

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Consortium Contact	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
26.01.15	15-Jan	Defect	CA-297041	Online			The user wasn't able to rescind CF in San Bernardino case 3760275 with reason reverification after 30 days and verification date 1/7/2026.	The user is able to rescind CF in San Bernardino case 3760275 with reason reverification after 30 days and verification date 1/7/2026.	PRB0052930		No County Action Needed
26.01.15	15-Jan	SCR	CA-296140	Infra Contact Center	N/A	Josy Thomas	Sacramento County has incorrect address information recorded in the Office Info flow in the IVR	Updated Office Info call flow to match the Office Info flow provided by the County via RITM0100992.			No County Action Needed
26.01.15	15-Jan	SCR	CA-295844	Infra Contact Center	N/A	Yogesh Patel	When a caller interacts with the CaSAWS Interactive Voice Response (IVR), they are presented with IVR caller log in options. If a caller completes login successfully, the eCCP page displays a green Caller Status Banner with associated details. If the caller does not unsuccessfully complete the IVR login, the banner will display red with limited information.	To ensure workers are aware that additional identify proofing/verification is required the eCCP Caller Status Banner has been updated to display in gray for all callers and will display the following message based on the caller's action in the IVR: 1) IVR Log In Successful - Reminder: Agents must complete customer identify validation for every caller. Please follow your county identify proofing/validation process." 2) IVR Log In Unsuccessful - Reminder: Agents must complete customer identify validation for every caller. Please follow your county identify proofing/validation process."			No County Action Needed
26.01.15	15-Jan	SCR	CA-294151	Infra Contact Center	N/A	Logan Pratt	Previously, counties report on Call Center Data via Amazon Connect, Calabrio, and eGain. The County gathers data utilizing each vendor's reporting tool to gather these reports and respond to requests accordingly.	Now, while still being able to utilize the previously available toolset of AWS Connect Reports, Calabrio and eGain; the AWS Quick Suite reporting platform and its applicable data elements and dashboards will be made available to the Counties with this update.			No County Action Needed
26.01.15	15-Jan	SCR	CA-296900	Medi-Cal/CalHEERS	Medi-Cal/MSP/CMSP	Maggie Orozco-Vera	Asset Test was not applied even when it should be, per SCR CA-291144. If the FDRC Benefit Month was after the Due Date.	Asset Test is applied as expected per SCR CA-291144 including the runs where the FDRC Benefit Month is after the Due Date.			No County Action Needed
26.01.15	15-Jan	Defect	CA-296902	Medi-Cal/CalHEERS		Maggie Orozco-Vega	With CA-291142, an Expansion Freeze record was added for all active individuals (regardless of their citizenship/immigration status) in a case if there was at least one individual active on Former Foster Youth not case 441.	The Expansion Freeze record should only be created for the 4M individuals and other individuals that meet the criteria per CA-291142. The records that were erroneously created have been deleted.	PRB0052894		No County Action Needed
26.01.15	15-Jan	SCR	CA-296976	Infra Contact Center	N/A	Yogesh Patel	Shasta County's email distribution list for their Post Call Survey reports is out of date.	Removed the email jreynolds@co.shasta.ca.us from the Shasta County Post Call Survey reports email.			No County Action Needed
26.01.15	15-Jan	SCR	CA-290964	Infra Contact Center	Medi-Cal/MSP/CMSP	Darcy Alexander	Medi-Cal Rights and Responsibilities did not contain the updated language for estate recovery, Veterans, non-custodial parents, and permission to contact customer by phone or text. Time stamp of recording length was incorrect.	Medi-Cal Rights and Responsibilities now include updated language for estate recovery, Veterans, non-custodial parents, and permission to contact customer by phone or text. Time stamp for length of recording removed.			No County Action Needed
26.01.15	15-Jan	SCR	CA-286827	Infra Contact Center	CalFresh, CalWORKs	Darcy Alexander	CW/CF and MC Rights and Responsibilities for 2024 and time stamp for the recording was present.	CW/CF and MC Rights and Responsibilities for 2025 with updated language and property limits and time stamp of recordings removed.			No County Action Needed