

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Consortium Contact	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
26.03.24	24-Mar	SCR	CA-297991	Infra Contact Center	Other	Yogesh Patel	LA County is requesting an update to the CalFresh Informational IVR script provided below (menu_C19_CF_Info wav file). We need to remove the reference to "getcalfresh.org" to ensure we are directing users to the primary, official application portal, BenefitsCal.com. To ensure compliance and clarity for our applicants, these threshold languages as soon as possible. changes must be applied to all 11-languages	Please make the following specific change: • Remove: ", getcalfresh.org" • Updated Sentence: "You may also apply for CalFresh benefits by submitting an online application at BenefitsCal.com or by mail."			No County Action Needed