| SCR # | Summary | Created Date | Other Agency Cross | Change Type | Team Responsible | Committee Priority | Current Design | Request | Recommendations |
|-----------|---|--------------|--------------------|----------------|------------------|--------------------|---|---|--|
| | Lobby Mgmt: Update Lobby Monitor to send | | Reference | | | | Lobby Monitoring allows the users to call Monitors using a call icon and display it | | Document the content as follows: |
| CA-211908 | customers back to waiting status | 11/14/2019 | CIV-7341 | Enhancement | Online | Yes | on a corresponding computer monitor. | If the customer needs to be seen by more than one worker a new visit must be logged. | Allow the visit to return to a waiting status so that another worker can be called through the monitor on the same visit. Indute the Recention Log so that Livers have an option to trigger a "rustomized call" on the Lobby Monitor. |
| | | | | | | | | | Update the tobby Monitor Detail page to include a new section for custom calling configurations. Countes 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: |
| | | | | | | | The current Lobby Monitor functionality can only be utilized for a customer who | Expand the Lobby Monitor functionality so that Counties can choose to page a customer who has been checked in and/or page a | "Next customer to desk 15." |
| | Lable Management Hadeb Lable Manhar Coll | | | | | | has been checked in and has received a number for their visit. | customer who may not have checked in yet. There should be no impact to Counties/Users who currently utilize the existing Lobby | There also will be able to any few the surface of the determine the feature of the Audio and Maral toot |
| CA-212494 | functionality | 12/20/2019 | CIV-101293 | Enhancement | Online | Yes | preferred way. | Counties would like the ability to sort the Reception Location order based on their office needs. | -User should be able to preview the audio as well as determine the language(s) of the Audio and visual textUpdate Lobby Monitor Detail page to allow custom sorting of Reception Locations |
| | | | | | | | Lobby Management has multiple applications that are used throughout the counties and supported by CalSAMS such as Lobby Kinck, Lobby Tablet, Lobby | | |
| | | | | | | | Check-in, and Self Service Kiosk. Not all applications have the same functionality | Design a browser-based Lobby Check-in and Klosk application in a framework that supports devices such as Windows, IOS, and Android. | |
| CA-213363 | Redesign lobby applications to support multiple Operating Systems | 2/5/2020 | | Fohancement | Online | Yes | which requires counties to choose the application and associated hardware solution that best meets their needs | The solution should merge existing functionality from the current applications and add additional enhancements which will need to be defined by the Lohity Management committee | -Ensure Klosk icons are within ADA 48" reach requirement -Ack language at beginning of transaction |
| | | -,-, | | | | | | In order to adhere to biv 22 100 (CWP regists regulations for Non-discrimination in rederany Assisted Program) and increase errors to eliminate language barriers when providing public services this request is being submitted to provide visual and audible appointments. | and the second se |
| | | | | | | | | 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 bouse 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 | |
| | | | | | | | | | Provide options for applicants and recipients to be able to select their threshold languages from the lobby management klosks and other |
| | | | | | | | | 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. | mobile devices (FACT tablets, iPad, Samsung Galaxy tablet, etc). |
| | | | | | | | | and a second | Provide on-screen and voice announcements in the client's threshold language for when a ticket is being called for service. |
| CA-215293 | Lobby Management: Expansion of Available Languages | 4/7/2020 | | Enhancement | Tech Arch | | The current Lobby Management solution only offers two languages for on-screen and voice announcement: Spanish and English. | As an example, Alameda has the following languages that are considered threshold (in addition to English): Spanish, Vietnamese, Cantonese, Mandarin, Farsi, Tagalog and Cambodian. | Printed receipts should be generated in the customer's preferred language. |
| | | | | | | | The Worker ID field does not populate in the Reception Log when a client checks in | | |
