



# CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: November 1, 2021 to  
November 7, 2021**

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

Weekly Status Report, November 9, 2021

Period: November 1, 2021 to November 7, 2021

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## **1.0 Project Management**

### **1.1 Highlights of the Reporting Period**

- ▶ Submitted the DEL 02.14 Monthly Status Report – November 2021 on 11/05/21.
- ▶ Submitted the DEL 01.14 Work Plan Updates – November 2021 on 11/05/21.
- ▶ Submitted the GSD Release 3.0 DDEL on 11/05/21.
- ▶ Submitted the October 2021 Customer Experience (CX) Monthly Report work product on 11/05/21.
- ▶ Submitted the M&O Workplan FWP on 11/05/21.

## **2.0 Application Development and Test**

### **2.1 Requirements and Design**

#### **2.1.1 Highlights of the Reporting Period – Requirements and Design.**

- ▶ Provided support and triaged the User Acceptance Test (UAT) and Independent Test defects for Release 2.0.
- ▶ Met with the California Department of Health Care Services (DHCS) Policy team on 11/02/21 and the California Department of Social Services (CDSS) Policy team on 11/03/21 to review Release 1.1 and Release 1.2 Advocate feedback.
- ▶ Conducted a walkthrough of the Release 3.0 General System Design (GSD) specifications with the Consortium GSD reviewers on 11/01/21 and 11/05/21.
- ▶ Submitted the Release 3.0 GSD Draft Deliverable (DDEL) on 11/05/21.
- ▶ Conducted a design session for the BIC Card Replacement enhancement with the Portal/Mobile Workgroup and State Partners on 11/05/21.
- ▶ Met with the CalSAWS team on 11/05/21 to design a new Income Reporting Threshold (IRT) Reminder Application Programming Interface (API) for Release 3.0.

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

- ▶ Provide support and triage the User Acceptance Test (UAT) and Independent Test defects for Release 2.0.
- ▶ Address comments received for the Release 3.0 GSD DDEL.

#### **2.1.3 Highlights of the Reporting Period – UCD**

- ▶ Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal to identify potential usability issues, daily during the week of 11/01/21.
- ▶ Met with the Consortium DBA Research Team on 11/05/21 to validate the final three (3) C-IV historical data reports and address outstanding questions to close CIV-109031.
- ▶ Prepared and submitted the CX Measurement monthly report on 11/05/21.
- ▶ Facilitated a prep meeting with the Consortium and State Partners on 11/03/21 to prepare for an 11/05/21 Advocate meeting.
- ▶ Prepared materials for and facilitated a meeting with the Advocate Co-Leads on 11/05/21 to confirm the Advocate Co-Leads' roles for their contributions to BenefitsCal.

#### **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 11/08/21.

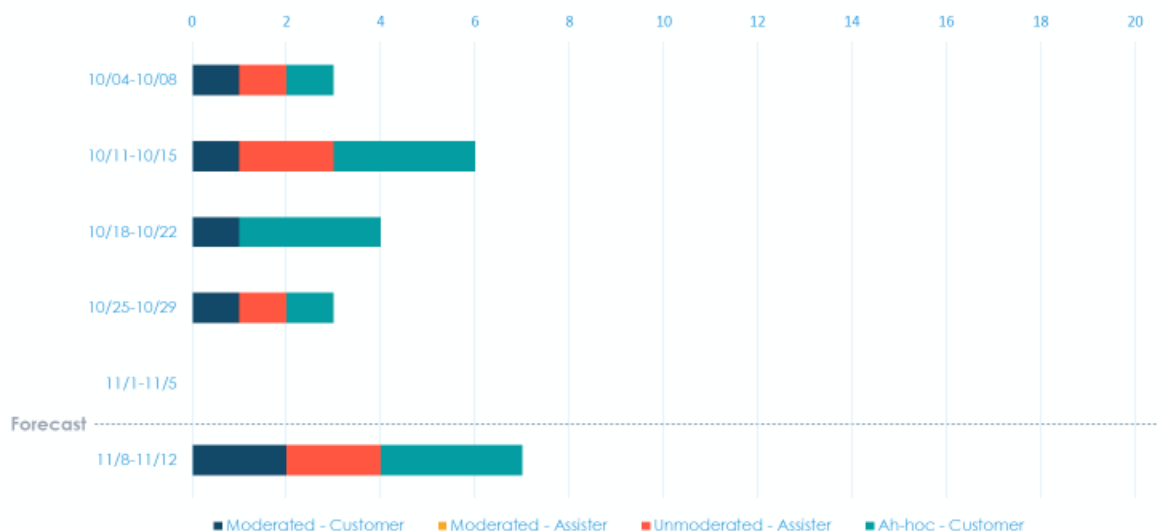
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- ▶ Conduct ad-hoc research with an estimated three (3) customers to troubleshoot any BenefitsCal issues that may arise during the week of 11/08/21.
- ▶ Conduct moderated usability research with an estimated two (2) customers by 11/01/21.
- ▶ Conduct text analysis of the Always-on Survey responses from 11/04/21 to 11/10/21.

