

# CalSAWS | Agenda

Meeting: Lobby Management Committee  
 Location: Microsoft Teams  
 Date: December 19<sup>th</sup>, 2024  
 Time: 10:00 AM – 12:00 PM  
 Attendees:

NAME	NAME	NAME
<input checked="" type="checkbox"/> <b>R1</b> Francis Delgado	<input type="checkbox"/> <b>R4</b> Christina Mendoza Ruiz	<input checked="" type="checkbox"/> <b>RM</b> Justin Stephenson
<input type="checkbox"/> <b>R1</b> Garrian Booker	<input checked="" type="checkbox"/> <b>R4</b> Doris Sons (Catrina Doxey)	<input checked="" type="checkbox"/> <b>RM</b> Melissa Thomas
<input type="checkbox"/> <b>R1</b> Jennifer Servin	<input checked="" type="checkbox"/> <b>R4</b> Jessica Lannin	<input checked="" type="checkbox"/> <b>RM</b> Yolanda Banuelos
<input type="checkbox"/> <b>R1</b> Judy Perez	<input checked="" type="checkbox"/> <b>R4</b> Russell Pehrson	
<input type="checkbox"/> <b>R1</b> Shawni Ramos	<input type="checkbox"/> <b>R4</b> Virginia Melgoza	
<input type="checkbox"/> <b>R2</b> Carlos Urbieto	<input checked="" type="checkbox"/> <b>R5</b> Cindy Aguirre	
<input checked="" type="checkbox"/> <b>R2</b> Ilda Torrez	<input checked="" type="checkbox"/> <b>R5</b> Ed Williams	
<input checked="" type="checkbox"/> <b>R2</b> Theresa Agarenzo	<input type="checkbox"/> <b>R5</b> Felix Sanchez	
<input checked="" type="checkbox"/> <b>R2</b> William Wren-Rodriguez	<input type="checkbox"/> <b>R5</b> Robin Gonzalez	
<input type="checkbox"/> <b>R2</b>	<input checked="" type="checkbox"/> <b>R5</b> Rosa Vizcarra	
<input checked="" type="checkbox"/> <b>R3</b> Dayna Boggs	<input checked="" type="checkbox"/> <b>R6</b> Cristopher Estrada	
<input type="checkbox"/> <b>R3</b> Patty Strom	<input checked="" type="checkbox"/> <b>R6</b> Kelly Young	
<input type="checkbox"/> <b>R3</b>	<input type="checkbox"/> <b>R6</b> Rachid Ameer	
<input type="checkbox"/> <b>R3</b>	<input checked="" type="checkbox"/> <b>R6</b> Richard Luscombe	
<input type="checkbox"/> <b>R3</b>	<input checked="" type="checkbox"/> <b>R6</b> Stephanie Hunter	

Time	Lead	Topic	Notes
10:00 AM (10 min)	Erick	<b>Welcome Items</b> <ul style="list-style-type: none"> <li>Roll Call</li> <li>Meeting Notes – R3 (Due 12/26/24)</li> </ul>	
10:10 AM (80 min)	Erika	<b>Lobby Management Modernization</b> <ul style="list-style-type: none"> <li>Status Update</li> <li>Design Review</li> </ul>	Design Review Changes <ul style="list-style-type: none"> <li>2.1.1a Device Assignment Detail Page. Add "Flow Assigned" column to state Yes or No</li> <li>2.1.3 Change CA_Lobby to CA_Code</li> <li>2.4.2 Option to enable My Case Info and enable Upload Document</li> </ul>

Time	Lead	Topic	Notes
			<ul style="list-style-type: none"> <li>• Committee Request: Changing working from "Upload Document" to "Scan/Upload Document"</li> <li>• Kiosk visit entry into Reception Log as "Drop off Document" will not be customizable.</li> </ul> <p>Poll on standard receipt language, will not be customizable for counties</p> <ul style="list-style-type: none"> <li>• Conducted votes/poll • LM testing will be available as part of 25.05 release</li> </ul>

11:30 AM (10 min)	Erick	<b>Recent &amp; Upcoming Changes</b> <u>Release 24.11</u> <ul style="list-style-type: none"> <li>■ Defect CA-284208: Lobby Monitor Not Making English Announcement on First Call (24.11.26)</li> </ul> <u>Release 25.01</u> <ul style="list-style-type: none"> <li>■ *Defect CA-283538: Multiple Reception Log Entries for same ticket</li> <li>■ SCR CA-274996: Lobby Monitor Updates</li> <li>■ Defect CA-284361: Reception log appointment time clears after selecting worker ID in few scenarios</li> <li>■ Defect CA-277957: kiosks generated ticket number, but the ticket number did not register onto the Reception Log.</li> <li>■ SCR CA-274884: Shorten Lobby Monitor Call Announcement</li> </ul>	
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11:40 AM (20 min)	Erick	<b>Meeting Closeout</b> <ul style="list-style-type: none"> <li>■ Action Item Review</li> <li>■ Final Q&amp;A</li> <li>■ Next Meeting</li> </ul>	
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**Follow Up**

#	Action Item	Who	Due
1	TTS vendor - can the current or future solution be updated to work with Chrome and Edge to align with other CalSAWS components?	Erick	

#	Action Item	Who	Due
2	(CLOSED) Determine what Case Info & Benefits Info is displayed in BenefitsCal (propose data elements to display in next design review) -Remove App Date (Date)	Erika	
3	Determine LOE to split Device Assignment into View and Edit Modes	Erika	

#	Decision Made	Who	Date
1	Upload Document button will be relabeled to Scan/Upload	RCM	12/19/2024
2	Issuance information will display	RCM	12/19/2024
3	Terminated programs should not display	RCM	12/19/2024
4	Program Status date should be included	RCM	12/19/2024
5	EBT balances be labeled as CalWORKs & CalFresh	RCM	12/19/2024
6.	County name, date & time, case number, Action/visit purpose, Office location info, standard hardcoded message will be displayed in the upload receipt.	RCM	12/19/2024