

CalSAWS | TLM-39 Lobby Management Modernization



September 26, 2024

Agenda

- ① Lobby Modernization Overview
- ② Design Approach
- ③ Timeline & Milestones
- ④ Initial Design Review



Lobby Modernization Overview

Lobby Modernization Overview

- Background
 - Current support for four applications
 - Modernization funding received as part of TLM(Technology Lifecycle Management)-39
- Scope of Changes
 - Develop a modernized web-based solution
 - ✦ Capable of supporting multiple Operating Systems
 - Incorporate existing functionality
 - Ensure support with existing county devices (Kiosks and Tablets)
 - ✦ Support for peripherals (barcode readers, card readers, printers etc.)
 - Streamline device receipts

Note- Existing SCRs/CERs will remain in TBD status



Design Approach

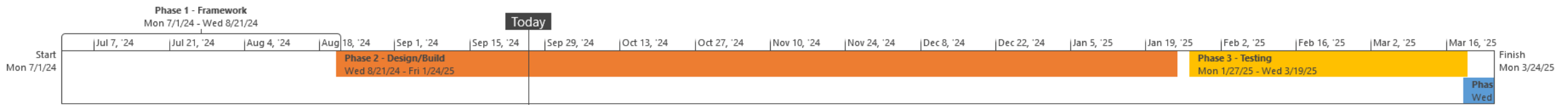
Design Approach

- Design and Build for the new lobby application will be done concurrently
 - Design will be done in pieces and will be presented to the committee on a regular basis for continuous feedback and input.
 - Design will be presented to the committee in a presentation format vs the traditional design document during this time until the design for the new lobby application is complete.
 - ✦ Design will be continuously updated throughout this process. It will be available for the committee to review and approve once it's finalized.
 - Development team will start building the new lobby application based on the section of the design that has been reviewed with the committee.
 - ✦ A demo/prototype of the new lobby application will be presented to the committee as they become available on an ongoing basis.
- Testing will be conducted after build is complete, following the same process as regular SCRs.



Timeline & Milestones

Timeline & Milestones



- Phase 1 – Determining Framework for new Lobby Application
 - Complete - Framework decided to go with REACT Native
- Phase 2 – Design and Build
 - Design (1.1) started and will be reviewed with Committee 09.26.2024
 - ✦ Build will start 09.30.2024 to October based on Design presented to Committee (Design 1.1)
 - Design (1.2) will start 09.30.2024 based on decision/feedback from Committee and will be present to Committee in October.
 - ✦ Build will start working on Design 1.2 in October (post the Oct. Committee).
 - Design (1.3) will start November and will be presented to Committee in November/December
 - ✦ Build will start working on Design 1.3 in November/December (dependent on Committee meeting date).
 - Last Committee meeting December/January for final presentation.
- Phase 3 - Testing
 - Testing will start 01.27.2025



Initial Design Review

Welcome Screen

- Top left header will have 'County of XXX' where XXX will be the County associated to the Device.
- Top right header will have two buttons: 'VIEW MY MAIL (E-NOTICE)' and 'SUBMIT MY REPORT'. Both buttons will open the Benefitscal.com website. (Currently, this is found on the LA Self-Service application only).
- The Body of the screen will have the following components:
 - Title: 'Welcome to the Lobby Self Check-In' and 'Please Select Your Language.'
 - Language Drop-Down field: Option will be 'English' (which will be the default) and 'Español'.
 - ✦ Changing the value on the drop-down will change the screen to display in the corresponding language.
 - 'START' button: Clicking the 'START' button will take the user to the next screen.