# UCD Stakeholder Engagement



**Figure 2.1-1– UCD Stakeholder Engagement**

CR ID	Request	Date Requested	Date Needed	Status
CIV-109031	C4Yourself Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	09/15/21 – for information 01/01/19 through 12/31/19. 09/30/21 – for 07/01/21 through 09/30/21.	Complete
CA-228953	YBN Case and Application baseline data for BenefitsCal CX Measurement	05/20/21	10/29/21 – for information 01/01/19 through 12/31/19. 11/19/21 – 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	10/29/21 – 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 2.1-2 – Data Requests for CX Measurement**

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### 2.2 Development

#### 2.2.1 Highlights of the Reporting Period – Development

- ▶ **For Release 1.2:** Planned production defect resolution as per the patch build scoping.
- ▶ **For Release 2.0:** Fixed the System Test defects and delivered 15 enhancements.

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

- ▶ Support Release 1.2 Go-Live and any production findings.
- ▶ Provide Release 2.0 UAT support.
- ▶ Deliver five (5) enhancements by 11/05/21.

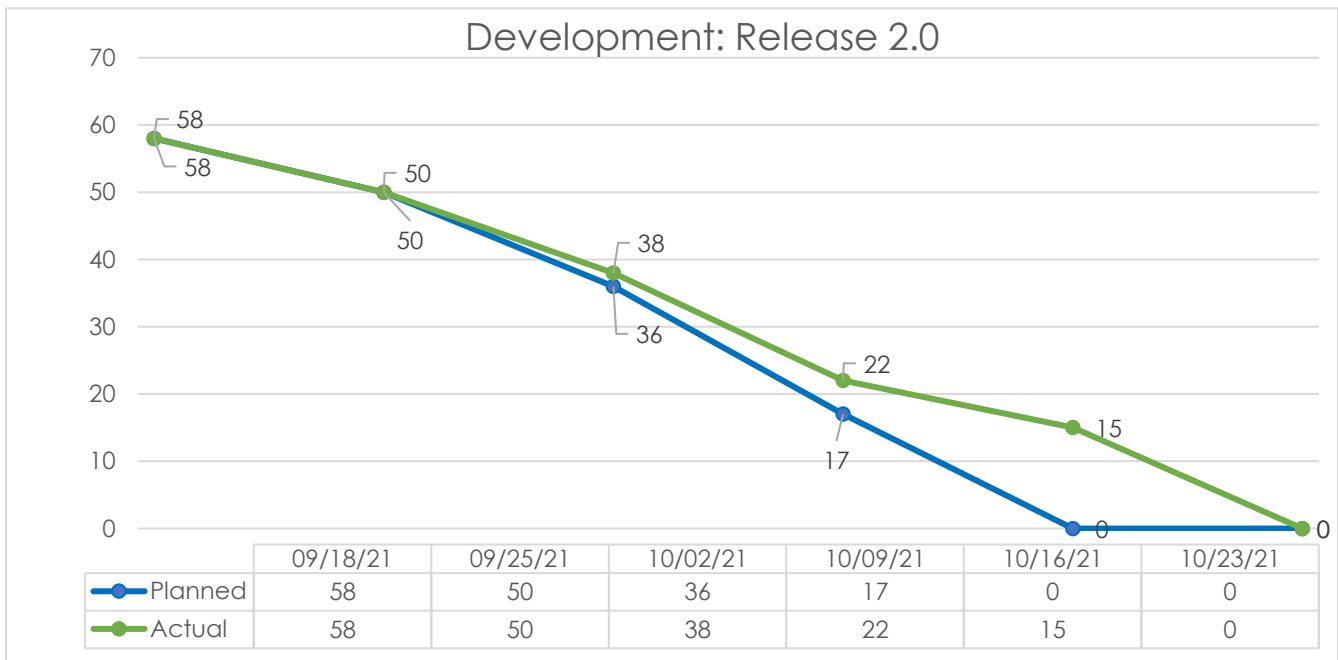


Figure 2.2-1 – Development Burndown: Release 2.0

### 2.3 System Test Execution

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

- ▶ Conducted daily Partner Testing status calls to provide updates on the pending partner items and defects.
- ▶ **Release 2.0:**
  - Executed 24 and re-executed 20 functional test cases.
  - Executed two (2) and re-executed 150 non-functional test cases:
    - **Cross-Browser:** 92 of 92 executed (92 passed).
    - **Cross-Device:** 92 of 92 executed (92 passed).
    - **ADA:** 42 of 42 executed (40 passed).
    - **Multi-Lingual:** 220 of 220 executed (142 passed).

