

# CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: January 17, 2022 to  
January 23, 2022**

# CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 26, 2022

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## 1.0 Project Management

### 1.1 Highlights of the Reporting Period

- ▶ Submitted the following Work Products:
  - WP 24.03: Customer Experience (CX) Monthly Report – December 2021 Final Work Product (FWP)

### 1.2 LA Transition to BenefitsCal from YBN

- ▶ 35% of test cases executed, with 93% passing (two test cases in research).
- ▶ Draft communications shared with LA County Communications team for review.
- ▶ Training materials provided and training sessions scheduled (02/01/22, 02/02/22, 02/07/22, and 02/23/22).

Area	Category	WE 01/21/22	WE 01/14/22
Application	County Validation – Execution	35%	Begins 01/18/22
	County Validation – Pass Rate	93%	Begins 01/18/22
Integration	Interface Partner Test	100%	100%
Technical	Infrastructure	100%	100%
	Security Testing	20%	20%
	Performance Testing	15%	5%
Conversion	CBO Conversion Readiness	100%	100%
	CBO Converted Data Test	NS	NS
Training	Training Plan	100%	100%
	Training Materials	40%	40%
	Training Delivery	10%	10%
Implementation	Prod Deployment Plans	25%	25%
Change	Communications	20%	20%
	Partner Readiness (County, etc.)	20%	20%

Table 1.2-1 – LA County Readiness for BenefitsCal Transition

## 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 01/18/22 and 01/20/22 for the CalWORKs 2.0 Requirements.
- ▶ The California Department of Social Services (CDSS) to provide GEN 1250 form to proceed with external vendor activities. Informed the CDSS that the four (4) languages for Wave 1 are Punjabi, Japanese, Thai, and Ukrainian. Farsi will now be part of Wave 2.

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As of 01/21/22, the CDSS confirmed the process to obtain the proper codes to complete the GEN 1250 was in progress.

- ▶ Conducted Release 4.0 Design sessions for the Two-Way Messaging and Reports requirement on 01/11/22 and 01/13/22. Received positive feedback from the attendees about the meeting being very interactive and engaging, as well as for the quality of the materials presented.
- ▶ Cancelled the Release 4.0 Design session on 01/19/22 for the Able Bodied Adult Without Dependents (ABAWD) and Timeclocks requirements based on policy clarification received from the Requirement Clarification session action item response.
- ▶ Received translations from Hummble for four (4) Release 3.0 languages: Farsi, Hindi, Mien, and Arabic.

### 2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Develop the Release 4.0 initial designs.
- ▶ Conduct Release 4.0 Design sessions on 01/25/22 and 01/27/22 for Support Requests requirements.
- ▶ Conduct a Release 4.0 Design session on 01/26/22 for ABAWD and Timeclocks requirements.
- ▶ The CDSS Language Translation Services to start language review activities with their translation vendor (Pending submission of GEN 1250. The start date is delayed by one (1) week).

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	Not Started
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 01/17/22.
- ▶ Facilitated one (1) ad-hoc interview with staff from a Community Based Organization on 01/18/22.

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- ▶ Collaborated with the Design and Functional Team to design CalWORKs 2.0 functionality to present designs to the BenefitsCal Work Group on 01/18/22 and 01/20/22.
- ▶ Analyzed county responses to the CalWORKs 2.0 Tools CalSAWS Requests for Information (CRFI) to present insights and opportunities to integrate findings into the CalWORKs 2.0 Tools BenefitsCal functional at the Design Sessions on 01/18/22 and 01/20/22.
- ▶ Scheduled additional focus groups for General Relief Opportunities for WORK (GROW) customers and county workers to better understand their experience related to the GROW requirements for BenefitsCal.
- ▶ Collaborated with the DevOps and Design teams to identify opportunities to enhance the user experience by redesigning how BenefitsCal error messages are displayed.

