

Appendix G 2026 CalSAWS Conference Debrief



Opening Session and Keynote

The opening session and keynote was appropriate in duration.

4.4

The opening session and keynote was relevant and engaging.

4.3

The opening session and keynote presenters were knowledgeable about the topic, and I felt I learned something new.

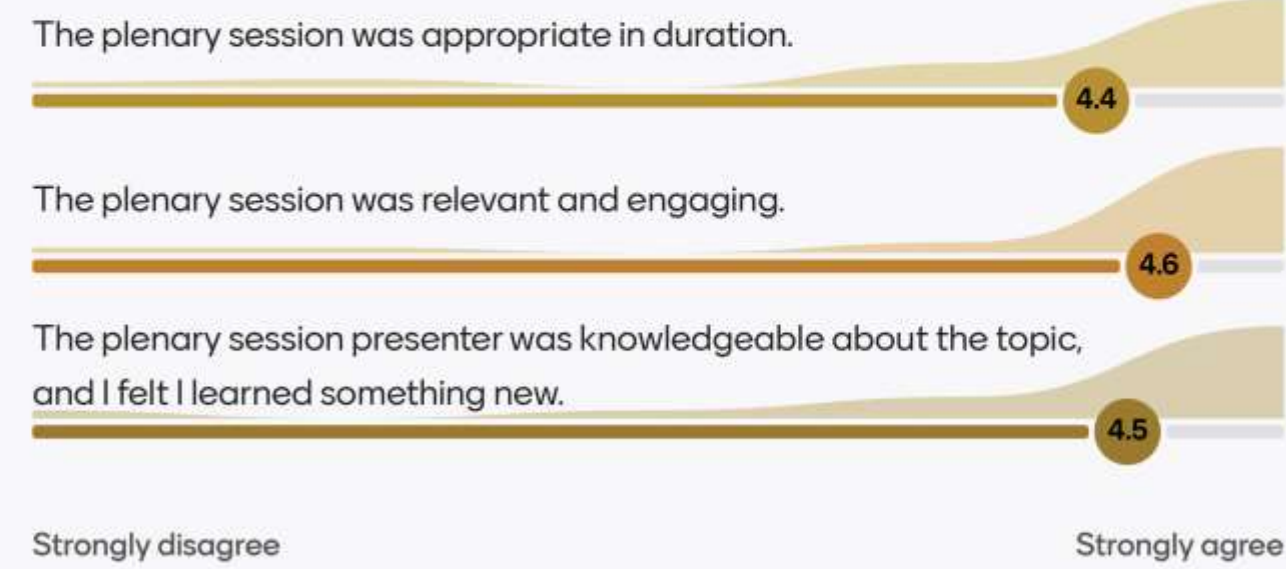
4.4

Strongly disagree

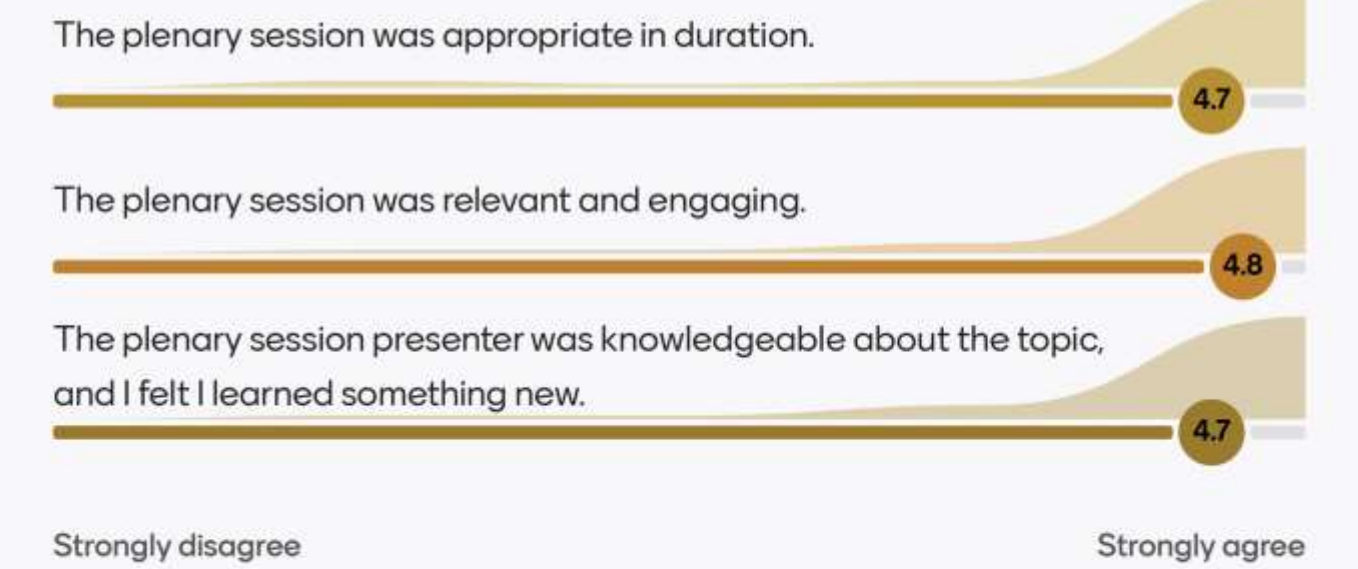
Strongly agree

Plenary Sessions

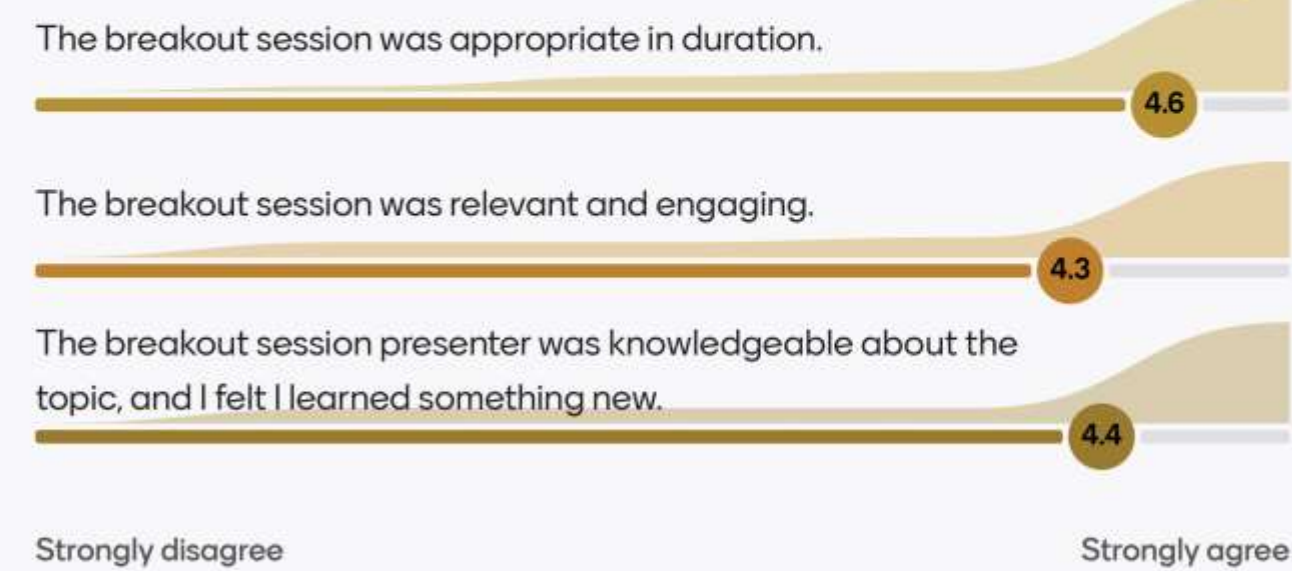
Plenary Session #1 - Data in Harmony: How Analytics is Helping us Hear the Whole Story