| | | | | | | | who received the notification. Users are also not able to use the Unit filter if the | | |
| CA 315305 | Lobby Management: Update Lobby Devices to | 4/7/2020 | | Fabrana | Tauk Auch | | Worker ID is not populated and must look at each entry individually which impacts | Resultate the Wester ID field for a state where a metification has been and form a lable, during | |
| CA-215250 | populate worker ib | 4/7/2020 | | Enhancement | Techarch | | Current Lobby Tablet devices require a user to login with CalSAWS credentials to | Counties would like the ability to run the Kiosk application on Lobby Tablet devices without the need for a user to login, similar to the | |
| CA-215211 | Create a Kinck mode for Lobby Tablet devicer | 4/7/2020 | | Enhancement | Tech Arch | | run the Kiosk application. The Kiosk application will time out and end the user's | Lobby Klosk: Running the application this way will provide counties the flexibility to utilize the Lobby Tablet as a customer facing check-in spelication or an a bandheid dwice for county upper | -Remove requirement to enter user login credentials in order to access Klosk flowEnrure Klock application does not time out due to inactivity. |
| 00113311 | Create a Nox mode for Cody have devices | 47772020 | | CT IN CALL AND | The free states | | acation one to mile over. | -The current Reception Log BI dashboards need to be updated to capture and report additional data available in the Reception Log. | -state wook approxition oper not time out out to inactivity. |
| | | | | | | | | (Specific data elements TBD by committee at design). -Counties would like the monthly Document Upload Klosk Activity Report and FACT Activity Report data added to Bi to be accessible on- | |
| | | | | | | | | demand. | |
| | | | | | | | There is currently a Reception Log BI dashboard that provides historical and real- time data. Counties also receive emailed monthly activity reports for each of their | *Complete design details TBD by committee | |
| | Lobby Management: Add/Update Business | | | | | | lobby devices. These reports are sent from 'performance@calaces.org' on the 1st | | |
| CA-220272 | Intelligence Reports | 9/29/2020 | | Enhancement | Reports | | of each month. Currently, the Customer Facing Dashboard has a "Now Serving" area; which is use | 'Document Upload Klosk Activity Report' and 'FACT Activity Report' examples attached. | |
| | | | | | | | to display the most recently paged customer number in the order that they have been paged To the left of the "New Service" rection, there is an "Adr" 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 onted to be turned off, it leaves a blank space where the Ads | | Design considerations: When performing a Monitor Call, the black space on the Lobby Monitor is used to display the number flocation that is currently being |
| | | | | | | | were previously displayed and is not used when the "Ads" section is opted to be | | called. Counties may need an option on the Lobby Monitor Detail page to disable this feature so that the Now Serving area can be |
| CA-221164 | Expand the "Now Serving" area of the Lobby Monitor | 10/22/2020 | | Enhancement | Online | | turned off. Utilizing the Klosk, customers have the ability to check in for appointments at | Have the "Now Serving" section expand across the full width of the screen, when the "Ads" section is opted to be turned off. | expanded instead. |
| | | | | | | | anytime and the appointment status is automatically updated. | Allow the county to determine how many minutes prior to a scheduled appointment time a customer would be allowed to check in. | |
| CA-222118 | appointment Check-Ins | 11/25/2020 | CIV-103517 | Enhancement | Online | Yes | Example: A customer with an appt scheduled at 11am can check in at the klosk at Bam with no restrictions. | 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. | |
| | | | | | | | Currently, the Reception Management Dashboard tracks the amount of reception log entries that are reaching the vellow and red thresholds. In order to view the | | |
| | | | | | | | record associated to the alert users need to lookup the record in the Reception | 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 | |
| | | | | | | | Log. | user to the visit detail page for the record that has exceeded the threshold limit. | |
| | | | | | | | Threshold time notifications are based on visit type. When the visit type meets the | Base the threshold notifications off the prefixes, so the notifications will be sent only to the applicable worker. | |
