

CalSAWS BenefitsCal
(Portal/Mobile) Weekly
Status Report

Reporting Period: April 25, 2022 to May 01, 2022

Table of Contents

1.0	Project Management	4
1.1	Executive Summary	4
1.2	Highlights of the Reporting Period	4
1.3	Los Angeles (L.A.) County Transition to BenefitsCal from Your Benefits Now (YBN)	Error!
	Bookmark not defined.	
1.3.1	Activities for Next Period: Los Angeles (L.A.) County Transition to BenefitsCal from Your Benefits Now (YBN).....	Error! Bookmark not defined.
1.4	BenefitsCal Collaboration Model	5
1.4.1	Activities for the Next Reporting Period – Collaboration Model.....	5
2.0	Application Development and Test	5
2.1	Requirements and Design	5
2.1.1	Highlights of the Reporting Period – Requirements and Design	5
2.1.2	Activities for the Next Reporting Period – Requirements and Design	5
	Highlights of the Reporting Period – User Centered Design (UCD)	5
2.1.3	Activities for the Next Reporting Period – UCD	6
2.2	Development	7
2.2.1	Highlights of the Reporting Period – Development	7
2.2.2	Activities for the Next Reporting Period – Development	7
2.2.3	Burndown	8
2.3	System Test Execution	9
2.3.1	Highlights of the Reporting Period – System Test Execution	9
2.3.2	Activities for the Next Reporting Period – System Test Execution	10
2.3.3	User Acceptance Test (UAT) Planning	10
2.3.4	Highlights of the Reporting Period – User Acceptance Test Planning	10
2.3.5	Activities for the Next Reporting Period – User Acceptance Test Planning	10
3.0	Performance Test	10
3.1	Highlights of the Reporting Period – Performance Test	10
3.2	Activities for the Next Reporting Period – Performance Test.....	11
4.0	Security	11
4.1	User Conversion	11
4.1.1	Highlights of the Reporting Period – User Conversion Testing	11
4.1.2	Activities for the Next Reporting Period – User Conversion Testing	11
4.2	Security	11
4.2.1	Highlights of the Reporting Period – Security	11
4.2.2	Activities for the Next Reporting Period – Security	12
5.0	Communications	12
5.1	Highlights of the Reporting Period	12

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 4, 2022

Period: April 25, 2022 to May 01, 2022

5.2	Activities for the Next Reporting Period	12
6.0	Appendices	12
6.1	Appendix A – Deliverable Summary	12
6.2	Appendix B – Risks and Issues Summary	14
6.3	Appendix C – Project Work Plan Reports	16

1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Los Angeles County Transition to BenefitsCal	<ul style="list-style-type: none"> Supported post go live questions from LA County, CBOs, and Customers.
Collaboration Model	<ul style="list-style-type: none"> Charter draft updated. Email sent to participants including the updated charter, survey for upcoming sessions, and to request participants to provide their top five (5) enhancement requests.
Release: ARPA	<ul style="list-style-type: none"> Design is in-progress and on-schedule for CBO Referral Code, Student-Based Applications Student-Based Application and Community Based Organization (CBO) Referral Code.
April Release (Release 3.0) & Language Validation Activities	<ul style="list-style-type: none"> April Release successfully deployed to Production on 4/24 Mien, Thai, and Ukrainian translations are approved by the CDSS' vendor. Development is complete (except pdfs and chatbot). All three(3) languages are on-schedule for the May maintenance release.
July Release (Release 4.0) – Development	<ul style="list-style-type: none"> Presented Two-Way Messaging Design to Region 3 Regional Meeting on 04/26/22. Release 4.0 development is on-schedule for planned the completion date (05/13/22).
January 2023 (Release 5.0) – Timeline	<ul style="list-style-type: none"> Scope and delivery milestones for Release 5.0 are pending confirmation by the Consortium and CalSAWS (January 2023).