### 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 01/24/22.
- ▶ Collaborate with the Design and Functional Team to design Support Request, ABAWD, and Timeclock functionality to present designs to the BenefitsCal Work Group on 01/25/22, 01/26/22, and 01/27/22.
- ▶ Respond to comments received for the WP 24.03: CX Monthly Report – December 2021 for the FWP submission on 01/28/22.
- ▶ Facilitate two (2) focus groups with GROW customers and county workers during the week of 01/24/22 to better understand their experience related to GROW.
- ▶ Rewrite selected BenefitsCal error messages by 01/28/22 to enhance the user experience.
- ▶ Prepare UCD Monthly Meeting materials for Consortium review by 01/28/22.

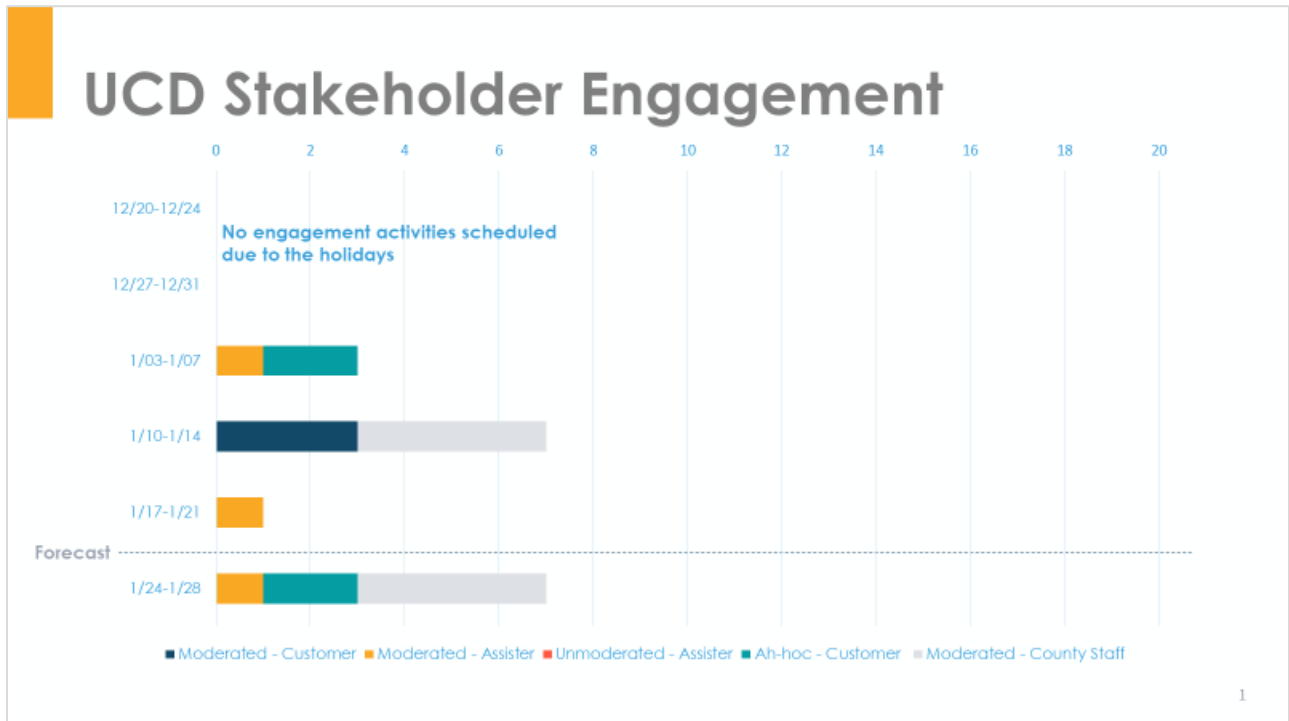


Figure 2.1-2 – UCD Stakeholder Engagement

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CR ID	Request	Due Date	Date Needed	Status
CA-228953	YBN Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	02/28/28 – for information 01/01/19 through 12/31/19. 02/28/28 – for data from 08/16/21 to 11/19/21.	In progress
N/A	MyBCW Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	02/28/28 – 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**

## 2.2 Development

### 2.2.1 Highlights of the Reporting Period – Development

► Maintenance and Operations (M&O)

Release	Actual for Week Ending 01/21/22	Comments
2.1.0_0090	12	Defects transitioned to “Ready for INT Deployment” status and above in JIRA.
2.2	N/A	The first build for Release 2.2 was planned this week.

