

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number
24.04.25	25-Apr-24	SCR	CA-268923	BenefitsCal	CalFresh, CalWORKs, GA - Managed, General Relief, Medi-Cal/MSP/CMSF, Welfare-to-Work/Gain	When multiple case links requests have been received and the customer completes a following request and is then automatically linked the previously submitted Case Link requests remain in a Pending status until manually rejected by the worker.	Previously submitted Case Link requests will be stufused as "Processed" when a Case Link request has already been linked to a Person Record.	
24.04.25	25-Apr-24	SCR	CA-268923	BenefitsCal	CalFresh, CalWORKs, GA - Managed, General Relief, Medi-Cal/MSP/CMSF, Welfare-to-Work/Gain	When multiple case links requests have been received and the customer completes a following request and is then automatically linked the previously submitted Case Link requests remain in a Pending status until manually rejected by the worker.	Previously submitted Case Link requests will be stufused as "Processed" when a Case Link request has already been linked to a Person Record.	
24.04.25	25-Apr-24	SCR	CA-271470	Client Correspondence	AAP, CalFresh, CalLearn, CalWORKs, CAPI, Disaster CalFresh, GA - Managed, General Relief, GROW, Homeless Perm, Homeless Temp, Immediate Need, Kin-GAP, RCA/RMA, Welfare-to-Work/Gain	The table for electronic theft transactions on the EBT 2259 was a static and only allowed for a maximum of 5 transactions to be recorded. Transactions are entered in the EBT Theft Detail Record.	The EBT 2259 form has been updated to make the table for electronic theft transactions dynamic and allow for population for as many transactions as there are available in the EBT Theft Detail record when generated from the Template Repository in the context of a case. The BenefitsCal Forms API has been updated to support dynamic rows of the Transactions table on the EBT 2259 form.	
24.04.25	25-Apr-24	SCR	CA-274845	Contact Center	N/A	Placer County does not support Web Chat through BenefitsCal in their Contact Center.	Placer County now support Web Chat through BenefitsCal in their Contact Center.	
24.04.25	25-Apr-24	SCR	CA-271251	Contact Center	CalFresh, CalWORKs, Medi-Cal/MSP/CMSF, Welfare-to-Work/Gain	Previously customers were given 3 attempts to authenticate using the touch-tone authentication in the Inbound Customer IVR for San Bernardino County.	Customers now will be given one opportunity to authenticate using the touch-tone authentication in the Inbound Customer IVR for San Bernardino County.	
24.04.25	25-Apr-24	SCR	CA-266956	Contact Center	N/A	eGain was running on version 17.	eGain is now running on version R21.	
24.04.25	25-Apr-24	SCR	CA-274636	Virtual Assistant	N/A	Some Virtual Assistant content was outdated. The Virtual Assistant did not include a sub-menu button for: - Lobby Management The Virtual Assistant did not include information regarding: -Correct Beginning Date of Aid -Update Projected Annual Income -Message Center -Call Log -Full Medi-Cal Hierarchy	Existing Virtual Assistant content was updated. The Virtual Assistant now includes a sub-menu button for: - Lobby Management The Virtual Assistant now includes information regarding: -Correct Beginning Date of Aid -Update Projected Annual Income -Message Center -Call Log -Full Medi-Cal Hierarchy	
24.04.25	25-Apr-24	SCR	CA-271216	Virtual Assistant	N/A	Some Virtual Assistant content was outdated. The Virtual Assistant did not include a sub-menu button for: -Placement The Virtual Assistant did not include information regarding: -Rate Patch -AAP Out-of-Home Placement -Override Foster Care/AAP/Kin-GAP Aid Code - Process Medi-Cal Foster Care AAP Kin-GAP -Increase / Decrease Placement Rate -Add Foster Care (FC) Resource to Resource Databank (RDB) -Search/Select Foster Care Resource -Run Manual EDBC for Foster Care -Run Manual EDBC for AAP -Former Foster Youth 4M Aid Code -Foster Care