County of San Bernardino

VIEW MY MAIL (E-NOTICE) SUBMIT MY REPORT

Welcome to the Lobby Self Check-In

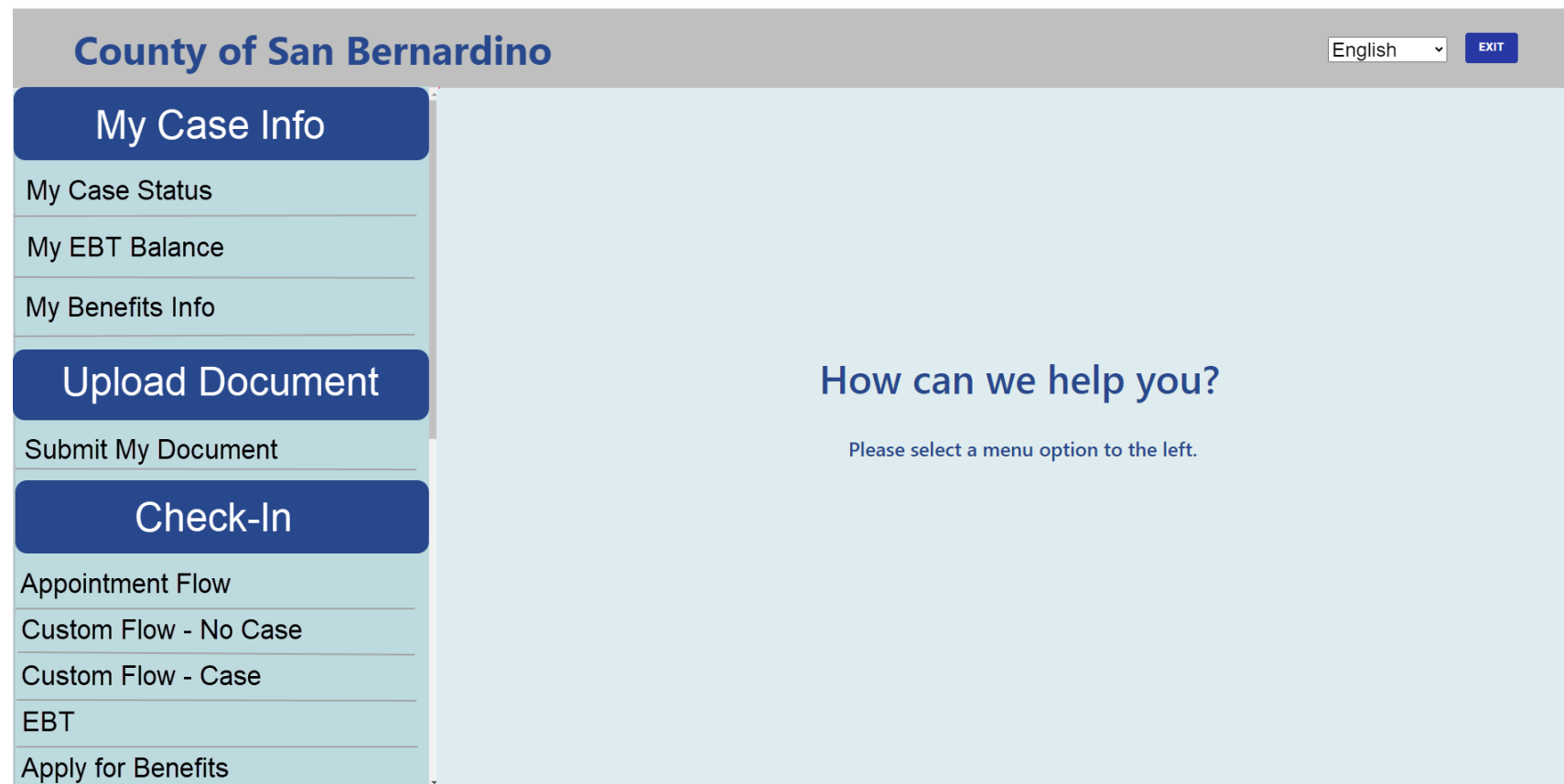
Please Select Your Language.

