NEW PATHS

NATIONAL ELIGIBILITY WORKERS
PROFESSIONALS ASSOCIATED THROUGH HUMAN SERVICES

Annual Conference



NEW VISION NEW PATHS
DOUBLE TREE HOTEL
ROHNERT PARK, CA

Our Values

Integrity, Creativity, Teamwork, and Commitment to Service.

Purpose

The California State Chapter of NEW: Paths, as a professional and education organization, has the role of establishing standards of ethical conduct for Human Services professionals in California. This organization represents the combined professional judgment of all its members. It is our purpose to:

- Focus on California specific concerns for Human Services Professionals
- Promote professional identity and integrity
- Set, maintain, and exemplify professional standards and ethics
- Provide a professional networking arena for Human Services Professionals
- Encourage and sponsor professional education
- Encourage and support local chapters in California
- Support the NEW: PATHS National Association

Mission Statement

The Mission of the California State Chapter of the National Eligibility Workers Association: Professionals Associated Through Human Services (NEW: PATHS) is to strengthen the Human Services Professional through education, collaboration and promotion of growth and development

The association is not:

- A labor union nor affiliated with any labor union
- Involved in labor contract negotiations
- A participant in personal disputes

Like us, Follow us, Tweet us during the conference

- www.calnew.org
- www.facebook.com/calnewpaths
- instagram.com/calnewpaths#
- Twitter: @calnewpaths

WELCOME



We’re so happy to see you!

The time has finally come for another wonderful conference and we're excited that you've chosen to join us. As I sit back and reflect at what 2019 brought us, I think about the many ups and downs, challenges, and overwhelming community triumphs that occurred; from the SSI Cash Out to MAGI Open Enrollment. As we hold our 2020 conference here in Sonoma County, I am in awe of how tough and diligent this County and surrounding areas are. The fires that have tried to destroy this area did not prevail. Yes, there were some losses but as we work with the wonderful people in the area, I see a County that has not been weakened but strengthened. As a community they have come together, and are taking the time to heal, recover, and come back stronger. Thank you, to all who have somehow been affected by the fires of this beautiful County and still show compassion and empathy by helping others. I hope that this conference provides a platform for you to see how thankful the State board is of you and this conference is used as a launching pad to an extraordinary year.

To show we are listening to your requests from our evaluations from each conference, we have extended this year’s conference by half a day. You asked for more opportunities for program workshops; we hope this extra half a day will provide you with that opportunity. We will again have the Director’s Panel; we see that the information is received with great interest and we will continue to provide opportunities for new and perhaps clarifying information to be shared. We also have the “Pathway to Success,” to give you the chance to interact and get your questions answered/clarified or taken back for review, from the representatives of the State. Make sure you pay attention to your path and follow it closely.

We’re glad again this year to have Dan “The Welfare Man” Witherell with us, with all of his enthusiasm and knowledge for our programs and attendees. Thank you for all that you do for us each year!

Hopefully you all will leave here refreshed, with new networking contacts, catch up with previous friends from different areas, and share with your Counties the extraordinary information given to you at this year's conference.

In closing, one of my goals as your State Chapter President is to try to ensure that the State Board and I are transparent and approachable, so make sure you get to know us and spend some time with us, we're lot of fun. I look forward to seeing you at the President’s Reception. Maybe you’ll get to see me do something out of my comfort zone (make sure to get it on video or via picture and post it to our Facebook page for evidence haha).

Once again welcome to our 2020 California State Conference, and I hope you enjoy all we have to offer this year.

General Information
The State Board is excited to present the 31st Annual NEW PATHS Training Conference. Here are your current State Board Members:

Michael Callegri – President *San Joaquin County*	Phil Fincher *Member-at-Large*	Silvia Acevedo *Sonoma County*
Tomeka Runner – Vice President *San Joaquin County*	Andres Rosario *Alameda County*	James Juanitas *Member-at-Large*
Teneisha Runner – Secretary *Stanislaus County*	Ana Carlson *Sacramento County*	Sophia Hicks *Sacramento County*
Gwen Gregg – Treasurer *San Bernardino County*	Shahid "Mo" Mohammed *Sacramento County*	Amy Lee *San Joaquin County*

Registration:
All conference attendees are required to register; NAME BADGES MUST BE WORN AT ALL CONFERENCE FUNCTIONS.

Workshops:
Be prompt. Workshops start on time. If the workshop seats are filled, you will need to attend an alternate workshop. Once seated in a workshop, please remain to its conclusion.

Moderators:
Volunteers are needed to assist in moderating workshops. Duties include introducing presenters and collecting evaluations. To volunteer, attend the First Timers/Moderator Orientation.

Photography and Videotaping:
General and workshop sessions may be videotaped, and conference coordinators will be taking photos throughout the conference. Video and photos will be used for promotion and could be posted on the website. If you do not want your photo or video taken, please inform the photographer and/or videographer.

Questions:
If you have questions or need assistance during the conference, a NEW: PATHS Board Member can be found at the registration desk to assist you.

Other Information:
Hotel parking has been reduced to $5 per day and Wi-Fi for all rooms is complimentary.

CONFERENCE OVERVIEW

Tuesday, January 21, 2020

Time	Event Workshop	
11:00am-5:00pm	Registration and Vendors	Foyer
11:00am-5:00pm	Silent Auction	Foyer
11:30pm-12:15pm	First Timers and Moderator Orientation	Bodega/Cotati
1:00pm-3:00pm	**OPENING CEREMONIES** • Posting of the Colors • National Anthem • Welcome, Michael Callegri, President • Business Meeting • Keynote: Dan Witherell • Andy Padilla, Health Net	Salon III-IV
3:00pm-3:30pm	***Break and Vendors***	
3:30pm-5:00pm	**WORKSHOP BREAKOUTS**	
	Life After MAGI	Salon 1
	Building Self-Confidence: Preparing Yourself for Success	Salon II
	Social Media and the Workplace	Sonoma
	Redefining Public Space Through Art and Civic Engagement	Santa Rosa