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2 Highlights of the Reporting Period

- ▶ **Deliverables and Work Products submitted:**
 - None for the reporting period.
- ▶ **Deliverables and Work Products comments worked:**
 - None for the reporting period.
- ▶ **Deliverable and Work Product submissions for next week:**
 - FWP 31.07: Monthly Security Monitoring Report (GCF) – April 2022 on 05/05/22.
 - FWP 29.01: BenefitsCal Monthly Status Report – April 2022 on 05/05/22.
 - FWP 28.01: BenefitsCal Work Plan Monthly Updates – April 2022 on 05/05/22.
 - DWP 24.07: CX Monthly Report – April 2022 on 05/09/22.
 - DWP 25.03: Monthly M&O Report – April 2022 on 05/09/22.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 4, 2022

Period: April 25, 2022 to May 01, 2022

1.3 BenefitsCal Collaboration Model

- ▶ **Materials for Vendors** – sent the following materials to Collaboration Model participants:
 - A survey, to select the date/time for the quarterly meetings.
 - A draft charter, incorporating the feedback from the kickoff on 04/18/22.
 - A list of enhancements, ready for review and prioritization.

1.3.1 Activities for the Next Reporting Period – Collaboration Model

- ▶ Prepare for the first quarterly meeting.

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

- ▶ **Designs** – Continued the designs CBO Referral Code, Student-Based Applications.
- ▶ **Designs** – Addressed comments on the 05.05 General System Design (GSD) Update Release 4.0 - Part II (Voice Design) FDEL.
- ▶ **Region 3 Meeting** – Presented Two-Way Messaging Design to Region 3 Regional Meeting on 04/26/22.
- ▶ **Release of Information (ROI) BenefitsCal, CalSAWS, State Session** – Attended meeting to discuss the Release of Information form.
- ▶ **Joint Design Session** – Conduct a joint design session with CalSAWS for Release of Information (ROI) ARPA Enhancement on 04/27/22.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ **Designs** – Address comments on the 05.05 General System Design (GSD) Update Release 4.0 - Part II (Voice Design) FDEL.
- ▶ **Designs** – Work on Release of Information (ROI) User Stories and Draft Requirements.
- ▶ **Designs** – Continue the designs CBO Referral Code, Student-Based Applications.
- ▶ **Design** – Conduct a Release 5.0 Joint Session with CalSAWS, ForgeRock, Consortium, and Hyland to discuss scope and timeline on 05/05.22.

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

- ▶ **CX Measurements Data** – Monitored the Customer Experience (CX) Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 04/25/22.
- ▶ **Recruitment** – Conducted recruitment for Release 4.0 Usability Testing planned for the week of 04/25/22.
- ▶ **Design Session** – Collaborated with the Design/Functional team to prepare materials and present a Design session for CBO Referral Codes and Student-Based Application on 04/19/22 and 04/21/22.
- ▶ **UCD Monthly Meeting** – Facilitated the UCD Monthly Meeting on 04/27/22.
- ▶ **BenefitsCal Enhancements** – Collaborated with the Design/Functional team to prepare the list of BenefitsCal enhancements for review by the Collaboration Model work group by 04/29/22.

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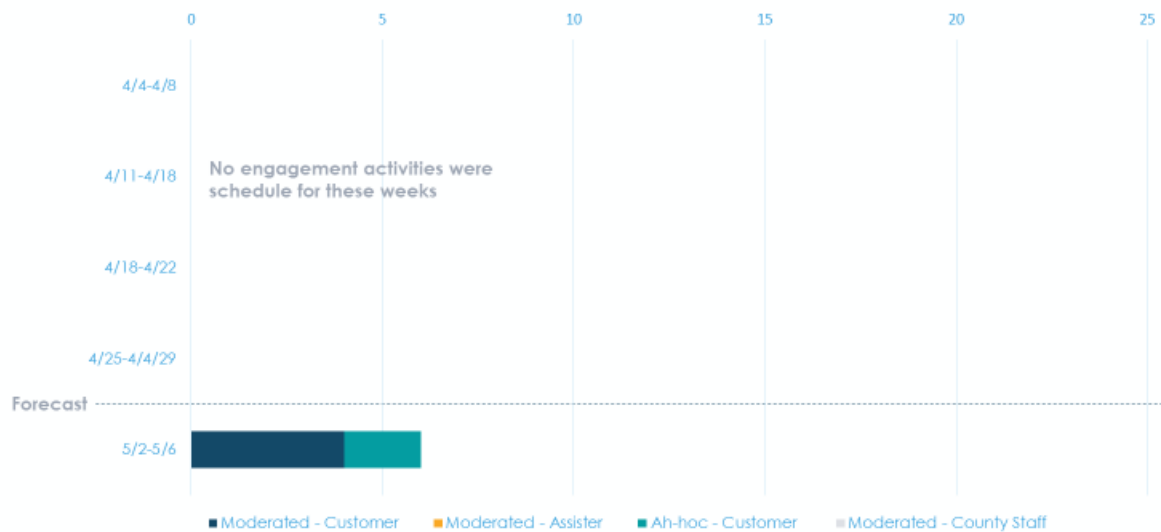
Weekly Status Report, May 4, 2022