English

START

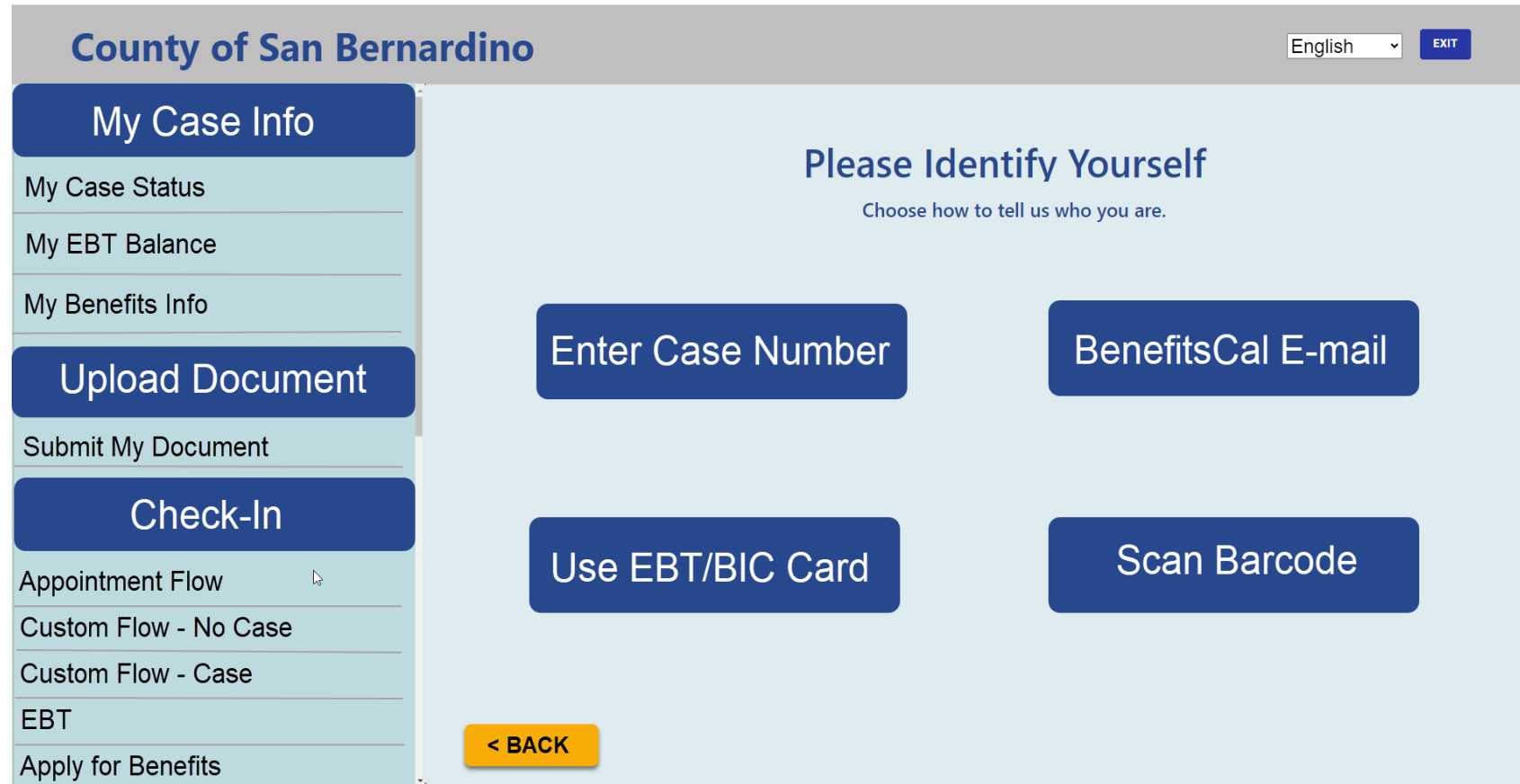
How can we help you? Screen

- Menu will be located to the left side.
 - My Case Info: Currently, this is LA Lobby functionality.
 - Upload Document: This is to upload document/forms.
 - Check-In: This will list the available check-in option that is available and will be configurable (this will replace the buttons in the existing Kiosk).
- Main Screen will have the message 'How can we help you? Please select a menu option to the left.'
- Top right side of the header, you will have the Language selection drop-down and the 'Exit' button.
 - Changing the language will update the screen to the corresponding in language (Spanish only at this time).
 - Clicking the 'Exit' button will take the user to the Home Screen.



Please Identify Yourself Screen

- Main Screen will be titled 'Please Identify Yourself' and will have the onscreen instruction underneath it 'Choose how to tell us who you are.'
- Check-In Section
Selecting an option that requires a Case Validation will display the following on the main screen:
 - 'Enter Case Number' button.
 - + 'Enter Case Number' & 'Date of Birth'.
 - 'BenefitsCal E-mail'
 - + 'Enter Username & Password'.
 - 'Use EBT/BIC Card' button.
 - + 'Swipe EBT/BIC Card'.
 - 'Scan Barcode' button.
 - + 'Scan Barcode'
 - '< BACK' button.
 - + User will go back to the 'How can we help you?' screen.
- Top right side of the header, you will have the Language selection drop-down and the 'Exit' button.
 - Changing the language will update the screen to the corresponding in language (Spanish only at this time).
 - Clicking the 'Exit' button will take the user to the Home Screen.



