

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: March 21, 2022 to
March 27, 2022**

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 30, 2022

Period: March 21, 2022 to March 27, 2022

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1.0 Project Management

1.1 Highlights of the Reporting Period

- ▶ Deliverables and Work Products submitted:
 - FDEL 05.04: Portal General Systems Design (GSD) Release 4.0 on 03/21/22.
- ▶ Deliverables and Work Products comments worked:
 - FDEL 05.04: Portal General Systems Design (GSD) Release 4.0.
- ▶ Deliverable and Work Product submissions for next week:
 - None.

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

- ▶ Customer Communications remain on-hold pending the results of the latest round of Hyland Imaging performance tests.

1.3 BenefitsCal Collaboration Model

- ▶ Collected Customers and CBO volunteers for model
- ▶ Coordinated a review meeting, scheduled for 04/01/22 with advocate co-leads to select first cohort of Customers and CBOs

1.3.1 Activities for the Next Reporting Period – Collaboration Model

- ▶ Propose dates for the kickoff session (with Customers/CBOs having been selected the week of 03/28/22)
- ▶ Review kickoff meeting agenda with stakeholders for feedback.

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

- ▶ Submitted the 05.04 General Systems Design Release 4.0 Final Deliverable (FDEL) on 03/21/22.
- ▶ Continued to gather feedback and execute the Release 3.0 language translation activities. Held two (2) Translations Touchpoint meetings with Humble, Hanna Interpretation Services, the California Department of Social Services (CDSS) Language Services, the Consortium, and the QA team on 03/22/22 and 03/24/22.
- ▶ CDSS Language Services confirmed that new Thai and Ukrainian translations will not be going through a second proofreading effort. BenefitsCal to implement the translation files as received.
- ▶ Posted the Release 4.0 advocate comment log responses for two-way messaging to the Advocate SharePoint.
- ▶ Addressed comments received for the 05.04 GSD Release 4.0 FDEL.
- ▶ Conducted functional discovery research on the American Rescue Plan Act of 2021 (ARPA) enhancements.
- ▶ Conducted a follow-up meeting for the Voice requirement with the Consortium, Q&A, and IV&V on 03/23/22.

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2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ Close out comments received for the 05.04 GSD 4.0 FDEL.
- ▶ Conduct a Requirement Clarification session for Student-Based Application and Community Based Organization (CBO) Referral Code ARPA enhancements on 03/30/22.
- ▶ Continue to gather feedback and execute the Release 3.0 and 3.1 language translation activities.

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	01/11/22	01/18/22 02/07/22	Complete
CDSS Initial Review (Wave 1–4 languages: Japanese, Arabic, Farsi, Punjabi)	01/17/22	01/28/22 02/07/22 02/23/22	Complete
BenefitsCal Analysis on CDSS Feedback (Wave 1)	01/31/22 02/08/22	02/04/22 02/11/22	Complete
ML Vendor Language Adjustments (Wave 1)	02/07/22 02/11/22	02/11/22 02/14/22 03/07/22	Complete
CDSS Second Review (Wave 1)	02/14/22 02/15/22	02/18/22 02/23/22	Complete
Consortium Sign-Off (Wave 1)	02/21/22	02/21/22 02/28/22	Complete
CDSS Initial Review (Wave 2–4 languages: Hindi, Mien, Ukrainian, Thai)	01/24/22	02/04/22 02/07/22 02/11/22	Complete
BenefitsCal Analysis on CDSS Feedback (Wave 2)	02/07/22 02/08/22	02/11/22 02/18/22 03/07/22 {Ukrainian, Thai} 03/28/22 (Mien)	Complete
ML Vendor Language Adjustments (Wave 2)	02/14/22	02/18/22 03/07/22 {Thai, Ukrainian} 03/25/22 (Mien System Text) 03/28/22 (Mien Page Titles and Reference Tables)	In-Progress
CDSS Second Review (Wave 2)	02/21/22	02/25/22 03/04/22	In Progress (Hindi)

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Release 3.0 – Language Validation Key Activity	Start Date	End Date	Status
		04/01/22 04/13/22 (Thai and Ukrainian)	Review Completed
Consortium Sign-Off (Wave 2)	02/28/22	02/28/22 04/15/22	In Progress (Hindi signed off)

Table 2.1-1 – Release 3.0 Language Test Schedule

- ▶ The language translations are two (2) weeks behind.
 - **Cause:**
 - The CDSS started reviewing the language translations two (2) weeks after the planned start date (delayed).
 - The CDSS vendor provided a large amount of feedback to the Humble translations.
 - **Impact:** Some languages are at risk of not being included within Release 3.0, since the retranslation and rework for the Mien, Thai, and Ukrainian languages are in-progress and behind schedule.
 - **Resolution Plan:** The project team reevaluated the schedule. Four (4) Wave 1 languages (Japanese, Arabic, Farsi, and Punjabi) and one (1) Wave 2 language (Hindi) are expected to keep the original production release date. The anticipated release date for the Mien, Thai, and Ukrainian translations is May 2022.

