[CA-259398] Adding County Specific Visit Purpose to Reception Log

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**04/03/2023 04:11 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design:

Request:

All Counties are required to use a global list of Visit Purposes, but there may be county-specific purposes that are not included in the list. Because of this, counties must sometimes re-purpose available options that may be confusing to staff and impact the counties' service level and the customer experience. In addition, there are county specific needs to streamline our lobby customer flow and triage tickets to the appropriate staff. For example, the visit purpose 'Talk to Eligibility Worker' may be too general for our county as not all eligibility workers serve all programs. As such, the county needs to do workarounds or re-purpose available options even though they are not easily identifiable as they do not exist in the global list. When we are trying to make the global list of visit purposes work for our county business process, there is a training concern for having to impose too many work arounds that are not intuitive and will impact customer service.

Some of these may be County-specific; however, existing global list of Visit Purpose does not meet our County Needs for the following Visit Purposes:

• CAPI
• Child Care
• Update "GROW Worker" to "GA/GR Worker" since the GROW program is LA Specific
• CalWORKS

Recommendation:

Give counties the ability to add Visit Purposes and Detail options that are only visible to users within their county. Include these county-added Visit Purposes and Detail options in the Reception Management Dashboard and other reports related to Lobby, only visible to the logged-in county. Allow counties to pull this data to create Ad-hoc reports using all Visit Purposes.

Submitter suggestions:

• Add button to the Visit Purpose List page (Admin Tools > Office Admin > Lobby Management > Visit Purpose page) to allow counties to add/edit/deactivate county-specific options.

Outreach Description:

Operational Impact:

[CA-257754] Update 011-East Valley Reception Log record to send information to LMRS

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:	**Erika Kusnadi**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	**60**
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**03/06/2023 03:24 PM**
Status:	**New**	Impact Analysis:	**[Public Facing]**	Outreach Required:	
Policy/Design Consortium Contact:	**Erick Arreola**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design:

Currently, when users are creating a reception log record without a case # (no case number enter) and entering a person name, the Reception Log record information are not able to be sent to LMRS application successfully due to missing caseFirstName parameter being Null on the API when it is a requirement for the LMRS system.
Note: This is only specific to the 011-East Valley Office only.

Request:

Update CalSAWS system to start sending caseFirstName information when a reception log record is created without a case#.

Recommendation:

Send the same value as the caseLastName for the caseFirstName value so reception log records can be sent to LMRS successfully for reception log records that does not have a case# associated to it.

Note: This is only specific to the 011-East Valley Office only.

Outreach Description:

Operational Impact:

[CA-256572] Update Reception Log to allow multiple emails to be added at once

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erika Kusnadi**	Regulation Reference:		Created:	**02/10/2023 12:34 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design:	Currently on the Reception Log page, users are only able to enter 1 email address at a time.
Request:	Update Reception Log to allow users to enter multiple email address at one time.
Recommendation:	
Outreach Description:	
Operational Impact:	

[CA-251055] Add logging to Lobby Tablet and Kiosk

Issue Type:	**SCR**	Team Responsible:	**Tech Arch**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**10/06/2022 11:39 AM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design:	The Lobby Tablet (FACT 2.0) does not have any logging and the Kiosk needs additional logging to properly identify and troubleshoot application issues.
Request:	Add logging for these devices
Recommendation:	
Outreach Description:	
Operational Impact:	

[CA-249790] Update Reception Log and Message Center action icon colors

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**09/01/2022 09:35 AM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design:	When an action icon is selected in the Reception Log or Message Center the icon color slightly changes.
Request:	Update the colors for the action buttons so it's more obvious to the user when the icon is selected. Ensure the updated colors are ADA compliant for users with color vision deficiency (CVD).
Recommendation:	
Outreach Description:	
Operational Impact:	

[CA-249184] Updates to Lobby Management printers (Cross-compatibility)