*Screen is accessed from selecting an option from the 'Check-In' section where Case Validation is required.

Please Enter Your Case Number Screen

- Main Screen will be titled 'Please Enter Your Case Number (including any leading zeros)'.
 - Will have a text box and have onscreen instruction underneath it 'Enter your case number, then press Submit.'
- Will have a 'Submit' button.
 - 'Submit' button will be greyed out, when the text field is blank.
 - 'Submit' button will be blue, when there's a value on the text field.
 - Clicking 'Submit' will take the user to the 'Please Enter Your Date of Birth' screen.
- '< BACK' button.
 - User will go back to the 'Please Identify Yourself' screen.
- Top right side of the header, you will have the Language selection drop-down and the 'Exit' button.
 - Changing the language will update the screen to the corresponding in language (Spanish only at this time).
 - Clicking the 'Exit' button will take the user to the Home Screen.

*Screen is accessed from selecting the 'Enter Case Number' option from the 'Please Identify Yourself' screen.

This screenshot shows the 'Please Enter Your Case Number' screen. The header includes 'County of San Bernardino', a language dropdown set to 'English', and an 'EXIT' button. A left sidebar contains menu items: 'My Case Info' (with sub-items: My Case Status, My EBT Balance, My Benefits Info), 'Upload Document' (with sub-item: Submit My Document), 'Check-In' (with sub-items: Appointment Flow, Custom Flow - No Case, Custom Flow - Case, EBT, Apply for Benefits), and '< BACK'. The main content area has the title 'Please Enter Your Case Number (including any leading zeros)', an empty text input field, the instruction 'Enter your case number, then press Submit.', a greyed-out 'SUBMIT' button, and a yellow '< BACK' button at the bottom left.

This screenshot shows the 'Please Enter Your Case Number' screen with the case number 'A123456' entered in the text field. The header and sidebar are identical to the previous screenshot. The main content area shows the title 'Please Enter Your Case Number (including any leading zeros)', the text field containing 'A123456', the instruction 'Enter your case number, then press Submit.', a blue 'SUBMIT' button, and a yellow '< BACK' button at the bottom left.

Please Enter Your Date of Birth Screen

- Main Screen will be titled 'Please Enter Your Date of Birth'.
- Will have a text box (MM/DD/YYYY) in the background and have onscreen instruction underneath it 'Enter a birth date of anyone on the case, then press Submit'.
- Will have a 'Submit' button.
 - 'Submit' button will be greyed out, when the text field is blank.
 - 'Submit' button will be blue, when there's a value on the text field.
 - Clicking 'Submit' will take the user to the next screen.
- '< BACK' button.
 - User will go back to the 'Please Enter Your Case Number' screen.
- Top right side of the header, you will have the Language selection drop-down and the 'Exit' button.
 - Changing the language will update the screen to the corresponding in language (Spanish only at this time).
 - Clicking the 'Exit' button will take the user to the Home Screen.

*Screen is accessed from selecting the 'Enter Case Number' option from the 'Please Identify Yourself' screen and submitting a Case Number.

This screenshot shows the 'Please Enter Your Date of Birth' screen. The header includes 'County of San Bernardino', a language dropdown set to 'English', and an 'EXIT' button. A left sidebar contains menu items: 'My Case Info', 'Upload Document', 'Check-In', and 'Apply for Benefits'. The main content area features the title 'Please Enter Your Date of Birth', a text input field containing 'MM/DD/YYYY', the instruction 'Enter a birth date for anyone on the case, then press Submit.', and a greyed-out 'SUBMIT' button. A yellow '< BACK' button is located at the bottom left.

This screenshot shows the 'Please Enter Your Date of Birth' screen with the text field filled with '01/02/1981'. The 'SUBMIT' button is now blue. All other elements, including the header, sidebar, and '< BACK' button, remain the same as in the previous screenshot.

