

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Consortium Contact	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
26.04.30	30-Apr	SCR	CA-296476	Client Correspondence	CalFresh	Eta Vaisou	The outdated version of CF 377.11E- CalFresh Able-Bodied Adult Without Dependents (ABAWD) Time Limit Exemption Screening Form was available in the Template Repository and generated via batch, but it was not included in the CF RE Packet, CW/CF RE Packet, or ESAP CF RE Packet for Non-LA counties.	The CF 377.11E is updated to the latest state version (8/25) in all threshold languages. The form is included in the CF RE Packet, CW/CF RE Packet, and ESAP CF RE Packet for Non-LA counties.			No County Action Needed
26.04.30	30-Apr	SCR	CA-299130	Online	CalFresh, CalWORKS, Medi-Cal/MSP/CMSP	Dynas Pena	Not all program are correctly assigned to the appropriate Family Resource Center (FRC) in San Diego County to maintain the active program for a case.	A one time realignment of program assignment for eligible programs have been reassigned to a worker in the correct Family Resource Center (FRC) in San Diego County with the active program for a case.			No County Action Needed
26.04.30	30-Apr	SCR	CA-294719	Infra Contact Center	N/A	Inez Finnigan	San Bernardino County use Interactive Voice Response adhoc messages to notify customers of free Volunteer Income Tax Assistance (VITA) services.	Interactive Voice Response will now play County's VITA campaign menu prompt message 4. This message "San Bernardino County partners with the Internal Revenue Service to offer free California and federal tax preparations and e-filing. To speak with a Volunteer Income Tax Assistance representative, press 1; otherwise, please stay on the line." will play starting 5/1/26 in English and Spanish.			No County Action Needed
26.04.30	30-Apr	SCR	CA-298241	Infra Contact Center	Other	Yogesh Patel	Current available CCP Agent Statuses: <ul style="list-style-type: none"> •Available •Offline •Not Ready – break •Not Ready – lunch •Not Ready – meeting •Not Ready – training 	1. Incorporate global agent CCP statuses as described in the recommendation section of the excel attachment Recommended Changes Ready Not Ready Not Ready - 1. Break Not Ready - 2. Lunch Not Ready - 5. Meeting Not Ready - 6. Training Not Ready - 3. Beginning/End Shift Not Ready - 4. Unavailable Not Ready - 7. Outbound Call Not Ready - 9. Casework/Processing Not Ready - A. Technical Issues			No County Action Needed
26.04.30	30-Apr	SCR	CA-299530	Infra Contact Center	N/A	Logan Pratt	County has Clerical Queue in the Call flow and is planning on closing the queues	County wants to shut down the clerical queue and play a message and reroute the calls differently.			No County Action Needed
26.04.30	30-Apr	Defect	CA-299553	Client Correspondence			MC 4026 has a duplicate option in Document Routing Rule search & selection	Removed MC 4026 has a duplicate option in Document Routing Rule search & selection	INC0205477		No County Action Needed
26.04.30	30-Apr	Defect	CA-298559	Client Correspondence			User can not take an action on the program like running EDBC Since SAR 72 is generated for the case even though the sponsor is CF HH, Form should not generate for this case.	Insert CUST_RPT_PGM_DETIL the status of SAR 72 to "Not Applicable" even though the doc is already sent, the point is that it is preventing the user from processing the case	INC0203139		No County Action Needed