Issue Type:	**SCR**	Team Responsible:	**Tech Arch**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**08/17/2022 02:06 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design:	The Lobby Kiosk & FACT applications are designed to work with specific printers.
Request:	Add cross compatibility so that applicable printers work with both - the Lobby Kiosk & FACT applications.
Recommendation:	
Outreach Description:	
Operational Impact:	

[CA-249077] Automate Journal for Reception Log Detail Entry

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**08/15/2022 04:22 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design:	The Reception Log creates a Customer Contact History record when a visit is added using a CalSAWS case number but does not automatically create a Journal entry for the case.
Request:	Automate the creation of a Journal entry when a visit is added to the Reception Log using a valid case number; similar to the automated Call Log entries.
Recommendation:	
Outreach Description:	
Operational Impact:	

[CA-232397] Additional lobby receipt options

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**08/18/2021 10:01 AM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design: Different receipts can be generated from lobby devices (Kiosks and Tablets) and from the Reception Log.

Request: Streamline the design of all customer receipts to have a similar look regardless of the receipt source.
Add the ability to send transaction receipts for customer visits to the customer's linked/verified:
-BenefitsCal account
-Email address
-Cell phone (text message)

Recommendation: When a customer has opted to receive electronic messages:
-Display a receipt option on the Reception Log Detail page
-Add the additional receipt option to the employee-facing lobby devices
-Add a question at the end of customer-facing Kiosk flows to determine if the customer would like a digital receipt.

When a customer has not-opted to receive electronic messages:
-Display opt-in options on the Reception Log Detail page
-Display opt-in options on the employee-facing lobby devices
-Ask the customer if they would like to opt-in at the end of the customer-facing Kiosk flows

Outreach Description:

Operational Impact:

[CA-222605] Lobby Management: Update Text to Speech (TTS) Engine

Issue Type:	**SCR**	Team Responsible:	**Tech Arch**	Assignee:	**Kali Jackson**
Fix Version/s:	**[TBD]**	Designer Contact:	**Kali Jackson**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	**80**
Reporter:	**Kali Jackson**	Regulation Reference:		Created:	**12/09/2020 03:41 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	**Yes**
Policy/Design Consortium Contact:		Training Impacted:	**[N/A]**	Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:	**CIV-107127**				

Current Design: The CalSAWS Lobby Monitor utilizes 3rd party vendor ResponsiveVoice.com's TTS engine for the audio component when calling clients to various office locations (ex. Window A). The current engine is dependent on internet access and requires support from the 3rd party vendor.

Request: Switch from the ResponsiveVoice.com TSS engine to the NPMJS.com Speak-TTS module. This will allow greater control over voices utilized, and remove dependencies from a 3rd party vendor.

Recommendation: The new Text-to-Speech solution will be a direct replacement of the Responsive Voice API. Update the voiceSpeak and responsive.voice.service wrappers for the CalSAWS implementation of the new Text-to-Speech solution to utilize the updated voiceSpeak and saws.voice.service wrappers.

- Use new voices provided by the Chromium based version of Microsoft Edge as a replacement for the ones currently provided by Google Chrome.
  a. English Voice: Microsoft Aria Online (Natural) - English (United States)
  b. Spanish Voice: Microsoft Dalia Online (Natural) - Spanish (Mexico)

- Add new parameter “lang” to be sent to the voiceSpeak function to pair with the “voice” parameter in the Lobby Monitor Detail page of CalSAWS.

Outreach Description: CIT to counties

Operational Impact:

[CA-222137] Update barcode logic for kiosk images

Issue Type:	**SCR**	Team Responsible:	**Tech Arch**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**11/25/2020 05:51 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:	**CIV-1830**				

Current Design:

A) The Kiosk reads the barcode on a document when the user selects 'Yes' to the "Is this a barcoded document?" question before capturing a document. Often Customers select "No" to the question "Is this a barcoded document?" and there is a barcoded document within the pages. In this scenario the barcoded document is not marked as received.