Period: April 25, 2022 to May 01, 2022

2.1.4 Activities for the Next Reporting Period – UCD

- ▶ **CX Measurements Data** – 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 05/02/22.
- ▶ **Release 3.0 and 4.0 Usability Testing** – Continue recruitment for Release 4.0 usability testing. Recruitment is a risk to completion of Usability Testing as customers are not responding to requests to participate. CBOs and Advocate community have been engaged during UCD Monthly meeting on 04/27/22 to help with recruitment.
- ▶ **Release 3.0 and 4.0 Usability Testing** – Conduct usability testing for Release 4.0 Two-Way Messaging functionality during the week of 05/02/22.
- ▶ **Work Product 24.07** – Draft the DWP 24.07: CX Monthly Report – April 2022 for submission approval by 05/09/22.
- ▶ **BenefitsCal Release of Information** – Collaborate with the Design/Functional team to draft user stories and requirements for Release 4.1.5 Release of Information functionality.
- ▶ **CBO Journey Map** – Update the CBO Journey Map based on feedback from stakeholders and include additional detailed from UCD Discover Research.

UCD Stakeholder Engagement



1

Figure 2.1-1 – UCD Stakeholder Engagement

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 4, 2022

Period: April 25, 2022 to May 01, 2022

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 2.1-2 – Data Requests for CX Measurement

2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 04/29/22	Actual for Week Ending 04/29/22	Total Planned for the Release	Comments
3.0.1	2	2	2	
3.1	1	1	1	

Table 2.2-1– Enhancement Actuals for Reporting Period

Release 3.1

- ▶ Delivered 3 new languages (Mien, Thai, Ukrainian) for thirteen (13) modules viz. AFB, Redetermination CW, Report A Change, CF37 Recertification, Periodic Reports, MC Renewal, Disaster CalFresh, Dashboard, Notifications, Appointments, Support Requests, Account Management, CBO along with Page Titles & Reference Tables to SIT Multi-lingual testing.

Release 4.0

- ▶ Development and User Testing – Completed development and user testing for seven (7) widgets.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 05/06/22	Total Planned for the Release	Total Completed for the Release	Comments
3.0.1	0	2	2	

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 4, 2022

Period: April 25, 2022 to May 01, 2022

3.1	0	1	1	
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Table 2.2-2 – Planned Enhancement Work

Release 3.1

- ▶ Develop and deliver two (2) modules (Help & Home Page) for three (3) new languages (Mien, Thai, Ukrainian) to SIT testing by 05/04 (3.1.0_0020 release version)
- ▶ Develop and deliver PDFs for 3 new languages (Mien, Thai, Ukrainian) to SIT testing by 05/06 (3.1.0_0030 release version)
- ▶ Develop and deliver Chatbot for 3 new languages (Mien, Thai, Ukrainian) to SIT testing by 05/09
- ▶ Develop and deliver Marketing Site for 3 new languages (Mien, Thai, Ukrainian) to SIT testing by 05/09
- ▶ Provide SIT support for multi-lingual testing of 3 new languages.

Release 4.0

- ▶ Development and User Testing – Complete development and user testing for nine (9) widgets.
- ▶ Development Integration Testing (DIT) is in progress through mock-up payloads for CalSAWS Outbound Messaging API and the widget would be closed based on the same. A new DIT widget would be created if CalSAWS Outbound Messaging API endpoint is not available by 05/02 to cover end-to-end testing.

