

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
25.11.07	7-Nov	SCR	CA-295654	Infra Contact Center	N/A	A message on the government shutdown impact to SNAP benefits played when Customers called into the CalSAWS IVR. The message was as follows: Due to the federal government shutdown, the U.S. Department of Agriculture is not sending money to states for November CalFresh (SNAP) benefits. This means your county cannot add money to your EBT card until federal funding is restored. This impacts all CalFresh households. You can keep using your existing benefits as usual. If you need food now, visit cafoodbanks.org to find your local food bank.	A message about BenefitsCal now plays when customers Call into the CalSAWS IVR. The message is as follows: Did you know that BenefitsCal offers a range of self-service options that aim to make accessing and managing public benefits in California easier for residents such as Applying for Benefits, Checking Application Status, Renewing Benefits, Upload Documents, Report Changes, View Case Information, Communicate with Caseworkers, Access Benefit Notifications, Appointment Scheduling, Language Accessibility. Visit www.BenefitsCal.com today! That is w-w-daf B-E-N-E-F-I-T-S-C-A-L dot c-o-m.			No County Action Needed