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

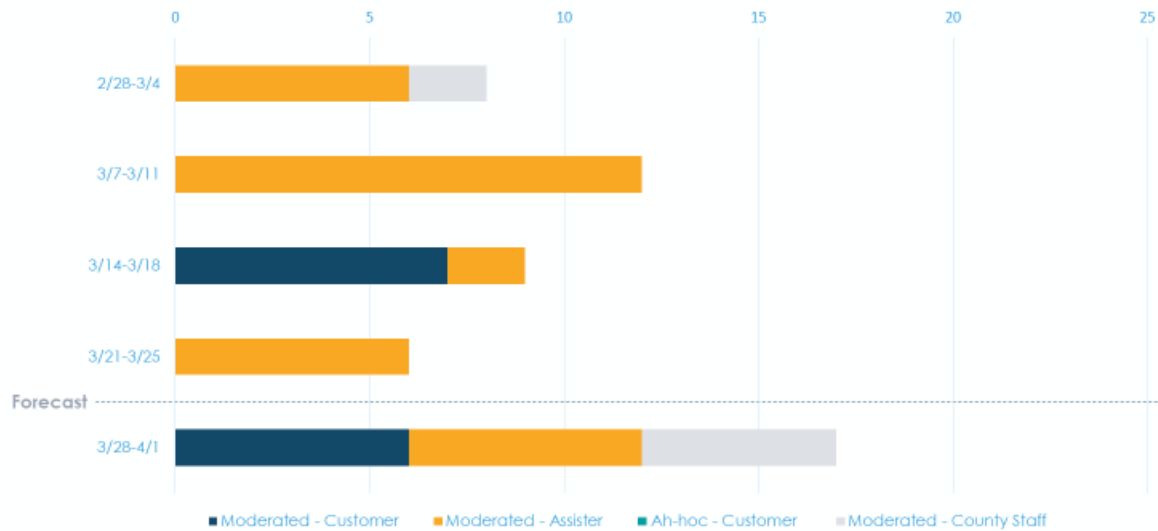
- ▶ Monitored the Customer Experience (CX) Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 03/21/22.
- ▶ Facilitated two (2) sessions with Community Based Organization (CBO) staff, on 03/22/22 and 03/23/22, to learn more about their business processes.
- ▶ Continued recruitment and scheduling activities for the UCD research sessions during the week of 03/21/22.
- ▶ Finalized the 24.05: CX Monthly Report – February 2022 Final Work Product (FWP) on 03/23/22.
- ▶ Collaborated with the Design/Functional team to ideate on requirements for the student-based application and CBO referral code functionality.

2.1.4 Activities for the Next Reporting Period – UCD

- ▶ Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues during the week of 03/28/22.
- ▶ Facilitate two (2) sessions with CBO staff, during the week of 03/28/22, to learn more about their business processes.
- ▶ Facilitate two (2) sessions with students, during the week of 03/28/22, to learn more about their experience applying for benefits.
- ▶ Facilitate two (2) sessions with county workers, during the week of 03/28/22, to learn more about processing eligibility for students.

- ▶ Continue recruitment and scheduling activities for the UCD research sessions during the week of 03/28/22.
- ▶ Begin synthesis of focus group data to develop user insights for the student-based application and CBO functionality.

UCD Stakeholder Engagement



1

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	04/29/22	Complete – for information 01/01/19 through 12/31/21. 04/29/22 – for data from 01/01/22 to 03/14/22.	In progress
N/A	MyBCW Case and Application baseline data for BenefitsCal CX Measurement	09/30/22	09/30/22 – for info 01/01/19 through 08/31/22 for all counties.	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

Enhancements (M&E)

Release	Planned for Week Ending 03/25/22	Actual for Week Ending 03/25/22	Total Planned for the Release	Comments
2.3.1	2	2	2	Additional CSPM-50019 was added for Amplitude
3.0	2	2	7	All on track for deployment

Table 2.2-1 – Enhancement Actuals for Reporting Period

Release 3.0

- ▶ Released Hindi and Japanese translation widgets in 3.0.0_0210 and 3.0.0_0220 builds.
- ▶ Provided System Testing support for System Test Cycle 2.
- ▶ Provided UAT support for Independent Testing.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 04/01/22	Total Planned for the Release	Total Completed for the Release	Comments
3.0	3	7	2	All on track for the release

Table 2.2-2 – Planned Enhancement Work

Release 3.0

- ▶ Develop multilanguage changes for five (5) of languages (Punjabi, Farsi, Arabic, Japanese, and Hindi) for the Marketing site.
- ▶ Continue Arabic language-related alignment of text, emails, and text messages.
- ▶ Provided System Testing support for System Test Cycle 2.
- ▶ Provide UAT support for Independent Testing.

