

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: January 24, 2022 to
January 30, 2022**

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 2, 2022

Period: January 24, 2022 to January 30, 2022

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Project Management

1.1 Highlights of the Reporting Period

- ▶ Deliverables and Work Products submitted:
 - FWP 24.03: Customer Experience (CX) Monthly Report – December 2021.
 - FDEL 08: Portal Implementation Complete Report & Final Acceptance
 - FDEL 11: Mobile App Implementation Complete Report.
 - DDEL 04.04: Requirements Traceability Matrix: Update 4 - Following Final Acceptance.
- ▶ Deliverables and Work Products comments worked:
 - FDEL 08: Portal Implementation Complete Report & Final Acceptance
 - FDEL 11: Mobile App Implementation Complete Report.
 - FWP 24.03: Customer Experience (CX) Monthly Report – December 2021.
- ▶ Deliverable and Work Product submissions for next week:
 - FDEL 04.04: Requirements Traceability Matrix: Update 4 - Following Final Acceptance.
 - FWP 28.00: BenefitsCal Work Plan Monthly Updates – January 2022.
 - FWP 29.00: BenefitsCal Monthly Status Report – January 2022.

1.2 Los Angeles (L.A.) County Transition to BenefitsCal from Your Benefits Now (YBN)

- ▶ Executed 40% of test cases, with 85% passing (five test cases in research).
- ▶ Supported daily validation activities.
- ▶ Prepared first green light status presentation.
- ▶ Prepared training materials for the first training session on 02/01/22.

Area	Category	WE 01/28/22	WE 01/21/22
Application	County Validation – Execution	40%	35%
	County Validation – Pass Rate	85%	93%
Technical	Infrastructure	100%	100%
	Security Testing	40%	30%
	Performance Testing	50%	15%
Conversion	CBO Conversion Readiness	100%	100%
	CBO Converted Data Test	100%	100%
Training	Training Plan	100%	100%
	Training Materials	80%	40%
	Training Delivery	10%	10%
Implementation	Prod Deployment Plans	40%	25%
Change	Communications	30%	20%

Table 1.2-1 – L.A. County Readiness for BenefitsCal Transition

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1.3 BenefitsCal Collaboration Model

- ▶ Prepared timeline and milestones through March to recruit and confirm participants within the new group.
- ▶ Developed a strategy to identify and confirm CBO and Customer participants.
- ▶ Requested a distribution list for team collaboration.
- ▶ Created a SharePoint site for team collaboration.

Status	Milestone	Target Date
	Confirm Collaboration Model Participants	
In Progress	Confirm final participants (except Customer)	02/11/22
In Progress	CBO: Send survey for CBO volunteers	02/04/22
	CBO: Facilitate vote from CBO community	02/11/22
In Progress	Establish criteria for selection of Customers	02/11/22
	Send survey to request Customer nominations	02/11/22
In Progress	Establish distribution group (BenefitsCalCollaboration@calsaws.org)	02/16/22
	Schedule Kickoff and Welcome Session	
	Prepare welcome materials	03/01/22
	Provide access to SharePoint/Collab tools	03/04/22
	Facilitate Session	03/10/22
	Schedule First Strategic Planning Session	
	Prepare the Product Enhancement List	02/xx/22
	Prepare session materials	03/04/22
	Prepare session activities	03/04/22
	Facilitate session	03/24/22

Table 1.3-1 – BenefitsCal Collaboration Model – Upcoming Milestones

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design.

- ▶ Supported production maintenance activities.
- ▶ Conducted Release 4.0 Design sessions on 01/25/22 and 01/27/22 for Support Requests requirements.
- ▶ Conducted a Release 4.0 Design session on 01/26/22 for Able Bodied Adult Without Dependents (ABAWD) and Timeclocks requirements.
- ▶ Sent Reference Tables, System Text, and Page Titles translations in all eight (8) languages to the California Department of Social Services (CDSS).
- ▶ The CDSS received the GEN 1250 form to proceed with the external vendor translation validation activities.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Develop the Release 4.0 initial designs.
- ▶ Meet with ForgeRock for a Design Assumptions session for the GROW requirement on 02/01/22.
- ▶ Present the Message my Caseworker designs for Release 4.0 to the Self Service Portal Committee on 02/01/22.
- ▶ Present the CalWORKs Release 2.0 designs for Release 4.0 to the Welfare-to-Work Committee on 02/02/22.