2.2.3 Burndown

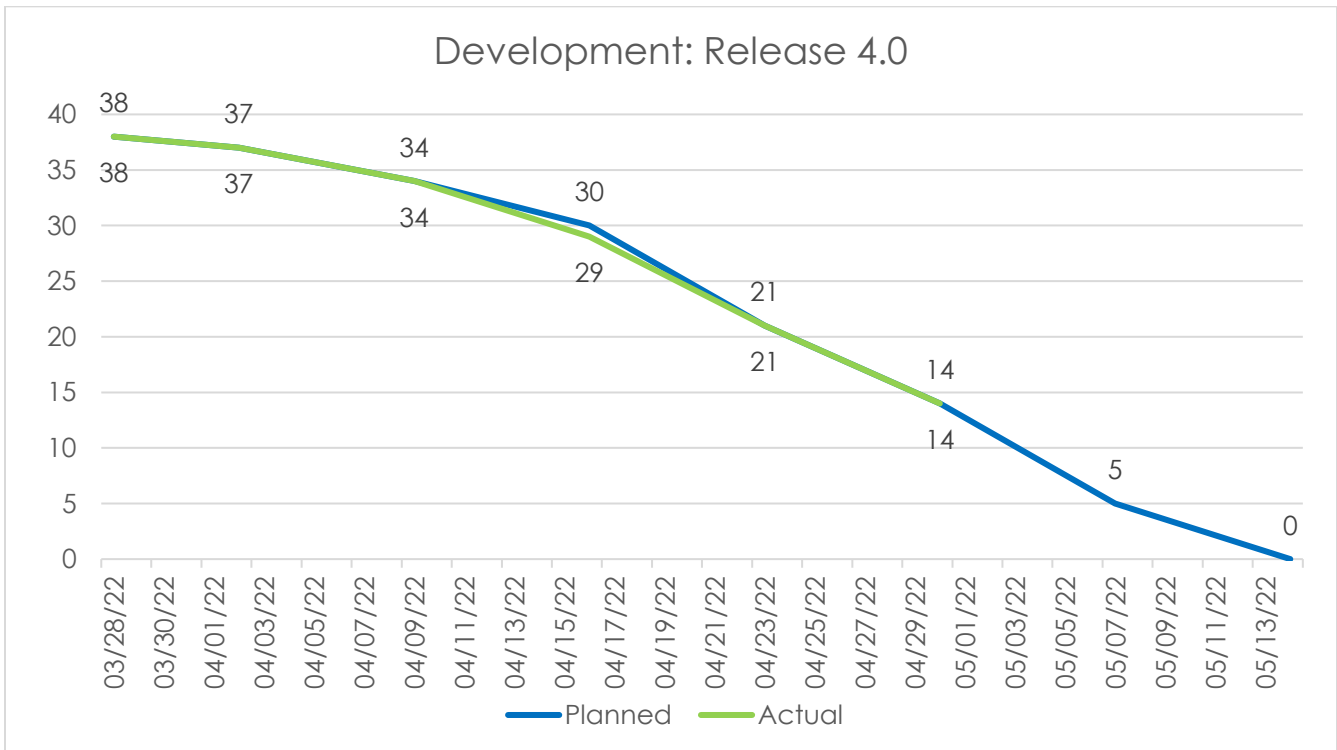


Figure 2.2-1 – Development: Release 4.0 Burndown

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- ▶ **Testing Support** – Provided testing support for the upcoming Maintenance and Operations (M&O) priority Releases 3.0.1, 3.0.2 defects, enhancements, and smoke and regression testing.
- ▶ **Triage Support** – Provided testing support on Post Go live incidents and troubleshooting.
- ▶ **Partner Testing Status Call** – Conducted a Partner Testing status call on 04/26/22 to provide updates on the pending partner enhancements and defects.
- ▶ **Partner Integration Calls** – Conducted daily Partner Integration calls and triaged cross-partner defects.
- ▶ **Functional Test Cases** – Test scenario and test case creation is in progress for Release 4.0 functionalities which will be shared with QA team for review.
- ▶ **Non-Functional Test Cases Release 3.1** – In preparation for Release 3.1 languages (Thai, Ukrainian and Mein) Jira test case creation and upload has been completed.
- ▶ **Non-Functional Test Cases for Release 4.0** – Test case creation for Release 4.0 is in progress for Cross Browser, Cross Device, ADA and Multi-Language.