2.2.3 Burndown

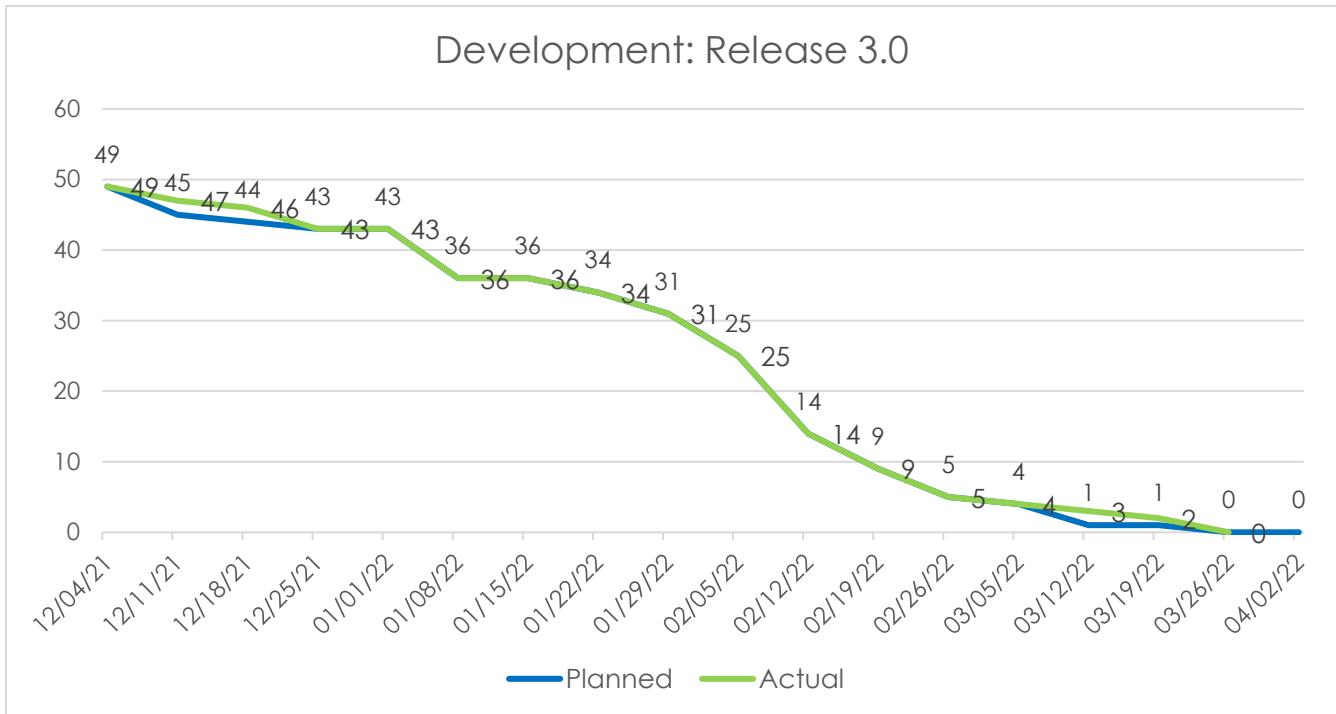


Figure 2.2-1 – Development: Release 3.0 Burndown

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- ▶ Provided testing support for the upcoming Maintenance and Operations (M&O) priority release and 2.3 defects, enhancements, and smoke and regression testing.
- ▶ Provided triage support to L.A. County testing.
- ▶ Conducted a Partner Testing status call on 03/22/22 to provide updates on the pending partner enhancements and defects.
- ▶ Conducted daily Partner Integration calls.
- ▶ Executed 92 of 92 functional test cases (90 passed) for Release 3.0 Cycle 1.
- ▶ Executed 36 of 36 functional test cases (36 passed) for Release 3.0 Cycle 2.
- ▶ Continued execution of Non-Functional test cases for cross-browser, cross-device, American Disability Act (ADA), and multilanguage for Release 3.0:
 - Executed six (6) ADA test cases (6 passed).
 - Executed 12 cross-browser test cases (12 passed).
 - Executed 12 cross-device test cases (12 passed).
 - Executed 2912 multilanguage test cases (2580 passed).

