

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.07.25	25-Jul-24	SCR	CA-275829	Contact Center	N/A	Currently, eGain and the AWS Connect Flow does not have/support custom attributes that will allow Counties to get more detailed information, such as WelcomeBoSuccess, Custom Variables, and EBTReplace, etc..	Now, eGain and the AWS Connect Flow, will be updated to have/support custom attributes that will allow Counties to get more detailed information, such as WelcomeBoSuccess, Custom Variables, and EBTReplace, etc..			No County Action Needed
24.07.25	25-Jul-24	SCR	CA-278939	Contact Center	N/A	Office hours had incorrect times for Monday - Thursday and Friday	Office hours have been updated to 8AM - 5PM Thursday and 8AM-12PM Fridays along with additional verbiage requested for each call flow page (e.g. page 6 and 56)	PRB0049326		No County Action Needed
24.07.25	25-Jul-24	SCR	CA-272551	Eligibility	Foster Care	CalSAWS had the Personal and Incidental (P&I) Expenses amounts from 2023 of \$168.00.	The Personal and Incidental (P&I) expenses amounts are updated in CalSAWS with the new value for 2024 of \$177.00 for any benefit month beginning 1/2024.			No County Action Needed
24.07.25	25-Jul-24	SCR	CA-257185	Eligibility	AAP	CalSAWS was using the CNI rates of FY 2023-24 for AAP Program effective from July 1, 2023.	The new CNI rate increase for the FY 2024-25 will be implemented in CalSAWS for AAP Program effective July 1, 2024.			No County Action Needed
24.07.25	25-Jul-24	SCR	CA-257184	Eligibility	Foster Care, Kin-GAP	CalSAWS was using the CNI rates of FY 2023-24 that were effective from July 1, 2023.	The new CNI rate increase for the FY 2024-25 will be implemented in CalSAWS effective July 1, 2024.			No County Action Needed
24.07.25	25-Jul-24	SCR	CA-267405	Imaging	CalFresh, CalWORKs	CW/CF REs submitted by a customer via BenefitsCal document upload were not automatically marked received if a barcode could not be found on the document.	CW/CF REs submitted by a customer via BenefitsCal document upload without a barcode have additional logic to be marked received. If a CW/CF RE is due within 30 days, is found on the Customer Reporting page, then the RE will be updated to "Received" on the Customer Reporting page..			No County Action Needed
24.07.25	25-Jul-24	SCR	CA-246420	Imaging	N/A	Case names over 40 characters would error out in the Imaging Solution.	Case names over 40 characters are automatically trimmed to the first 40 characters to ensure the field is automatically populated, without error.			No County Action Needed
24.07.25	25-Jul-24	SCR	CA-273205	Imaging	N/A	Customers who uploaded document(s) in BenefitsCal received a receipt number. The receipt number was not stored in the Imaging Solution.	The new "Receipt Number" field in the Imaging Solution displays the receipt number from BenefitsCal. The Case, Confidential, and Person Drawers have a new filter to search by the "Receipt Number".			No County Action Needed
24.07.25	25-Jul-24	SCR	CA-278165	Virtual Assistant	N/A	Some Virtual Assistant content were outdated. The Virtual Assistant did not include information regarding: - Add Military/Veterans Information - Intent to Reside - Work Registration Detail - Align Programs - WTW Customer Activity - Add Recurring Special Needs - Aid Paid Pending - Reception Management Dashboard - VLP Step 2 Response - My Watchlist - Utilities Navigation Bar - Manually Complete a DER - Add/Update Reception Log - Create A Bank - Add Test Scores - Specialized Supportive Services Detail Page - Request Verifications - Vocational Education Track Summary - Update Repayment Term - EBT Stagger Date - Hold a Notice for Pickup - PR/RE Ingestion Source - Reactivate Expunged Benefits - Send Notifications From Reception Log - Task Reassignment to a Bank - Special Investigations Disposition Types - Housing Support Status (HSP) - Maintain Worker Schedule - View Root Questions	Existing Virtual Assistant content was updated. The Virtual Assistant now includes information regarding: - Add Military/Veterans Information - Intent to Reside - Work Registration Detail - Align Programs - WTW Customer Activity - Add Recurring Special Needs - Aid Paid Pending - Reception Management Dashboard - VLP Step 2 Response - My Watchlist - Utilities Navigation Bar - Manually Complete a DER - Add/Update Reception Log - Create A Bank - Add Test Scores - Specialized Supportive Services Detail Page - Request Verifications - Vocational Education Track Summary - Update Repayment Term - EBT Stagger Date - Hold a Notice for Pickup - PR/RE Ingestion Source - Reactivate Expunged Benefits - Send Notifications From Reception Log - Task Reassignment to a Bank - Special Investigations Disposition Types - Housing Support Status (HSP) - Maintain Worker Schedule - View Root Questions - Updated keywords for existing Use Cases			No County Action Needed
24.07.25	25-Jul-24	Defect	CA-280009	CalHEERS		MAGI Determination failed to process in cases with unprocessed Referrals which would look like no response was received for a MAGI Request.	MAGI Determination processes successfully, including cases with unprocessed Referrals. Users should send a new MAGI Request for impacted cases.	PRB0049533		No County Action Needed
24.07.25	25-Jul-24	Defect	CA-279603	Reports		1. All the cases which are reported in part C details are not getting populated in part AB details sheet. 2. All the cases which are being are not matching with front end and CF 296 Report which has Household classification as Federal. 3. Cell 17, Cell 21, Cell 27, and Cell 31 do not reconcile with numbers being reported in the detail sheet. Example: Cell 18 + Cell 19 + Cell 20 = Cell 17, this validation is failing. 4. Some cases had more than one Household categories and even duplicate persons with multiple household categories.	1. Changes have been made to run the business logic of part AB on top of part C to avoid duplicate coding and ensure we report the same cases in both the sheets. 2. Issue 2 will be fixed as part of the defect CA-279821 and we taking the HOUSEHOLD_CATEGORY from the latest EDBC runs. 3. Changes have been made in the Qlik report in main filter to reconcile with sub-filters. Example: Cell 18+Cell 19+Cell 20 = Cell 17. 4. Changes made to view the report with Zoom Percentage as 100% and the file size as 1 page. 5. Curation changes made to ensure every case has only type of household category associated to it.	PRB0049521		No County Action Needed

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24.07.25	25-Jul-24	Defect	CA-279821	Reports		All the cases which are being are not matching with front end and CF 296 Report which has Household classification as Federal.	We are taking the HOUSEHOLD_CATEGORY from the latest EDBC runs to match with the frontend and CF 296 report.			No County Action Needed
24.07.25	25-Jul-24	Defect	CA-279591	Reports		CF 256 Line 6 was not equal to be the sum of Line 6a, 6b, 6c and Line 8 to be the sum of Line 8a, 8b, 8c.	CF 256 Line 6 is equal to be the sum of Line 6a, 6b, 6c and Line 8 to be the sum of Line 8a, 8b, 8c.	PR80049548		No County Action Needed