

CalSAWS | Agenda

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

NAME	NAME	NAME
<input checked="" type="checkbox"/> R1 Francis Delgado	<input type="checkbox"/> R4 Doris Sons	<input checked="" type="checkbox"/> RM Justin Stephenson
<input type="checkbox"/> R1	<input type="checkbox"/> R4 Jessica Lannin	<input checked="" type="checkbox"/> RM Melissa Thomas
<input checked="" type="checkbox"/> R1 Jennifer Servin	<input type="checkbox"/> R4 Lori Whitehead	<input checked="" type="checkbox"/> RM Yolanda Banuelos
<input type="checkbox"/> R1 Judy Perez	<input checked="" type="checkbox"/> R4 Russell Pehrson	<input checked="" type="checkbox"/> CDSS Sherice Sterling
<input type="checkbox"/> R1	<input type="checkbox"/> R4 Virginia Melgoza	
<input checked="" type="checkbox"/> R2 Kimberly Fiala	<input checked="" type="checkbox"/> R5 Cindy Aguirre	
<input checked="" type="checkbox"/> R2 Ilda Torrez	<input checked="" type="checkbox"/> R5 Patricia Gonzalez	
<input type="checkbox"/> R2 Theresa Agarenzo	<input checked="" type="checkbox"/> R5 Felix Sanchez	
<input checked="" type="checkbox"/> R2 William Wren-Rodriguez	<input checked="" type="checkbox"/> R5 Robin Gonzalez	
<input type="checkbox"/> R2	<input type="checkbox"/> R5 Rosa Vizcarra	
<input checked="" type="checkbox"/> R3 Dayna Boggs	<input type="checkbox"/> R6	
<input type="checkbox"/> R3 Patty Strom	<input checked="" type="checkbox"/> R6 Kelly Young	
<input type="checkbox"/> R3	<input type="checkbox"/> R6 Rachid Ameer	
<input type="checkbox"/> R3	<input type="checkbox"/> R6 Richard Luscombe	
<input type="checkbox"/> R3	<input checked="" type="checkbox"/> 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 <ul style="list-style-type: none"> ➤ 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 	

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	Rhiannon	New Enhanced Monthly Communication	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	New Device Registration Accounts	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	ADA Kiosk Update <ul style="list-style-type: none"> ➤ 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: <ul style="list-style-type: none"> ➤ 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. 	Counties will have to option to lower the EBT card swipe on kiosks. Counties are to notify their regional managers asap.
	Sowmya	Recently Released <ul style="list-style-type: none"> ➤ 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 	The new text to speech was implemented. A defect (CA-297026) was created to address the audio call with the letter "A."
	Sam	Open Priority SCR and Defects <ul style="list-style-type: none"> ➤ SCR CA-295065 – Update Modern Lobby App to include a built in Keyboard ➤ Defect CA-295533 – Update to the App navigation path. 	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"> ➤ 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 	case # and imaged document on the kiosk.
		Open Discussion	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	Meeting Closeout Action Item Review Next Meeting – April 23 rd 2026	No Action items

Follow Up

#	Action Item	Who	Due

#	Decision Made	Who	Date