Wednesday, January 22, 2020

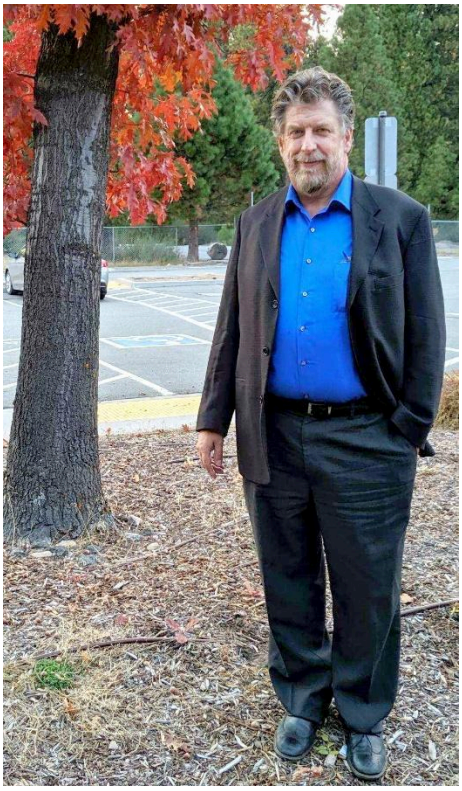
Time	Event Workshop	
7:00am-5:00pm	Registration and Vendors	Foyer
7:30am-5:00pm	Silent Auction	Foyer
7:00am-7:45am	First Timers/Orientation	Bodega/Cotati
8:00am-9:30am	**PROGRAM UPDATES,** **BY STATE DIGNITARIES** CalWORKs Early Engagement and Eligibility - Elaine Ward Welfare to Work - Damien Ladd CalFresh - Kathy Yang Medi-Cal - Sandra Williams Child Care - Jigna Shah Automation - Raquel Givon Housing - Marta Galan	Salon III-IV
9:30am-9:50am	***Break and Vendors***	
9:50am-12:00pm	**ROAD TO SUCCESS – GET YOUR ANSWERS!** **From California State Subject Matter Experts** CalWORKs, Welfare to Work, Child Care	Salon I

	CalFresh	Salon II
	Medi-Cal, CalHEERs	Sonoma
	Housing, Automation	Santa Rosa
12:00pm-1:30pm	***Networking Lunch***	***Vineyard***
1:30pm-3:00pm	**WORKSHOP BREAKOUTS**	
	ABAWD and Work Registration in CalFresh Program	Salon I
	Professional Goal Setting for Success	Salon II
	CalSAWS Coming to a County Near You!	Sonoma
	Introduction to Motivational Interviewing	Santa Rosa
3:00pm-3:30pm	***Break and Vendors***	
3:30pm-5:00pm	**WORKSHOP BREAKOUTS**	
	ABAWD and Work Registration in CalFresh Program	Salon I
	Professional Goal Setting for Success	Salon II
	CalSAWS Coming to a County Near You!	Sonoma
	Social Media and the Workplace	Santa Rosa
7:00pm-9:30pm	***Presidents Reception – Eligibility Expert Game***	***Vineyard***

Thursday, January 23, 2020		
Time	**Event Workshop**	
7:00am-5:00pm	Registration and Vendors	Foyer
Time	**Event Workshop**	
8:30am-10:00am	**WORKSHOP BREAKOUTS**	
	Department of Managed Health Care Overview	Salon I
	Knock Your Socks Off Service for Eligibility Workers	Salon II
	Come on Down! Boost your Training and Learning with Games	Sonoma
	Redefining Public Space Through Art and Civic Engagement	Santa Rosa
10:00am-10:30am	***Break and Vendors***	
10:30am-12:00pm	**WORKSHOP BREAKOUTS**	
	Department of Managed Health Care Overview	Salon I
	Knock Your Socks Off Service for Eligibility Workers	Salon II
	Compliance with the National Voter Registration Act	Sonoma
	SNAP Farmers Market Initiative: Increasing CF and Market Match Sales	Santa Rosa
12:00pm-1:00pm	***Box Lunch Provided with Interactive Activity***	***Vineyard***
1:00pm-2:30pm	CalWORKs Assistance Units-A new perspective	Salon I
	Taskmaster Magic-Taming Time & Task Saturation Once and For All!	Salon II
	Come on Down! Boost your Training and Learning with Games	Sonoma

	Introduction to Motivational Interviewing	Santa Rosa
2:30pm-3:00pm	***Break and Vendors***	
3:00pm-4:30pm	**WORKSHOP BREAKOUTS**	
	CalWORKs Assistance Units-A new perspective	Salon I
	Taskmaster Magic-Taming Time & Task Saturation Once and For All!	Salon II
	Retirement Can Still Happen	Sonoma
	High Error Rates and Trends: The Intersection between Eligibility and QC	Santa Rosa

Friday, January 24, 2020		
Time	**Event Workshop**	
7:00am-10:30am	Registration	
7:15am-8:15am	***Breakfast Buffet***	***Vineyard***
8:30am-10:00am	**WORKSHOP BREAKOUTS**	
	Life After MAGI	Salon I
	High Error Rates and Trends: The Intersection between Eligibility and QC	Salon II
	Retirement Can Still Happen	Sonoma
	In-Home Supportive Services Basics and Interactions with Medi-Cal & Calfresh	Santa Rosa
10:00am-10:30am	***Break and Vendors***	
10:30am-12:00pm	**CLOSING CEREMONIES**	Salon III & IV
	Keynote: John Tillman	



OPENING KEYNOTE

Dan Witherell
UC Davis Instructor

A new vision-what path will you take?

Over the past 35 years Daniel Witherell has participated in and been witness to the evolution of eligibility work as a profession. In an atmosphere of increasing polarization and hostility towards those vulnerable and needy populations eligibility professionals can provide the counterbalance to those who seek help in the journey to self-sufficiency as well as those simply seeking to improve their health and overall quality of life. As agencies and individuals, we are continually faced with choices as to which path we choose in this profession, to simply meet the technical requirements or to strive for more.

In a society where our work is often unappreciated and undervalued by many it is important to stay true to the hope, the enthusiasm and the values that not only attracted us to this profession in the first place but has provided us the fuel to keep moving forward to accomplish what we set out to do while at the same time increasing our sense of accomplishment and job satisfaction.

BIO: Dan Witherell is an instructor and consultant with the Center for Human Services, UC Davis. Daniel has 35 years of experience in the training and administration of the CalWORKs, CalFresh, and Medi-Cal programs. Daniel has provided training on the county, state and national level in the above program areas as well as Interviewing, Fraud, Supervision. Daniel is the recipient of both the UC Davis Outstanding Teacher award and the NEW PATHS Lifetime Achievement award.



Closing Keynote:

John Tillison
Author, speaker, business trainer, and flight instructor

"Ignite Your Afterburners – How to Pull Out of a Workplace Nosedive"

Get ready to fly! John Tillison is about to help you covert boredom, burnout and time-robbing distraction into an inspiring, solution-driven pilot skill set. His high-energy presentation will take you on a journey of change and challenge. A journey that will help you better negotiate today's sometimes turbulent and unpredictable workplace.

BIO: John Tillison is an author, speaker, business coach, and flight instructor. John holds a Bachelor of Science in Business Administration and possesses an Airline Transport Rating. Besides having amassed over 10,000 hours of accident-free flying, he has won multiple speaking awards, and been published in Europe, Africa, Australia, and the United States. His high-energy presentations come from an unusual classroom: An aircraft cockpit! John uses a spirited mixture of humor, high energy, and practical but time-tested solutions to help people improve their workplace environment.

