

# CalSAWS | Agenda

Meeting: Lobby Management Committee  
 Location: Microsoft Teams  
 Date: March 20<sup>th</sup>, 2025  
 Time: 10:00 AM – 12:00 PM  
 Attendees:

NAME	NAME	NAME
<input type="checkbox"/> <b>R1</b> Francis Delgado	<input type="checkbox"/> <b>R4</b> Lori Whitehead*	<input type="checkbox"/> <b>RM</b> Justin Stephenson
<input type="checkbox"/> <b>R1</b> Garrian Booker	<input type="checkbox"/> <b>R4</b> Doris Sons	<input type="checkbox"/> <b>RM</b> Melissa Thomas
<input type="checkbox"/> <b>R1</b> Jennifer Servin	<input type="checkbox"/> <b>R4</b> Jessica Lannin	<input type="checkbox"/> <b>RM</b> Yolanda Banuelos
<input type="checkbox"/> <b>R1</b> Judy Perez	<input type="checkbox"/> <b>R4</b> Russell Pehrson	<input type="checkbox"/> <b>CDSS</b> Sherice Sterling
<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 type="checkbox"/> <b>R5</b> Cindy Aguirre	
<input type="checkbox"/> <b>R2</b> Ilda Torrez	<input type="checkbox"/> <b>R5</b> Ed Williams	
<input type="checkbox"/> <b>R2</b> Theresa Agarenzo	<input type="checkbox"/> <b>R5</b> Felix Sanchez	
<input type="checkbox"/> <b>R2</b> William Wren-Rodriguez	<input type="checkbox"/> <b>R5</b> Robin Gonzalez	
<input type="checkbox"/> <b>R2</b>	<input type="checkbox"/> <b>R5</b> Rosa Vizcarra	
<input type="checkbox"/> <b>R3</b> Dayna Boggs	<input type="checkbox"/> <b>R6</b> Cristopher Estrada	
<input type="checkbox"/> <b>R3</b> Patty Strom	<input 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 type="checkbox"/> <b>R6</b> Richard Luscombe	
<input type="checkbox"/> <b>R3</b>	<input 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 – R6 (Due 03/28/25)</li> </ul>
10:10 AM (45 min)	Erika	<b>Lobby Management Modernization</b>	<ul style="list-style-type: none"> <li>Design updates</li> </ul>
10:55 AM (15 min)	Erick	<b>Enhanced Lobby Support Calls</b>	<ul style="list-style-type: none"> <li>Update</li> </ul>
11:10 AM (10 min)	Sowmya	<b>Meeting Closeout</b>	<ul style="list-style-type: none"> <li>Action Item Review</li> <li>Final Q&amp;A</li> <li>Next Meeting 4/24/25</li> </ul>

## Follow Up

#	Action Item	Who	Due
1	<b>(CLOSED)</b> TTS vendor - can the current or future solution be updated to work with Chrome and Edge to align with other CalSAWS components? <i>SCR CA-286820: Update Lobby Monitor TTS solution has been created for research and prioritization.</i>	Erick	1/23/25
2	<b>(CLOSED)</b> Determine LOE to split Device Assignment into View and Edit Modes <i>Due to the LOE this would require a separate SCR.</i>	Erika	1/23/25
3	<b>(CLOSED)</b> Consider updated flow for selecting and changing printers to reduce redundancy <i>Due to the LOE this would require a separate SCR.</i>	Erick	2/20/25
4	<b>(CLOSED)</b> Check-in: Search by Name, consider requiring SSN or DOB to limit search results and/or including additional information in results such as programs <i>SSN or DOB will be required in combination with First and Last Name</i>	Erika	2/20/25
5	<b>(CLOSED)</b> Research a solution to notify the non-program worker of the customer check-in <i>Due to the LOE this would require a separate SCR.</i>		2/20/25

#	Decision Made	Who	Date