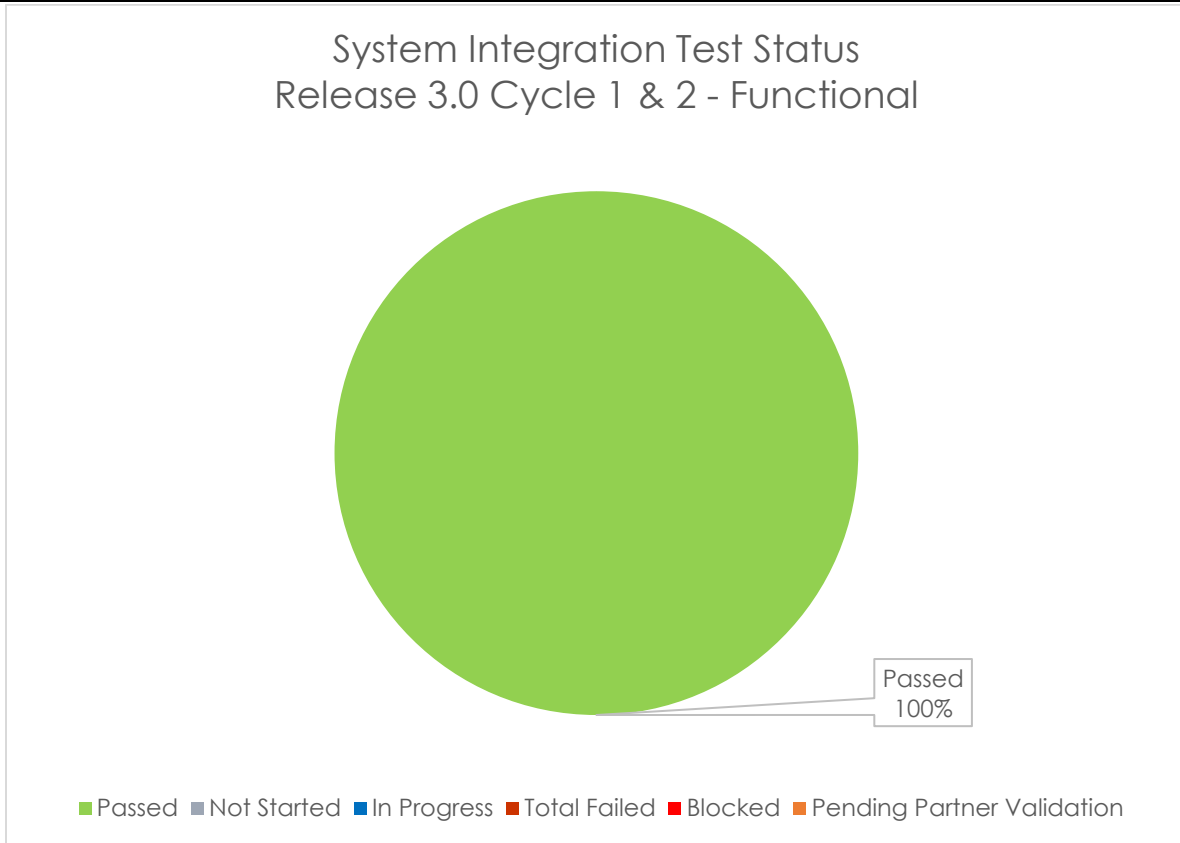


Figure 2.3-1 – System Test Execution Status (Functional): Release 3.0

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned (+/- from previous week)	100%	100%	128 Test Cases
Actual (+/- from previous week)	100%	100%	128 Test Cases Executed
<i>System Test Complete Date: 03/25/22</i>			

