

Date: 09/28/2023	Notes Location: Microsoft Teams Meeting
Time: [10:00 am – 12:30 pm]	Meeting Materials: Agenda Dated 09/28/2023
Meeting Called by: Jill Smith, Sowmya Coppisetty	
Attendees: Erik Arreola, Francis Delgado, Florence McGuire, Shawni Ramos, Carlos Urbieta, Julia Scheuermann (for Ilda Torrez), Youa Her, Lana Fomichev, Patty Strom, Christina Mendoza Ruiz, Robert Delsid, Ana Rodrigues, Aracelia Sandoval, Ana Salazar, Vivianna Rodriguez, Richard Luscombe, Maria Kincaid	

Topic

Important Points

Welcome

- **Roll Call / Meeting Notes**

- **Vote CalSAWS Enhancement Requests (CER)**
- **CA -266291 – Add to Reception Log Selecting a Different Office**
 - Currently we can view another offices log and search for data but cannot add create for other offices
 - Would help bigger offices with multi locations w/o adding additional work numbers and work a rounds
 - Vote YES
- **CA – 264820 – Change start button to Language Options**
 - SCR is place to adjust font size
 - List Language options first to customer
 - Instead of Start Button have Language come up first and go with flow
 - Vote YES



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Important Points

- **CA – 264817 – Reception Dashboard – Display Currently Serving Date Including Reception Location**
- **CA – 264816 – Auto Refresh Log and Reception Dashboard**
- **CA – 264815 – Allow System to Call in English and Spanish Without User Intervention**
- **CA – 263086 – Have One Number Assigned When Client Selects Multiple (visit) Purposes**

- Add list displaying the recent locations serving, which ticket is being served and, how long waiting to be served.
- Vote YES
- Search Page, can it automatically be refreshed? What will that do for bigger offices, impact more traffic? Is it a risk to cause more impact?
- This has been tabled to get more info.
- Will always call out in English and Spanish, would affect all counties not for specific requests.
- Vote NOT APPROVED
- Causing confusion to clients with multiple requests, increase font size on receipt, update verbiage.
- Voted YES on 1&3

Up Coming Releases

- **CA – 222117**
- **CA – 213615**
- **24.01**

- Add 2 new screens adding name and date of birth, creates issues - change is to push 23-11 to 24-01 and 23-09 submitted last week.
- New Batch Run will close out Reception Log, runs at night updating records to complete
- Sorting & Searching Number Assigned in Reception. Review and vote updating number assigned. Questions? None
Vote YES

Are RCMS's aware of new tool – provides list of SCR's pending?
Excel spreadsheet will be sent out to all.

Questions – Open discussion

- Do any Counties have Electronic Boards so client can

Topic

see what member is being called and where they go?

- Reminder – Approvals are sent to RCM's
- Next Meeting in December, Region 4 will be responsible for note taking

Important Points

- San Bernardino – yes lobby monitor, ticket number and where to go.
 - Orange County – dedicated monitors
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