Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Consortium Contact	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
26.01.08	8-Jan	SCR	CA-294254	Infra Contact Center	N/A	Inez Finnigan	San Diego County banked Lambda logic route caller to the first active program in the case. Since San Diego County has banked workers for CalWORKs, CalFresh and MediCal programs, the caller is routed to banked route. Caller is unable to hear Welfare to Work worker contact information because of the current routing logic.	Banked Lambda logic will continue to search for active programs using the current program hierarchy. With this change, the look up will not stop on the first active program if the program has a banked worker, it will continue to check for next active program through all active programs to check if a non-banked worker exist. Caller will now be able to hear all non-banked worker's contact information in an active case. Caller will only be routed to			No County Action Needed