Request:

Recommendation:

1) Remove the "Is this a barcoded document? screen from the Kiosk flow.
2) Have hardware or OCR look for barcodes on all pages
  a) If there is a barcode on one (or more) of the pages within the document, assign the barcode document type and mark document as received (if applicable)
  b) If there is no barcode detected, utilize OCR to identify the document or present a screen that will allow the customer to select the document type.

Note: We may still always have a need for customers to select a document type in order for it to be printed on the customers receipt.

Outreach Description:

Operational Impact:

[CA-222136] Display kiosk location in Message Center and Reception Log

Issue Type:	**SCR**	Team Responsible:	**Tech Arch**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**11/25/2020 05:43 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:	**CIV-5786**				

Current Design: When a customer uses the Kiosk, the Message Center notification(s) sent to the worker do not indicate which Kiosk/Office initiated the check-in. This can be confusing for workers when a customer checks in at Location A but the worker receives the notification at Location B.

Request: Provide the worker with office and Kiosk Location.

Recommendation:

1. Update the Hover Tool Tip on the reception log to display Kiosk ID and Location information.
2. The customer receipt should show Kiosk ID information

Outreach Description:

Operational Impact:

[CA-222132] Allow custom county messages to be added to device receipts

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**11/25/2020 05:29 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:	**CIV-9296**				

Current Design: Receipts printed from lobby devices such as Kiosks and Tablets do not have an option to include a custom message/footer.

Request: 1) Allow the county to create a custom message. The default will continue to display unless the county creates a custom message:
Thank you, please have a seat and listen for your number.
Have a good day!

2) Create two text boxes for Counties to create their own custom messages in English
   a) Create two text boxes for Counties to create their own custom messages in Spanish

3) Create a text box to allow the office to update the Header text that says "County Customer Receipt"

NOTE: County to be responsible for the message and its content
County responsible for spelling and grammar
County responsible for English and Spanish translations

Recommendation:

Outreach Description:

Operational Impact:

[CA-222131] Add ability to view multiple offices on Reception Management Dashboard

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**11/25/2020 05:24 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:	**CIV-11961**				

Current Design: Reception Management Dashboard does not allow the user to view multiple offices from one worker I.D. County managers are unable to view the Reception Management Dashboard for multiple offices within their county unless they are given multiple worker I.D.s for each of those offices.

Request: Include a drop down of office to select from. (possibly security behind drop down).

Dashboard should default to last location selected of logged in user.

Recommendation:

Outreach Description:

Operational Impact:

[CA-222130] Change wording on Kiosk screen

Issue Type:	**SCR**	Team Responsible:	**Tech Arch**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**11/25/2020 05:21 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:	**CIV-11962**				

Current Design: There is an option/screen in the Kiosk flow that when selected asks the customer: "is there anything else I can help you with today?" The majority of customers answer "yes" to the question "is there anything else I can help you with today?" Each time the customer answer's "yes" to this question, a new number is created. In the event a customer happens to answer "yes" to this question multiple times, the customer ends up with multiple numbers making it appear on the Reception Log, that more customers are in the lobby than there really are.

Request: Change the wording of this question.

Recommendation:

-Update on screen wording to display "This request is complete. Can I help you with anything else?"
Available on screen options should now be "I'm Done. Print Receipt." or "Return to Main Menu"
-Add instructions for using the updated alpha-numeric keyboard
-Update the "Back", "Quit" and language toggle buttons ("Espanol/English") so that they are larger and stand out.