**Table 2.2-1 – Defect Actuals for Reporting Period**

► Enhancements (M&E)

Release	Actual for Week Ending 01/21/22	Comments
N/A	0	

**Table 2.2-2 – Enhancement Actuals for Reporting Period**

► Release 3.0

- Developed two (2) widgets.
- Tested and fixed Arabic language-related alignment issues for a total of eight (8) modules.
- Developed a multilanguage PDF utility for ease of validation.

### 2.2.2 Activities for the Next Reporting Period – Development

► M&O

- Provide production support for Release 2.0.
- Provide UAT support for the Release 2.1 monthly build.

Release	Planned for Week Ending 01/28/22	Comments
2.1.1	3	
2.2.0_0010	8	

**Table 2.2-3 – Planned Defect Work**

► M&E

- Planned enhancements for 2.2 is 5.

Release	Planned for Week Ending 01/28/22	Comments
2.2.0_0010	2	

**Table 2.2-4 – Planned Enhancement Work**

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## ► Release 3.0

- Plan and develop three (3) widgets for the New Threshold Languages module.
- Test and update Arabic language-related page elements alignment outliers on every page of the application.
- Plan for Arabic-related language for PDF rendering.

## 2.2.3 Burndown

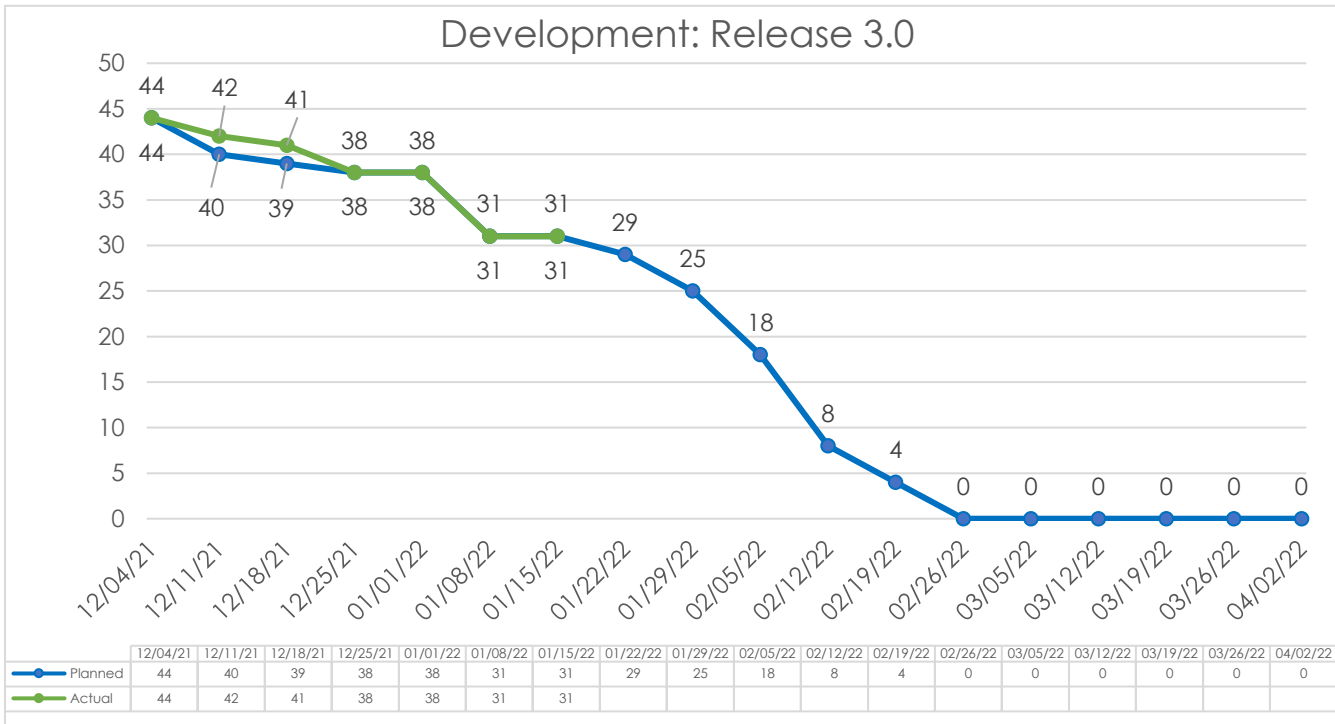


Figure 2.2-1 – Development: Release 3.0 Burndown

## 2.3 System Test Execution

### 2.3.1 Highlights of the Reporting Period – System Test Execution

- Conducted a Partner Testing status call on 01/18/22 to provide updates on the pending partner enhancements and defects.
- Provided testing support for the upcoming M&O priority Release 2.1.0 defects and enhancements.
- Provided triage support to L.A. County testing by participating in daily calls.
- Performed manual QA on the translations received for four (4) languages for Release 3.0.
- Addressed three (3) review comments on Release 3.0 test scenarios from QA.
- Continued scripting of multilanguage for existing functionality pertaining to four (4) Wave1 languages.