Program Updates

State representative will provide a high-level presentation on our program's growth and changes on CalWORKs, CalFresh, Covered CA, Medi-Cal and CWDA. This will take place as a large panel of representatives with a questions and answers section if time permits.

Presenters:

CalWORKS Early Engagement and Eligibility

Elaine Ward currently serves as the Chief of the CalWORKs Early Engagement, Eligibility and Tribal TANF Bureau, under the Family Engagement and Empowerment Division, at the California Department of Social Services (CDSS). In this capacity she is responsible for providing state level leadership and oversight of CalWORKs Eligibility and California's Tribal TANF program. Before serving in state government, Elaine had sixteen years county government experience, having served as Sacramento County's CalWORKs, Employment Services Program Specialist and Subject Matter Expert.

Elaine was born in California, raised in the Bay Area and has lived in Sacramento for the past 30 years. She graduated with honors from California State University, Sacramento with a bachelor's degree in Psychology, has a background in early childhood education and is inspired to make a positive difference in the lives of children.

Medi-Cal

Sandra Williams (Sandie) has been the Medi-Cal Eligibility Division Chief for the Department of Health Care Services since December 2015. The Medi-Cal Eligibility Division works directly with counties, CWDA, CalHEERS, Covered CA, SAWS, and a variety of stakeholders within the Medi-Cal Program. Born in Modesto, California, Sandie was hired in 1991 as a Medi-Cal Eligibility Worker with the Community Services Agency of Stanislaus County. Sandie spent many years as a Program Training Supervisor, Medi-Cal Coordinator/Manager, and Health Care Reform Project Lead. Sandie served on numerous county and state workgroups, including the County Welfare Directors Association Medical Care Committee. During her career, she developed and implemented such programs as 1931(b), Quarterly Reporting, TANF ECF Subsidized Employment, Task Based Case Management, and HCR/MAGI Medi-Cal. As the county's Health Care Reform Project Lead, Sandie served on the ACA Training Advisory Committee, and launched the county's ACA Regional Call Center. Her program experience includes: Medi-Cal, CalFresh, CalWORKs, GA, and WTW.

CalFresh

Kathy Yang joined the CalFresh and Nutrition Branch at the California Department of Social Services in October 2018. As a CalFresh manager specialist, she focused on the coordination and implementation of expanding CalFresh to Supplemental Security Income/State Supplemental Payment recipients which had a huge impact on the older adult and people with disabilities population. Prior to joining the California Department of Social Services, Kathy worked for a local nonprofit organization supporting efforts aimed toward providing social services and health education through youth programming.

Welfare to Work

Damien Ladd is currently the Chief of the CalWORKs Engagement Bureau within the Family Empowerment and Engagement Division at the California Department of Social Services, responsible for ongoing oversight of the CalWORKs Welfare-to-Work program. Damien has been actively involved in deliberations and negotiations that resulted in significant changes to the CalWORKs program, including the enactment of a new, comprehensive client-engagement process and the subsequent development of the On-line CalWORKs Appraisal Tool, known as OCAT. Prior to his work in

the area of welfare to work programs, Damien held several other positions both at the California Employment Development Department and the Department of Social Services, where he began work in 2006.

Child Care

Jigna Shah is Chief of the Child Care and Intergenerational Services Bureau at the California Department of Social Services (CDSS). Jigna and her team manage the CalWORKs Stage One Child Care subsidy program, the Emergency Child Care Bridge, the CalWORKs Home Visiting Program, and other whole family approaches to addressing poverty. Jigna has worked in the field of early education policy for nearly two decades, working with city and county human service agencies, local childcare resource and referral programs, local planning departments, and other organizations working towards the well-being of children and families in California.

Automation

Raquel Givon oversees the Automation and Client Initiatives Bureau within the Family Empowerment and Engagement Division at the California Department of Social Services. Rocky has been with CDSS for over twelve years and has been the Automation Bureau Chief for the last four years. Her current portfolio includes the EBT project, the Statewide Automated Welfare Systems (SAWS), the Statewide Verification Hub project, and MEDS Modernization. In addition to these automation projects, Rocky and her team also oversee a number of statewide stakeholder engagement efforts.

Housing

Marta Galan is the Unit Manager of the Homeless Children and Families Unit in the CDSS Housing and Homelessness Bureau, where she is responsible for the development, implementation, and management of three prominent homelessness programs administered through local county welfare departments (CWD) across the state. In her CDSS capacity, Marta also provides support and technical assistance to state-level homelessness efforts including the Homeless Management Information System Subcommittee of the Governor's Homeless Coordinating and Financing Council. Before joining CDSS, Galan was a program analyst for homelessness programs administered by the San Francisco Human Services Agency. She earned a Master of Public Policy degree and Master of Social Welfare degree from the University of California, Berkeley and Bachelor's degree from the University of Washington.

ROAD TO SUCCESS – GET YOUR ANSWERS!

During this time, you will have the opportunity to ask subject matter experts from the State of California questions regarding policy for the programs that you administer.

CalWORKs

Rudy Gloria - CalWORKs Eligibility
Rudy Gloria is a policy manager within the CalWORKs & Family Resilience Branch at the California Department of Social Services. Prior to his current position, he held eligibility and employment Services worker, supervisor and Fair Hearings appeals roles at Contra Costa County Employment & Human Services and Solano County Health & Human Services. His program experience includes CalWORKs, Welfare to Work, CalFresh, Medi-Cal, General Assistance and CMSP.

Shawn Dorris - CalWORKs Eligibility
Shawn is a CalWORKs policy manager with the California Department of Social Services. She has been with the department for 22+ years, specializing in AFDC, CalWORKs and Tribal TANF during her career. She has been the forms and Notices of Action (as well as "Turner") expert for the Eligibility Bureau for most of her career in the department. She also has a background in acute psychiatric care, mental health behavioral treatment specializing in behavior modification and crisis intervention. Shawn currently oversees the regulatory areas for child support and mandatory inclusion as well as other areas. She was the mandatory inclusion, minor parent, non-citizen and income regulation area specialist as an analyst.

Octavio Galvan – CalWORKs Overpayments
Octavio Galvan is a Policy and Program Analyst in the CalWORKs Early Engagement & Eligibility Bureau at the California Department of Social services. He has performed analytical activities including reviewing and analyzing state and federal legislation; drafted state regulations and legislation; implemented state law changes; consulted with county partners on policy; and formulated policy changes in the CalWORKs program. Octavio received his Master's in Public Administration with an emphasis on public policy from San Francisco State University and a BA in Criminal Justice from CSU San Bernardino.