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- ▶ Conduct a Release 4.0 Design session for the GROW requirements on 02/03/22.
- ▶ The CDSS Language Translation Services started language validation. CDSS expects all languages to be reviewed and files to be received by Monday 02/07/22.

Release 3.0 – Language Validation Key Activity	Start Date	End Date	Status
Kick-Off Meeting with CDSS	01/05/22	01/05/22	Complete
Approval of Glossary	01/03/22	01/10/22	In Progress (sent to CDSS, pending vendor review)
CDSS Initial Review (Wave 1–4 languages)	01/17/22	01/28/22	In Progress
BenefitsCal Analysis on CDSS Feedback (Wave 1)	01/31/22	02/04/22	Not Started
ML Vendor Language Adjustments (Wave 1)	02/07/22	02/11/22	Not Started
CDSS Second Review (Wave 1)	02/14/22	02/18/22	Not Started
Consortium Sign-Off (Wave 1)	02/21/22	02/21/22	Not Started
CDSS Initial Review (Wave 2–4 languages)	01/24/22	02/04/22	Not Started
BenefitsCal Analysis on CDSS Feedback (Wave 2)	02/07/22	02/11/22	Not Started
ML Vendor Language Adjustments (Wave 2)	02/14/22	02/18/22	Not Started
CDSS Second Review (Wave 2)	02/21/22	02/25/22	Not Started
Consortium Sign-Off (Wave 2)	02/28/22	02/28/22	Not Started

Table 2.1-1 – Release 3.0 Language Test Schedule

2.1.3 Highlights of the Reporting Period – User Centered Design (UCD)

- ▶ Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 01/24/22.
- ▶ Collaborated with the Design and Functional Team to design the Support Request functionality to present designs to the BenefitsCal Work Group on 01/25/22 and 01/27/22.
- ▶ Responded to comments received for the WP 24.03: CX Monthly Report – December 2021 for the Final Work Product (FWP) submission on 01/28/22.
- ▶ Facilitate one (1) interview with a General Relief Opportunities for WORK (GROW) customer on 01/25/22 to better understand their experience related to GROW.
- ▶ Completed rewriting selected BenefitsCal error messages on 01/28/22 to enhance the user experience.
- ▶ Prepared the UCD Monthly Meeting materials for Consortium review by 01/31/22.

2.1.4 Activities for the Next Reporting Period – UCD

- ▶ Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 01/31/22.
- ▶ Collaborate with the Design and Functional Team to design the GROW and Welfare-to-Work functionality to present designs to the BenefitsCal Work Group on 02/03/22.
- ▶ Draft the WP 24.04: CX Monthly Report – January 2022 for the Draft Work Product (DWP) submission on 02/09/22.
- ▶ Facilitate one (1) focus group with GROW county workers during the week of 01/31/22 to better understand program expectations for customers.

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- ▶ Collaborate with the Design and Functional Team to present Release 4.0 designs to the Self Service Portal Committee on 02/02/22 and the Welfare-to-Work Committee on 02/03/22.
- ▶ Facilitate two (2) Train the Trainer sessions on 02/01/22 and 02/02/22 with L.A. County Staff to prepare the staff for the cutover to BenefitsCal.
- ▶ Facilitate the UCD Monthly Meeting on 02/02/22.