| CA-222123 | Add additional threshold feature to Reception Management Dashboard | 11/25/2020 | CIV-102235 | Enhancement | Online | Yes | notification does not apply to a particular worker. | Add the ability to associate workers (positions) to the inreshold configurations so the notifications will be sent only to the applicable worker(s). | |
| | | | | | | | Matification and to C W form the West-second under second second | When a customer signs into the Kiosk and select a specific program they have a question about (CalWORKs, CalFresh), the notification is | Reserve the Visit of the state of the second state of the second the second state state with state of the the second state the second state st |
| CA-222127 | Klosk Notifications by Program | 11/25/2020 | CIV-101169 | Enhancement | Online | Yes | when the customer has selected a specific program they are inquiring about. | about. | assigned to that program. |
| | | | | | | | Through the Reception Log the Worker can do a Lobby Monitor call to direct the | | |
| | | | | 1 | | | customer to a location in the office to be served. Many times the lobbies are busy | | |
| CA-222128 | Text Lustomer when Number is called to Monitor | 11/25/2020 | CIV-100860 | Ennancement | Unine | Tes | and Lustomers may not hear or see their number on the monitor screen. When multiple documents are scanned in at the Lobby Klosk for one customer, | Allow the customer to upt-in to a text message to be sent when their number is being called through the Lobby Monitor | |
| | | | | | | | each document will display as an individual visit on the Reception Log. This is also causing the Business Intelligence reports and Recention Management Parkhauer | | |
| | | | | | | | to display inflated customer visit numbers. | The Reception Log should create only one visit purpose entry when the customer has scanned in multiple documents in one session at the | |
| | Undate Kinsk and Recention Log entries for | | | | | | The John Kinsk may timeout during the scanning process if scanning avcoude 20 | Lobby Klosk. | |
| CA-222129 | document drop offs | 11/25/2020 | CIV-100699 | Enhancement | Online | Yes | seconds. | Modify the Lobby Kiosk timeout to wait until document scanning has been completed. | |
| | | | | | | | There is an option/screen in the Klosk flow that when selected asks the customer: | | -Update on screen wording to display "This request is complete. Can I help you with anything else?" |
| | | | | | | | "is there anything else I can help you with today?" The majority of customers | | Available on screen options should now be "I'm Done. Print Receipt." or "Return to Main Menu" |
| | | | | | | | Each time the customer answer's "yes" to this question, a new number is created. | | -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. |
| | | | | | | | In the event a customer happens to answer "yes" to this question multiple times, | | To data with a summary data with a data of the PCM |
| CA-222130 | Change wording on Klosk screen | 11/25/2020 | CIV-11962 | Enhancement | Tech Arch | | Log, that more customers are in the lobby than there really are. | Change the wording of this question. | - Opcase outer screens user may need updating at the time of this SLK - Increase the font size of assigned number on the tickets, printed on Klosk and Tablets. |
| | | | | | | | Reception Management Dashboard does not allow the user to view multiple offices from one worker LD. County managers are unable to view the Recention | Include a dron down of office to select from (nossibly security behind dron down) | |
| | Add ability to view multiple offices on Reception | | | | | | Management Dashboard for multiple offices within their county unless they are | | |
| CA-222131 | Management Dashboard | 11/25/2020 | CIV-11961 | Enhancement | Online | - | given multiple worker I.D.s for each of those offices. | Dashboard should default to last location selected of logged in user. | |
| | | | | | | | | 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 ceat and listen for your number. | |
| | | | | | | | | Have a good day! | |
| | | | | | | | | 2) Create two text hours for Counties to create their own custom merchang in Sonlinh | |
| | | | | | | | | a) Create two text boxes for Counties to create their own custom messages in Spanish | |
| | | | | | | | | 3) Create a text how to allow the office to undate the Header text that cave "County Customer Receipt" | |
| | | | | | | | | | |
