

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Consortium Contact	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
26.04.09	9-Apr	SCR	CA-294828	Infra Contact Center	N/A	Josy Thomas	San Mateo County uses Call Code program that allows EW to give client a pin code and generic phone number this allows us to not have to give direct phone line to staff but give individual clients ability to reach worker during a given window.	New IVR Local Number for zip code 94004, which connects to a new queue (C41_CalCode) is added. Caller is not required to enter IVR phone tree and will be presented with following message "Thank you for calling County of San Mateo someone will be on with you shortly" and wait in queue for next caller. The new phone line and queue will allow contact center staff to give clients a longer call back window for previously scheduled interview appointments.			No County Action Needed
26.04.09	9-Apr	Defect	CA-298850	Medi-Cal/CalHEERS			The Expansion Freeze criteria in EDBC did not pick up Full Scope Aid prior to 01/2026 when running in a Batch EDBC, while it did if the EDBC is run Online.	Full Scope Aid prior to 01/2026 is correctly picked up by Batch EDBC and matches what the Online EDBC does. A separate work item will handle reprocessing cases impacted by this defect.	INC0203497		No County Action Needed
26.04.09	9-Apr	Defect	CA-299642	Online			Reapply button didn't show for 4/2026 Temporary Homeless Assistance	Reapply button appears for 4/2026 Temporary Homeless Assistance.	INC0205827		No County Action Needed