

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.10.11	11-Oct-24	SCR	CA-278327	Contact Center	N/A	Currently the customer only gets one option to get a Courtesy Call Back ("CCB") if they are currently waiting in the queue when the threshold is met.	This change will enhance Tulare County Courtesy Call Back feature to offer CCB to customer more than 1 time (3 attempts). Each attempt is given after waiting 10 minutes in the queue.			No County Action Needed
24.10.11	11-Oct-24	SCR	CA-280400	Eligibility	General Relief	Currently San Diego is using the GAGR Automated Solution grant amounts effective Oct 2023.	COLA Batch EDBC was ran to apply the new San Diego GA/GR Automated Solution program values effective October 1, 2024.			Review List