CalSAWS | Agenda

Meeting: Lobby Management Committee
Location: Microsoft Teams
Date: October 30th , 2025
Time: 10:00 AM – 11:30 AM
Attendees:

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

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Time	Lead	Topic	Notes
10:00 AM (10 min)	Sowmya	**Welcome Items** ■ Roll Call ■ Meeting Notes – R5 (Due 11/10/25)	
10:10 AM (30 min)	**Lobby Team**	■ SCR CA-213363 Post Deployment Update ■ Defects	**295068** OCR routing for TIFF files. Documents were getting stuck in SCR. *In production as of 10/23* **295131** Non-bar-coded options displayed with barcoded item scanning. *In productions as of 10/23* **295023**

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				Incorrect case name populated on reception log when scanning EBT card. ***In production as of 10/23***
				295183
				First receipt is not being printed after kiosk re-start. ***Deployment scheduled for 11/04***. POP counties see it more as they have an auto re-start for their kiosks set.
		■	New Devices	New CIT to be distributed early 2026 detailing process for non-CalSAWS purchased devices and steps for requesting device registration for new devices.
				Counties to follow existing CPO process for CalSAWS Kiosks and refresh of kiosk equipment.
				Existing county refresh devices still require a CPO for asset tag and configurations.
		■	Backlog SCRs	Will be reviewed and closed for SCRs that were addressed with SCR 213363 lobby modernization. SCRs will be prioritized according to funding.
				Defects with SCR 213363 will be reviewed, prioritized and addressed accordingly.
				As of 10/14 windows 10 support ended.
	■	Windows end of life support and migration to Windows 11		**Activate Windows message on Kiosk landing page**
				License needs to be activated, will have side bar with Arturo
				CFD Audio
				Can be coordinated with CalSAWS and ITSD to minimize audio

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		■ Hardware Lifecycle Management- End of Life Device Models and Support	Project will create and publish a Lifecycle management policy for all hardware. Intended to provide expectations for hardware that will be reaching end of life, expired/near-expired warranties or needed refreshes. POP counties will follow their own policy to ensure they are aligned with CalSAWS policies and timelines. Hoping to streamline this process for future refreshes/end of life processes. Will also include an inventory of all devices specific to each office. Coming early 2026
		■ ADA Compliance– Update ■ Kiosk Housing(New)	Need to be under 48" for operable parts of the kiosk. With SCR 213363, screen complies. Need to submit a service now request so that the EBT swipe can be adjusted to meet the height requirement. Currently at 49.5"
		■ Card Reader Repositioning/New App	**Card Reader Repositioning/New App** Working with vendor to avoid having to re-position reader for new kiosks.
		■ Q&A	**Document Uploading** Require separate check-in and identification for each different document type <mark>Working as designed.</mark> **ADA and Keyboards** Customers are reporting that the kiosk keyboard keys are light in color and small. Can that be looked? <mark>Project will look in to. URL based design has certain restrictions related to the keyboard. Can see if Microsoft has anything they can offer.</mark>

Time	Lead	Topic		Notes
				Document Type Classification
				When is the document type changed from "Kiosk-Other"
				<mark>SCR 293256 SCR is in progress so that it will fall back to the customer selection.</mark>
10:40 AM (10 min)	Sowmya	**Meeting Closeout** ■ Action Item Review ■ Next Meeting -		**January 22nd 2026**

Follow Up

#	Action Item	Who	Due

#	Decision Made	Who	Date