

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Consortium Contact	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
26.03.12	12-Mar	SCR	CA-296497	Infra Contact Center	N/A	Josy Thomas	Kern county does not have an additional option in their IVR phone tree for customers with specific Medi-Cal questions related to Kern Family Health Care.	Contact center IVR phone tree for Kern county is updated to include an additional option for customers with specific Medi-Cal questions related to Kern Family Health Care as mentioned below. Are you a member of Kern Family Health Care and need help with your Medi-Cal Renewal Packet? Press 1 to speak to a Kern Family Health Care Representative.			No County Action Needed
26.03.12	12-Mar	SCR	CA-297220	Batch Operations	AAP, CalFresh, Callearn, CalWORKS, Child Care, Diversion, Foster Care, GA - Managed, General Relief, Homeless Perm, Homeless Temp, Immediate Need, Kin-GAP, Medi-Cal/MSP/CMS, RCA/RMA, Welfare-to-Work/Gain	Sheryl Eppler	Mono County was documented to be open 07/03/2026 San Francisco County was documented to be closed 07/03/2026	San Francisco County will be open 07/03/2026 <del>To be closed, please update on the form.</del> Mono County will be closed 07/03/2026			No County Action Needed
26.03.12	12-Mar	SCR	CA-282933	Infra Contact Center	N/A	Logan Pratt	County doesn't have access to maintain AWS connect console quick connect/queues and rely on project staff to update AWS.	County will now have access to designated selected county users read only access to various AWS Connect console pages.			Evaluate and Configure Security Role/Group
26.03.12	12-Mar	SCR	CA-296570	Infra Contact Center	N/A	Josy Thomas	San Joaquin County manually process BenefitsCal tasks for EBT & BIC requests.	San Joaquin County BenefitsCal tasks will now be processed by Robotic Process automation (RPA). County will only process exception tasks that require worker review. Task will be assigned to (Need update Bank or worker)			No County Action Needed
26.03.12	12-Mar	SCR	CA-298294	Fiscal	CalFresh	Sheryl Eppler	February 2026 CF benefits were issued as usual.	For Amador, Butte, Calaveras, El Dorado, Fresno, Humboldt, Mariposa, Mendocino, Nevada, Placer, Plumas, San Bernardino, San Luis Obispo, San Mateo, Sierra, Siskiyou, Sonoma, Trinity, Tulare, Tuolumne, Yolo and Yuba Counties: February 2025 CalFresh benefits issued 02/01/2026 - 02/22/2026 for affected Zip Codes have been replaced at 50% of the original issuance amount.			Review List