Figure 2.3-2 – Pass Rate: Release 3.0

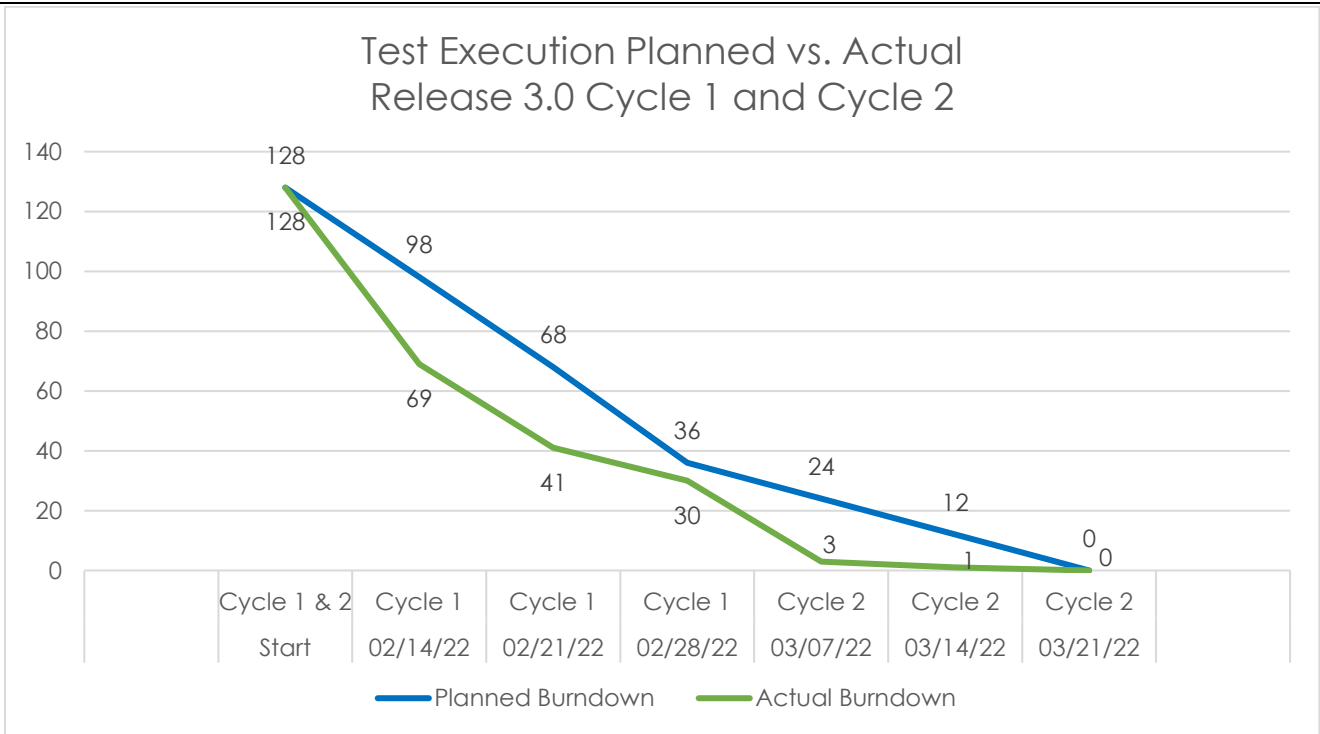


Figure 2.3-3 – Execution Burndown Chart: Release 3.0

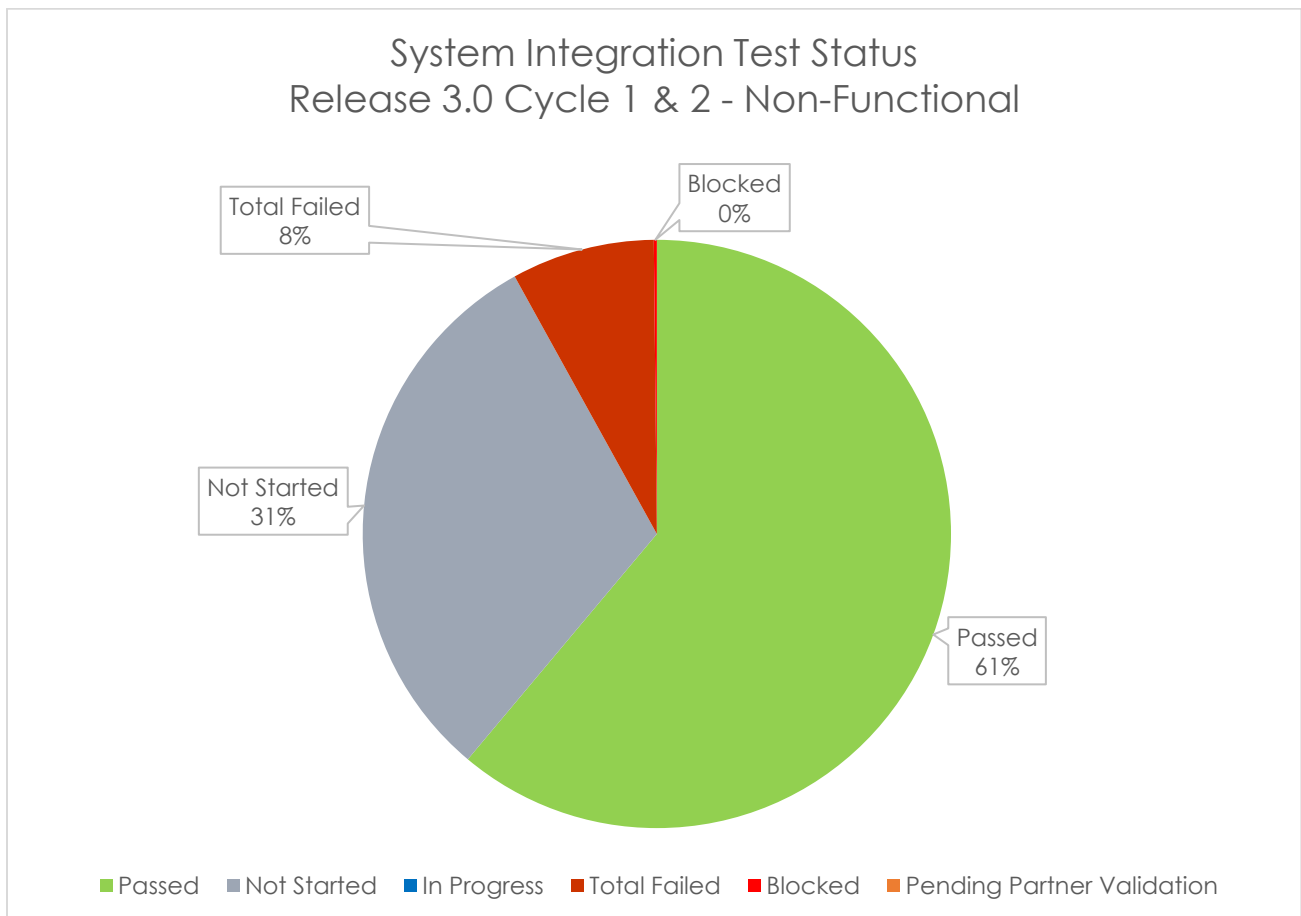


Figure 2.3-4 – System Test Execution Status (Non-Functional): Release 3.0

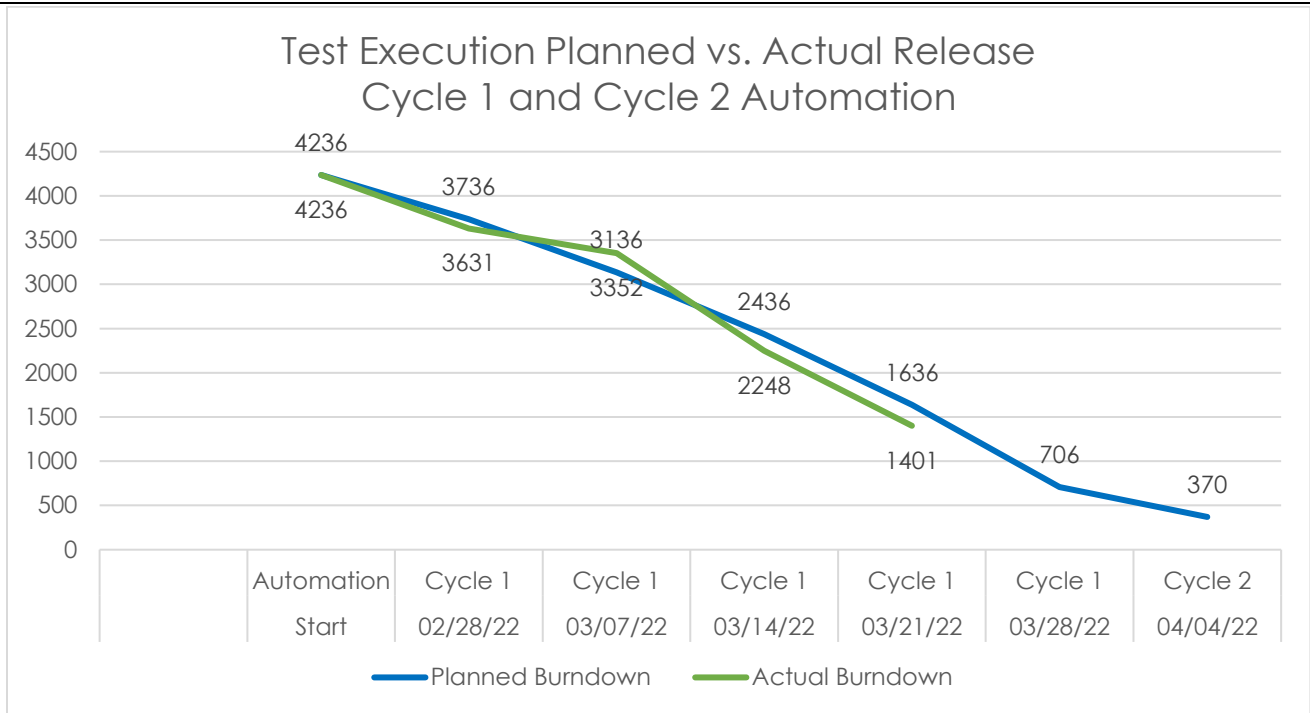


Figure 2.3-4 – Execution Burndown Chart: Release 3.0 Automation

- ▶ Burndown chart for Automation was updated to reflect the revised plan to accommodate translation delays from the translation vendor coordination.
- ▶ Overall, System Testing is ahead of schedule based on the revised language execution plan.

Responsible Partner	Sev-1	Sev-2	Sev-3	Sev-4	Total
Deloitte	0	5	39	14	58
CalSAWS	0	0	0	0	0
ForgeRock	0	0	1	0	1
Total	0	5	40	14	59

Figure 2.3-5 – Defects by Partners: Release 3.0

2.3.2 Activities for the Next Reporting Period – System Test Execution

- ▶ Continue non-functional test execution for Hindi and Japanese Languages.
- ▶ Continue to support M&O priority release defects, enhancements, and smoke/regression testing.
- ▶ Continue support for triaging of the L.A. County testing.
- ▶ Continue to support Independent Testing and UAT.
- ▶ Provide the translations to ForgeRock to be available in ID-DEV, Cycle 1 execution completion is dependent on this. One of the missing translation items (CSPM-49789) is currently being handled by ForgeRock team.

2.4 User Acceptance Test (UAT) Planning

2.4.1 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ Supported Jira access for the State Partners UAT team.
- ▶ Provided functional support to the UAT team.

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

- ▶ Support UAT test execution for Release 3.0.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ Migrated Release 3.0 code to Perf environment and continued data setup for the Income Reporting Threshold (IRT) with CalSAWS team and validation of all scripts in the Perf environment and prepare for Release 3.0 and L.A. County tests.
- ▶ Successfully executed another round of 100% volume end-to-end (E2E) Integrated Load test with Partners on 03/21/22 and details were shared via email and uploaded CalSAWS SharePoint.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Execute additional E2E integrated tests with partners. Preparing the Release 3.0 entire BenefitsCal suite for all future performance tests to better optimize and efficiently leverage all the resources available.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
7	01/18/21	03/09/22	Hyland Imaging	Six (6) new scripts were developed. 100% completed.	100% Executed
8	03/09/22	04/01/22	Release 3.0	Scope and scenarios: Income Reporting Threshold (IRT) flow needs to be captured in one (1) new script and new Income IRT tile/changes on the dashboard needs to be incorporated into the Performance scripts. Scripting completed.	40% 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

- ▶ Identified Points of Contact (POCs) for Contra Costa County CBO User Validation for the CalWIN conversion.