| | Allow custom county messages to be added to device | | | | | | Receipts printed from lobby devices such as Klosks and Tablets do not have an | NOTE: County to be responsible for the message and its content County responsible for spelling and grammar | |
| CA-222132 | receipts | 11/25/2020 | CIV-9296 | Enhancement | Online | | option to include a custom message/footer. | County responsible for English and Spanish translations | |
| | | | | | | | writen a customer uses the klosk, the message Center notification(s) sent to the worker do not indicate which Klosk/Office initiated the check-in. This can be | | |
| CA 3337 | Display klock location in Message Center and | 11/25/2017 | CD/ 1770C | Fabronia | Tools Auch | | confusing for workers when a customer checks in at Location A but the worker | Results the surplus with affect and Mark Landler | 1. Update the Hover Tool Tip on the reception log to display Klosk ID and Location Information. |
| CA-222136 | Interspector Log | **/25/2020 | 1014.2100 | somericement | Leen wich | 1 | receives one houndation at Location b. | In come one worker with onlice and klock bocation. | a me caronie recept strong snow Nosk to mornation |

| CA.22212 | 7 Ularita burada kair far Kork in var | 11/25/2020 | CD/-1920 | Enhanzament | Turb Arch Vor | A) The Kicok reads the barcode on a document when the user selects "He" to the 'has the a barcoded document?" question before capturing a document. Often Castomers select "No" to the question "b this a barcoded document?" and the a barcoded document within the ages. In this second barcoded document of the the barcoded document within the barcoded document. | e 60 15 | 1) Remove the "is this a barcoded document? screen from the Risk flow. 2) How hardware or COI look for barcodes on all pages and the page of the screen screen and the pages within the document, assign the barcode document type and mark document as received (if applicable) b) If there is a barcode detected, utilize OCK to identify the document or present a screen that will allow the customer to select the document type. |
|----------|--|-------------|------------|--------------------|---------------|--|--|---|
| | | | | | | The CHSANS Lisby Monitor utilities 3rd party render Responsivelicies.com | 5 | The new rate's speech solution will be a since replacement of the Regionities Voice APL Update the overlapeat and regionities voices provided by the ChifAVS implementation of the new Text APL Update the overlapeat and and same voices provided by the Chromum based version of Microsoft Edge as a replacement for the ones currently provided by Google Chrome. a teglink Voice: Microsoft Ana Contine (Istatul) – English (Inited Status) b Spanh Voice: Microsoft Ana Contine (Istatul) – English (Inited Status) b Spanh Voice: Microsoft Ana Contine (Istatul) – Spanh (Inited Status) b Spanh Voice: Microsoft Ana Contine (Istatul) – Spanh (Inited Status) b Spanh Voice: Microsoft Ana Contine (Istatul) – Spanh (Istatus) |
| CA 2225 | Lobby Management: Update Text to Speech (TTS) | 12/0/2020 | CTU 107127 | Fabrana | Tesh Auch | (ex. Window A). The current engine is dependent on internet access and requir | s Switch from the ResponsiveVoice.com TSS engine to the NPMUS.com Speak-TTS module. This will allow greater control over voices | - Add new parameter "lang" to be sent to the voiceSpeak function to pair with the "voice" parameter in the Lobby Monitor Detail page of |
| 0.1110 | Enable 2D barcode reader in Lobby Kiosk application | 11/ 5/1010 | 011-107117 | CITIZECTION | Tech Arch | The CalSAWS Lobby Klosk has a 2D barcode reader attached that is not current | Add a check-in status feature for customers. | |
| CA-22493 | 3 to check status | 2/9/2021 | | Enhancement | Online | activated. | Example: Scanning QR code at Klosk displays ticket status | When a customer has opted to receive electronic messages: |
| | | | | | | | Streamline the design of all customer receipts to have a similar look regardless of the receipt source and make a copy of the receipt available in the CalSAWS case when a case number is associated. Add the ability to send transaction receipts for customer visits to the customer's linked/verified: | - Togoly a receipt option on the Reception Log Petal Japa - Add the additional receipt option to the employee Facing logbody devices - Add a question at the end of customer facing Rock flows to determine if the customer would like a digital receipt. - When a customer has not-opted to receive electronic messages: |
| | | | | | | Different receipts can be generated from lobby devices (Kiosks and Tablets) an | -BenefitsCal account -Email address | -Display opt-in options on the Reception Log Detail page -Display opt-in options on the employee-facing lobby devices |
