

Release #	Release Date	Item Type	Item Number	Functional Area	Programs Impacted	Consortium Contact	Original Behavior	New Behavior	Ticket Number	Additional Information	County Action
26.07.09	7/9/2026	SCR	CA-296928	Infra Contact Center	N/A	Inez Finnigan	Interactive Voice Response (IVR) welcome bot smart routing currently only support CalWORKs, MediCal and CalFresh.	San Luis Obispo County and Shasta County IVR smart routing will now support additional intent and utterances.		Call Flow update for San Luis Obispo County and Shasta County.	No County Action Needed
26.07.09	7/9/2026	Defect	CA-301565	Reports			CalWORKs/RCA Adults 16 Years and Over Report RDS job is failing as RDS CW_RCA_ADULT_YR_OVR_REPORT.WRK_RSN_CODE length limit of 50, while s3 has data length of 51. RDS table column lengths should match oracle source length in all instances	DBCR created to increase the column length from 50 to max Column Length in Source, which is 76.	INC0211071		No County Action Needed
26.07.09	7/9/2026	Defect	CA-302595	Online			On the Living Arrangements pages, adding a new record with a future Departure Date that overlaps an existing record with a no departure date, effective dating confirmation would create a new record with a future arrival date	On the Living Arrangement pages, effective dating will no longer create records with future arrival dates.			No County Action Needed
26.07.09	7/9/2026	Defect	CA-301382	Online	N/A		Supervisor Authorization EDBC & 2nd Level Authorization EDBC Tasks with In Process status were getting stuck in that status and unable to be completed.	Supervisor Authorization EDBC & 2nd Level Authorization EDBC Tasks will not have the options to set the status to "In Process" to mitigate being in a stuck status.			No County Action Needed
26.07.09	7/9/2026	SCR	CA-298000	Infra GenAI	Other	Yogesh Patel	Call Summarization is new Contact Center functionality that doesn't exist today for Contra Costa and Orange County.	Call Summarization is new Contact Center functionality that is being implemented for Contra Costa and Orange County with this enhancement.			Configure in eCCP Admin Page
26.07.09	7/9/2026	SCR	CA-290476	Eligibility	CalFresh, CalWORKs, RCA/RMA	Elsa Vaisau	The system reflected the 2025 - 2026 CalWORKs Minimum Basic Standard of Adequate Care (MBSAC) and Income In-Kind (IIK) standard levels effective July 1, 2025.	The 2026-2027 CalWORKs Minimum Basic Standard of Adequate Care (MBSAC) and Income In-Kind (IIK) standard levels have increased by 3.59%, and the system will be updated with the new values effective July 1, 2026.			Review List
26.07.09	7/9/2026	Defect	CA-301597	Reports			The daily Service Payment Warrant Register report shows Issuance Detail and Cancellation Detail records from 2010 through present day	Curation changes implemented to filter the Issuance Detail and Cancellation Detail Sheets based on the report date, ensuring only the relevant records are included in the final report	INC0210165		No County Action Needed
26.07.09	7/9/2026	Defect	CA-301348	Reports			The distinct case and person count is not matching between WTW25/25A and ABCD 350 Reports. ABCD 350 is missing few persons.	After the code change, the details are being pulled at person level, now the distinct case and person count is matching between WTW25/25A and ABCD 350 Reports.	INC0207922		Review List
26.07.09	7/9/2026	SCR	CA-300270	Infra Contact Center	N/A	Yogesh Patel	Cesar Chavez Day was configured as a county holiday for counties that observed the holiday.	Cesar Chavez Day has been renamed to Farm Workers Day. The CalSAWS Contact Center Holiday Calendar has been updated to reflect this name change for all applicable counties			No County Action Needed
26.07.09	7/9/2026	SCR	CA-300999	Infra Contact Center	N/A	Yogesh Patel	Los Angeles County requested an update to the Contact Callback (CCB) attempt logic. The existing configuration was 3 callback attempts and now is updated 2 attempts, and the customer-facing messaging needs this updated	The maximum number of CCB attempts is now 2 (previously 3). During the second callback attempt, the system will display the message: "This is your final attempt." Any messaging or workflow previously referencing three attempts has been updated to reflect the new two-attempt limit.	RITM0112051		No County Action Needed