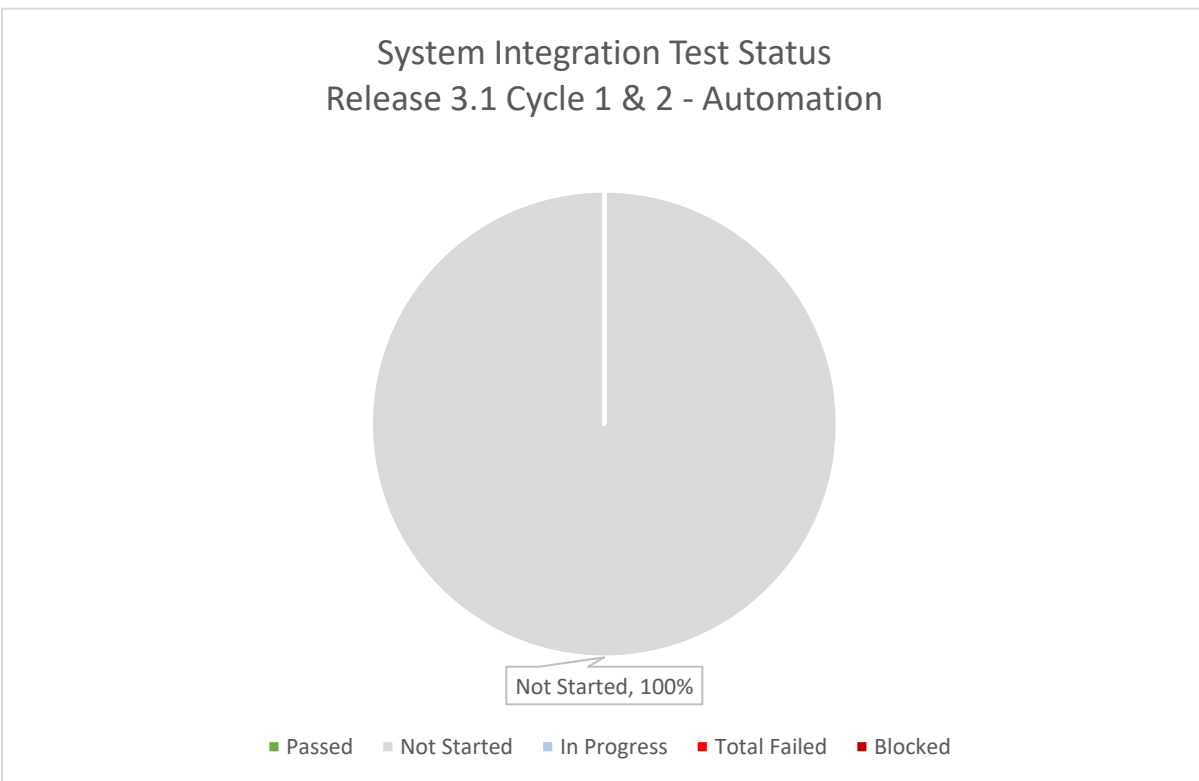


Figure 2.3-1 – System Test Execution Status (Non-Functional): Release 3.1

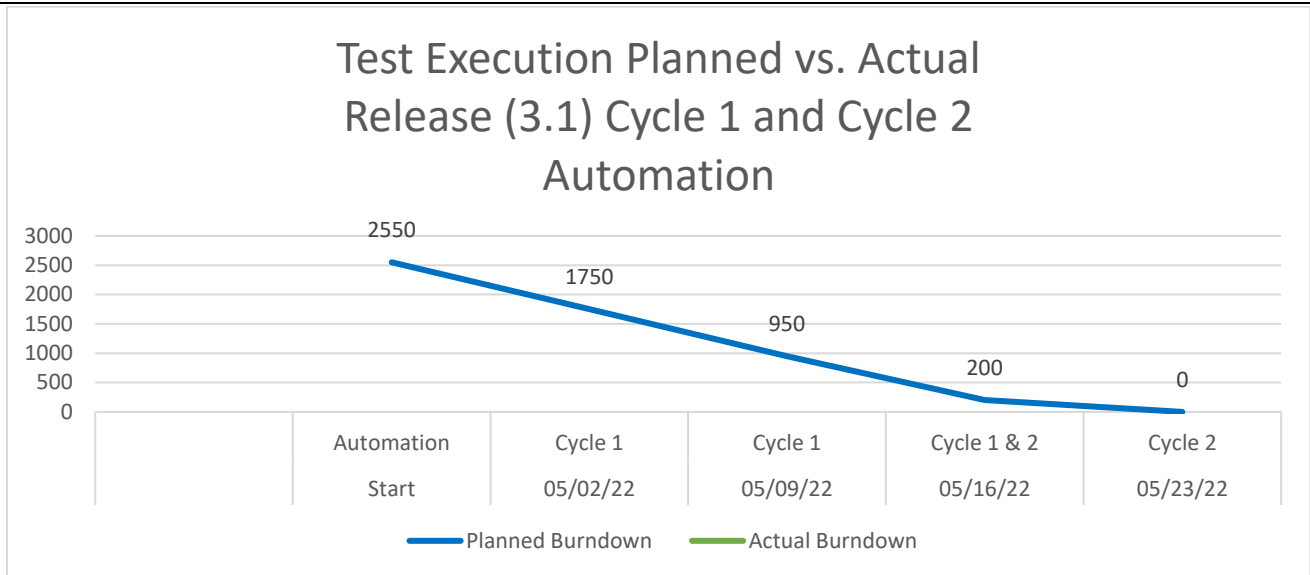


Figure 2.3-2 – Execution Burndown Chart: Release 3.1 Automation

2.3.2 Activities for the Next Reporting Period – System Test Execution

- ▶ **M&O Priority Release Support** – Continue to support M&O priority release defects, enhancements, and smoke/regression testing.
- ▶ **Partner Integration Items** – Continue to coordinate partner integration items.
- ▶ **Release 3.1 Languages** – Start execution of automated scripts for Release 3.1 languages (Thai, Ukrainian, and Mein).
- ▶ **Release 4.0 Functional Test** – Complete authoring of Release 4.0 Functional Test scenarios
- ▶ **Release 4.0 Non-Functional Test** –
 - Complete authoring of Release 4.0 Non-Functional Test cases and upload in Jira.
 - Start scripting Release 4.0 for Non-Functional scenarios

2.3.3 User Acceptance Test (UAT) Planning

2.3.4 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ None

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

- ▶ None

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ **SAR7 Mobius Implementation** – Analyze the requirements and scenarios for the SAR7 Mobius implementation as part of the next monthly Release 3.1 scope.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 4, 2022

Period: April 25, 2022 to May 01, 2022

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ **Release 3.1 BenefitsCal** – Plan and prepare for the Release 3.1 BenefitsCal performance testing activities.
- ▶ **Release 4.0 BenefitsCal** – Plan and prepare for the Release 4.0 BenefitsCal performance testing activities.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