-Update other screens that may need updating at the time of this SCR

Outreach Description:

Operational Impact:

[CA-222128] Text Customer when Number is called to Monitor

Issue Type:	**SCR**	Team Responsible:	**Tech Arch**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**11/25/2020 05:08 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:	**CIV-100860**				

Current Design:	Through the Reception Log the Worker can do a Lobby Monitor call to direct the customer to a location in the office to be served. Many times the lobbies are busy and Customers may not hear or see their number on the monitor screen.
Request:	Allow the customer to Opt-In to a text message to be sent when their number is being called through the Lobby Monitor
Recommendation:	
Outreach Description:	
Operational Impact:	

[CA-222127] Kiosk Notifications by Program

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**11/25/2020 05:01 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:	**CIV-101169**				

Current Design:	Notifications sent to C-IV from the Kiosk are not worker or program specific, even when the customer has selected a specific program they are inquiring about.
Request:	When a customer signs into the Kiosk and select a specific program they have a question about (CalWORKs, CalFresh), the notification is sent to all workers associated to the C-IV case, instead of just the worker assigned to the program for which the customer has a question about.
Recommendation:	Program the Kiosk so when the customer selects a specific program they have a question about, the notification is sent to the worker assigned to that program.
Outreach Description:	
Operational Impact:	

[CA-222123] Add additional threshold feature to Reception Management Dashboard

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**11/25/2020 04:04 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:	**CIV-102235**				

Current Design:

Currently, the Reception Management Dashboard tracks the amount of reception log entries that are reaching the yellow and red thresholds. In order to view the record associated to the alert users need to lookup the record in the Reception Log.

Threshold time notifications are based on visit type. When the visit type meets the escalation time, all workers associated to case are notified even when the notification does not apply to a particular worker.

Request:

Add an additional feature on the threshold section in which when you click on the yellow or red threshold indicator and it will direct the user to the visit detail page for the record that has exceeded the threshold limit.

Base the threshold notifications off the prefixes, so the notifications will be sent only to the applicable worker.
Add the ability to associate workers (positions) to the Threshold configurations so the notifications will be sent only to the applicable worker(s).

Recommendation:

Outreach Description:

Operational Impact:

[CA-222118] Lobby Management - Add customizable threshold for appointment Check-Ins

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**11/25/2020 03:32 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:	**CIV-103517**				

Current Design:
Utilizing the Kiosk, customers have the ability to check in for appointments at anytime and the appointment status is automatically updated.
Example: A Customer with an appt scheduled at 11am can check in at the kiosk at 8am with no restrictions.

Request:
Allow the county to determine how many minutes prior to a scheduled appointment time a customer would be allowed to check in.
When a customer attempts to check in earlier than the county determined threshold, a validation message should display advising the customer to speak with a receptionist for assistance.

Recommendation:

Outreach Description:

Operational Impact:

[CA-222117] Lobby Management - Add additional options for lobby check-ins

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**11/25/2020 03:08 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design: Customers may enter either their case number or use their EBT or BIC cards at the Kiosk to self-identify. There is no ability for customers to check their status.

Request: Add additional check-in options for customers to identify themselves when arriving in the lobby.

Examples:
-Scanning a QR code from a CalSAWS document
-Entering a combination of the DOB and last four digits of the social security number
-Generating check-in QR barcode via Self Service Portal (dependency on new solution)
-Initiating lobby check-in from Self Service Portal account (dependency on new solution)

Add a check-in status feature for customers.
Example: Scanning QR code at Kiosk displays ticket status

Recommendation:

Outreach Description:

Operational Impact:

[CA-221164] Expand the "Now Serving" area of the Lobby Monitor

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**10/22/2020 12:17 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design: Currently, the Customer Facing Dashboard has a “Now Serving” area; which is used to display the most recently paged customer number in the order that they have been paged. To the left of the “Now Serving” section, there is an “Ads” section, that displays Ads from the county for customer information to be shared in the lobbies. The “Ads” section has a function to be turned off and on; however when the “Ads” section is opted to be turned off, it leaves a blank space where the Ads were previously displayed and is not used when the “Ads” section is opted to be turned off.

Request: Have the “Now Serving” section expand across the full width of the screen, when the “Ads” section is opted to be turned off.