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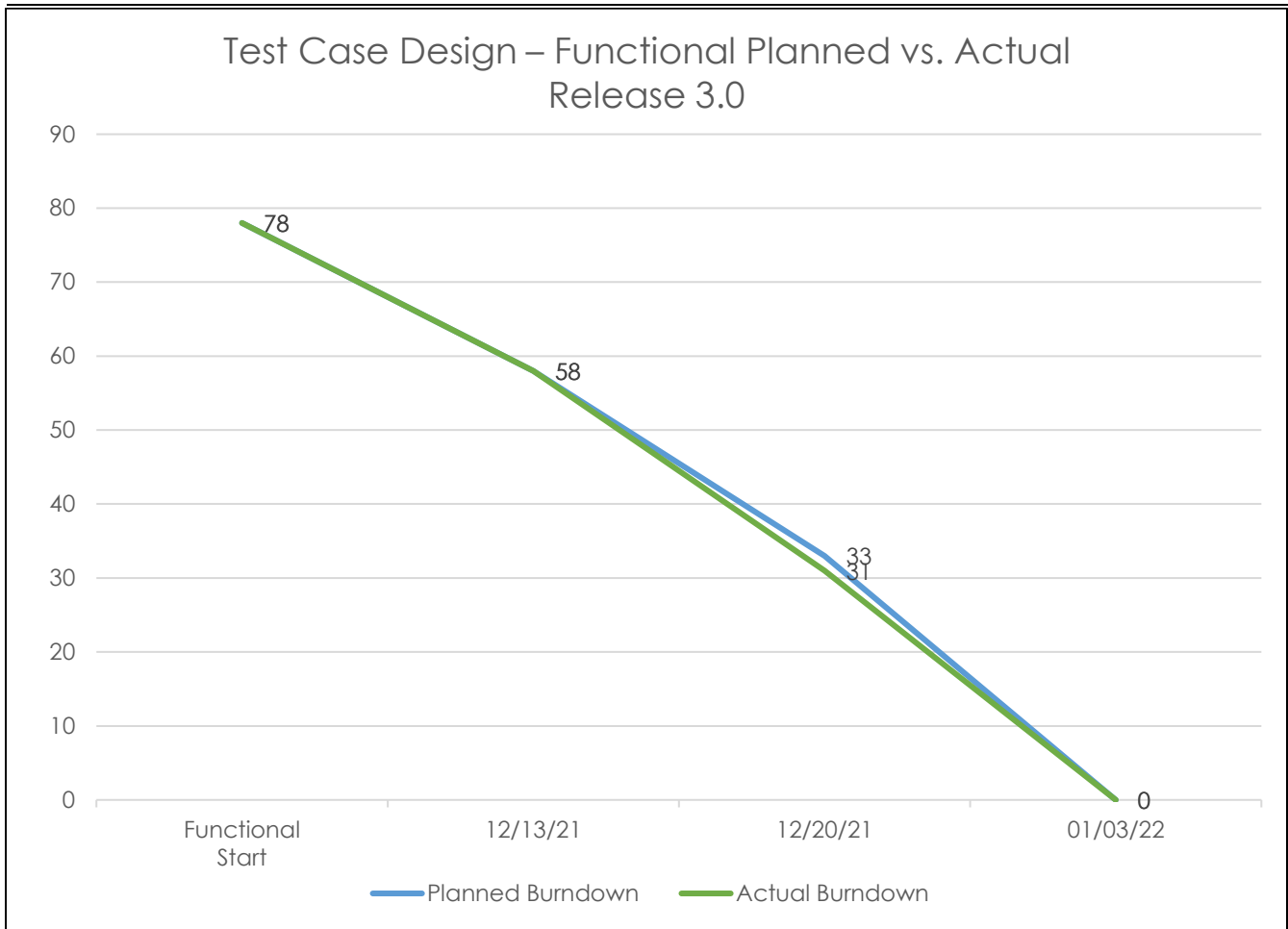
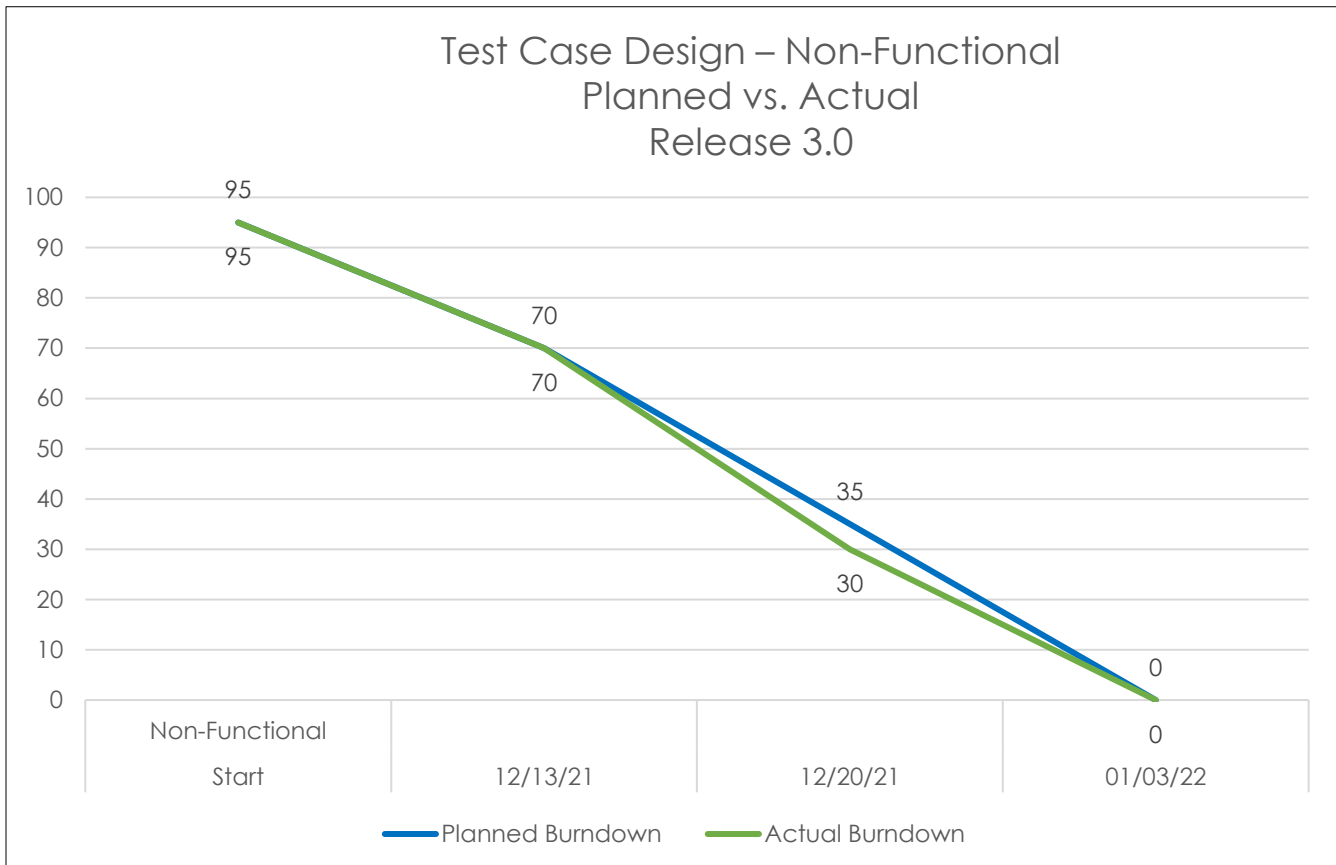