9	04/25/22	05/20/22	Release 3.1	Scope and scenarios: New Scenario related to the Mobius implementation is currently analyzed and will be scripted and included in the next round of performance tests	0% Executed
10	05/20/22	07/15/22	Release 4.0	Scope and scenarios: TBD	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

- ▶ **CalWIN Conversion Support** – Provide support to the ISS team for the upcoming CalWIN conversion.
- ▶ **YBN CBO User Load** – Collaborated with the Counties, the Consortium, and ForgeRock teams to assist with various CBO Conversion support activities following the Los Angeles County Go-Live.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ **Perform CBO User Data Validation** – 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

- ▶ **SAST** – 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 04/29/22.
- ▶ **Defect Resolution** – Worked with the ForgeRock team to resolve the ForgeRock defect (as captured in SR CA-244976) where incorrect text was displaying in the CBO Activation email template.
- ▶ **Change Request** – Submitted Change Request CHG0034890 to update the Code for America (CfA) GetCalFresh whitelisted IP addresses in AWS WAF and S3 as the IPs that are needed to whitelist require an update as per the details shared by the CfA team.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 4, 2022

Period: April 25, 2022 to May 01, 2022

4.2.2 Activities for the Next Reporting Period – Security

- ▶ **Identified Vulnerabilities** – 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).
- ▶ **AWS SSO for BenefitsCal** – 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

- ▶ **YBN Availability** – Additional email sent to Customers on Friday, 04/22/22 to provide an update that YBN would be unavailable starting 1:00 pm PST (instead of 6:00 pm PST), as confirmed on 04/21/22 at 5:00 pm PST.