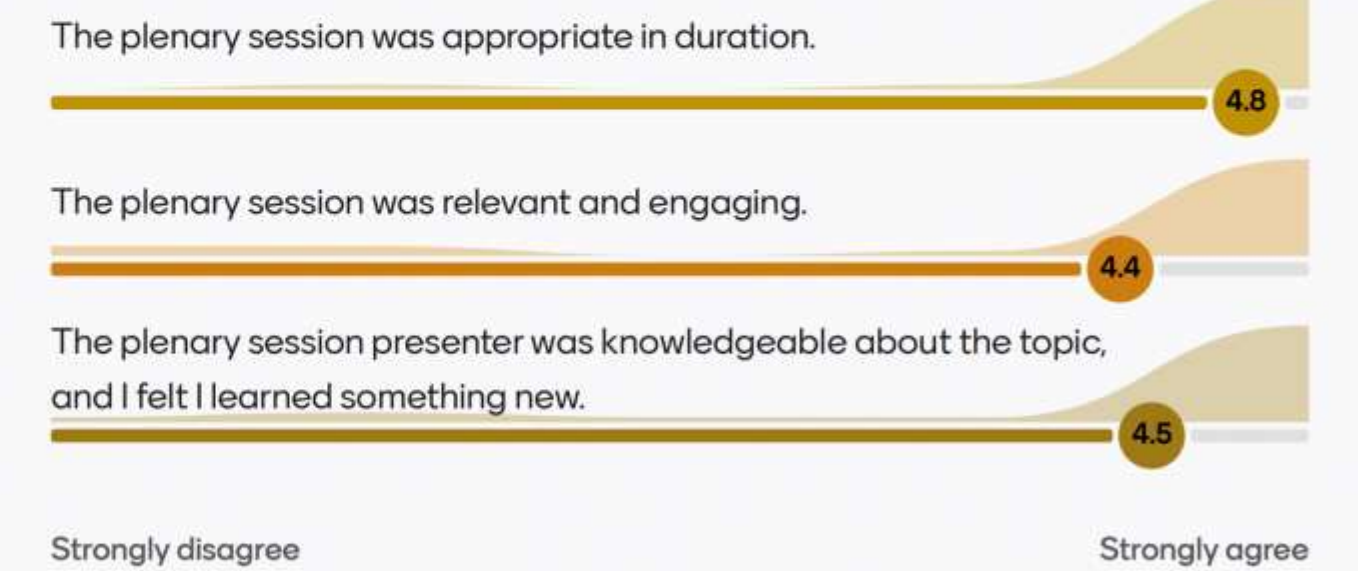
Plenary Session #2 - Listening Smarter: How GenAI is Supporting Better Service Outcomes



Plenary Session #3 - Remixing the Customer Experience: Truv in BenefitsCal

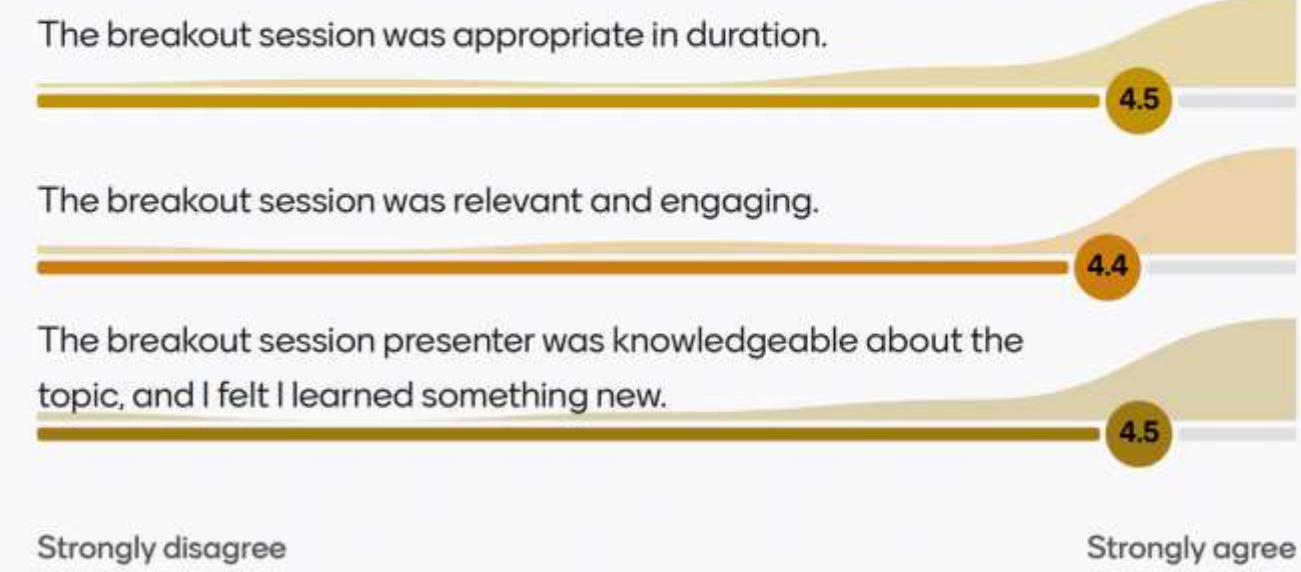


Plenary Session #4 - 58 Arrangements, One Song: Transforming Lives

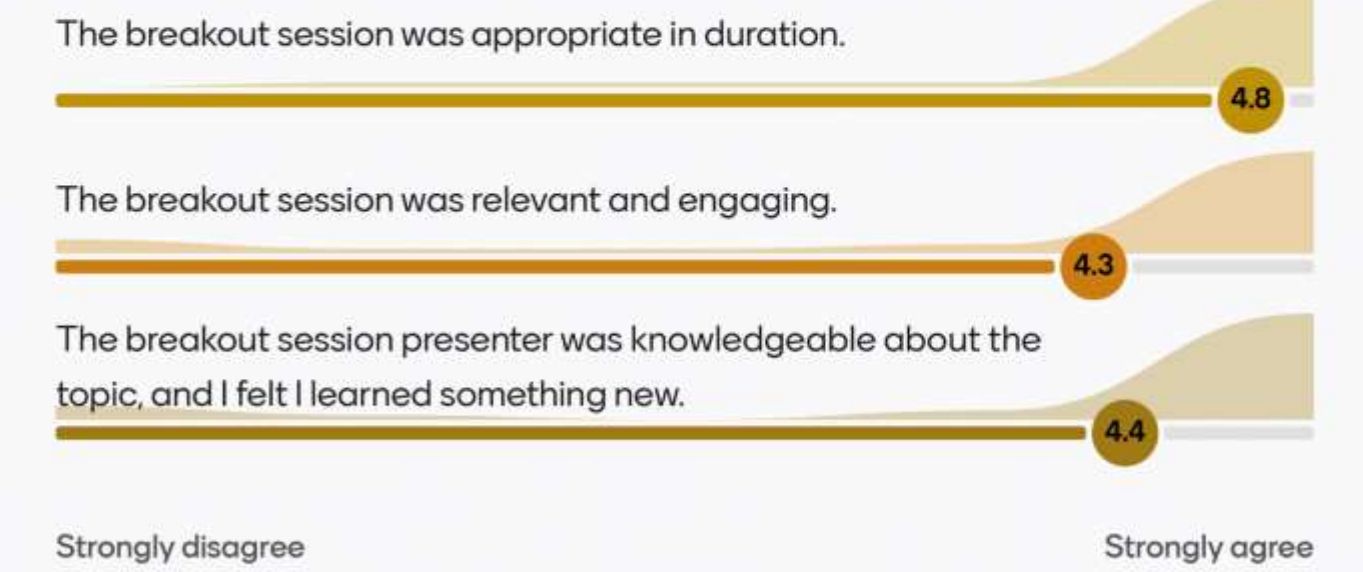


Breakout Sessions

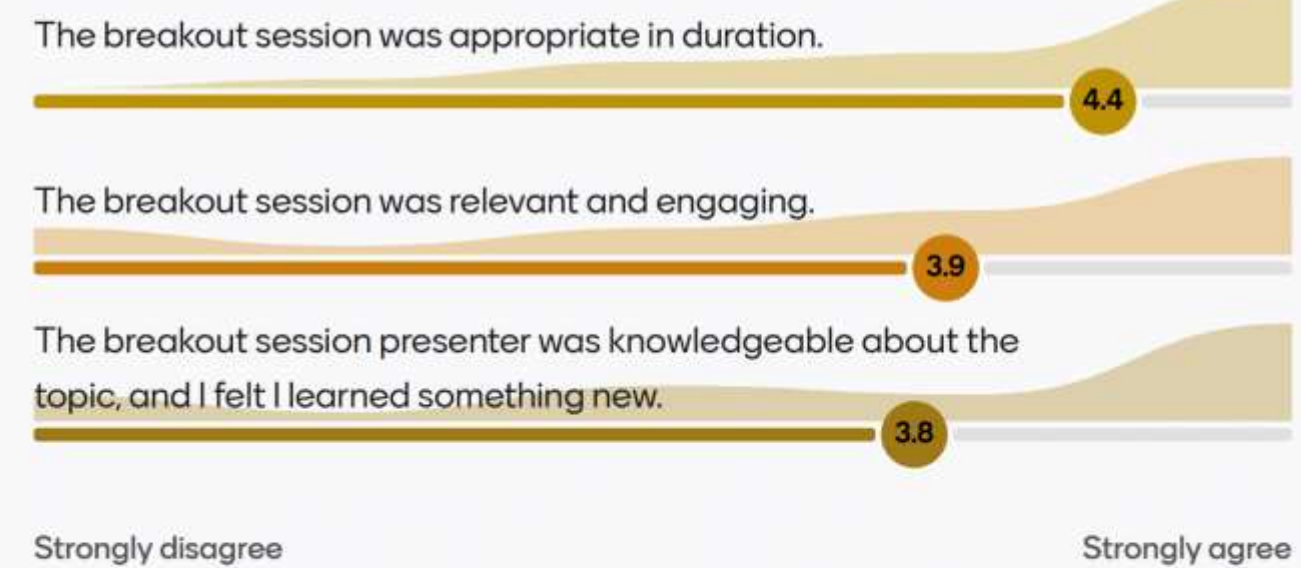
Breakout Session #1 - Learning the Arrangement: FCED and All that Jazz!



Breakout Session #2 - Rhythms of the Frontline: Contact Center Innovation



Breakout Session #3 - Managing the Lineup: Workload Assignment (Release 26.05)



Breakout Sessions

Breakout Session #4 - ABAWD in Tune: Navigating Policy, Systems, and County Impact

The breakout session was appropriate in duration.

4.4

The breakout session was relevant and engaging.

3.8

The breakout session presenter was knowledgeable about the topic, and I felt I learned something new.

3.8

Strongly disagree

Strongly agree



Breakout Session #5 - Harmonizing Medi-Cal HR 1: Policy, Systems, and County Practices

The breakout session was appropriate in duration.

4.7

The breakout session was relevant and engaging.

4.0

The breakout session presenter was knowledgeable about the topic, and I felt I learned something new.

4.2

Strongly disagree

Strongly agree



Breakout Session #6 - Tightening the Tempo: Practical Strategies for Error Rate Reduction

The breakout session was appropriate in duration.

4.6

The breakout session was relevant and engaging.

3.6

The breakout session presenter was knowledgeable about the topic, and I felt I learned something new.

3.7

Strongly disagree

Strongly agree

