

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number
24.02.08	8-Feb-24	SCR	CA-265140	Contact Center	CalFresh, CalWORKs, Medi-Cal/MSP/CMS, Welfare-to-Work/Gain	Discontinued cases did not allow the customer to authenticate when calling into the County.	Customers will be able to authenticate as non-primary case members when the case is discontinued.	
24.02.08	8-Feb-24	SCR	CA-272073	Conversion	AAP, CalFresh, CalWORKs, CAP, Foster Care, General Relief, IHSS, RCA/RMA	Several Calvin Conversion responsible parties could not be linked to an individual in the CalSAWS system due to no matching first name, last name, date of birth, SSN, and/or CIN.	Provide a list from CalWIN Conversion of responsible parties that could not be matched to an individual in the CalSAWS system.	
24.02.08	8-Feb-24	SCR	CA-262268	Voice Bots / RPA	CalFresh	Ventura county does not have a self service option to replace an EBT card	Customers calling into Ventura county can now request an EBT replacement through the IVR	
24.02.08	8-Feb-24	SCR	CA-262264	Voice Bots / RPA	CalFresh	Tulare county does not have a self service option to replace an EBT card	Customers calling into Tulare county can now request an EBT replacement through the IVR	
24.02.08	8-Feb-24	SCR	CA-262269	Voice Bots / RPA	CalFresh	Santa Barbara county does not have a self service option to replace an EBT card	Customers calling into Santa Barbara county can now request an EBT replacement through the IVR	
24.02.08	8-Feb-24	Defect	CA-272377	Contact Center		Users would inadvertently override the status of Telephonic Signatures when completing the Telephonic Signature using eCCP.	Users will face an Optimistic Lock screen notifying them if they are about to override the page with older values when completing Telephonic Signatures via eCCP and trying to save the Electronic Signature page.	PR80048021
24.02.08	8-Feb-24	Defect	CA-271659	Fiscal	CalFresh	Replacement of replacement Calfresh issuances are always defaulted to having the Electronic Theft pay code.	Only replacements where the original issuance is SUAS have the pay code defaulted to Electronic Theft.	PR80048021
24.02.08	8-Feb-24	Defect	CA-271822	Reports		Direct Deposit Program Summary is showing the following: The Program Summary sheet shows Program as 'CalWORKs' The Program Summary sheet shows Program as 'Welfare to Work'	Reports show correct Programs accordingly. These changes will reflect on future generated reports.	PR80048046...