5.2 Activities for the Next Reporting Period

- ▶ No activities planned for the next reporting period.

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
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	05/27/22	06/20/22	06/29/22
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	05/27/22	06/20/22	06/29/22

Table 6.1-1 – Deliverable Status for Current Reporting Period

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 4, 2022

Period: April 25, 2022 to May 01, 2022

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
	None For the period.		

Table 6.1-2 – Upcoming Deliverable Deadlines

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
24.07	CX Monthly Report – April 2022	05/09/22	05/19/22	05/26/22
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
25.03	Monthly M&O Report – April 2022	05/09/22	05/19/22	05/26/22
26.00	BOM Review and License Renewals	04/08/22	04/22/22	05/02/22
26.01	BOM Review and License Renewals	07/15/22	07/29/22	08/08/22
27.00	Certificate Review	04/08/22	04/22/22	05/02/22
27.01	Certificate Review	07/15/22	07/29/22	08/08/22
28.00	BenefitsCal Work Plan Monthly Updates – March 2022	N/A	04/05/22	04/13/22
28.01	BenefitsCal Work Plan Monthly Updates – April 2022	N/A	05/05/22	05/13/22
29.00	BenefitsCal Monthly Status Report – March 2022	N/A	04/05/22	04/13/22
29.01	BenefitsCal Monthly Status Report – April 2022	N/A	05/05/22	05/13/22
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 – March 2022	N/A	04/05/22	04/13/22
31.07	Monthly Security Monitoring Report – April 2022	N/A	05/05/22	05/13/22

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	FWP approval 04/26/22
25.02	Monthly M&O Report – March 2022	On-Track	FWP approval 04/26/22
26.00	BOM Review and License Renewals	On-Track	FWP approval 05/02/22
27.00	Certificate Review	On-Track	FWP approval 05/02/22

Table 6.1-4 – Upcoming Work Product Deadlines

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 4, 2022

Period: April 25, 2022 to May 01, 2022

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

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 4, 2022

Period: April 25, 2022 to May 01, 2022

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

CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
22-035	Consortium Regional Managers	CRFI BenefitsCal Two-Way Messaging Counties Opt-In	Opt-In/Out	04/21/22	05/06/22