| CA-23239 | 7 Additional lobby receipt options | 8/18/2021 | | Enhancement | Online | from the Reception Log. Currently when a user is working on the following Lobby pages (Kiosk Preview, | -Cell phone (text message) | -Ask the customer if they would like to opt-in at the end of the customer-facing Klosk flows |
| | | | | | | flow management list/detail, Action Detail, Device Assignment) the timer for t | ue Update the the following Lobby pages Lobby pages (Kiosk Preview, flow management list/detail, Action Detail, Device Assignment) to | |
| | Update Lobby pages to reset timer on main CalSAWS | | | | | CalSAWS application is not being reset. As such, user are being logged ou CalSAWS application due to inactivity even though they are working on one of | or reset the timer for the main CalSAWS. This is to prevent users from being logged out due to inactivity even though they are actively he working on one of the Lobby pages. | TBD |
| CA-24649 | 5 application. | 6/9/2022 | | Enhancement | Online | lobby pages. The Message Center does not currently function in the Sandhov environment w | hen | This will be backend change only |
| CA-24691 | R Enable Merrage Center in Sandbox Environment | 6/21/2022 | | Data Chaosa | Terb Opr | alerts are sent from the Reception Log | Easte Merran Center in the Sandhov environment | |
| 012403 | Childre Wessinge Center in Sundbox Environment | U/LI/LULL | | Data Charge | letrops | The Reception Log creates a Customer Contact History record when a visit is ad | ded | |
| CA-2490 | 7 Automate Journal for Reception Log Detail Entry | 8/15/2022 | | Enhancement | Online | using a CalSAWS case number but does not automatically create a Journal entr for the case. | 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. | |
| CA-24915 | Updates to Lobby Management printers (Cross- | 8/17/2022 | | Enhancement | Tech Arch | The John Klock & EACT applications are designed to work with specific printer | Add coors compatibility to that applicable printers work with both - the Lablu Kick & EACT applications | |
| 00.24524 | Update Reception Log and Message Center action | U/ 1// LOLL | | CITIERCEINER | | When an action icon is selected in the Reception Log or Message Center the ico | Judic concentrations as the applicate princes were needed with course of course of a rect applications. 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 | |
| CA-24979 | 0 icon colors | 9/1/2022 | | Enhancement | Online | color slightly changes. The Lobby Tablet (FACT 2.0) does not have any logging and the Klosk needs | compliant for users with color vision deficiency (CVD). | |
| CA-25105 | 5 Add logging to Lobby Tablet and Kiosk | 10/6/2022 | | Enhancement | Tech Arch | additional logging to properly identify and troubleshoot application issues. | Add logging for these devices | Add Bivelen to weilighte printer in the Lobiv Devicer ages in CalCAMC for EACT 2.0 devicer |
| | | | | | | Currently the FACT 2.0 only works with receipt printers made by zebra or using | the Add functionality for the bixolon programming language to be used with the FACT 2.0. The Zebra printers no longer use a magnetic strip | Plad dividion to available primera in the codey bendea page in callevera for their allo devices. |
| CA-25112 | s Add Bixbion Printer to FALI 2.0 | 10/10/2022 | | Enhancement | Tech Arch | Currently the kiosk app works with the Zebra and FGL printer programming | reader (MSR), but biologing a do, so we are switching printer manufacturers to retain the MSR functionality. Add functionality to use the ESC/POS programming language for printers in the kiosk. Add the functionality to be chosen for kiosk device | Add functionality to FACT 2.0 app to work with the commands in the provided pdfs. The zip file is the Android SUK from Biolon |
| CA-25118 | Add the Epson printer language to the kiosk app | 10/10/2022 | | Enhancement | Tech Arch | languages. | on the Lobby Devices in CalSAWS. For the klosk app to recognize the connection timeout error, and display it as a pop-up in the klosk app. | |
| CA-25119 | Error handling regarding connection timeout errors for the kiosk app | 10/10/2022 | | Enhancement | Tech Arch | Currently when the klosk app has a connection timeout error the app hangs or freezes and becomes unresponsive. | The pop-up should display that a connection issue has occurred and allow the user a chance to retry their current action. If the error occurs a second time a similar pop-up should display, but instead of allowing a retry tell the user to please see reception. After the message has displayed for 10 seconds the kick flow states should be reset to the beginning start page. | |