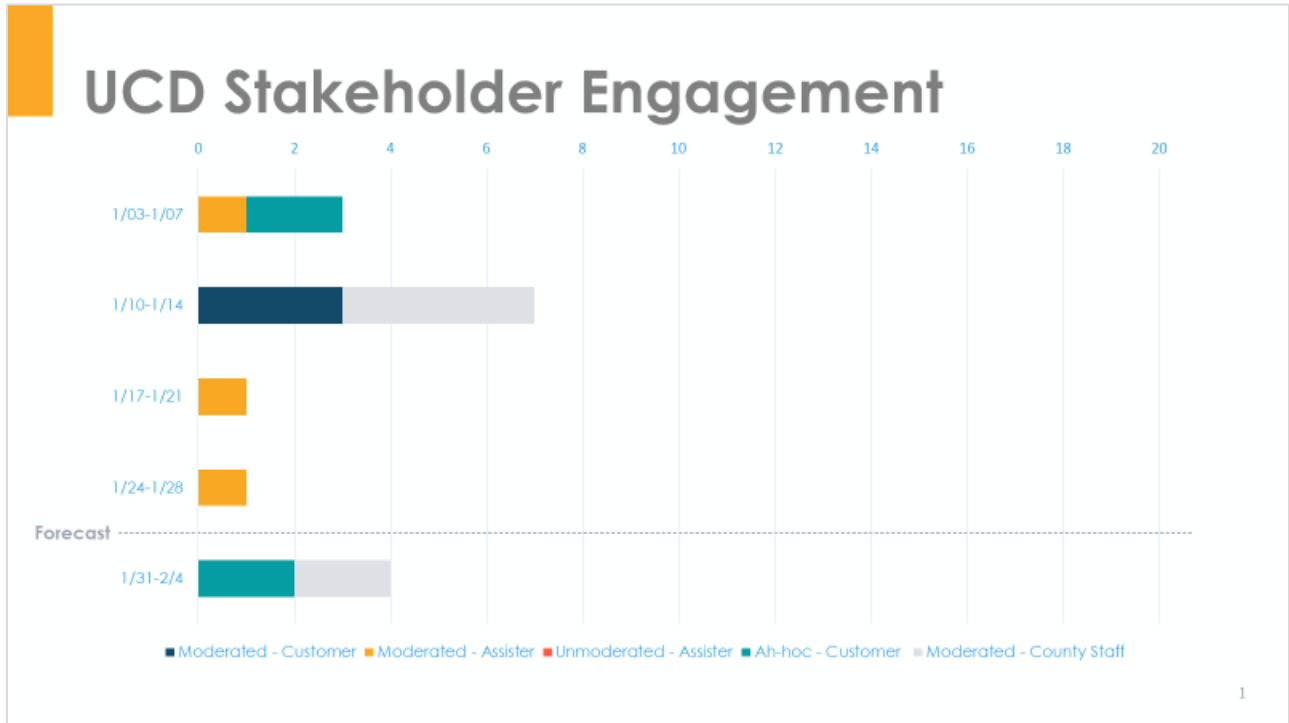


Figure 2.1-2 – UCD Stakeholder Engagement

CR ID	Request	Due Date	Date Needed	Status
CA-228953	YBN Case and Application baseline data for BenefitsCal CX Measurement	02/28/22	02/28/22 – for information 01/01/19 through 12/31/19. 02/28/22 – for data from 01/01/21 to 12/31/21.	In progress
N/A	MyBCW Case and Application baseline data for BenefitsCal CX Measurement	02/28/22	02/28/22 – for info 01/01/19 through 12/31/19. Note: MyBCW data is purged after one (1) year, but old reports are still accessible. The Team is looking into what data is available from CalWIN.	In progress

Table 2.1-3 – Data Requests for CX Measurement

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2.2 Development

2.2.1 Highlights of the Reporting Period – Development

- ▶ Maintenance and Operations (M&O): Please refer to the M&O Status Report for the M&O development activities.

- ▶ Enhancements (M&E):

Release	Planned for Week Ending 01/28/22	Actual for Week Ending 01/28/22	Total Planned for the Release	Comments
2.2	2	1	6	CSPM-42610 was moved out to accommodate Dashboard changes.

Table 2.2-1 – Enhancement Actuals for Reporting Period

- ▶ Release 3.0:
 - Developed three (3) widgets.
 - Tested and fixed Arabic language-related alignment issues for a total of 10 modules out of 14.
 - Developed a multilanguage PDF utility for ease of validation.

2.2.2 Activities for the Next Reporting Period – Development

- ▶ M&O: Please refer to the M&O Status Report for the M&O development activities.

- ▶ M&E:

Release	Planned for Week Ending 02/04/22	Total Planned for the Release	Total Completed for the Release	Comments
2.2	2	6	1	Release 2.2 is scheduled for 2/24/22.

