

Distribution Date	August 10, 2026
To	TPOC.Butte; PPOC.Butte; TPOC.ContraCosta; PPOC.ContraCosta; TPOC.Humboldt; PPOC.Humboldt; TPOC.Kern; PPOC.Kern; TPOC.Kings; PPOC.Kings; TPOC.Madera; PPOS.Madera; TPOC.Merced; PPOC.Merced; TPOC.Monterey; PPOC.Monterey; TPOC.Napa; PPOC.Napa; TPOC.Orange; PPOC.Orange; TPOC.Placer; PPOC.Placer; TPOC.Riverside; PPOC.Riverside; TPOC.SanBenito; PPOC.SanBenito; TPOC.SanBernardino; PPOC.SanBernardino; TPOC.SanJoaquin; PPOC.SanJoaquin; TPOC.SantaClara; PPOC.SantaClara; TPOC.Shasta; PPOC.Shasta; TPOC.Siskiyou; PPOC.Siskiyou; TPOC.Stanislaus; PPOC.Stanislaus; TPOC.Tuolumne; PPOC.Tuolumne; TPOC.Ventura; PPOC.Ventura; TPOC.Yuba; PPOC.Yuba
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	End of Support – Lobby Kiosk Touch Monitors (Elo and TPK)

PPOCs, please forward to the appropriate impacted staff in your county:

- | | |
|---|---|
| ☐ General | ☐ Reports |
| ☐ Policy | ☐ Fiscal |
| ☐ CW | ☐ Caseload Movement |
| ☐ CF | ☐ Management |
| ☐ MC | ☐ Batch and Interfaces |
| ☐ CMSP | ☒ Fiscal |
| ☐ FC/KG/AAP | ☐ GA/GR |
| ☐ Child Care | ☐ Help Desk |
| ☐ WtW | ☐ Imaging |
| ☐ Other Program(s) _____ | ☐ Security |
| ☐ BenefitsCal | ☐ Task Management |
| ☐ Customer Correspondence | ☐ Technical |
| ☐ OCAT | ☐ Training |
| ☒ Other <u>Lobby Management</u> _____ | |

Description	Purpose The purpose of this CIT is to provide updated requirements regarding kiosk lobby monitor compatibility. This document outlines the discontinued status of legacy hardware, the transition to a new standard monitor model, and specifications necessary to ensure continued support and warranty coverage. Background
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To maintain compatibility with existing kiosk mounting hardware, updates to the approved monitor models are required. Previously supported Elo and TPK monitors have reached end-of-life and have been discontinued by manufacturers. These monitors are no longer under warranty and no longer have manufacturer support. These devices cannot be repaired.

In the event of monitor hardware failure, kiosks will remain non-operational unless the county has available "break-fix" equipment available or until a new, supported monitor is procured and installed, which may significantly impact lobby operations.

Additional Information

The CalSAWS Hardware Requirements and Recommendations require the use of the MicroTouch 21.5" P-CAP SK-215P-A1 monitor. This standard ensures all lobby equipment remains under warranty and can be easily replaced or repaired in the event of a failure.

While legacy monitors may remain functional in the short term, they cannot be repaired and no longer have manufacturer support.

To ensure a stable transition period, technical troubleshooting for Elo and TPK models will officially end on February 28, 2027. Starting March 1, 2027, any kiosk failure involving legacy hardware will require an upgrade to the MicroTouch 21.5" P-CAP SK-215P-A1 to restore service.

Note: The Project will continue to honor and support any legacy monitor units that remain under an active warranty period through their expiration.

The following counties have been identified as having lobby monitors that will no longer be supported as of February 28, 2027:

1. Butte
2. Contra Costa
3. Humboldt
4. Kern
5. Kings
6. Madera
7. Merced
8. Monterey
9. Napa
10. Orange
11. Placer
12. Riverside
13. San Benito
14. San Bernardino
15. San Joaquin
16. Santa Clara
17. Shasta

18. Siskiyou
19. Stanislaus
20. Tuolumne
21. Ventura
22. Yuba

County Actions

1. Counties must plan to replace end of life monitors by February 28, 2027.
2. Initiate a CPO to procure and install the MicroTouch 21.5" P-CAP SK-215P-A1 for all applicable kiosk deployments by February 28, 2027. If self-procuring directly through Meridian, submit an "Equipment Add" request in ServiceNow for required installation and remote tech support.

The process to replace lobby kiosk parts is in CIT 0097-26 Overview of Lobby Device Procurement Process.

3. When ordering replacement monitors, counties must include the kiosk chassis serial number to confirm compatibility and determine if additional mounting hardware is required.

Note: The majority of kiosks will not require an additional bracket. Only specific units require an extra mounting bracket. This will be evaluated for each kiosk chassis serial number provided.

4. Procure a compatible 21.5" privacy filter (16:9 aspect ratio) as needed, as the standard monitor does not include one.

Note: While legacy monitors may remain functional in the short term, counties should have a plan in the event of legacy monitor failure, as kiosks will remain down until the new monitor is acquired.

Copy your Regional Manager(s) on any questions you might send to the Primary or Backup Project Contact.

Primary Project Contact

Ciarra Fisher
FisherC@calsaws.org

Backup Project Contact

Lobby Support
Lobby.Support@CalSAWS.org

Attachments

CIT 0142-26 EOL Monitors 2026.xlsx
 CIT 0142-26 CalSAWS Hardware Recommendations and Requirements.pdf

Communication Portal Link

OR

You may also retrieve the CIT document and attachments by following these steps:

1. Hover over the Communications & Resources tab at the top of the page.

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2. Click on the "CalSAWS Information Transmittal (CIT)" folder.
 3. Click on the "2026" folder.
 4. Click on the appropriate CIT # folder.