| | | | | | | In the Reception Log, when performing a Lobby Monitor Call the User must firs change the language on the Reception Log Detail page and save the changes. T | en. Modify back-end logic so that when the Reception Log Detail page is saved with updates, the updates to the record are applied before th | |
| | | | | | | the user may perform a Lobby Monitor call to trigger the audio in the correct language. | action is taken. Example: If the user modifies the language field and triggers a Lobby Monitor Call at the same time, the page should appl the language update prior to performing the Lobby Monitor Call action. | 9 |
| CA-2527 | Back-end logic update to Reception Log and Message | 11/15/2022 | | Enhancement | Online | On the Reception Log Detail page, users are only able to enter 1 email address | at a Update Reception Log to allow users to enter multiple email address at one time (similar to multiple emails entered in threshold | |
| CR-LJLI | Center | 11/13/1011 | | CITIBILITY | UTINK . | When a worker is notified via the Reception Log that a customer is present for | companies. | |
| | | | | | | once the user navigates from their current page. This Message Center record is | | |
| | | | | | | associated to the Reception Log record, but is not updated when the Status of t Reception Log record is changed as it is sent to the Message Center queue once | he state of the st | Update the Reception Log Detail page to allow updates to the Reception Log Visit record to also update the Message Center record that |
| | | | | | | the worker is notified. | | was originally created for the visit. |
| | Update the Reception Log Detail page to Update the Message Center with correct options if the Status is | | | | | The only way to update the message in Message Center is to either complete th flow in the Message Center window, or Complete the Reception Log Visit recor | e du Update the Reception Log Detail page to allow updates to the Reception Log Visit record to also update the Message Center record that | Design Note: This may require the current message to be deleted and a new one created with the current Status. Additionally, if both the Reception Log Detail page and the Message Center are opened at the same time and either one is updated, upon the other one being |
| CA-2593 | Changed to Meeting started. | 3/31/2023 | | Data Change | Unline | on the Reception Log detail page. | was originally created for the visit. 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. | updated prior to rerresning or updating the page, alert the user that the change is no longer available. |
| | | | | | | | 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 easil | |
| | | | | | | | 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 naving 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 | 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 |
| | | | | | | | Visit Purposes: | logged-in county. Allow counties to pull this data to create Ad-hoc reports using all Visit Purposes. |
| | | | | | | | Child Care | Submitter suggestions: |
| CA-25939 | Adding County Specific Visit Purpose to Reception | 4/3/2023 | | Enhancement | Online | | Update "GROW Worker" to "GA/GR Worker" since the GROW program is LA Specific CalWORKS | 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. |
| | | | | | | | | TBD by committee. Sample recommendations: |
| | | | | | | | | -Scan appointment letter QR codes to quickly check-in -Scanoine a QR code from any CalSMM document |
| | | | | | | | | -Entering a combination of the DOB and last four digits of the social security number |
| | Lobby Device - Add additional check-in options to | | | | | Customers may enter either their case number or swipe their EBT/BIC cards at | Add additional check-in options for customers to identify themselves when arriving in the lobby. | |
| CA-2611 | 5 Lobby Klosk/Tablet Lobby Device - Update identifier for Lobby T-blat | 5/3/2023 | | Enhancement | Online | Klosk to self-identify at check-in. | -The Preview functionality in CalSAWS will need to be updated with any changes. | -Add the ability to enter a Device ID when the application loads and a Device ID has not yet heen resistered |