Table 2.2-2 – Planned Enhancement Work

- ▶ Release 3.0
 - Plan and develop six (6) widgets for the New Threshold Languages module.
 - Plan for Arabic-related language for PDF rendering.
 - Fix the Arabic language-related alignment issues for a pending four (4) modules: Report A Change, Redetermination Medical, Notifications, and Appointments.

2.2.3 Burndown

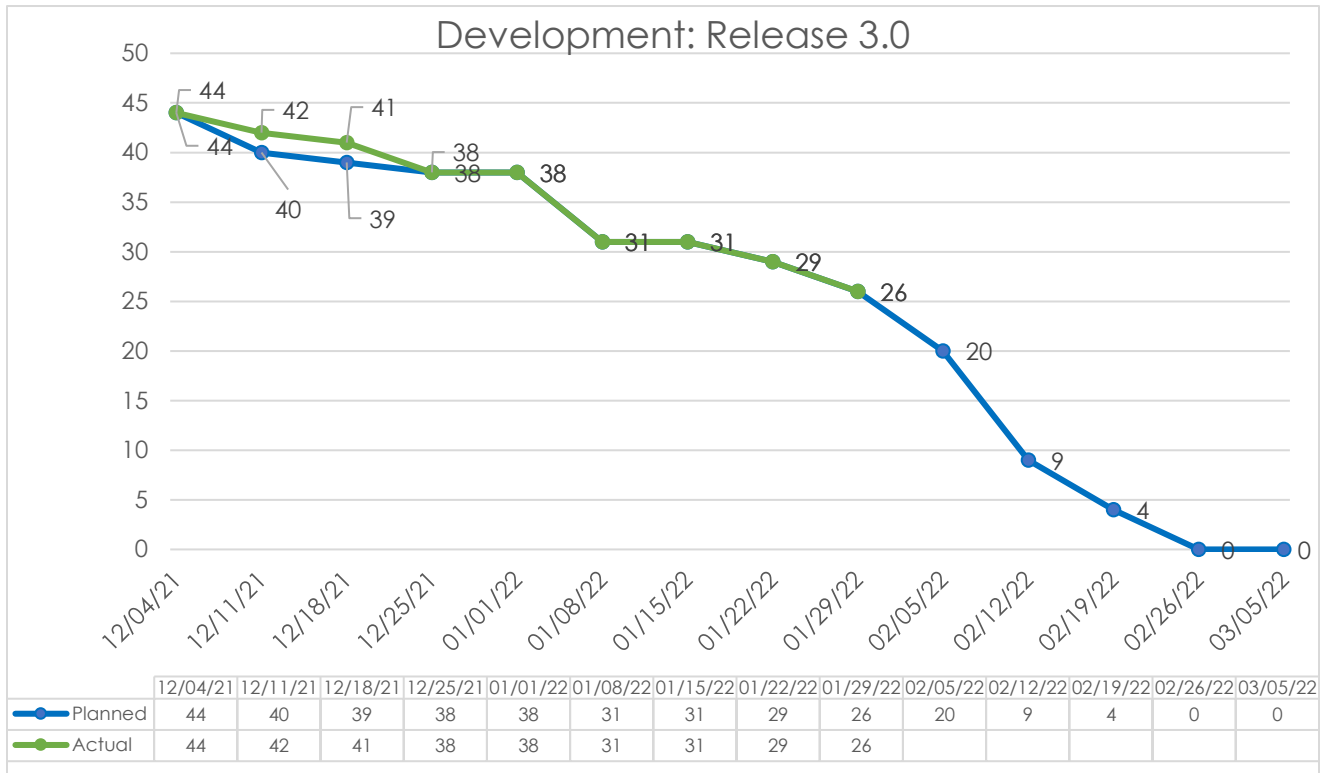


Figure 2.2-1 – Development: Release 3.0 Burndown

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- ▶ Conducted a Partner Testing status call on 01/25/22 to provide updates on the pending partner enhancements and defects.
- ▶ Provided testing support for the upcoming M&O priority Release 2.1.0 defects, enhancements, and smoke/regression testing.
- ▶ Provided triage support to L.A. County testing by participating in daily calls.
- ▶ Performed manual QA on four (4) of the eight (8) languages received for Release 3.0.
- ▶ Addressed three (3) review comments on Release 3.0 test scenarios from ClearBest.
- ▶ Continued scripting of multilanguage for existing functionality pertaining to four (4) Wave1 languages.