Rose O'Connor – CalWORKs Eligibility
Rose O'Connor is a CalWORKs policy manager in the CalWORKs and Family Resilience Branch of the California Department of Social Services. She began her state career as a program analyst in the Automation, Integrity, and Client Initiative bureau where she was responsible for analyzing SAWS project deliverables and tracking policy and automation issues identified by internal and external stakeholders. She later became the program analyst overseeing the Refugee School Impact program where she worked with multiple school districts across the state. She has been with the department for over five years. Prior to joining state service, she worked as a Human Services Specialist in Sacramento County for over twelve years.

Jeannie McKendry – CalWORKs Homeless Assistance
Jeannie McKendry has been a program and policy analyst in the CDSS Housing and Homelessness Bureau for the last three years, where she works on implementing program and policy changes, evaluating program design, and providing technical assistance to the counties on the CalWORKs Homeless Assistance program (HA), the CalWORKs Housing Support Program (HSP), and the Bringing Families Home program (BFH). Jeannie serves as the primary program and policy expert for permanent and temporary HA. Prior to joining the Housing and Homelessness Bureau, Jeannie was a

policy analyst in the CDSS CalWORKs Eligibility Bureau for ten years. She has a bachelor's degree from UC Davis in Political Science and Anthropology.

CalFresh

Kathy Yang – CalFresh Eligibility
Kathy joined the CalFresh and Nutrition Branch at the California Department of Social Services in October 2018. As a CalFresh manager specialist, she focused on the coordination and implementation of expanding CalFresh to Supplemental Security Income/State Supplemental Payment recipients which had a huge impact on the older adult and people with disabilities population. Prior to joining the California Department of Social Services, Kathy worked for a local nonprofit organization supporting efforts aimed toward providing social services and health education through youth programming.

Sue Thao – CalFresh Eligibility
Sue joined the CalFresh and Nutrition Branch at the California Department of Social Services (CDSS) in October 2016. As the Quality Control & Improvement Manager, she leads a team that conducts quality control (QC) reviews and re-reviews along with providing oversight to the 19 Performance Measurement County (PMC) QC teams throughout the State. Prior to joining CDSS, Sue worked for a private organization ensuring compliance within pharmacy management and also has an extensive career with Fresno Housing Authority within the Program Integrity division.

Medi-Cal Eligibility

Sandra Williams - Medi-Cal Eligibility
Sandra (Sandie) Williams is the Medi-Cal Eligibility Division Chief for the Department of Health Care Services (DHCS). The DHCS Medi-Cal Eligibility Division works directly with counties, County Welfare Directors Association (CWDA), CalHEERS, Covered CA, Statewide Automated Welfare System (SAWS), and a variety of Stakeholders within the Medi-Cal Program.

Born in Modesto, California, Sandie was hired in 1991 as a Medi-Cal Eligibility Worker with the Community Services Agency of Stanislaus County. Sandie spent many years as a Program Training Supervisor, Medi-Cal Coordinator/Manager, and the Affordable Care Act (ACA) Health Care Reform Project Lead. During her career, she developed and implemented many social services initiatives. Her program experience includes: Medi-Cal, CalFresh, CalWORKs, General Assistance, and Welfare to Work.

Brooke Hennessy - Medi-Cal Eligibility
Brooke Hennessy is the Chief of the Financial Eligibility Unit of the Policy Development Branch within the Medi-Cal Eligibility Division of the Department of Health Care Services, specializing in eligibility for Non-MAGI Medi-Cal programs. She and her team of policy analysts research and respond to inquiries from counties and other stakeholders, draft written policy guidance, analyze proposed legislation, and implement new Medi-Cal policies.

Prior to joining DHCS, she worked in the legal field in the practice areas of bankruptcy and civil litigation. Brooke holds Bachelor of Arts degrees in English and Political Science from University of California, Davis, and a Juris Doctor from University of Pacific, McGeorge School of Law.

Theresa Hasbrouck - Medi-Cal Eligibility
Theresa Hasbrouck is the Section Chief for the Policy Development Branch, housed in the Medi-Cal Eligibility Division of the Department of Health Care Services. Theresa oversees a section of Medi-Cal Financial Eligibility Unit Chiefs, Health Program Specialists, and Program Analysts who implement new Medi-Cal policies enacted into law by the legislature,

draft policy guidance for counties, research and respond to Medi-Cal inquiries from stakeholders and beneficiaries, and serve as subject matter experts for functional changes to eligibility systems.

Before her transition to the Department of Health Care Services, Theresa was an Eligibility Supervisor for the Stanislaus County Community Services Agency. Theresa was instrumental in all aspects of the implementation of the Affordable Care Act in Stanislaus County. Theresa directed the development of educational materials, the drafting of policies and procedures, and collaborated with stakeholders in the community to ensure a seamless transition to coverage.

Workshop Descriptions and Presenters Biographies

ABAWD and Work Registration in CalFresh Programs
Presenter: Dan Witherell
Description: This workshop explores additional work requirements for applicants and participants who meet the definition of able-bodied adults without dependents (ABAWD).
Topics include definition of able-bodied adult without dependents, tracking the 36-month period, work requirements, distinguishing work registration requirements from work requirements
As a result of this workshop participants understand key concepts associated with work registration and work requirements and can apply those concepts to specific cases.

Daniel Witherell is an instructor and consultant with the Center for Human Services, UC Davis. Daniel has 35 years of experience in the training and administration of the CalWORKs, CalFresh, and Medi-Cal programs. Daniel has provided training on the county, state and national level in the above program areas as well as Interviewing, Fraud, Supervision. Daniel is the recipient of both the UC Davis Outstanding Teacher award and the NEW PATHS Lifetime Achievement award.

Building Self-Confidence: Preparing Yourself for Success
Presenter: Adrienne S. Lawson
Description: Self-confidence is extremely important in almost every aspect of our lives, yet so many people struggle to find it. Sadly, this can be a vicious circle: People who lack self-confidence can find it difficult to become successful. After all, most people are reluctant to back a project that's being pitched by someone who was nervous, fumbling, and overly apologetic. On the other hand, you might be persuaded by someone who speaks clearly, who holds his or her head high, who answers questions assuredly, and who readily admits when he or she does not know something. The good news is that self-confidence really can be learned and built on. This workshop will unveil simple solutions to build your own self-confidence or build the confidence of people around you, it’s well-worth the effort!

Dr. Adrienne Lawson has worked in higher education for over 25-years. Her research interest is broad in scope, which includes climate and culture change in organizations, gender and identity differences; faculty, staff and student equity, diversity and inclusion. Adrienne is an expert in unconscious bias training, restorative justice practices, diversity, cultural sensitivity, and diversity recruitment/retention strategies. She has provided numerous professional development workshops to physician/faculty, nurses, residents, students and the community. In addition, Adrienne has been the keynote speaker at numerous conferences on equity, diversity and inclusion related topics.

CalSAWS Coming to a County Near You!
Presenters: June Hutchinson and Michele Peterson
Description: This workshop provides an update on the California Statewide Automated Welfare System (CalSAWS) development and implementation project.

June Hutchison is the Customer Engagement Director for CalSAWS. June has worked for San Bernardino County for over 30 years during which time she has held several positions in the county and at CalSAWS (C-IV) including Eligibility Worker,

Training Instructor, Program Specialist I and II, Regional Project Manager (C-IV), Deputy Director, and Migration Planning Manager (CalSAWS). June has experience in all aid programs, Call Centers, Customer Web Portal and Mobile applications and Imaging.

Michele Peterson is the Policy Manager for CalSAWS. Michele has worked for San Bernardino County Health and Human Services since 1992 and has worked at the C-IV Project since 2003. As a CalSAWS Policy Manager, she represents the CalSAWS counties in the areas of policy changes and application development

CalWORKs Assistance Units – A New Perspective

Presenters: Rudy Gloria, Daniel Witherell and Lori Catuto

Description: This interactive session will review and examine the factors involved in developing proper filing and assistance units based on recent guidance from CDSS, including discussions on how to apply these rules within the growing diversity of applicants and recipients. Examples will be used with state and county staff available to answer questions on changes being made.

By the end of this workshop, participants will be able to:

- Identify mandatory and optional household members in the Filing and Assistance Units;
- Understand how changes in family circumstances due to income and new household members impact who is eligible to CalWORKs;
- Explain Child Support Payment Opt-In (SB 380) eligibility

Bio Rudy Gloria is a policy manager within the CalWORKs & Family Resilience Branch at the California Department of Social Services. Prior to his current position, he held eligibility and employment Services worker, supervisor and Fair Hearings appeals roles at Contra Costa County Employment & Human Services and Solano County Health & Human Services. His program experience includes: CalWORKs, Welfare to Work, CalFresh, Medi-Cal, General Assistance and CMSP.

Daniel Witherell is an instructor and consultant with the Center for Human Services, UC Davis. Daniel has 35 years of experience in the training and administration of the CalWORKs, CalFresh, and Medi-Cal programs. Daniel has provided training on the county, state and national level in the above program areas as well as Interviewing, Fraud, Supervision. Daniel is the recipient of both the UC Davis Outstanding Teacher award and the NEWPaths Lifetime Achievement award.

Lori (Lady) Catuto has worked for Tulare County for the past 33 years, 19 of those years as the CalWORKs Program Specialist. As a Program Specialist it is Lori's responsibility to provide policy guidance to Self Sufficiency Staff with regard to the CalWORKs program.

Come on Down! Boost our Training and Learning with Games

Presenter: Marcos Villanueva

Description: What was it like when you were trained to be an eligibility worker? Well this workshop is designed to help those who train others or would like to train others by synthesizing the traditional “lets read from the manual" with something more memorable. Games! In this workshop we will discover different approaches to learning using games, learn about free resources available to build games, and most importantly play some games. Let’s Play!

Marcos Villanueva started working is Social Services in 2013. He has worked for Health and Human Services in three counties: Calaveras, Solano and Marin County. He brings to us his experience as an Eligibility Worker, CPS Social Worker, and Staff Trainer.

Compliance with the National Voter Registration Act

Presenters: Rachelle Delucchi, Lisa Alarcon & Paula Ritter

Description: The National Voter Registration Act (NVRA) aims to increase the political participation of populations that have historically been underrepresented in our democracy. Public assistance agencies and offices primarily serving people with disabilities have a responsibility under the NVRA to provide voter registration opportunities to clients. Learn

when and how to comply with the NVRA. Discussion includes state and federal requirements as well as best practices for your agency. A question and answer session will follow.

Rachelle Delucchi has been an Elections Counsel in the Elections Division of the California Secretary of State's office since 2009, working on a variety of elections related topics. Prior to working in the Elections Division, Ms. Delucchi worked in the Business Program Division of the Secretary of State's office, and as an attorney in private practice.
Lisa Alarcon serves as Special Counsel to California Secretary of State Alex Padilla and provides assistance in various areas, including working with voter registration agencies designated under the National Voter Registration Act (NVRA). Prior to joining the Secretary of State's office, Ms. Alarcon served as Tax Counsel in the Settlement Bureau of the California Department of Tax and Fee Administration.
Paula Ritter spent the last 25 years in the private sector, working in Accounting and Finance with an emphasis on reporting and compliance. Paula is excited to join the Secretary of State's Office, working with the National Voter Registration Act to promote voter registration and to see democracy at work.

Department of Managed Health Care Overview
Presenters: Mary Watanabe & Lezlie Micheletti
Description: The workshop will provide an overview of the California Department of Managed Health Care (DMHC), the state agency responsible for protecting the health care rights of over 26 million consumers and the regulation and oversight of most health care service plans in California, including those participating in Medi-Cal Managed Care, Covered California and the commercial market. The workshop will include an overview of the mission, role and functions of the DMHC. Participants will also learn about the DMHC Help Center, which serves as a resource to help consumers understand their health care rights and resolve complaints with their health plans.

Mary Watanabe, DMHC Deputy Director, Health Policy and Stakeholder Relations -
Responsible for fostering proactive and effective relations between the DMHC and its stakeholders, while serving as primary advisor to the Director on critical issues and providing strategic planning and policy direction on emerging issues and industry trends. Prior to her appointment Mary served as Deputy Director for the Sales Division at Covered California, where she oversaw the implementation of the Navigator Grant Program, the Outreach and Education Grant Program and the community partner engagement to educate consumers and small business owners about the health care options available through Covered California.
Lezlie Micheletti, DMHC Health Program Specialist, Health Policy and Stakeholder Engagement -
Responsible for conducting outreach and education to consumers and stakeholders about the DMHC and the Help Center, promoting how the department can assist consumers with health care issues and ensure managed care patients receive the medical care and services to which they are entitled. She previously served in the Sales Division at Covered California as the Program Manager of the Navigator, the Outreach and Education, and the Provider Education Grant Programs. Lezlie worked with community-based organizations and small businesses to ensure Californians were enrolled in affordable healthcare.

High Error Rates and Trends: The Intersection between Eligibility and QC
Presenters: Chris Alivio, Choua Lor, Sue Thao, Lucy Ruiz, Tami Gutierrez
Description: The California Department of Social Services (CDSS) State Quality Control (QC) team will be facilitating discussions around high error rates related to payment accuracy and data trends from QC reviews. Random attendees will be selected to participate during this interactive 90-minute workshop. Please bring your thinking caps on as it will take all of us to bring error rates in California down to acceptable levels.

Chris Alivio currently serves as the Section Chief of CalFresh Quality control at CDSS. He leads a team that conducts QC reviews and re-reviews/oversees the19 performance measurement county (PMC) QC teams throughout the State. He is the main SNAP QC representative of California when communicating with our federal partners at FNSQC and state

colleagues nationwide. For this workshop, he is joined by his three managers, Choua Lor, Sue Thao, and Lucy Ruiz, along with his CalFresh Operations Bureau Chief, Tami Gutierrez.
Sue Thao joined the CalFresh and Nutrition Branch at the California Department of Social Services (CDSS) in October 2016. As the Quality Control & Improvement Manager, she leads a team that conducts quality control (QC) reviews and re-reviews along with providing oversight to the 19 Performance Measurement County (PMC) QC teams throughout the State. Prior to joining CDSS, Sue worked for a private organization ensuring compliance within pharmacy management and also has an extensive career with Fresno Housing Authority within the Program Integrity division.
Choua Lor has a Bachelor and a Master's degree in Social Work. She has worked in the social service field for 17 years serving families. She joined the CalFresh and Nutrition Branch at the California Department of Social Services (CDSS) in May 2014. As the Quality Control & Improvement Manager, she leads a team that conducts quality control (QC) reviews and re-reviews along with providing oversight to the 19 Performance Measurement County (PMC) QC teams throughout the State.
Lucy Ruiz Lucy Ruiz joined the CalFresh and Nutrition Branch at the California Department of Social Services (CDSS) in October 2005. As the Quality Control & Improvement
Manager, she leads a team that conducts quality control (QC) reviews and re-reviews along with providing oversight to the 19 Performance Measurement County (PMC) QC teams throughout the State. Prior to joining the Quality Control Management team, Lucy was the lead re-reviewer for all Federal CAPER (negative action) cases sampled.

In-Home Supportive Services Basics and Interactions with Medi-Cal & CalFresh
Presenters: David Neves & Melissa Mullin
Description: Give participants a solid understanding of the basics of the In-Home Supportive Services (IHSS) program to better refer their clients. IHSS is dependent upon Medi-Cal and a large portion of IHSS recipients are on SSI/SSP who are now potentially eligible to Cal Fresh benefits. When Eligibility has a good working relationship and communication with IHSS, it improves services for the client and creates smoother, more efficient processes in the office.

David Neves has been an IHSS Supervisor in San Joaquin County for more than 16 years. For the last 5 years, he has also been one of 11 certified state-wide trainers authorized through CDSS to teach the IHSS core trainings as a part of the IHSS Training Academy. *Melissa Mullin in the Staff Analyst assigned to the CalFresh Program at San Joaquin County Human Services Agency. She currently serves on the CWDA CalFresh Policy Committee and the CalFresh Technical Sub-Committee. She has also served as a member of the SSI CF Expansion and Technical Assistance Workgroups with CDSS & C-IV. Melissa has worked in various levels of government since 2005.
Melissa Mullin in the Staff Analyst assigned to the CalFresh Program at San Joaquin County Human Services Agency. She currently serves on the CWDA CalFresh Policy Committee and the CalFresh Technical Sub-Committee. She has also served as a member of the SSI CF Expansion and Technical Assistance Workgroups with CDSS & C-IV. Melissa has worked in various levels of government since 2005.

Introduction to Motivational Interviewing
Presenter: Summer Motiska
Description: This workshop is an Introduction to Motivational Interviewing. Participants will learn how to use four basic Motivational Interviewing skills to increase a client's willingness to share information and to increase a client's engagement. The plan for the day is to do a brief lecture introducing Motivational Interviewing and four of its skills. Participants will get a chance to practice these skills through multiple activities.

Summer Motiska is a Staff Development Trainer with Sonoma County Human Services.

Knock Your Socks Off Service for Eligibility Workers
Presenter: Terry Rapley

Description: Service excellence is crucial for both those we serve and our individual career development. This workshop will address the differences between Government Service and Retail services. It will also explore the specific challenges that get in the way of consistently delivering a 'Knock Your Socks Off' level of service.

Terry Rapley served in the retail industry for 30 years. 28 years were spent in the banking industry with 9 years as the bank manager. She joined Tehama County Department of Social Services in 2014 as an Eligibility Worker and is currently working as an Employment and Training Worker. Having spent so many years working with the public, Terry appreciates the value of service and understands that what works in retail does not always work in government agencies.

Life After MAGI
Presenter: Dan Witherell
Description: Since implementation of the ACA, with the focus on MAGI Medi-Cal and APTC/CSR we have witnessed a decrease in awareness and understanding of the entire Medi-Cal hierarchy. This workshop will review the variety of options available to participants who do not qualify under MAGI provisions.

Daniel Witherell is an instructor and consultant with the Center for Human Services, UC Davis. Daniel has 35 years of experience in the training and administration of the CalWORKs, CalFresh, and Medi-Cal programs. Daniel has provided training on the county, state and national level in the above program areas as well as Interviewing, Fraud, Supervision. Daniel is the recipient of both the UC Davis Outstanding Teacher award and the NEW PATHS Lifetime Achievement award.

Professional Goal Setting for Success
Presenter: Adrienne S. Lawson
Description: Achievement-motivated people not only think about what they want to accomplish, but they also give attention to processes and take action to accomplish their goals. They are continuously thinking about what obstacles or blocks they might encounter where they can get help, and how they will feel if they succeed or fail in reaching their goals. This workshop provides an overview of a simple but effective model for identifying and planning for professional development and behavior change and addresses several factors that should be considered when taking an achievement-oriented approach to goal setting and action planning.

Dr. Adrienne Lawson has worked in higher education for over 25-years. Her research interest is broad in scope, which includes climate and culture change in organizations, gender and identity differences; faculty, staff and student equity, diversity and inclusion. Adrienne is an expert in unconscious bias training, restorative justice practices, diversity, cultural sensitivity, and diversity recruitment/retention strategies. She has provided numerous professional development workshops to physician/faculty, nurses, residents, students and the community. In addition, Adrienne has been the keynote speaker at numerous conferences on equity, diversity and inclusion related topics.

Redefining Public Space Through Art and Civic Engagement
Presenter: Patricia Pratt
Description: This workshop provides a look into how a collective of Central Valley artists have promoted the professional expansion of urban-influenced art careers within the community through art education, demonstration, and outreach. Urbanism is traditionally associated with architecture, planning or landscape design. Similar to architects, Urbanists embrace the concept of redefining public space, with the addition of art and public engagement to tackle hard-to-have conversations with diverse populations.

Patricia Pratt, Program Manager, Urbanists Collective. Patricia is currently a board member of the City of Merced Public arts and Culture Commission. She uses her 10 years experience working in the public sector to bring programming to underserved populations through art and civic engagement.

Retirement Can Still Happen
Presenter: Jenny Jones
Description: This workshop is about how to construct the perfect 401k or retirement plan by the numbers or as easy as 1-2-3. A workshop attendee will fully understand how to look at their retirement plan and make a better decision when it comes to planning for retirement. Recommended for new workers and workers who are retiring soon.

Jenny Jones, is a California resident, who's birth name really is Jenny Jones. A United States Army veteran of three foreign wars has received extensive training as a Licensed Investment Advisor and runs day-to-day operations for The Jones Stewardship Group LLC. He has been married to his lovely wife for 24 years, who fortunately and unfortunately have the same first and maiden name as him. He is a former at large writer for Yahoo Finance and is a college professor. If you want to know how they met, he shares a short story in one of his podcasts: The Retirement Exit" "Addressing the Elephant in the room" Episode 9. Jenny wanted to expand his investment knowledge by adding legacy building to his practice, so he invested nearly $50,000 of his own money in the area of real estate education and developed the "The Wealth Building Retirement Buckets" platform.
He is considered by most to be an expert at retirement plans and legacy building with real estate investments. Jones has a dual Master's Degree in Accounting and Financial Management with a concentration in Financial Analysis. Jones has been in the area of personal finance and investments for nearly two decades. He is an educator by nature; which is a gift he says he was born with. When not writing, podcasting, looking at properties or conducting workshops for both adults and teens, he can be found teaching graduate school. His real passion is investing in people and projects where everyone wins. Jones is not only a gifted speaker, but an orator who has taught financial workshops with over 300 people in attendance. As a church leader he has written stewardship curriculum and is the author of the upcoming book "How Do you Win, When It Seems Like you are Losing", he is Co-author of "Multiple Streams of Motivation" ©2009 and "5 Most Avoidable Retirement Mistakes© His podcast "The Retirement Exit" is syndicating on iTunes, Spotify, iHeart Radio, Google Podcasts, and Tuneln Radio.

Social Media and the Workplace
Presenter: Tammy Rice
Description: Public employers need to consider how public employees use social media – both government accounts and personal accounts – Social media platforms such as Twitter, Facebook and Next-door offer governments and their agencies great ways to communicate with constituents and to encourage civic engagement. However, in the government context use of social media can also create many traps for the unwary. Blurring the line between public and private social-media interaction can have unintended and undesirable consequences. This presentation will offer you knowledge and information to be aware and informed about the social media age and the workplace.

Tammy Rice started her career with Alameda County Social Services in 2007, as a Social Worker III. Throughout her time with Alameda County, she has held the positions of Social Work Supervisor, Program Specialist and is currently a Staff Development Specialist since 2014. In addition, Tammy's prior work experience includes her position as a Deputy Probation Officer for more than 10 years, a Certified Drug and Alcohol Counselor for a non-profit organization and she holds and emergency teaching credential as a substitute teacher. Tammy has a M.S. in Psychology and a B.A in Liberal Studies.

SNAP Farmers Market Initiative: Increasing CalFresh and Market Match Sales

Presenters: Amy DeLisio & Stephanie Carillo
Description: The State Nutrition Action Council (SNAC) implemented the Farmers Market Initiative (FMI) to address barriers to shopping at farmers markets reported by low income shoppers which includes lack of awareness, affordability, and not feeling welcomed. Highlights of FMI include community outreach resources and techniques, on-site market supports, key partnerships, and methods for evaluating program impact. Markets with an onsite food navigator experienced a 402% increase in CalFresh redemption in July 2019 compared to 2018 and an average monthly increase of 31 new customers compared to an average monthly increase of 2 new customers at other market locations with promotion only.

Amy DeLisio MPH, RD is the director at the Center for Wellness and Nutrition (CWN) and has fifteen years of experience working on nutrition education, social marketing, and chronic disease prevention interventions serving vulnerable populations. DeLisio has extensive experience with capacity building efforts, multi-level interventions, partnership development, and coalition building around common goals. She is passionate about implementing community driven approaches that increase food justice. Prior to joining CWN, DeLisio implemented new clinic policies and procedure to improve diabetes care for patients, developed a statewide Breastfeeding Campaign for the California WIC program, and provided statewide technical support to SNAP-Ed grantees.
Stephanie Carillo, MAS, RD, is Program Manager of healthy food access and worksite wellness initiatives at the Public Health Institute's Center for Wellness and Nutrition. Stephanie promotes health and nutrition for under-served communities through health initiatives that focus on increasing food access and physical activity opportunities through healthy retail and worksite wellness interventions funded by SNAP-Ed, Centers for Disease Control and Prevention and a private Growers Association.
Stephanie has been promoting health and nutrition for under-served communities since 2001. Her dedication to serving the community includes a focus on the early years from infancy to age five. Formally, a county WIC Director, she provided nutrition programs, health services, and breastfeeding support and built the capacity of community health workers through training programs and advised on the development of a department-wide wellness program. As a certified lactation educator, Stephanie is passionate about proper nutrition early on in a child's life. Her eight years with the WIC program were dedicated to providing families with education on good nutrition, increased access to healthy food, and connection to community resources.
Stephanie is a registered dietitian from Stony Brook University in New York and a certified lactation educator. She holds a Master's of Advanced Study in Maternal and Child Nutrition from University of California at Davis.

Taskmaster Magic – Taming Time & Task Saturation Once and For All!
Presenter: John Tillison
Description: *Taskmaster Magic* will help you climb above the chaos to set goals, manage priorities, stay on track, and enjoy a focused ride along the way without getting stressed out or overloaded. If you're being run ragged by too much to do in too little time, this course may be the liberating lift you need!

John Tillison is an author, speaker, business coach, and flight instructor. John holds a Bachelor of Science in Business Administration and possesses an Airline Transport Rating. Besides having amassed over 10,000 hours of accident-free flying, he has won multiple speaking awards, and been published in Europe, Africa, Australia, and the United States. His high-energy presentations come from an unusual classroom: An aircraft cockpit! John uses a spirited mixture of humor, high energy, and practical but time-tested solutions to help people improve their workplace environment.