| CA-26304 | 2 flow assignments | 6/9/2023 | | Enhancement | Tech Arch | The Lobby Tablet requires code updates to onboard additional devices to CaISA Read-Only Licerc Diana Only colo in Broduction in able 17 | WS. Update the Lobby Tablet to allow users with appropriate permissions to enter the CalSAWS device ID in the Lobby Tablet application. | -Add the ability to modify the Device ID when the user has appropriate security rights |
| | | | | | | 1. C90 staff with Read Only access can Add and Edit records on Flow Managem | ent | |
| | | | | | | List page 2. C90 staff with Read Only access can Add and Edit records on Device | | |
| CA.25*** | Restrict the ability to Create/Edit for C90 staff users | 7/2/2022 | | Enhanzament | Opline | Management List page | Undets the CBD staff with view only role to an longer be able to Add/Edit records | |
| 04/20414 | | .7474043 | | | | | aparte one and suit whit they one to no onger on two widd/EULLIEULIE. | |
| | | | | | | Print Number Full Page, Generate Referral and Generate CW 31 on Reception L | 26 | |
| CA-26414 | Restrict the Generate Form buttons in CalSAWS for 9 C90 user staff with view only role | 7/2/2023 | | Data Change | Online | Detail page and other pages within CalSAWS (Generate form related button). | Restrict C90 user staff with view only role the ability to Print Number Full Page, Generate Referral and Generate CW 31 on Reception Log Detail page and other pages within CalSAWS (Generate form related button). | |
| CA. ST. | Update the Lobby Monitor to meet N-1 requirements | 7/25/2022 | | System Operational | Opline | The Lobby Meeting has outdated weeken of a firmer | Undata the Lobbu Monitor to meet M-1 requirements for utilized and the second | Herdste the Lobby Monitor to meet N-1 requirements for utilized rof |
| CA-2653 | a nor wallzed solitivalle | 1/23/2023 | | s-manuement | Stall R | the coopy monitor has occurred Versions of software. | oponice one coupy information to meet their requirements for duringed software | Update Reception Log to allow user to select an Authorized Representative. |
| | | | | | | | | |
| CA-26566 | Update Reception Log to allow user to select an Authorized Representative | 8/1/2023 | | Enhancement | Online | When creating a Reception Log entry directly from CalSAWS application, users not able to select an Authorized Representative. | Update Reception Log to allow users to select an Authorized Representative | Update Message Center and Reception Log List page to display the Authorized Representative name as they are the person that is waiting in the lobby |

| | | | | | | | CalSAWS will not let you select the office you want to Add to the Reception Log List. You can only add to the office that your Worker ID is | |
|-----------|---|------------|-----------|-------------|--------|--|--|---|
| | | | | | | | set up on the Position Detail page. Our clerical staff is centralized, where clerical staff can assist other offices when short staff. However, | We request an enhancement to have a drop-down/selection of offices you want to add to the Reception Log Detail page so workers |
| | | | | | | | they cannot add to the Reception Log because their profile will only allow them to add to the Reception Log based on their position | assisting other offices can log entries. If there are any security reasons this can be a button that can be added in the Worker's Position |
| | | | | | | | detail. This limitation prevents us from assisting other offices when they are short-staffed. | Detail as something they are allowed to do. |
| CA-269150 | Add to Reception Log selecting a different office | 10/10/2023 | CA-266291 | Enhancement | Online | | | |
| | | | | | | | | |
| | | | | | | | Justification / Request Summary: | |
| | | | | | | | | |
| | | | | | | | JUSTIFICATION: The Lobby Klosk welcome screen requires customers to click the "Start" button which just leads to the actual flow options | |
| | | | | | | | assigned to the klosk. The "start" button does not serve a purpose other than requiring the customer to click to proceed to the actual | |
| | | | | | | | options. | |
| | | | | | | | The Language togete button is not quite prominently placed: the font size is not very large and it is located off to the top right corner of | |
| | | | | | | | the screen away from the main screen area for the visit ontion buttons | |
| | | | | | | | | |
| | | | | | | | REQUEST: As part of the Welcome screen, replace the "Start" button with buttons for the various available languages (currently English | |
| | | | | | | | and Spanish). Instead of a start button that requires a user to perform a click just to go to the options, the first click can perform a | |