2.3.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Continue to incorporate test data in automated test scripts to accommodate additional Release 3.0 languages.
- ▶ Continue to resolve QA review comments from the Consortium QA review for Release 3.0.
- ▶ Continue to draft test cases for existing functionality on new languages.
- ▶ Continue support for triaging of L.A. County testing.
- ▶ Start unit testing of developed multilanguage scripts from February 2nd.

2.4 User Acceptance Test (UAT) Planning

2.4.1 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ No activity this week.

2.4.2 Activities for the Next Reporting Period – User Acceptance Test Planning

- ▶ No new updates.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ Executed five (5) end-to-end (E2E) integrated load tests pertaining to Hyland Imaging for L.A. County readiness with the CalSAWS, Hyland, and ForgeRock teams. Performance improvements were made by the Hyland, ForgeRock, and Apigee teams.
- ▶ Additional tests are needed to confirm ability to support anticipated LA volumes.
- ▶ Cycle 7 testing is at risk of not completing on 02/04/22 as planned. Additional time may be needed, and additional cycles, with the CalSAWS partner.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Execute additional Hyland Imaging Suite integrated E2E tests and identify and resolve any performance issues.
- ▶ Continue evaluation of the performance testing scenarios for Release 3.0.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
7	01/18/21	02/04/22	Hyland Imaging	Six (6) new scripts were developed. 100% completed.	50% Executed
8	02/21/22	03/04/22	Release 3.0	Scope and scenarios: TBD Scripting timelines: 01/24/22 – 02/18/22.	0% Executed

Table 3.2-1 – Performance Test Cycles and Test Case Status

4.0 Security

4.1 User Conversion

4.1.1 Highlights of the Reporting Period – User Conversion Testing

- ▶ Worked with counties and the Consortium to prepare the YBN Community Based Organization (CBO) list as updates were received.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ Monitor the need to convert customer users for the upcoming CalWIN conversion.
- ▶ Collaborate with the Counties, the Consortium, and ForgeRock teams as needed to assist with and prepare for the upcoming Your Benefits Now (YBN) CBO user load on 03/13/22.

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- ▶ Reconciliate the YBN user list using the updated users that will be provided by the Consortium on 02/14/22.
- ▶ Align on the YBN user list updates in a meeting with the CDSS and County staff occurring on 02/03/22.

4.2 Security

4.2.1 Highlights of the Reporting Period – Security

- ▶ Executed the weekly Static Application Security Testing (SAST) of the application source code and shared the analysis of the security scan reports with the BenefitsCal Development Team for remediation on 01/28/22.
- ▶ Worked with the Code for America (CfA) and BenefitsCal DevOps team to provision the new CfA users and their requested Internet Protocol (IP) addresses.

4.2.2 Activities for the Next Reporting Period – Security

- ▶ After the validation of the identified vulnerabilities, advise on the remediation activities to be performed by the BenefitsCal Development Team. Log defects in Jira for tracking purposes (Weekly recurring activity).
- ▶ Collaborate with the Consortium Security Team to update Amazon Web Services (AWS) Single Sign On (SSO) users specific to BenefitsCal and facilitate onboarding and offboarding of AWS SSO for BenefitsCal users, as needed.
- ▶ Finalize the monthly security reports in preparation for submission.

5.0 Communications

5.1 Highlights of the Reporting Period

- ▶ Updated communications based on LA County feedback. Working toward final copies.

5.2 Activities for the Next Reporting Period

- ▶ Send YBN cutover communications to the language translation vendor.
- ▶ Prepare AWS Pinpoint for communication distribution.

