm with Truv to provide income verifications. Through automation, customers increase the tempo on providing pay stubs and earning statements by granting access to Truv. Counties will receive clear documents to streamline processing of applications, keep customers and counties in perfect syncopation.

Plenary #4

### **58 ARRANGEMENTS, ONE SONG: TRANSFORMING LIVES**

June 26 | 11:00 – 11:45 AM | Grand Ballroom

The closing session brings us back to the purpose behind everything we do. While our work may look different across 58 counties, the impact is shared. Through powerful stories from our communities, this session highlights how the systems we build and the decisions we make create stability, dignity, and opportunity. In a year marked by policy shifts, operational pressures, and ongoing modernization, this conversation grounds us in our why – reminding us that when we move in rhythm together, we create meaningful change in real lives.

## Breakout (Jam) Sessions

Breakout Session #1

### **LEARNING THE ARRANGEMENT: FCED AND ALL THAT JAZZ!**

June 25 | 11:15 AM – 12:00 PM | Grand Ballroom

CARES/FCED is going live in October 2026! Join us for an engaging session on FCED implementation. We'll walk through how we got here, what's happening now and how counties can prepare for implementation later this year. You'll also get an inside look at CARES/FCED Production Simulation activity and the CalSAWS FCED tools and resources available to support successful implementation.

Breakout Session #2

### **RHYTHMS OF THE FRONTLINE: CONTACT CENTER INNOVATION**

June 25 | 11:15 AM – 12:00 PM | Terrace Room

Moving forward with rhythm and pace, Contact Center innovations are coming. This breakout session introduces a new Contact Center reporting solution along with changes to the Call Control Panel and Contact Center Workforce Management. Participants will be treated to a sneak peek into other innovations being evaluated and all areas that will make your Contact Center experience move and groove with the beat of innovation.

Breakout Session #3

### **MANAGING THE LINEUP: WORKLOAD ASSIGNMENT ( RELEASE 26.05)**

June 25 | 2:45 – 3:30 PM | Grand Ballroom

Join us for an insightful conversation for enhancements made as part of Workload Management – an operational revamp allowing workers and their supervisors extended capabilities to manage appointments and worker schedules. Spread across two phases, let us walk you through the changes delivered in May, what's coming in September and the OCM efforts that continue to support this.

Breakout Session #4

### **ABAWD IN TUNE: NAVIGATING POLICY, SYSTEMS, AND COUNTY IMPACT**

June 25 | 2:45 – 3:30 PM | Terrace Room

Step into a session where policy, systems, and county operations move in sync. CDSS will provide updates on ABAWD policy changes and the tools available to support counties. CalSAWS will highlight system enhancements, implementation progress, and resources supporting ABAWD functionality. Counties will close out the session by sharing how they prepare staff for go-live, including training approaches and best practices.

Breakout Session #5

### **HARMONIZING MEDI-CAL HR 1: POLICY, SYSTEMS, AND COUNTY PRACTICES**

June 26 | 10:00 – 10:45 AM | Grand Ballroom

This session highlights how DHCS, CWDA, CalSAWS, and counties are working together in harmony to implement key policy and system changes. Learn how the release roadmap; automation supporting Medi-Cal requirements and six-month redeterminations; and coordinated outreach and training efforts create a new score for implementing HR 1 changes.

Breakout Session #6

### **TIGHTENING THE TEMPO: PRACTICAL STRATEGIES FOR ERROR RATE REDUCTION**

June 26 | 10:00 – 10:45 AM | Terrace Room

Step into a session where policy, systems, and county operations move in sync. CDSS will provide updates on California's CalFresh Performance Error Rate (PER), including current trends and potential error rate reduction strategies. CalSAWS will highlight system enhancements, implementation progress, and resources aimed at improving CalFresh processing and reducing error rates. Counties will close out the session by sharing how they have prepared staff to improve CalFresh error rates, including training approaches, lessons learned, and best practices.

JPA and PSC Meetings

### **CALSAWS JPA MEMBER REPRESENTATIVES AND BOARD OF DIRECTORS MEETING AND PSC MEETING**

June 26 | 8:30 – 9:45 AM | Grand Ballroom

The semi-annual joint meeting of the JPA Member Representatives and Board of Directors will be held to conduct Consortium business, elect new Board and Project Steering Committee representatives, and provide updates on informational items. Immediately following, the Project Steering Committee will hold a meeting to elect the PSC Co-Chairs for the upcoming Fiscal Year 26/27.