

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	26.08.27	SCR	CA-302489	Client Correspondence	N/A	Dymas Pena	This case has multiple documents sent to an individual no longer in the home. The documents contain the address of the individual no longer in the home. CalFresh eligibility for non-citizens was updated based on HR1 changes, which impacted parolee population with Parolee Type of Less than one year. CIT 0065-26 had provided intermittent instructions to counties to change the parolee type to More than one year. However, the instructions were reverted because it caused an impact to other programs eligibility.	Break the link on the generated documents to no longer display in Case 0286055 to prevent information from displaying in BenefitsCal. Additionally, break the Customer Reporting linkage of the RE Packet to prevent the form from displaying on the portal.			No County Action Needed
26.07	26.08.27	SCR	CA-302731	Eligibility	CalFresh	Norma Meza		The system updated the CalFresh eligibility for non-citizens with Parolee Type of Less than one year.			Review List
26.07	26.08.27	SCR	CA-300921	Infra Contact Center	N/A	Logan Pratt	With Call Summarization implementation, there is no reporting for call summarization for counties to measure KPI	New AI Call Summary KPIs have been implemented as part of this SCR to provide enhanced visibility into queue performance. The following metrics are now available for each enabled queue: Average Generation Time Average After Call Work (ACW) Number of Call Summaries Generated Percentage of Call Summary Content Unedited Percentage of Call Summaries Generated Within 60 Seconds These KPIs enable supervisors to monitor AI summary performance, measure adoption, track editing behavior, and ensure summary generation meets the expected service level. Note: Under the Call Summary Table tab, the "Summary Gen Duration" will only show data for calls received after this report has been made available to production. Any historical calls will show blank.			No County Action Needed