Figure 2.3-1 – Test Case Design Burndown Chart Functional: Release 3.0



**Figure 2.3-2 – Test Case Design Burndown Chart Non-Functional: Release 3.0**

### 2.3.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Continue to update 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.

## 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

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improvements were made by the Hyland, ForgeRock, and Apigee teams. The respective partners are resolving open issues.

### 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
Cycle 7	01/18/21	02/04/22	Hyland Imaging	Six (6) new scripts were developed. 100% completed.	50% Executed
Cycle 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

- ▶ No user conversion activity this week.

#### 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.
- ▶ Reconciliate the YBN user list using the updated users that will be provided on 02/14/2022.

### 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 01/21/22.
- ▶ 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.

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### 5.0 Communications

#### 5.1 Highlights of the Reporting Period

- ▶ No planned activities for this period.

#### 5.2 Activities for the Next Reporting Period

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

### 6.0 Appendices

#### 6.1 Appendix A – Deliverable Summary

DEL ID	Deliverable Name	Complete		Coming Soon		Final Approval
		DDED	FDED	DDEL	FDEL	
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	02/22/22	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
01.17	Work Plan Monthly Updates	On-track	02/04/22 FDEL Submission
02.17	Monthly Status Reports	On-track	02/04/22 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 Submission 02/04/22 FDEL Approval

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DEL #	Deliverable Name	Status	Next Deadline
11	Mobile Implementation Complete Report	On-track	01/26/22 FDEL Submission 02/04/22 FDEL Approval

**Table 6.1-2 – Upcoming Deliverable Deadlines**

### Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.03	CX Monthly Report – December 2021	On-track	01/18/22 FWP Submitted 01/25/22 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	11/03/21
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

**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
251	Language Translation Testing and Updates may not complete timely	The CalSAWS Consortium is responsible for the testing and validation of the translated text to display within the BenefitsCal application. If testing does not complete by 08/24/21, there is a risk that the project may not be able to update the translated languages for Release 1.0.	Open	Low	Low	08/16/21

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ID	Title	Details	Status	Impact	Response	Date Logged
260	CalSAWS Support for BenefitsCal Release 3.0 Languages	<p>BenefitsCal Release 3.0 Requirements include languages that are not yet available within CalSAWS. There is a risk that some portion of the App Transfer API, or CalSAWS screens, would not function properly if the Customer were to select a language not in CalSAWS.</p> <ul style="list-style-type: none"> <li>• Arabic (Supported by CalSAWS).</li> <li>• Farsi (Supported by CalSAWS).</li> <li>• Hindi (Not supported by CalSAWS).</li> <li>• Japanese (Not supported by CalSAWS).</li> <li>• Mien (Not supported by CalSAWS).</li> <li>• Punjabi (Not supported by CalSAWS).</li> <li>• Thai (Not supported by CalSAWS).</li> <li>• Ukrainian (Not supported by CalSAWS).</li> </ul>	Open	Low	Low	12/20/21

