

CalSAWS | Agenda

Meeting: Lobby Management Committee
 Location: Microsoft Teams
 Date: April 23rd, 2026
 Time: 10:00 AM – 12:00 PM
 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 type="checkbox"/> R1 Jennifer Servin	<input type="checkbox"/> R4 Lori Whitehead	<input type="checkbox"/> RM Yolanda Banuelos
<input checked="" type="checkbox"/> R1 Judy Perez	<input checked="" type="checkbox"/> R4 Russell Pehrson	<input type="checkbox"/> CDSS Sherice Sterling
<input type="checkbox"/> R1	<input type="checkbox"/> R4 Virginia Melgoza	
<input 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 type="checkbox"/> R3 Dayna Boggs	<input type="checkbox"/> R6	
<input type="checkbox"/> R3 Patty Strom	<input type="checkbox"/> R6 Kelly Young	
<input type="checkbox"/> R3	<input checked="" 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 – R1 (Due 05/01/26)	
10:10 AM (30 min)	Sowmya	CERs <ul style="list-style-type: none"> ➤ CA-291420 - Reception Log and Lobby Enhancements ➤ CA-297350 - Enhance Self-Service Kiosk Scanning to Support Multiple Document Types in a Single Check-In ➤ CA-298842 - Update Lobby Monitor Slides (Office Promotions) 	<ul style="list-style-type: none"> ➤ CA-291420 has 10 requirements and 6 of the requirements have been approved and a SCR will be created to implement the 6 requirements. CER Requirement 3 – Make case number field editable – This request is part of an existing SCR CA-275906

Time	Lead	Topic	Notes
10:40 AM (20 min)	Ciarra	CITs <ul style="list-style-type: none"> ➤ End of Support – Lobby Tablets Running Android OS 14 and below ➤ Updated Lobby Tablet Recommendations 2026 	<p>CER Requirement 5-request to attach a print screen when sending emails through worker notification – This requirement cannot be implemented due to technical limitations.</p> <p>CER Requirement 7- Configure the drop-down visit types in reception log page- This request is part of an existing SCR CA-259398</p> <p>CER Requirement 9- CalSAWS implements a security right allowing workers to operate in various offices, irrespective of their Staff ID location. If Staff IDs are not linked to specific office ID assignments,- This is a non-Lobby requirement, and county has agreed to create a new CER for fiscal team.</p> <ul style="list-style-type: none"> ➤ CA-297350-All regions approve this CER . SCR will be created to implement the requirement ➤ CA-298842- All regions approve this CER . SCR will be created to implement the requirement <ul style="list-style-type: none"> ➤ CIT's have been distributed on April 2nd informing counties on the end of support for lobby tablets running android OS 14 and the new lobby tablet recommendations. ➤ Counties using tablet model SM- X200 have been advised to purchase new tablets to continue

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			using the Lobby Application on a tablet prior to December 31, 2026.
11:00 AM (10 min)	Arturo	<ul style="list-style-type: none"> ➤ Intune Rollout -Managed County Kiosks ➤ Update - Lowering EBT card reader for Kiosks with Privacy Wings 	<ul style="list-style-type: none"> ➤ CA-290863- Intune Rollout for managed counties is on track to be completed by June 21 . ➤ Communication has been sent to counties with kiosks with privacy wings to lower the EBT card readers on the kiosks . <p>RITMs have been created on behalf of each county, and scheduling of technician visits to complete this work will be communicated through the respective RITMs.</p>
11:10 AM (10 min)	Rhiannon	<p>Recently Released Defects-</p> <ul style="list-style-type: none"> ➤ CA-297876 - For the Spanish A-tickets, the pronunciation of the letter "A" still a very short/quick. ➤ CA-295183 - 1st receipt not being printed post workstation restart for new Lobby Application on Kiosk device 	<ul style="list-style-type: none"> ➤ Defect CA-295183 did not resolve the reported issue. A new defect, CA-299027, has been created to address this issue.
11:20 AM (10 min)	Sowmya	<p>Open Priority SCR and Defects Defects-</p> <ul style="list-style-type: none"> ➤ CA-297190 - Duplicate "Assigned Number" in the reception Log ➤ CA-298515 - Los Angeles Lobby app is timing out when the user selects the "Home" button. ➤ CA-299027 - The kiosk does not print the first generated ticket, but it will print the 2nd 3rd etc. 	<p>Status of the defects as of April 23rd, 2026-</p> <ul style="list-style-type: none"> ➤ Defect CA-297190 is scheduled for 26.05.21 ➤ Defect CA-298515 is scheduled for 26.05.21 ➤ Defect CA-299027 is scheduled for 26.06.04

Time	Lead	Topic	Notes
		Open Discussion	
11:30 AM (10 min)	Sowmya	Meeting Closeout Action Item Review Next Meeting – July 23 rd , 2026	

Follow Up

#	Action Item	Who	Due

#	Decision Made	Who	Date