Recommendation: Design considerations:
-When performing a Monitor Call, the blank space on the Lobby Monitor is used to display the number/location that is currently being called. Counties may need an option on the Lobby Monitor Detail page to disable this feature so that the Now Serving area can be expanded instead.

Outreach Description:
Operational Impact:

[CA-215311] Lobby Management: Create a Kiosk mode for FACT devices

Issue Type:	**SCR**	Team Responsible:	**Tech Arch**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**04/07/2020 02:06 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	**No**
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design:	Current FACT devices require a user to login with C-IV credentials to run the Kiosk application. The Kiosk application will time out and end the user's session due to inactivity.
Request:	Counties would like the ability to run the Kiosk application on FACT devices without the need for a user to login, similar to the Document Upload Kiosk. Running the application this way will provide counties the flexibility to utilize the FACT device as a customer facing check-in application or as a handheld device for county users.
Recommendation:	-Remove requirement to enter user login credentials in order to access Kiosk flow. -Ensure Kiosk application does not time out due to inactivity.
Outreach Description:	
Operational Impact:	

[CA-215296] Lobby Management: Update Lobby Devices to populate Worker ID

Issue Type:	**SCR**	Team Responsible:	**Tech Arch**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**04/07/2020 10:49 AM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design:	The Worker ID field does not populate in the Reception Log when a client checks in using a lobby device. Users must hover over the Visit Status to view the worker who received the notification. Users are also not able to use the Unit filter if the Worker ID is not populated and must look at each entry individually which impacts wait times in the lobby.
Request:	Populate the Worker ID field for a visit when a notification has been sent from a lobby device.
Recommendation:	
Outreach Description:	
Operational Impact:	

[CA-215293] Lobby Management: Expansion of Available Languages

Issue Type:	**SCR**	Team Responsible:	**Tech Arch**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:	**Title VI of the Civil Rights Act of 1964 & CDSS Div 21-100**	Created:	**04/07/2020 10:14 AM**
Status:	**New**	Impact Analysis:		Outreach Required:	**No**
Policy/Design Consortium Contact:		Training Impacted:	**[N/A]**	Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design:

The current Lobby Management solution only offers two languages for on-screen and voice announcement: Spanish and English.

Request:

In order to adhere to Div 21-100 (Civil Rights Regulations for Non-discrimination in Federally Assisted Program) and increase efforts to eliminate language barriers when providing public services, this request is being submitted to provide visual and audible announcements in CalSAWS counties' respective threshold languages. This will ensure that these individuals can communicate with their local human/social services agencies and receive public services to which they are entitled to.

Title VI of the Civil Rights Act of 1964, as amended 42 U.S.C. § 2000d et seq states Limited English Proficiency (LEP) clients must have meaningful, effective and equal access to programs and services, including written and oral language
assistance, translations, provision of bilingual workers, in-house interpreters, community or contract interpreters or telephone language lines

California Department of Social Services (CDSS) Div 21-104 s (2) regulations specifies threshold language as languages spoken by a 'substantial' number, defined as 5 percent or more persons of a program/location who are non-English speaking, deaf, or hearing impaired, and requires that Provision of bilingual/interpretive services shall be prompt
without undue delay.

Dymally-Alatorre Bilingual Services Act Gov. Code § 7295 states Agencies must translate written materials provided to LEP
clients when 5% or more of the clients in that office speak a particular language

As an example, Alameda has the following languages that are considered threshold (in addition to English): Spanish, Vietnamese, Cantonese, Mandarin, Farsi, Tagalog and Cambodian.

Recommendation:

-Provide options for applicants and recipients to be able to select their threshold languages from the lobby management kiosks and other mobile devices (FACT tablets, iPad, Samsung Galaxy tablet, etc).

-Provide on-screen and voice announcements in the client's threshold language for when a ticket is being called for service.

-Printed receipts should be generated in the customer's preferred language.