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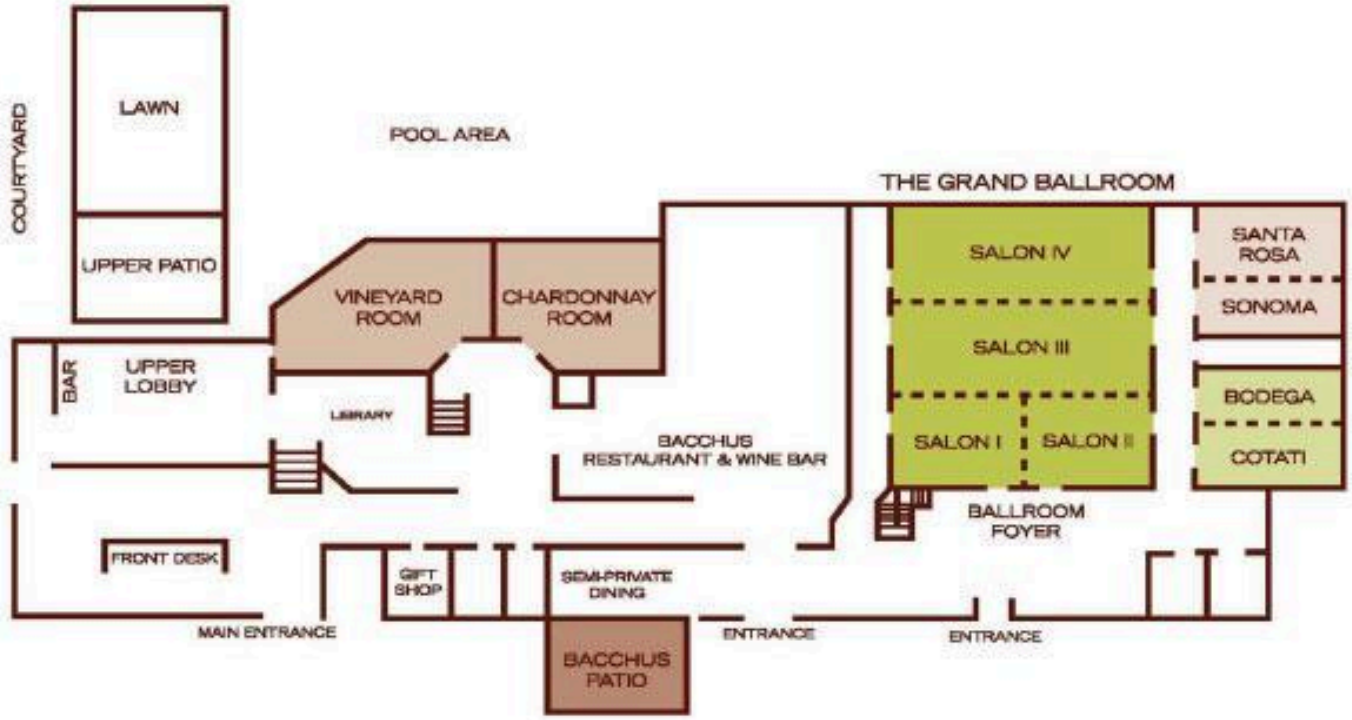
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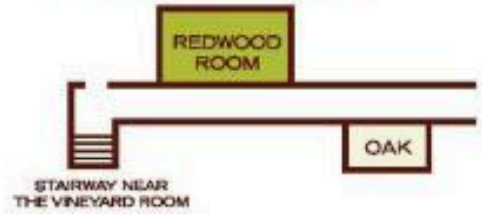
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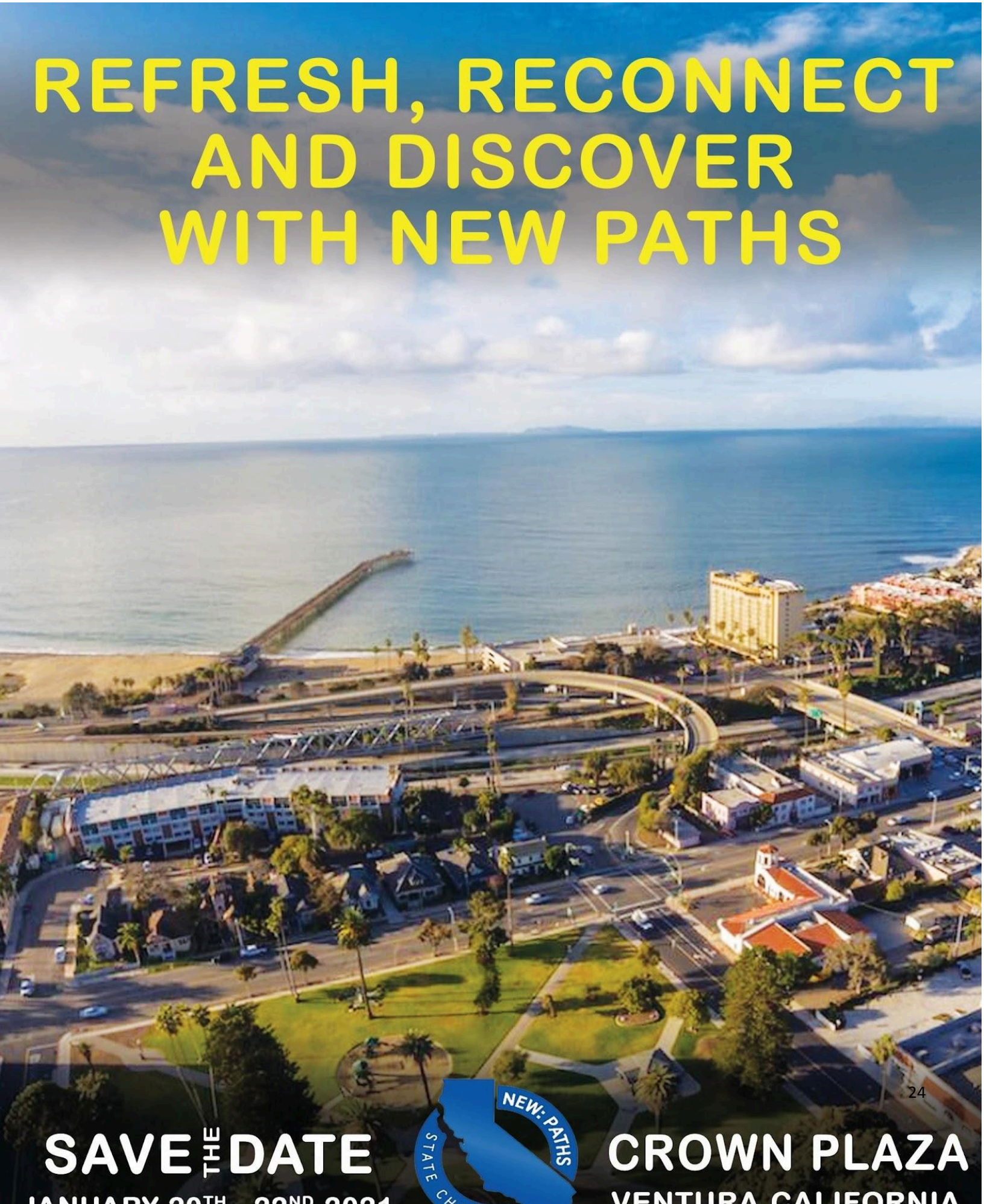


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