CalSAWS | Agenda

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

		NAME			NAME			NAME
☐	R1	Francis Delgado	☒	R4	Lori Whitehead*	☒	RM	Justin Stephenson
☐	R1	Garrian Booker	☒	R4	Doris Sons (Catrina Doxey)	☐	RM	Melissa Thomas
☒	R1	Jennifer Servin	☐	R4	Jessica Lannin	☐	RM	Yolanda Banuelos
☐	R1	Judy Perez	☒	R4	Russell Pehrson (Irvin Del Rio-Escalera)	☐	CDSS	Sherice Sterling
☒	R1	Shawni Ramos	☐	R4	Virginia Melgoza			
☐	R2	Carlos Urbieta	☒	R5	Cindy Aguirre			
☒	R2	Ilda Torrez	☐	R5	Ed Williams			
☐	R2	Theresa Agarenzo	☐	R5	Felix Sanchez			
☒	R2	William Wren-Rodriguez	☒	R5	Robin Gonzalez			
☐	R2		☐	R5	Rosa Vizcarra			
☒	R3	Dayna Boggs	☒	R6	Cristopher Estrada			
☐	R3	Patty Strom	☒	R6	Kelly Young			
☐	R3		☐	R6	Rachid Ameur			
☐	R3		☒	R6	Richard Luscombe			
☐	R3		☒	R6	Stephanie Hunter			

Time	Lead	Topic	Notes
10:00 AM (10 min)	Erick	**Welcome Items** ■ Roll Call ■ Meeting Notes – R6 (Due 03/28/25)	
10:10 AM (45 min)	Erika	**Lobby Management Modernization** ■ Design updates	➢ Votes have been submitted, and feedback was provided to all the counties ➢ Several technical difficulties identified with the 25.05 release, particularly regarding iOS. ➢ The iOS component will be isolated from the current design and will be placed in a new SCR. ➢ LA County applications will remain operational following the 25. 09 release.

Time	Lead	Topic	Notes
			➢ A separate meeting will be scheduled with LA county to discuss their questions. ➢ The group will receive all updates on timelines and any needed hardware modifications. We'll inform counties via CITs or broadcasts, instructing them on using the web-based process on their devices. ➢ The current production Kiosk flow will be ported over when implemented. The counties will have the option to modify some configurations. ➢ We will communicate all those details such as URL changes, device configurations etc., ahead of time to allow counties to prepare.
10:55 AM (15 min)	Erick	**Enhanced Lobby Support Calls** ■ Update	➢ Counties who have managed lobby devices, have held Enhanced Lobby Support Calls. ➢ These ongoing meetings have provided feedback on ways to improve and increase dialogue. Most current feedback on topics wished to discuss are Lobby devices, Reception log monitors, and technical hardware updates. ➢ New topics are added every month on the ongoing improvement efforts based on County feedback ➢ As part of this ongoing effort the goal is to continue engaging dialogue with the counties on valuable updates and making sure the information is being passed to the audience that needs it. ➢ Reminder to Counties to share valuable updates on these calls to the impacted County staff. ➢ The CalSAWS team prefers a single email address for each County to share the information. The PPOC's and RM's are automatically included for each county.
11:10 AM (10 min)	Sowmya	**Meeting Closeout** ■ Action Item Review ■ Final Q&A ■ Next Meeting 4/24/25	➢ Question from counties about committee priorities. The entire project is going through a rework of the committee structure process and prioritization. More to come as the JPA board, chair, and project steering guide us on this process moving forward. We currently don't have all the details on how we are moving to the new model for doing things. ➢ Updates to the Enhanced Support Distribution can be sent to the lobby.support@calsaws.org

Follow Up

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

#	Decision Made	Who	Date