Please Enter Your BenefitsCal Screen

- Main Screen will be titled 'Please Enter Your BenefitsCal Email and Password'.
- Will have two text box:
 - 1st text box will have 'E-mail (required)' on top.
 - 2nd text box will have 'Password (required)' on top.
- 'Submit' button:
 - 'Submit' button will be greyed out, when both or one of the text field is blank.
 - 'Submit' button will be blue, when there's a value on both text field.
 - Clicking 'Submit' will take the user to the next screen.
- '< BACK' button.
 - User will go back to the 'Please Identify Yourself' screen.
- Top right side of the header, you will have the Language selection drop-down and the 'Exit' button.
 - Changing the language will update the screen to the corresponding in language (Spanish only at this time).
 - Clicking the 'Exit' button will take the user to the Home Screen.

*Screen is accessed from selecting the 'BenefitsCal E-mail' option from the 'Please Identify Yourself' screen.

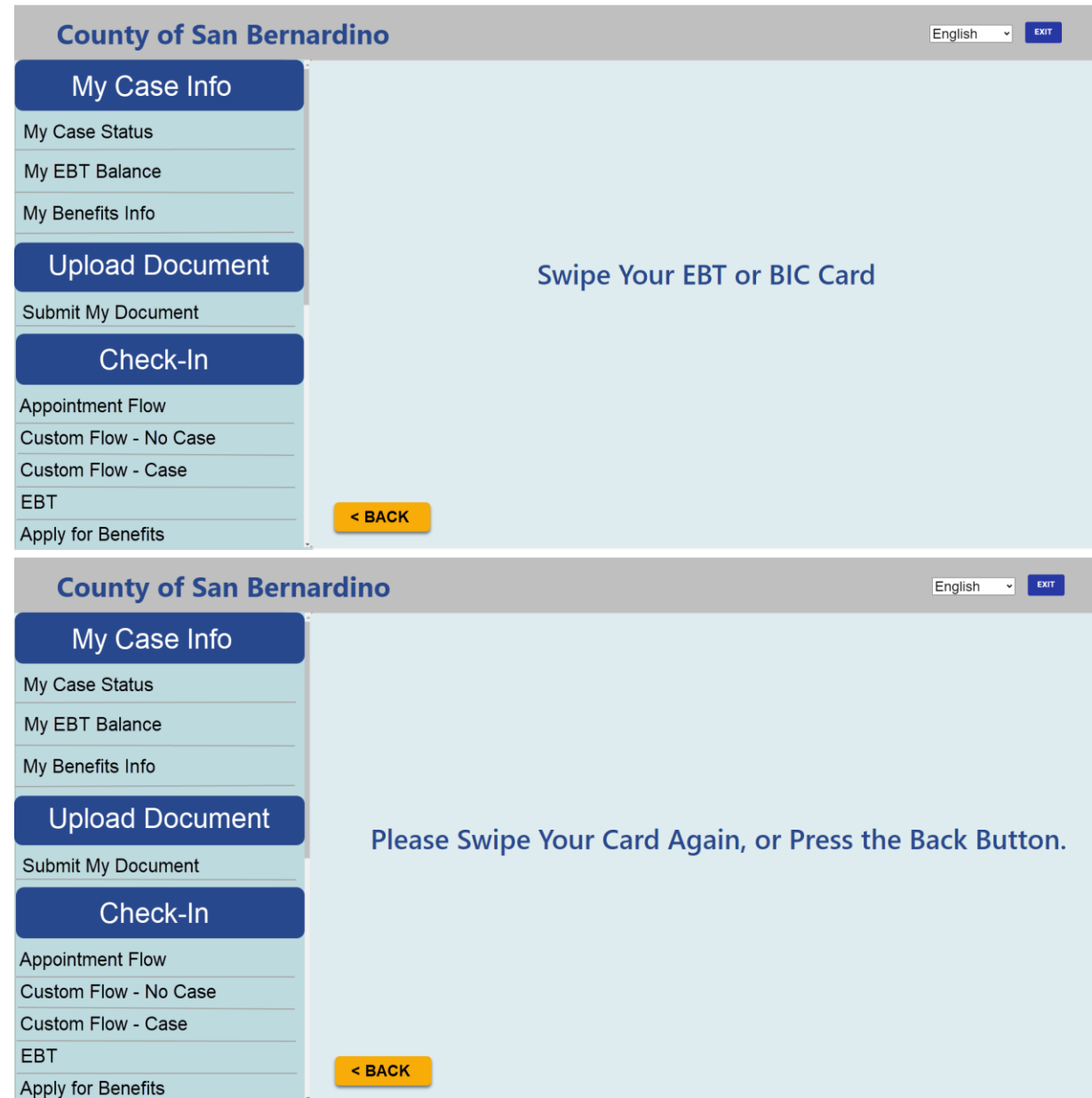
This screenshot shows the login screen for the County of San Bernardino. The header includes the county name, a language dropdown set to 'English', and an 'EXIT' button. A left sidebar contains menu items: 'My Case Info', 'Upload Document', 'Check-In', and 'Apply for Benefits'. The main content area is titled 'Please Enter Your BenefitsCal Email and Password'. It features two input fields: 'E-mail (required)' and 'Password (required)'. Both fields are currently empty. Below the fields is a greyed-out 'SUBMIT' button. A yellow '< BACK' button is located at the bottom left of the main content area.

