

# CalSAWS | Agenda

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

	NAME	NAME	NAME
<input checked="" type="checkbox"/> <b>R1</b>	Francis Delgado	<input type="checkbox"/> <b>R4</b> Doris Sons	<input checked="" type="checkbox"/> <b>RM</b> Justin Stephenson
<input type="checkbox"/> <b>R1</b>		<input type="checkbox"/> <b>R4</b> Jessica Lannin	<input checked="" type="checkbox"/> <b>RM</b> Melissa Thomas
<input checked="" type="checkbox"/> <b>R1</b>	Jennifer Servin	<input type="checkbox"/> <b>R4</b> Lori Whitehead	<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 checked="" type="checkbox"/> <b>CDSS</b> Sherice Sterling
<input type="checkbox"/> <b>R1</b>		<input type="checkbox"/> <b>R4</b> Virginia Melgoza	
<input checked="" type="checkbox"/> <b>R2</b>	Kimberly Fiala	<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> Patricia Gonzalez	
<input type="checkbox"/> <b>R2</b>	Theresa Agarenzo	<input checked="" type="checkbox"/> <b>R5</b> Felix Sanchez	
<input checked="" type="checkbox"/> <b>R2</b>	William Wren-Rodriguez	<input checked="" type="checkbox"/> <b>R5</b> Robin Gonzalez	
<input type="checkbox"/> <b>R2</b>		<input type="checkbox"/> <b>R5</b> Rosa Vizcarra	
<input checked="" type="checkbox"/> <b>R3</b>	Dayna Boggs	<input type="checkbox"/> <b>R6</b>	
<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 Ameur	
<input type="checkbox"/> <b>R3</b>		<input type="checkbox"/> <b>R6</b> Richard Luscombe	
<input type="checkbox"/> <b>R3</b>		<input checked="" type="checkbox"/> <b>R6</b> Stephanie Hunter	

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Time	Lead	Topic	Notes
10:00 AM (10 min)	<b>Sowmya</b>	<b>Welcome Items</b> Roll Call Meeting Notes – R6 (Due 02/02/26)	
10:10 AM (45 min)	<b>Sowmya</b>	<b>New Lobby Support Process</b> <ul style="list-style-type: none"><li>➤ Review CIT 0154-25 Updated Lobby Support Process</li><li>➤ Starting January 1st – Counties must follow their internal process to submit tickets for support related to Lobby Management</li><li>➤ This change is set to align with existing CalSAWS support process</li></ul>	

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	Rhiannon	<b>New Enhanced Monthly Communication</b>	Starting Feb. 2026, CalSAWS will be launching the communication portal for all SCR's and Defects. Training sessions for counties begin 2/27/26.
	Rhiannon	<b>New Device Registration Accounts</b>	Counties to submit Service Now Request that should include Device ID and Office location. The CalSAWS project will create a password protected file and place on the webportal.
	Sowmya	<b>ADA Kiosk Update</b>	Counties will have to option to lower the EBT card swipe on kiosks. Counties are to notify their regional managers asap.
	Sowmya	<b>ADA Kiosk Update</b> <ul style="list-style-type: none"> <li>➤ New ADA Kiosk received at the project office</li> <li>➤ Instructions on ordering a new Kiosk Chassis are currently in the works and will be shared with Counties when they become available.</li> <li>➤ Counties interested in lowering the EBT card swipe: <ul style="list-style-type: none"> <li>➤ Regional managers have outreached to Counties to gauge interest.</li> <li>➤ We are exploring different solutions with Kiosk Vendor, Meridian, to account for all Kiosk Chassis on the field.</li> </ul> </li> </ul>	
	Sowmya	<b>Recently Released</b>	The new text to speech was implemented. A defect (CA-297026) was created to address the audio call with the letter "A."
	Sam	<b>Open Priority SCR and Defects</b>	San Bernardino submitted 2 tickets and inquired if CA-295533 will fix the imaging issue on a different case. CalSAWS will go back to review the tickets submitted because the case # and imaged document is different than the

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		<ul style="list-style-type: none"> <li>➤ Defect <a href="#">CA-295183</a> - First receipt not be printed after a workstation restart for new Lobby Application on Kiosk device.</li> <li>➤ Defect <a href="#">CA-295644</a> – When scanning documents – the Document preview screen does not fill the available space</li> </ul>	case # and imaged document on the kiosk.
		<b>Open Discussion</b>	CalsAWS received 2 CER's. One large CER that has 10-12 different changes and it will be separated into 9 sub requirements. Counties should be mindful of the multiple requirements when there is agreement/disagreement in regional votes. Regions will be voting on multiple changes.
10:50 AM (10 min)	Sowmya	<b>Meeting Closeout</b> Action Item Review Next Meeting – April 23 <sup>rd</sup> 2026	No Action items

## Follow Up

#	Action Item	Who	Due

#	Decision Made	Who	Date