

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Consortium Contact	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
26.03.05	5-Mar	SCR	CA-298240	Infra Contact Center	Other	Yogesh Patel	LA county has 2 lines individually and individual greeting and menu options.	LA County is requesting both lines the REline Inbound DID (424-405-5909) and Toll-free number (888-999-7671) be integrated into the same entry point as the (866) 613-3777 flow, ensuring that callers encounter the identical greeting and menu options with a target implementation date of March 5, 2026. No new IVR recordings or unique routing logic are required for these specific numbers; they are simply to be mapped to the existing "as-is" configuration of the CSC.		Business Need / Justification The business justification for this change is to eliminate fragmented communication channels and consolidate resources, ensuring that all REline inquiries benefit from the established IVR logic and optimized staffing levels of the Customer Service Center.	No County Action Needed