Outreach Description:

Operational Impact:

[CA-213363] Redesign lobby applications to support multiple Operating Systems

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:	**Erika Kusnadi**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**02/05/2020 04:15 PM**
Status:	**New**	Impact Analysis:	**[Public Facing]**	Outreach Required:	**No**
Policy/Design Consortium Contact:		Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Design**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design: Lobby Management has multiple applications that are used throughout the counties and supported by CalSAWS such as Lobby Kiosk, Lobby Tablet, Lobby Check-in, and Self Service Kiosk. Not all applications have the same functionality which requires counties to choose the application and associated hardware solution that best meets their needs.

Request: Design a browser-based Lobby Check-in and Kiosk application in a framework that supports devices such as Windows, iOS, and Android. The solution should merge existing functionality from the current applications and add additional enhancements which will need to be defined by the Lobby Management committee.

Recommendation:

Outreach Description:

Operational Impact:

[CA-212503] Update sorting on Customer Contact History page

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**12/23/2019 01:56 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	
Policy/Design Consortium Contact:	**Dymas Pena**	Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:					

Current Design:	The Customer Contact History page logs customer contacts from various sources and displays them in a single location.
Request:	Update the page so that the most recent customer contacts are displayed first rather than last. The current design requires users to go to the last page (if there are several pages) to find the most recent customer contact.
Recommendation:	Update the page to display the most recent customer contacts first and oldest contacts last. (Newest to Oldest sorting).
Outreach Description:	
Operational Impact:	

[CA-212494] Lobby Management: Update Lobby Monitor Call functionality

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**12/20/2019 12:49 PM**
Status:	**New**	Impact Analysis:		Outreach Required:	**Yes**
Policy/Design Consortium Contact:		Training Impacted:	**[N/A]**	Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:	**CIV-101293**				

Current Design:

The current Lobby Monitor functionality can only be utilized for a customer who has been checked in and has received a number for their visit.
The locations on the Lobby Monitor detail page also cannot be sorted in any preferred way.

Request:

Expand the Lobby Monitor functionality so that Counties can choose to page a customer who has been checked in and/or page a customer who may not have checked in yet. There should be no impact to Counties/Users who currently utilize the existing Lobby Monitor system.
Counties would like the ability to sort the Reception Location order based on their office needs.

Recommendation:

-Update the Reception Log so that Users have an option to trigger a "customized call" on the Lobby Monitor.

-Update the Lobby Monitor Detail page to include a new section for custom calling configurations. Counties should be able to configure this at an office level.
- •Users with appropriate security rights should be able to enter custom text in a text box.
- •Examples of custom pages could be:
  "Now serving the next customer at window number 2."
  "Next customer to desk 15."

-User should be able to preview the audio as well as determine the language(s) of the Audio and Visual text.
-Update Lobby Monitor Detail page to allow custom sorting of Reception Locations

Outreach Description:

Job Aid update may be needed

Operational Impact:

[CA-211908] Lobby Mgmt: Update Lobby Monitor to send customers back to waiting status

Issue Type:	**SCR**	Team Responsible:	**Online**	Assignee:	**Unassigned**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Gerald Limbrick**	Regulation Reference:		Created:	**11/14/2019 06:44 PM**
Status:	**New**	Impact Analysis:	**[Business Process, Data Impact, Training]**	Outreach Required:	**Yes**
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	
Project Phase (SCR):	**Production**	Funding Source ID:			
Other Agency Cross Reference:	**CIV-7341**				

Current Design: Lobby Monitoring allows the users to call Monitors using a call icon and display it on a corresponding computer monitor.

Request: If the customer needs to be seen by more than one worker a new visit must be logged.

Recommendation: Document the content as follows:
1) Allow the visit to return to a waiting status so that another worker can be called through the monitor on the same visit.

Outreach Description: Must coordinate Change with LMRS/SFV office

Operational Impact: