

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.09.12	12-Sep-24	SCR	CA-245360	Contact Center	N/A	A worker had the option to check/uncheck to have a single Rights and Responsibilities script read to the customer, by the Telephonic Signature IVR. There was only one Rights and Responsibilities script. The Rights and Responsibilities checkbox defaulted to "checked" if/when any of the Associated Documents selected for a Telephonic Signature had any associated Rights and Responsibilities.	Workers must now choose if and which Rights and Responsibilities script is to be read by the Telephonic Signature IVR The Rights and Responsibilities script choice will now be a dropdown and will be a required field.	PR80048017		No County Action Needed
24.09.12	12-Sep-24	Defect	CA-279289	Contact Center		Caller into IVR Automatic system might be informed they have CalFresh when the Customer CalFresh program is expired	Caller into IVR Automatic system will no longer be informed they have CalFresh if the Customer's CalFresh program is expired	PR80049383		No County Action Needed
24.09.12	12-Sep-24	Defect	CA-280273	Contact Center		Earlier sporadically the system was automatically setting agent status to ready while they were trying to set the status to some other status	With this change the agent will be able to set the status to any status of their wish.	PR80049464		No County Action Needed
24.09.12	12-Sep-24	Defect	CA-279111	Contact Center		Earlier there was a mismatch between the number of agent logged in in amazon connect and ecpp supervisor view	Supervisor View will show all logged-in agents all the time.			No County Action Needed
24.09.12	12-Sep-24	Defect	CA-280640	Contact Center		Earlier users were experiencing logout delays during peak hours	With this change users will now be able to logout from eCCP faster	PR80049666		No County Action Needed
24.09.12	12-Sep-24	Defect	CA-280832	Contact Center		Earlier users were not able to view chat history	With this change users will be able to view chat history in eCCP	PR80049696		No County Action Needed
24.09.12	12-Sep-24	Defect	CA-282229	CalHEERS		Medi-Cal EDBC with Ineligible status for Program and Person(s) could not be Accepted when the program person(s) had a role of UP.	Role of UP will be acceptable for the ineligible program and person statuses.	PR80049792		No County Action Needed
24.09.12	12-Sep-24	Defect	CA-281128	Contact Center		Post call survey emails were not being sent to counties.	Post call survey emails will be sent regularly to counties based on schedule	PR80049765		No County Action Needed
24.09.12	12-Sep-24	SCR	CA-279674	BenefitsCal	CalFresh, CalWORKS	Previous Design/Problem: The Self-Service Portal (SSP) had a defect reported where the Asset screens were not displaying for a customer to enter their asset/property information when they were applying for CalWORKS or CalWORKS/CalFresh through BenefitsCal. This defect occurred between March 1, 2024 and April 25, 2024 and was corrected on the evening of April 25, 2024.	Journal entries have been added to impacted e-Applications linked to a case for tracking purposes.		Journal entries were added for all the impacted e-Applications that were linked to a CalSAWS case for workers to review assets and determine if an overpayment (OP) is appropriate as a result of the defect, and to mark it as an Administrative Error if there is one.	Review List
24.09.12	12-Sep-24	Defect	CA-283610	Contact Center		Security Issue	Security Issue Fixed			No County Action Needed

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24.09.12	12-Sep-24	SCR	CA-281744	Fiscal	AAP, CalWORKs, Foster Care, Kin-GAP	Sierra County only: Direct Deposit file values were incorrect.	Sierra County only: New Direct Deposit file values have been added.			Evaluate Automated Action
24.09.12	12-Sep-24	Defect	CA-277660	Contact Center		Successful T-Signs are marked "Incorrect Response" if the T-sign takes more than 15 min	Successful T-Signs will not be marked "Incorrect Response" if the T-sign takes more than 15 min			No County Action Needed
24.09.12	12-Sep-24	Defect	CA-282198	Contact Center		Task was not generated when ever the Calsovs Telephonic Signature status is in R(Incorrect Response) status.	Task will be generated when ever the Calsovs Telephonic Signature status is in R(Incorrect Response)status.			No County Action Needed
24.09.12	12-Sep-24	SCR	CA-273724	Online	CalFresh, CalWORKs, CAPI, Medi-Cal/MSP/CMSP	Telephonic Signatures could add additional forms or remove them as well as add or remove individuals that are required to sign.	Users can no longer add or remove forms or signers once the Telephonic Signature has been sent without clicking on "Incorrect response" and initiating a new Telephonic Signature			No County Action Needed
24.09.12	12-Sep-24	SCR	CA-264170	Reports	CalWORKs, RCA/RMA, REP, Welfare-to-Work/Gain	The CalWORKs/RCA Adults by WTW/REP Category Dashboard is capturing CW/RCA recipients that are in Denied, Ineligible or Discontinued status. The CalWORKs/RCA Adults by WTW/REP Category Dashboard is not populating the correct Sanction Effective Date.	The CalWORKs/RCA Adults by WTW/REP Category Dashboard is only capturing CW/RCA recipients that are in Active status. The CalWORKs/RCA Adults by WTW/REP Category Dashboard is populating the correct Sanction Effective Date.			No County Action Needed
24.09.12	12-Sep-24	SCR	CA-275752	Imaging	N/A	The editable fields in the Barcode Verification and Exception queues were restricted.	Case Number, Form Number, Form Name, Applicable Date, Received Date, and County Code fields can be edited in the Barcode Verification queue. The Barcode field can be edited in the Exception queue.			No County Action Needed
24.09.12	12-Sep-24	Defect	CA-281457	Contact Center		Web Chat flashes a closed chat and then auto closes the chat in 2 Seconds.	Web Chat now waits 30 seconds before auto closing.	PR80049823		No County Action Needed
24.09.12	12-Sep-24	SCR	CA-276460	Batch/Interfaces	CalFresh, CalWORKs	When a customer submitted a No Change SAR 7 late (i.e. in the restoration month) via the Self Service Portal and the status was "Sent" or "Incomplete", the Customer Reporting List page was updated to "Reviewed - Ready to Run EDBC" via the MarkDocumentReceived API and remained in this status. In the Imaging system, when a SAR 7 was uploaded, a call was sent to CalSAWS through MarkDocumentReceived API. If there was income on the case, CalSAWS would respond with an "01" code. Imaging would check the Capture information and if the document was uploaded via the Self Service Portal, the No Change flag would be updated from True to False. No note was generated in the Notes field.	When a customer submits a No Change SAR 7 late, the MarkDocumentReceived API will update the Customer Reporting List page to "Received" when the status is "Sent" or "Incomplete". Additionally, when a customer submits a SAR 7 from any source, and income is found on the case, the MarkDocumentReceived API will update the Customer Reporting List page to "Received" when the status is "Sent" or "Incomplete". In Imaging, a note will be added in the Notes field when the No Change flag is flipped from True to False.			No County Action Needed