

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number
23.12.21	21-Dec-23	SCR	CA-267624	CallHEERS	Medi-Cal/MSP/CMSP	There is no incarceration record on the Living Arrangements page in CaSAWS for individuals who are on the MEDS Export list provided by DHCS.	An Incarceration record was created on the Living Arrangement Detail page in CaSAWS for individuals who are: on the MEDS Export list provided by DHCS, are active in a Medi-Cal program only, and are not active on any other program in any case.	
23.12.21	21-Dec-23	SCR	CA-269843	Contact Center	N/A	When capturing a telephonic signature in the eCCP, agents did not receive any messaging.	When capturing a telephonic signature in the eCCP, agents now receive messaging instructing them when the recording was captured successfully.	
23.12.21	21-Dec-23	SCR	CA-272002	Contact Center		CaSAWS Contact Center eCCP removed agent's not ready status if timed out due to inactivity.	CaSAWS Contact Center eCCP retains agent's not ready status if timed out due to inactivity.	
23.12.21	21-Dec-23	Defect	CA-271966	Contact Center		Queue limits list page was limited	All Queue limits will be visible and agent will have the ability to update	
23.12.21	21-Dec-23	Defect	CA-265629	Conversion		Some hearings were showing up in search under a different county than the case.	Hearings show up in search under the case's county.	PR80047447
23.12.21	21-Dec-23	Defect	CA-269161	Conversion		A UIED appeared when converted employment records were missing a verification and a user tried to save their changes to the employment record.	Users can edit employment records without UIEDs appearing.	PR80047528
23.12.21	21-Dec-23	Defect	CA-265997	Conversion		KinGap Special Care Increment does not display in ED8C results	KinGap Special Care Increment display in ED8C results	
23.12.21	21-Dec-23	Defect	CA-271671	Online		Documents were marked as received correctly by the IVR System in LA County from Nov 17, 2023 onwards, but were not displaying the correct status on the Electronic Signature page.	Documents that were affected by this problem have been marked as received and the View e-Sign button is available for users to verify the signature and audio files.	PR80047750