Table 6.2-3 – CRFIs

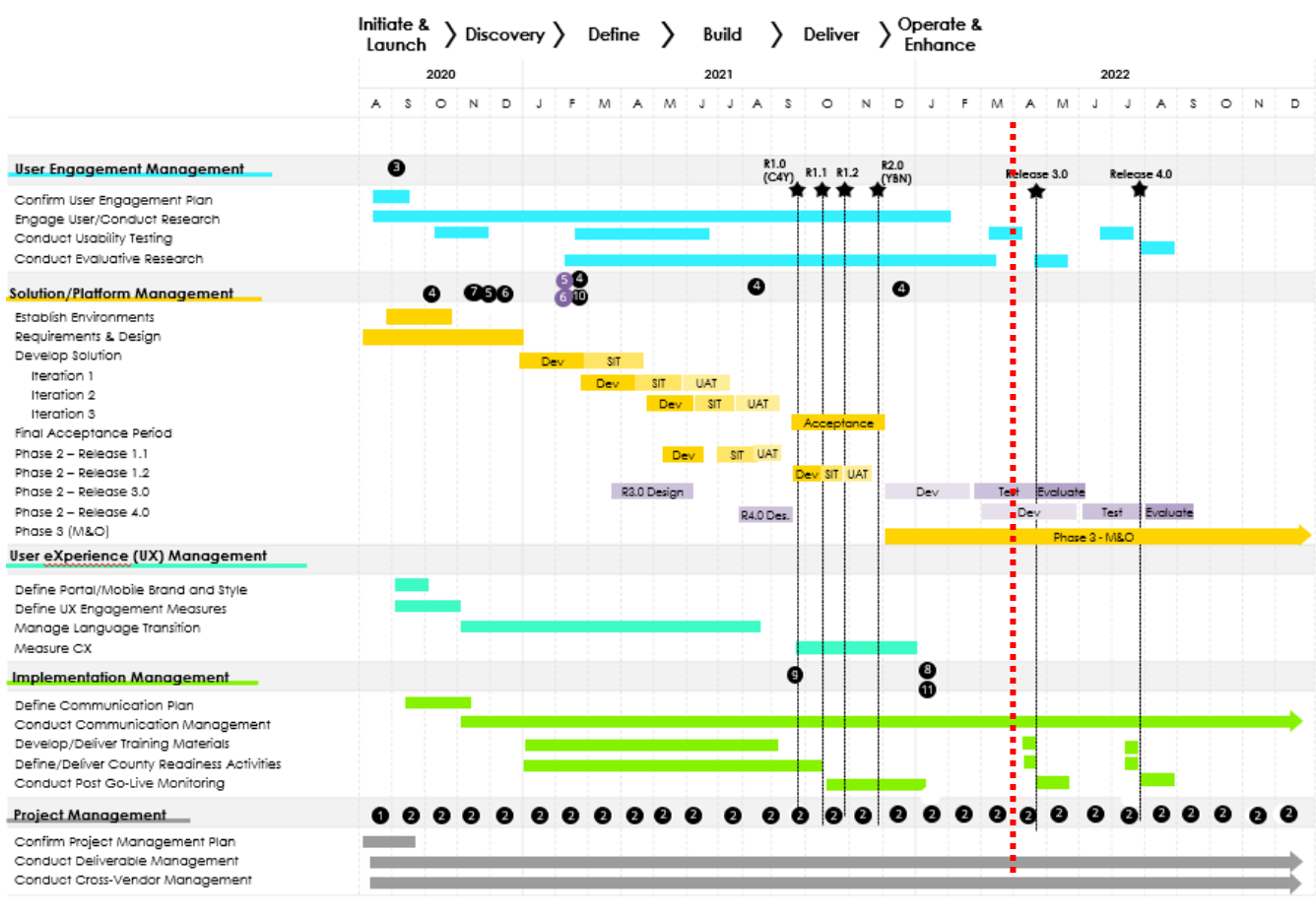
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 4, 2022

Period: April 25, 2022 to May 01, 2022

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.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 4, 2022

Period: April 25, 2022 to May 01, 2022

ID	Description	Owner	Due Date
CSPM-52886	ZZ is being passed in officidentif field for county code 36 application	Ramya Raghunathan	04/27/22
CSPM-50927	AI: Joel to update Charter with feedback from the Kickoff, in prep for distro post meeting	Gabrielle Otis	04/27/22
CSPM-50926	AI: Onur/Renu to populate within JIRA and export a package for CM members	osenman	04/27/22
CSPM-50925	AI: Onur to flag a shortlist with Brook	osenman	04/27/22
CSPM-50924	Renu/Onur/Karen to connect on one example/lifecycle, to prepare 1-2 examples of t-shirt sizing	osenman	04/27/22
CSPM-50923	Add field to track Policy ID (see Joel for convention for title of the enhancement) + add enhancement source "Policy Change"	osenman	04/29/22
CSPM-50566	Missing Translations in the approved translation sheet	Nidhi Agrawal	04/29/22
CSPM-50070	Track Time for Deployment/Enhancement Queries/Calls	Sayali Shinde	04/30/22
CSPM-49664	Call Me and Live Chat feature for LA County to be disabled until June 2022	sogearge	04/29/22
CSPM-43972	Request Flow diagram & Application architecture diagram for iOCR implementation.	Hiren Kankia	04/30/22
CSPM-41861	Engagement with Disability Rights group to understand how that population would use voice command feature and how it would benefit them.	Brook Sinclair	04/29/22

Table 6.3-1 – Overdue Action Items