

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number
24.01.09	9-Jan-24	SCR	CA-271245	Contact Center	CalFresh, CalWORKs, Medi-Cal/MSP/CMSP, Welfare-to-Work/Gain	Previously customers were given 3 attempts to authenticate using the touch-tone authentication in the Inbound Customer IVR for Tulare, Orange, Santa Barbara Counties.	Customers now will be given one opportunity to authenticate using the touch-tone authentication in the Inbound Customer IVR for Tulare, Orange, Santa Barbara Counties.	