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The control of the co	Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information County Action
Registration for the Conference with the Conference and the Conference with the Conference and the Conferenc	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	Workers must now choose it and which Rights and Responsibilities script is to be read by the Telephonic Signature IVR	PRB0048017	No County Action Needed
Page							Responsibilities script. The Rights and Responsibilities checkbox defaulted to "checked"			
Company Comp							if/when any of the Associated Documents selected for a Telephonic Signature had any	The Rights and Responsibilities script choice will now be a dropdown and will be a		
Colored Control regions requested Colored Control							associated rigins and responsibilities.	requied lield.		
Colored Control regions requested Colored Control										
Colored Control regions requested Colored Control										
Colored Control regions requested Colored Control										
2001 2000	24.09.12	12-Sep-24	Defect	CA-279289	Contact Center		Callers into IVR Automatic system might be informed they have CalFresh when the	Callers into IVR Automatic system will no longer be informed they have CalFresh if the	PRB0049383	No County Action Needed
New York part for Market to consider of the Section Control Co							Costomer Califesh program is expired	Costomer's Califest program is expired		
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New York part for Market to consider of the Section Control Co										
2007 2 2 350 2 4 0000	24.09.12	12-Sep-24	Defect	CA-280273	Contact Center		Earlier sporadically the system was automatically setting agent status to ready while they	With this change the agent will be able to set the status to any status of their wish.	PRB0049464	No County Action Needed
2012 256-24 256							were trying to set the status to some other status			
2012 256-24 256										
2012 256-24 256										
2012 256-24 256										
2012 256-24 256										
2012 256-24 256										
2012 256-24 256	040010	10.0 04	Defect	C4 070111	Control Contro			C		No County Antion Noveled
24.91.2 12-bp-24 Oxfoot Center Total Control Center Total Contro	2-4.07.12	12 30p-24	Daleci	SA-2//111	Confider Certief		and eccp supervisor view	soperise from mission of togged in agents of the fitte.		No County Action Needed
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when they were applying for CaWORKS or CawOR	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			
defect occurred between March 1, 2024 and April 25, 2024 and was corrected on the evening of April 25, 2024. case for workers to review assets and determine if an overpoyment (OP) is approved as a result of the defect, and to mark it as an Administrative Error if there is one.		1	1				Asset screens were not displaying for a customer to enter their asset/property information when they were applying for CalWOPKS or CalWOPKS/CalFresh through Page-6th Cal This	tracking purposes.		all the impacted e-Applications that were linked to a CalSAWS
evering of April 25, 2024. assets and determine if an overpoyment (OP) is oppropriate as a result of the defect, and in the defect, and in the defect, and in the defect of the defect		1	1				defect occurred between March 1, 2024 and April 25, 2024 and was corrected on the			case for workers to review
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	24 09 12	12-Sep-24	Defect	CA-263610	Contact Center		Security Issue	Security Issue Fixed		1
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Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number Addit	tional Information	County Action
24.09.12	12-Sep-24	SCR	CA-281744	Fiscal	AAP, CalWORKs, Foster	Sierra County only:	Sierra County only:			Evaluate Automated Action
					Care, Kin-GAP	Direct Deposit file values were incorrect.	New Direct Deposit file values have been added.			
24.09.12	12-Sep-24	Defect	CA-277660	Contact Center		Successful T-Signs are marked "incorrect Response" if the T-sign takes more that 1.5 min	Successful T-Signs will not be marked "incorrect Response" if the T-sign takes more that I S min			No County Action Needed
24.09.12	12-Sep-24	Defect	CA-282198	Contact Center		Task was not generated when ever the Calsaws Telephonic Signature status is in IR(Incornect Response) status.	Task will be generated when ever the Calsaws Telephonic Signature status is in Ri[incornect 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.	User, can no lenger add or remove forms or signess once the Telephonic Signature has been sent without clicking an "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, heligible 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 Dathboard is only capturing CW/RCA elegipients that are in Active status. The CalWORKs/RCA Adults by WTW/REP Category Dathboard 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 outo closes the chat in in 2 Seconds.	Web Chat now waits 30 seconds before auto closing.	P880049823		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 Pardal and the status was "Sen" or "incomplete". The Customer Reporting List page was updated to "Reviewed-Ready to Nat DisCoV" via the MarkDocumentReceived API and remained in this status. In the Imaging system, when a SAR 7 was uplaceded, a call was sent to CSANWS through MarkDocumentReceived-API. If there was income on the case. CaSAWS would respond with an "Ol" cade. Imaging would check the Capture information and if the abcounter was uplaceded via the Self Service Pards, the No Change flag would be updated from True to Fatse. No note was generated in the Notes field.	update the Customer Reporting List page to "Received" when the status is "Sent" or "Incomplete", Additionally, Menn a customer submits a SAR 7 from any source, and income is found on the case, the MarkDocumentReceived API will update the Custome Reporting List page to "Received" when the status is "Sent" or "Incomplete", in inaging onte will be added in the Notes field when the No Change flag is fipped from Tue to			No County Action Needed