CalSAWS | Agenda

Meeting: Lobby Management Committee
Location: Microsoft Teams
Date: January 22nd, 2026
Time: 10:00 AM – 11:30 AM
Attendees:

	NAME			NAME			NAME
☐ R1	Francis Delgado		☐ R4	Doris Sons		☐ 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	Kimberly Fiala		☐ 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 – R6 (Due 02/02/26)	
10:10 AM (45 min)	**Sowmya**	**New Lobby Support Process** ➢ Review CIT 0154-25 Updated Lobby Support Process ➢ Starting January 1st – Counties must follow their internal process to submit tickets for support related to Lobby Management ➢ This change is set to align with existing CalSAWS support process	

Time	Lead	Topic	Notes
	Rhiannon	**New Enhanced Monthly Communication**	
	Rhiannon	**New Device Registration Accounts**	
	Sowmya	**ADA Kiosk Update**	

ADA Kiosk Update

➤ New ADA Kiosk received at the project office
   ➤ Instructions on ordering a new Kiosk Chassis are currently in the works and will be shared with Counties when they become available.
➤ Counties interested in lowering the EBT card swipe:
   ➤ Regional managers have outreached to Counties to gauge interest.
   ➤ We are exploring different solutions with Kiosk Vendor, Meridian, to account for all Kiosk Chassis on the field.

| | **Sowmya** | **Recently Released** | |

Recently Released

➤ SCR CA294069 – Change in Text to Speech Service Provider Starting 12/22/2025, Amazon's Polly service is the new Text to speech service for the County Lobby Monitors

| | **Sam** | **Open Priority SCR and Defects** | |

Open Priority SCR and Defects

➤ SCR CA-295065 – Update Modern Lobby App to include a built in Keyboard
➤ Defect CA-295533 – Update to the App navigation path.
➤ Defect CA-295183 - First receipt not be printed after a workstation restart for new Lobby Application on Kiosk device.
➤ Defect CA-295644 – When scanning documents – the

		Document preview screen does not fill the available space ➢ Defect CA-297026-Issue with Lobby Monitor for Tickets Beginning with "A"	
		Open Discussion	
10:50 AM (10 min)	Sowmya	**Meeting Closeout** Action Item Review Next Meeting – April 23rd 2026	

Follow Up

#	Action Item	Who	Due

#	Decision Made	Who	Date