

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number
23.12.28	28-Dec-23	SCR	CA-260854	Contact Center	N/A	San Bernardino County did not have the ability to turn queues on and off when needed.	San Bernardino County can now enable a subset of queues on and off when needed.	
23.12.28	28-Dec-23	SCR	CA-264343	Fiscal	CalFresh	Recovery Account Transactions Types of 'Compromised 50%' and 'Compromised 100%' did not exist.	Recovery Account Transactions Types of 'Compromised 50%' and 'Compromised 100%' now exist.	
23.12.28	28-Dec-23	Defect	CA-271583	Fiscal		Receipt ID was not populating on the transaction detail page.	Receipt ID is populating on the transaction detail page.	
23.12.28	28-Dec-23	Defect	CA-271815	CalHEERS		If a person had a Pending status but their application was closed, the person could be left Pending on EDBC's even though the program would be Denied/Discontinued.	If a person has a Pending status but their application is closed, the person will not be left Pending on EDBC's.	
23.12.28	28-Dec-23	Defect	CA-270209	Reports		EBT sheet and Summary sheet issuance counts does not reconcile for Integrated CalFresh Issuance Detail Claiming Report.	We have changed the logic for the EBT sheet of Integrated CalFresh Issuance Detail Claiming Report to remove Transaction Type Codes 'AJ' & 'CN'. Past changes total transactions from EBT sheet minus total transactions from Canceled-EBT sheet reconciles with the Summary EBT Issuances count.	PRB0047727
23.12.28	28-Dec-23	SCR	CA-262364	Bots	CalFresh, CalWORKs, Medi-Cal/MSP/CMSP, Welfare-to-Work/Gain	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.	Stanislaus County: Customers now can 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.	
23.12.28	28-Dec-23	SCR	CA-262384	Bots	CalFresh, CalWORKs, Medi-Cal/MSP/CMSP, Welfare-to-Work/Gain	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.	Sonoma County: Customers now 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.	
23.12.28	28-Dec-23	SCR	CA-262378	Bots	CalFresh, CalWORKs, Medi-Cal/MSP/CMSP, Welfare-to-Work/Gain	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.	San Diego County: Customers now can 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.	
23.12.28	28-Dec-23	SCR	CA-262375	Bots	CalFresh, CalWORKs, Medi-Cal/MSP/CMSP, Welfare-to-Work/Gain	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.	Riverside County: Customers now can 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.	
23.12.28	28-Dec-23	SCR	CA-262366	Bots	CalFresh, CalWORKs, Medi-Cal/MSP/CMSP, Welfare-to-Work/Gain	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.	Kings County: Customers now can 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.	
23.12.28	28-Dec-23	SCR	CA-262373	Bots	CalFresh, CalWORKs, Medi-Cal/MSP/CMSP, Welfare-to-Work/Gain	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.	Kern County: Customers now can 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.	
23.12.28	28-Dec-23	SCR	CA-262383	Bots	CalFresh, CalWORKs, Medi-Cal/MSP/CMSP, Welfare-to-Work/Gain	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.	Fresno County: Customers now can 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.	
23.12.28	28-Dec-23	SCR	CA-262385	Bots	CalFresh, CalWORKs, Medi-Cal/MSP/CMSP, Welfare-to-Work/Gain	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.	Alameda County: Customers now can 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.	
23.12.28	28-Dec-23	Defect	CA-265772	Reports		CF 296 not reconciling with Line 2 and Line 3 total apps when they should be equivalent. Line 4+5=6 not reconciling for a small amount of records. Issue#2 from ticket#INCD103286: Reviewing Line 4b on the CF 296 Report for July for Santa Clara county. Case 1B28R22 appears on Line 4b as a positive adjustment. Why is this considered a 4b positive adjustment instead of being report on Line 5?	Issue 1a : Line 2 = Line 3 The Line 2 is reconciling with Line 3 in May and June report for Riverside, contra costa and Placer. Issue 1b : Line 4 + Line 5 = Line 5 The Line 4 + Line 5 is reconciling with Line 6 in May and June report for Riverside, contra costa. Issue 2: Issue is not reproducible in lower environment.	PRB0046947