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6.0 Appendices

6.1 Appendix A – Deliverable Summary

		Complete		Coming Soon		
DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final Approval
1	Work Plan Initial	08/17/20	08/25/20	08/28/20	09/10/20	09/17/20
2	Monthly Status Reports	08/19/20	08/31/20	09/04/20	09/21/20	09/28/20
3	User Centered Design (UCD) Plan	08/19/20	08/31/20	09/04/20	09/28/20	10/05/20
4	Requirements Traceability Matrix (RTM)	09/02/20	09/15/20	09/25/20	10/16/20	10/23/20
4.1	Requirements Traceability Matrix – Update 1	N/A	N/A	11/02/20	11/19/20	11/30/20
4.2	Requirements Traceability Matrix – Update 2	N/A	N/A	02/05/21	03/01/21	03/10/21
4.3	Requirements Traceability Matrix – Update 3	N/A	N/A	07/30/21	08/17/21	08/26/21
4.4	Requirements Traceability Matrix – Update 4	N/A	N/A	01/14/22	02/03/22	02/11/22
5	General Systems Design	09/18/20	10/02/20	12/01/20	12/30/20	01/11/21
5.1	General Systems Design – Part 2	N/A	N/A	02/05/21	03/01/21	03/10/21
5.1	General Systems Design – Update 3	N/A	N/A	N/A	08/10/21	09/01/21
6	Technical Systems Design	09/18/20	10/02/20	12/18/20	01/20/21	01/29/21
6.1	Technical Systems Design – Part 2	N/A	N/A	02/05/21	03/01/21	03/10/21
7	Master Test Plan	10/19/20	11/02/20	11/13/20	12/08/20	12/17/20
8	Implement. Complete Report & Final Acceptance	09/30/20	10/12/20	01/04/22	01/26/22	02/04/22
8.1	Implement. Complete Report & Final Acceptance – L.A. County	N/A	N/A	04/20/22	05/11/22	05/20/22
9	Maintenance & Operations (M&O) Plan	05/03/21	05/17/21	07/01/21	07/23/21	08/03/21
10	Mobile App General and Technical Systems Design	10/16/20	10/28/20	12/18/20	01/20/21	01/29/21
11	Mobile App Implementation Complete Report	09/30/20	10/12/20	01/04/22	01/26/22	02/04/22
11.1	Mobile App Implementation Complete Report – L.A. County	N/A	N/A	04/20/22	05/11/22	05/20/22

Table 6.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
04.04	Requirements Traceability Matrix – Update 4	On-track	02/03/22 FDEL Submission
05.04	General System Design – Release 4.0	On-track	02/28/22 DDEL Submission 03/21/22 FDEL Submission
08	Implementation Complete Report	On-track	01/26/22 FDEL Submitted 02/04/22 FDEL Approval
11	Mobile Implementation Complete Report	On-track	01/26/22 FDEL Submitted 02/04/22 FDEL Approval

Table 6.1-2 – Upcoming Deliverable Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.04	CX Monthly Report - January 2022	On-track	02/09/22 DWP Submission 02/22/22 FWP Submission
28.00	Work Plan Monthly Updates	On-track	02/04/22 FWP Submission 02/14/22 FWP Approval

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WP #	Work Product Name	Status	Next Deadline
29.00	Monthly Status Reports	On-track	02/04/22 FWP Submission 02/14/22 FWP Approval

Table 6.1-3 – Upcoming Work Product Deadlines

Work Product Status by Submission

ID	Work Product Name			Final Approval
		DWP	FWP	
23	Service Level Agreement (SLAs)	09/27/21	10/25/21	01/28/22
24.02	CX Monthly Report – November 2021	12/03/21	12/15/21	12/22/21
24.03	CX Monthly Report – December 2021	01/05/22	01/18/22	01/25/21
24.04	CX Monthly Report – January 2022	02/04/22	02/22/22	03/01/22
25	Monthly M&O Report – January 2022	02/09/22	02/22/22	03/01/22
28.00	BenefitsCal Work Plan Monthly Updates – January 2022	N/A	02/04/22	02/14/22
29.00	BenefitsCal Monthly Status Report – January 2022	N/A	02/04/22	02/14/22

Table 6.1-4 – Upcoming Work Product Deadlines

6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Response	Date Logged
246	Perceived Gap in Functionality	Perceived gap in functionality with GetCalFresh may impact adoption and migration schedule of BenefitsCal (Risk 246).	Open	Medium	Medium	05/10/21

Table 6.2-1 – Project Risks and Issues

CRFI/CIT/CalSAWS CR Communications Information

The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period.