| | | | | | | | function of starting the language preference. | |
| | | | | | | | | |
| | | | | | | | Issue: | |
| | | | | | | | The Johby Kink wakness recease requirer curtomers to click the "Start" button which just leads to the actual flow options arrived to the | |
| | | | | | | | The body how we use a new requires controls to become a budy much put reaction to be the more and to be body much be the struct and the struc | |
| | | | | | | | have the start bucket deal not save a perpose one unanrequiring the customer to citic to proceed to the actual operation | As part of the Welcome screen, replace the "Start" button with buttons for the various available languages (currently English and |
| | | | | | | | The Language toggle button is not quite prominently placed: the font size is not very large and it is located off to the top right corner of | Spanish). Instead of a start button that requires a user to perform a click just to go to the options, the first click can perform a function of |
| | | | | | | | the screen away from the main screen area for the visit option buttons. | starting the language preference. |
| | | | | | | | | |
| | Lobby Management: Change Start button to | | | | | | CA-222130 includes a request to: Update the "Back", "Quit" and language toggle buttons ("Espanol/English") so that they are larger and | Having the language options on the Welcome screen also provides more space for when more available languages are added. The |
| CA-269151 | Language Options | 10/10/2023 | CA-264820 | Enhancement | Online | | stand out. | language toggle button is helpful to switch between languages even after the language preference is selected. |
| | | | | | | | [1] Liter correction lobby movement (schulty cannot early use the individual ticket movement; as a whole ensemble which ticket are | |
| | | | | | | | 12) being served at which Reception Locations. | |
| | | | | | | | | |
| | | | | | | | Reception Locations "actively serving" a customer are considered to be in either the visit status of "Lobby Monitor Call" or "Meeting | |
| | | | | | | | Started." The Reception Dashboard does not display detailed data for while the meeting is in progress. | |
| | | | | | | | | |
| | | | | | | | [2] Ine "current wair times" woget is the main widget used by start who oversee loopy movement/activity, but this widget is visually | |
| | | | | | | | smaller in size/role compared to the graphical widgets in scall are verying this widget on a monitor placed at a distance instead of directly on the comparise to the difficult to read the ticket number/how foot. | |
| | | | | | | | ,, | |
| | | | | | | | REQUEST: | |
| | | | | | | | | |
| | | | | | | | [1] Add a list to the Reception Dashboard displaying the Reception Locations serving which ticket number and for how long whenever a | |
| | | | | | | | tocket is in the visit status or "Lodoy Monitor Call" or "Meeting Started" (similar to the "Current Wait Times" list). | (1) Add - Tak to the Recentles Residenced displaying the Recentles Lengther content which tights surplus and for here lengthered |
| | | | | | | | Example: | Is you a list to the reception cashound displaying the neception cocations serving which ticket number and for now long whenever a tricket is in the visit status of "Lobby Monitor Call" or "Meeting Started" (similar to the "Current Wait Times" list) |
| | | | | | | | Currently Serving | contract of the terminal states and a strategy and |
| | | | | | | | Location#TypeMinutes | Example: |
| | | | | | | | Window 5H22Apply for Benefits23 | Currently Serving |
| | | | | | | | Window 1R28Drop Off Documents10 | Location#TypeMinutes |
| | | | | | | | Window 8V29Other/Information2 | Window 5H22Apply for Benefits23 |
| | | | | | | | Window 2V32Other/Information1 | Window 1R28Drop Off Documents10 |
| | | | | | | | | Window 8V29Other/Information2 |
| | | | | | | | [2] Make the "current wait times" widget size and font larger. The other widgets as visual graphs can be made smaller to compensate | Window 2V32Uther/information1 |
| | | | | | | | Tor space. (Potentiality make the Reception Gashodard customicable?) | [2] Make the "Ourgest Whit Timer" widest size and feet larger. The other widestrian visual graphy can be made smaller to compensate |
| | Lobby Management: Reception Dashboard - Display | | | | | | Issue: | for space. (Potentially make the Reception Dashboard customizable?) |
| CA-269152 | Currently Serving Data Including Reception Location | 10/10/2023 | CA-264817 | Enhancement | Online | | | |