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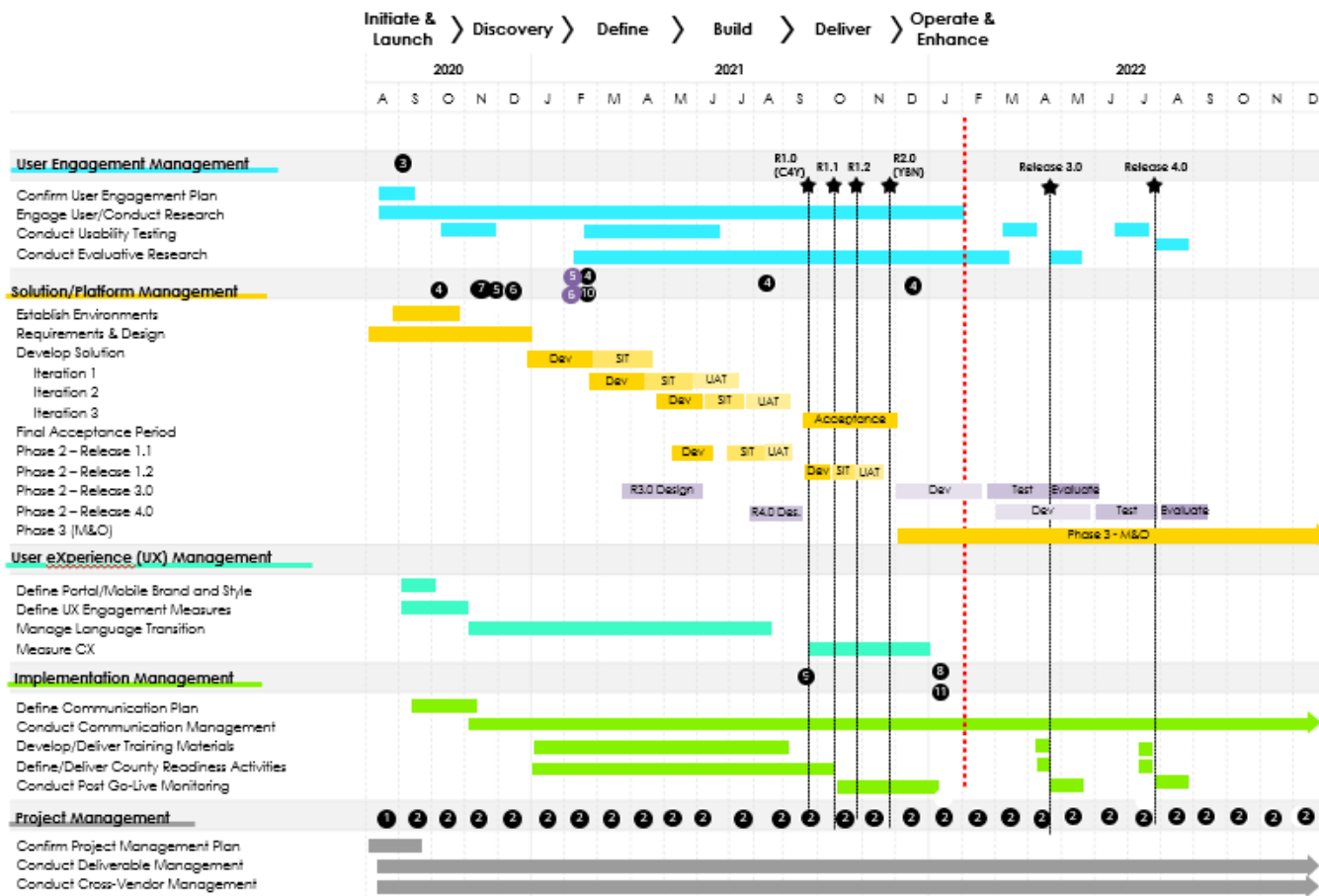
The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

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	None		

Table 6.3-1 – Overdue Action Items