

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
24.11.25	25-Nov-24	SCR	CA-281984	Analytics	N/A	San Diego OEPA team doesn't have access to Analytics Purpose Built Data Set (PBDs) which they need for their Adhoc reporting needs	San Diego OEPA team will get access to Analytics Purpose Built Data Set (PBDs) in their AWS account for them to further transform as per their needs.			Review List
24.11.25	25-Nov-24	SCR	CA-276212	Contact Center	N/A	Solano county when call queue limits are reached is generic	Solano would like to update the verbiage in our IVR for when the call queue limits are reached. Message is below. "Due to high call volume, we are currently unable to handle your call. Please call again at a later time. You can also access available self-service options by visiting BenefitsCal.com. When using BenefitsCal you are able to apply for benefits, view and manage benefits, submit documents and verifications, report household changes, view electronic notices, complete renewals and SAR7 reports, track your application status, obtain case reminders and request a replacement EBT card at the click of a button."			No County Action Needed