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
None						

Table 6.2-2 – CITs

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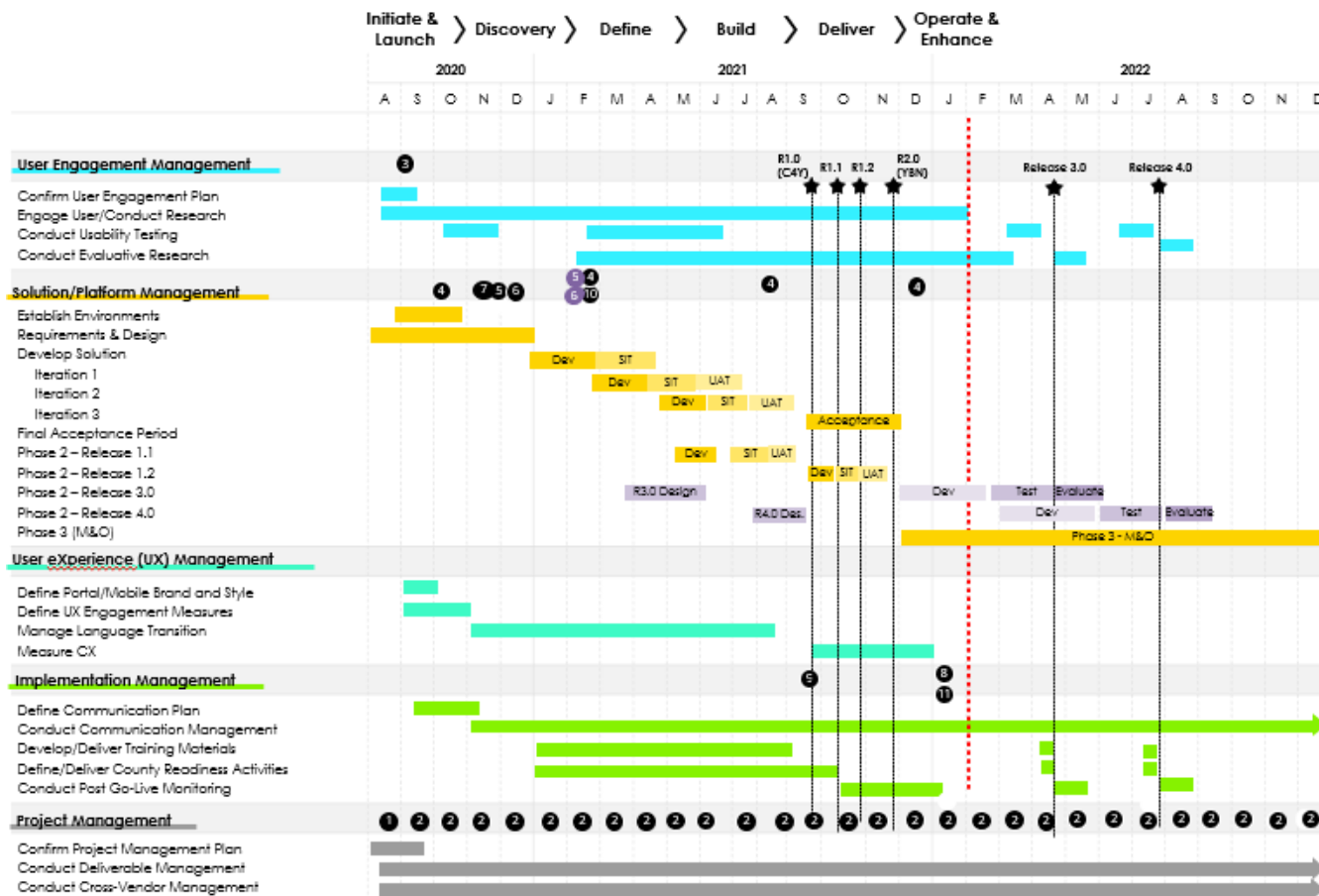
The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
None					

Table 6.2-3 – CRFIs

6.3 Appendix C – Project Work Plan Reports

Project Timeline



Project Action Items – Overdue

This table lists overdue action items, including the owner and due date.

ID	Description	Owner	Due Date
None			

Table 6.3-1 – Overdue Action Items