This screenshot shows the same login screen as above, but with the input fields filled. The 'E-mail (required)' field contains 'Johndoe@gmail.com' and the 'Password (required)' field contains '*****'. The 'SUBMIT' button is now blue and active. The rest of the interface, including the header and sidebar, remains the same.

Swipe Your EBT or BIC Card Screen

- Main Screen will be titled 'Swipe Your EBT or BIC Card' or 'Please Swipe Your Card Again, or Press the Back Button.' when the "swipe" is not successful.
- '< BACK' button.
 - User will go back to the 'Please Identify Yourself' screen.
- Top right side of the header, you will have the Language selection drop-down and the 'Exit' button.
 - Changing the language will update the screen to the corresponding in language (Spanish only at this time).
 - Clicking the 'Exit' button will take the user to the Home Screen.
- When the "Swipe" of the EBT or BIC card is successful it will take the user to the next screen.

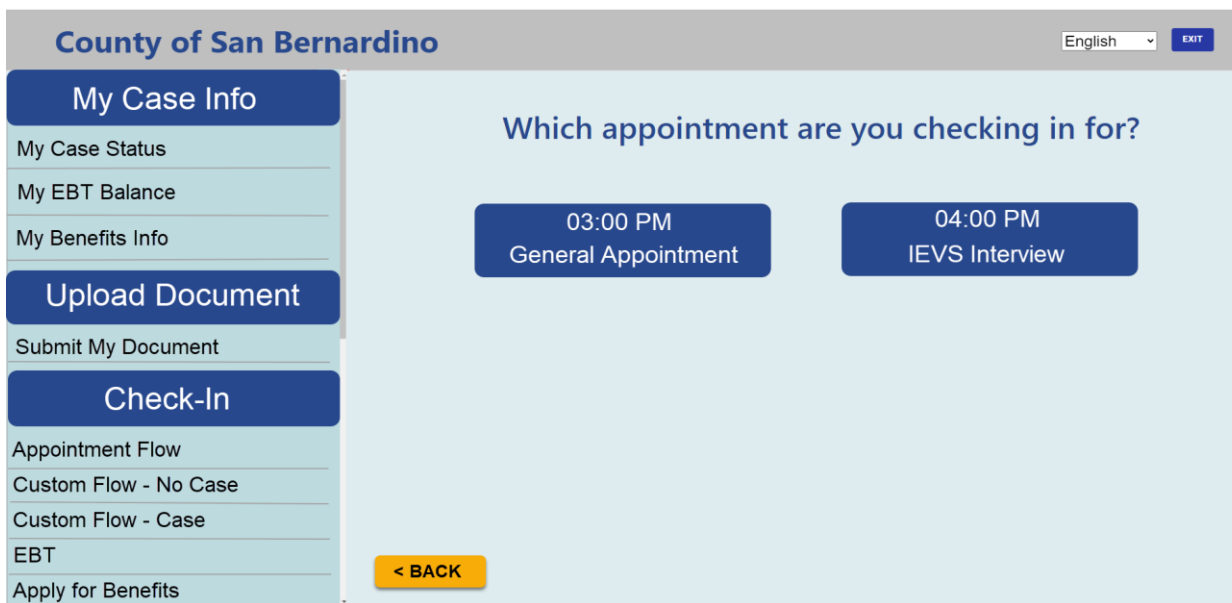
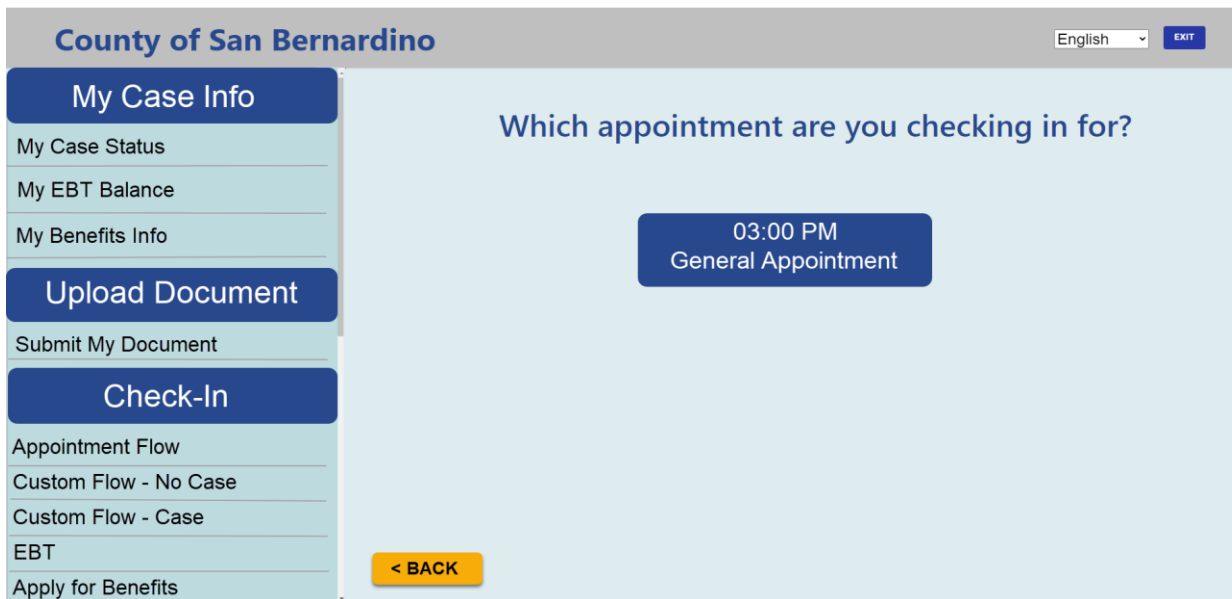
*Screen is accessed from selecting the 'Use EBT/BIC Card' option from the 'Please Identify Yourself' screen.