Special Care Increment (SCI) -AAP Special Care Increment (SCI) -Add or Edit Deprivation (Foster Care) -Extended Kin-GAP Benefits for Non-Minor Dependents -FC/AAP/KG Issuance History -Issue / End ETR -Cancel Service Arrangements -ARC Placement/ARC1 Information -Emergency Home Approval Good Cause- Child Placement Detail Page -Emergency Home Approval Good Cause- Foster Care Resource Databank -Child Support Good Cause -Add Relinquishment Authority -Issue Extended AAP Benefits -Foster Care Level of Care (LOC)	Existing Virtual Assistant content was updated. The Virtual Assistant now includes a sub-menu button for: - Placement The Virtual Assistant now includes information regarding: -Rate Patch -AAP Out-of-Home Placement -Override Foster Care/AAP/Kin-GAP Aid Code - Process Medi-Cal Foster Care AAP Kin-GAP -Increase / Decrease Placement Rate -Add Foster Care (FC) Resource to Resource Databank (RDB) -Search/Select Foster Care Resource -Run Manual EDBC for Foster Care -Run Manual EDBC for AAP -Former Foster Youth 4M Aid Code -Foster Care Special Care Increment (SCI) -AAP Special Care Increment (SCI) -Add or Edit Deprivation (Foster Care) -Extended Kin-GAP Benefits for Non-Minor Dependents -FC/AAP/KG Issuance History -Issue / End ETR -Cancel Service Arrangements -ARC Placement/ARC1 Information -Emergency Home Approval Good Cause- Child Placement Detail Page -Emergency Home Approval Good Cause- Foster Care Resource Databank -Child Support Good Cause -Add Relinquishment Authority -Issue Extended AAP Benefits -Foster Care Level of Care (LOC)	

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24.04.25	25-Apr-24	Defect	CA-274915	Analytics		The curations jobs should not failure for EMR memory resources limit. DHCS CMS Performance Indicators Master Data Request WFPI Early Fraud Detection and Prevention Report DCFS MEDS Worker Journal Detail Report	Three reports are running as expected.	
24.04.25	25-Apr-24	Defect	CA-276036	Contact Center		Earlier the "end conference call" tooltip on call hung up button was visible just below the calstaws logo	With this fix the "end conference call" tooltip on call hung up button will now be visible just below the call hung up button	PRB0048792
24.04.25	25-Apr-24	Defect	CA-261931	Contact Center		Security issue had not been resolved.	Security issue has been fixed.	
24.04.25	25-Apr-24	Defect	CA-272826	Reports	N/A	Correspondence Exceptions Report has duplicates and unviewable records.	Correspondence Exceptions Report has less duplicate records and now all records are viewable. Additional issues identified and will be covered in SCR CA-243978. Job performance has significantly increased.	
24.04.25	25-Apr-24	Defect	CA-276124	Reports		The 02/01/2024 report did not have any data for LA county.	Report display data of 02/01/2024 for LA county.	
24.04.25	25-Apr-24	Defect	CA-274572	Reports		The CF 26 report Line 5 b tab has text format for column J and K, the excel sum function does not work on items.	The format for column J and K was changed to number, which has enabled the excel sum function. Now the PACF and NACF value can be verified with the Line 5b tab.	PRB0048539
24.04.25	25-Apr-24	Defect	CA-276723	Reports		Wins Cert report does not capturing control number 4855342204 due to latest status.	Wins Cert report now captures control number 4855342204.	PRB0048907
24.04.25	25-Apr-24	Defect	CA-275269	Reports		There were duplicate reports generated for Integrated Summary Reports in the application. Additionally, some of the aid codes were not generated in the application.	We have enabled program 99 for Integrated Payroll Summary Report programs WI/RC/IN/CP for counties 01, 07, 10, 40, 41, 34, 37, 30, 31, 42, 48, 49, 54, 56, 57, and 38. Additionally, there will be no duplicate reports generated for Integrated Summary Reports now. Main Payroll Benefit Issuance Direct Deposit Register FC report will generates for all FC aid codes	PRB0048660