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4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ 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.
- ▶ Identify POCs for the rest of the CalWIN counties to perform CBO user data validation.

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 03/25/22.
- ▶ Collaborated with the Consortium Security Team to identify additional Internet Protocol (IP) addresses to be blacklisted in the Amazon Web Service (AWS) Web Application Firewall (WAF).
- ▶ Successfully acquired Consortium and Change Approval Board (CAB) approval for the requests to create a BenefitsCal Disaster Recovery environment and set up its roles and another to update restrictions on existing read-only permissions in the AWS Single Sign-On (SSO).

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 AWS SSO users specific to BenefitsCal and facilitate onboarding and offboarding of AWS SSO for BenefitsCal users, as needed.

5.0 Communications

5.1 Highlights of the Reporting Period

- ▶ Communication distribution placed on hold on 02/08/22 at the direction of the Consortium and L.A. County, pending final imaging performance test results.

5.2 Activities for the Next Reporting Period

- ▶ Re-plan communications with L.A. County to distribute some before/after Go-Live per meeting on 02/18/22.

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6.0 Appendices

6.1 Appendix A – Deliverable Summary

DEL ID	Deliverable Name	Complete				Coming Soon
		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
01.18	Work Plan – February 2022	N/A	N/A	N/A	03/04/22	03/15/22
2	Monthly Status Reports	08/19/20	08/31/20	09/04/20	09/21/20	09/28/20
02.18	Monthly Status Report – February 2022	N/A	N/A	N/A	03/04/22	03/15/22
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
04.01	Requirements Traceability Matrix – Update 1	N/A	N/A	11/02/20	11/19/20	11/30/20
04.02	Requirements Traceability Matrix – Update 2	N/A	N/A	02/05/21	03/01/21	03/10/21
04.03	Requirements Traceability Matrix – Update 3	N/A	N/A	07/30/21	08/17/21	08/26/21
04.04	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
05.01	General Systems Design – Part 2	N/A	N/A	02/05/21	03/01/21	03/10/21
05.02	General Systems Design – Update 3	N/A	N/A	N/A	08/10/21	09/01/21
05.03	General Systems Design – Release 3.0	N/A	N/A	11/05/21	12/01/21	12/10/21
05.04	General Systems Design – Release 4.0	N/A	N/A	02/28/22	03/21/22	03/30/22
6	Technical Systems Design	09/18/20	10/02/20	12/18/20	01/20/21	01/29/21
06.01	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
08.01	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
11.01	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
05.04	General Systems Design – Release 4.0	On-track	FDEL Submitted 03/21/22 FDEL Approval 03/30/22

Table 6.1-2 – Upcoming Deliverable Deadlines

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Work Product Status by Submission

		Complete	Coming Soon		
ID	Work Product Name	DWP	FWP	Final Approval	
24.04	CX Monthly Report – January 2022	02/09/22	02/22/22	03/01/22	
24.05	CX Monthly Report – February 2022	03/07/22	03/17/22	03/24/22	
24.06	CX Monthly Report – March 2022	04/07/22	04/19/22	04/26/22	
25.00	Monthly M&O Report – January 2022	02/09/22	02/22/22	03/01/22	
25.01	Monthly M&O Report – February 2022	03/07/22	03/17/22	03/24/22	
25.02	Monthly M&O Report – March 2022	04/07/22	04/19/22	04/26/22	
26.00	BOM Review and License Renewals	04/08/22	04/22/22	05/02/22	
27.00	Certificate Review	04/08/22	04/22/22	05/02/22	
28.00	BenefitsCal Work Plan Monthly Updates – March 2022	N/A	04/05/22	04/13/22	
29.00	BenefitsCal Monthly Status Report – March 2022	N/A	04/05/22	04/13/22	
31.04	Monthly Security Monitoring Report – January 2022	N/A	02/09/22	02/17/22	
31.05	Monthly Security Monitoring Report – February 2022	N/A	03/04/22	03/14/22	
31.06	Monthly Security Monitoring Report – February 2022	N/A	04/05/22	04/13/22	

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.06	CX Monthly Report – March 2022	On-Track	DWP Submission 04/07/22 FWP Submission 04/19/22 FWP Approval 04/26/22
25.02	Monthly M&O Report – March 2022	On-Track	DWP Submission 04/07/22 FWP Submission 04/19/22 FWP Approval 04/26/22
28.00	BenefitsCal Work Plan Monthly Updates – March 2022	On-Track	FWP Submission 04/05/22 FWP Approval 04/13/22
29.00	BenefitsCal Monthly Status Report – March 2022	On-Track	FWP Submission 04/05/22 FWP Approval 04/13/22
31.06	Monthly Security Monitoring Report – March 2022	On-Track	FWP Submission 04/05/22 FWP Approval 04/13/22
26.00	BOM Review and License Renewals	On-Track	DWP Submission 04/08/22 FWP Submission 04/22/22 FWP Approval 05/02/22
27.00	Certificate Review	On-Track	DWP Submission 04/08/22 FWP Submission 04/22/22 FWP Approval 05/02/22