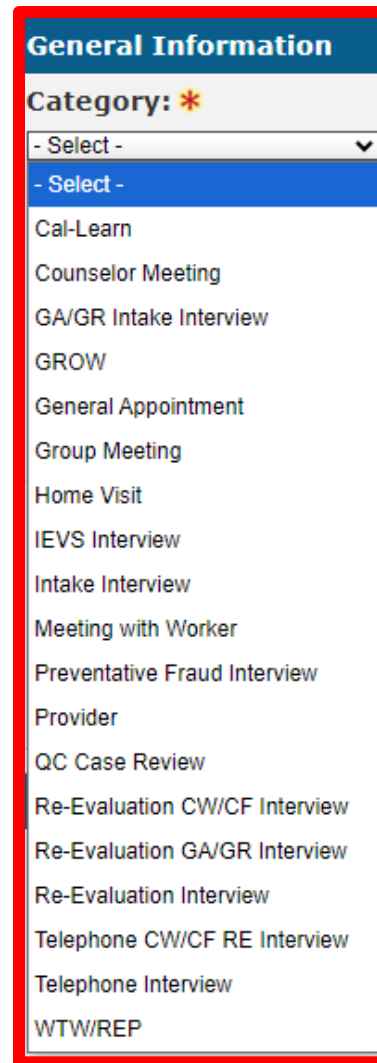
Please Select Appointment Screen

- Main Screen will be titled 'Which appointment are you checking in for?'
- All appointment found for the person on the case will be listed.
 - Selecting one of the appointment will take the user to the next screen.
- '< BACK' button will go to the 'Please Identify Yourself' screen.
- Top right side of the header, you will have the Language selection drop-down and the 'Exit' button.
 - Changing the language will update the screen to the corresponding in language (Spanish only at this time).
 - Clicking the 'Exit' button will take the user to the Home Screen.

*Screen is accessed from selecting an option (from the 'Check-In' section) for an appointment flow and all identification is completed (Case Validation requirements are done).



Appointment Categories



Questions?

