

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number
23.08.22	22-Aug-23	SCR	CA-262361	Bots		Customers previously were able to authenticate into the CalSAWS inbound IVR call flow using voice authentication and touch-tone authentication by using the phone number and SSN or date of Birth.	Sutter County: Customers now can interact with a Welcome Bot and receive push notifications in the CalSAWS inbound IVR call flow. Customers can now authenticate using an authentication bot, voice authentication, and touch-tone authentication by using their phone number and SSN or date of Birth.	
23.08.22	22-Aug-23	SCR	CA-265026	Client Correspondence	AAP, Foster Care, Kin-GAP	The 'Foster Care (FC)/Kin-GAP (KG)/AAP 'CNI / Rate Increase' NOAs were put on hold and were not mailed out for LA County.	The FC/KG/AAP 'CNI / Rate Increase' NOAs have been released and mailed out for LA County.	