Table 6.1-4 – Upcoming Work Product Deadlines

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6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Probability	Date Logged
243	COVID impacting development and test team staffing	COVID continues to impact the offshore team for BenefitsCal, although the impact is less severe than the initial surge in cases. The risk will remain open to continue to monitor the situation.	Open	Low	Low	05/04/21
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 be completed timely	<p>The CDSS is testing and validating the translated text to display within the BenefitsCal application – Release 3.0 scope. Completion with the testing dates is needed to avoid any impacts or delays to Release 3.0 delivery.</p> <ul style="list-style-type: none"> The CDSS translation vendor found issues with two (2) languages. Humble vendor asked to re-translate and remediate two (2) languages. 	Open	Medium	Medium	08/10/21

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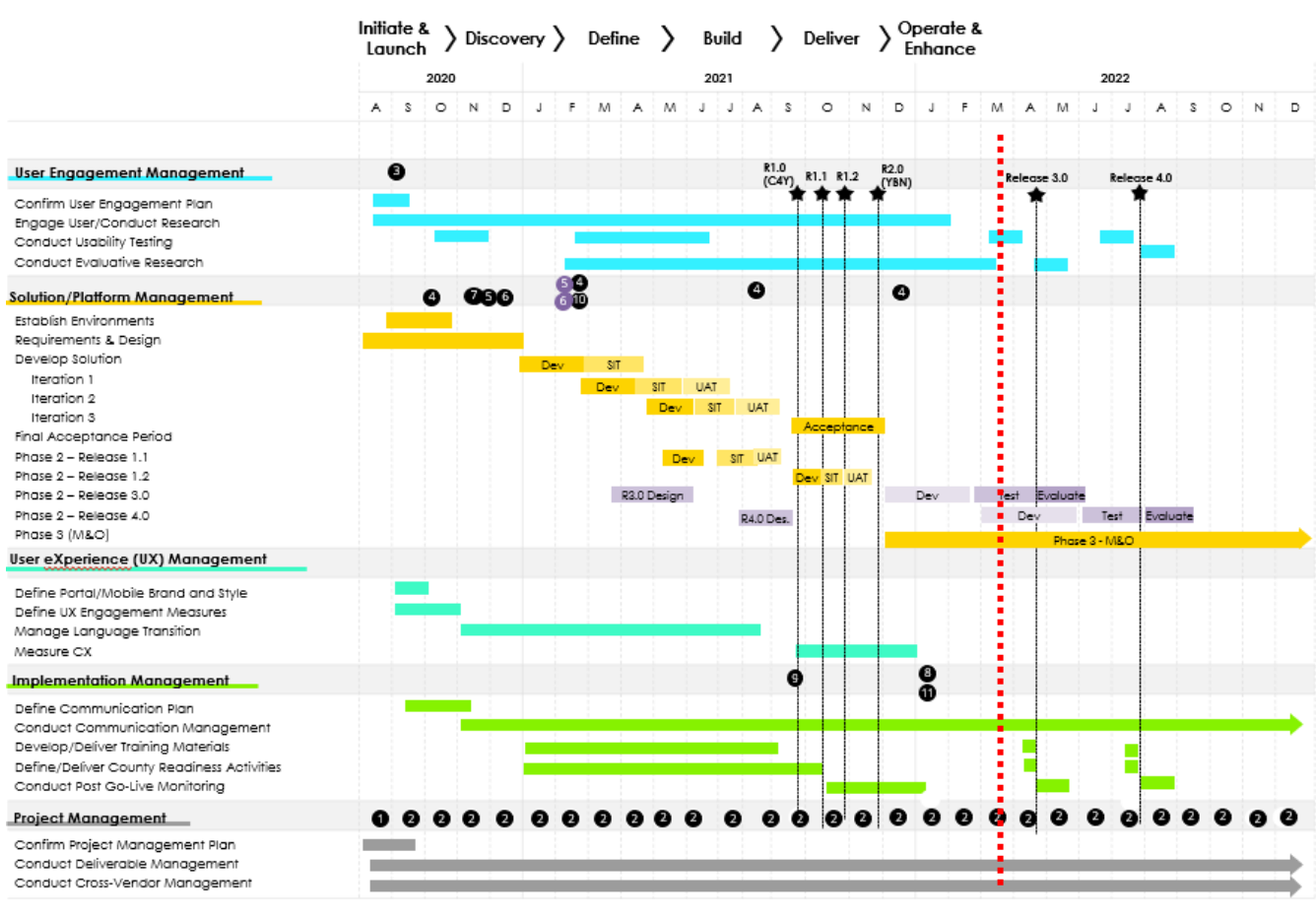
The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
CRFI 22-017	PPOC, Consortium Regional Managers	Customer Recruitment – CalSAWS BenefitsCal Strategic Planning Session Group	Collaboration Model	03/15/22	03/25/22

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 For the period.			

Table 6.3-1 – Overdue Action Items