

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.08.16	16-Aug-24	SCR	CA-273892	Contact Center	Child Care	Callers continue to be routed to the Child Care Unit from the IVR incorrectly. It is necessary that the option to transfer directly to the unit be removed, similar to the Veteran's option changes but with the phone number to the Child Care Unit 916-874-6000.	Create new message following option 3 on No Case Menu – If you are a parent or child care provider who needs to reach the Stage One Child Care Unit regarding a Stage One child care case, please call 916-874-6000. That's 916-874-6000.			No County Action Needed