#### System Test Release 2.0

Partner	1-High	2-Med	3-Low	4-Cosmetic	TOTAL
ForgeRock	0	0	0	0	0

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Partner	1-High	2-Med	3-Low	4-Cosmetic	TOTAL
CalSAWS	0	0	3	0	3
FIS	0	0	0	0	0
BenefitsCal	0	0	0	0	0
TOTAL	0	0	3	0	3 <i>(-1 from last week)</i>

Figure 2.3-1 – System Test Partner Defects, Release 2.0

BenefitsCal Tracking ID	Summary	Partner	Partner Defect ID	Status	Latest Update
<b>Release 2.0</b>					
CSPM-40573	GA/GR Program under the Program section needs to be updated to support different GA/GR programs supported in CalSAWS through the linking program flow.	CalSAWS	BC-1044	Dev in Progress	11/02/21: On track 11/05/21: On track to be deployed to SIT today
		CalSAWS	BC-1045	Dev in Progress	
		CalSAWS	BC-1046	Dev in Progress	

Figure 2.3-2 – System Test Partner Defects, Release 2.0

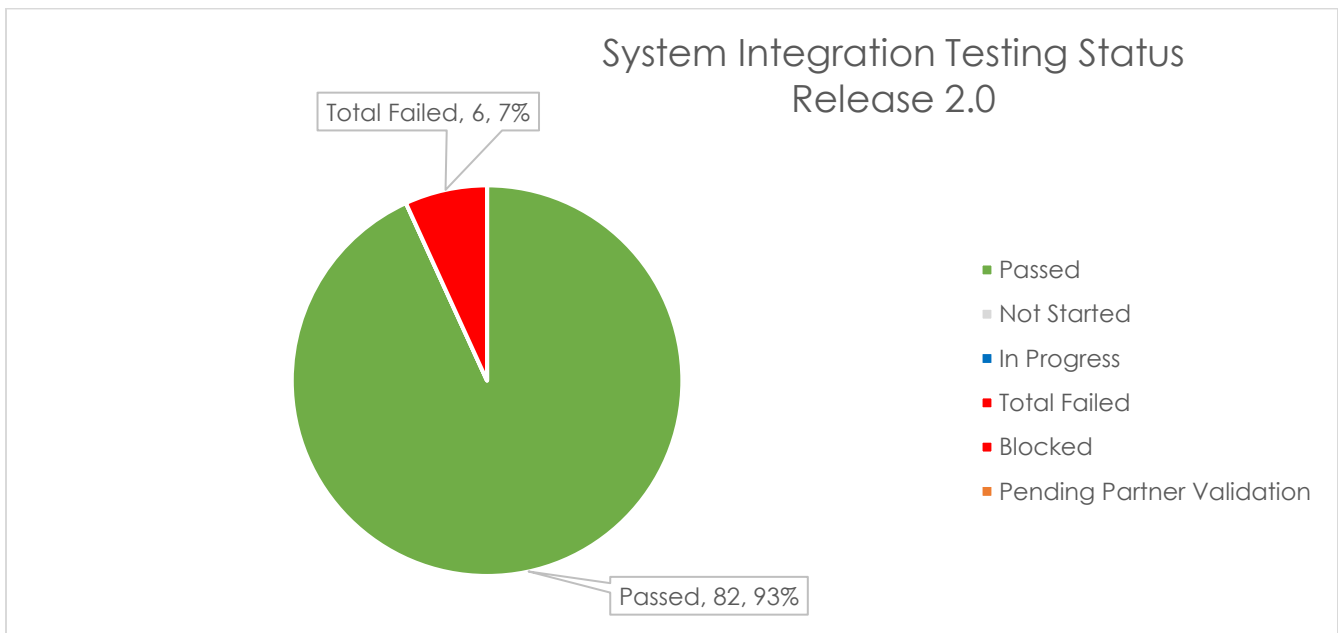


Figure 2.3-3 – System Test Execution Status: Release 2.0

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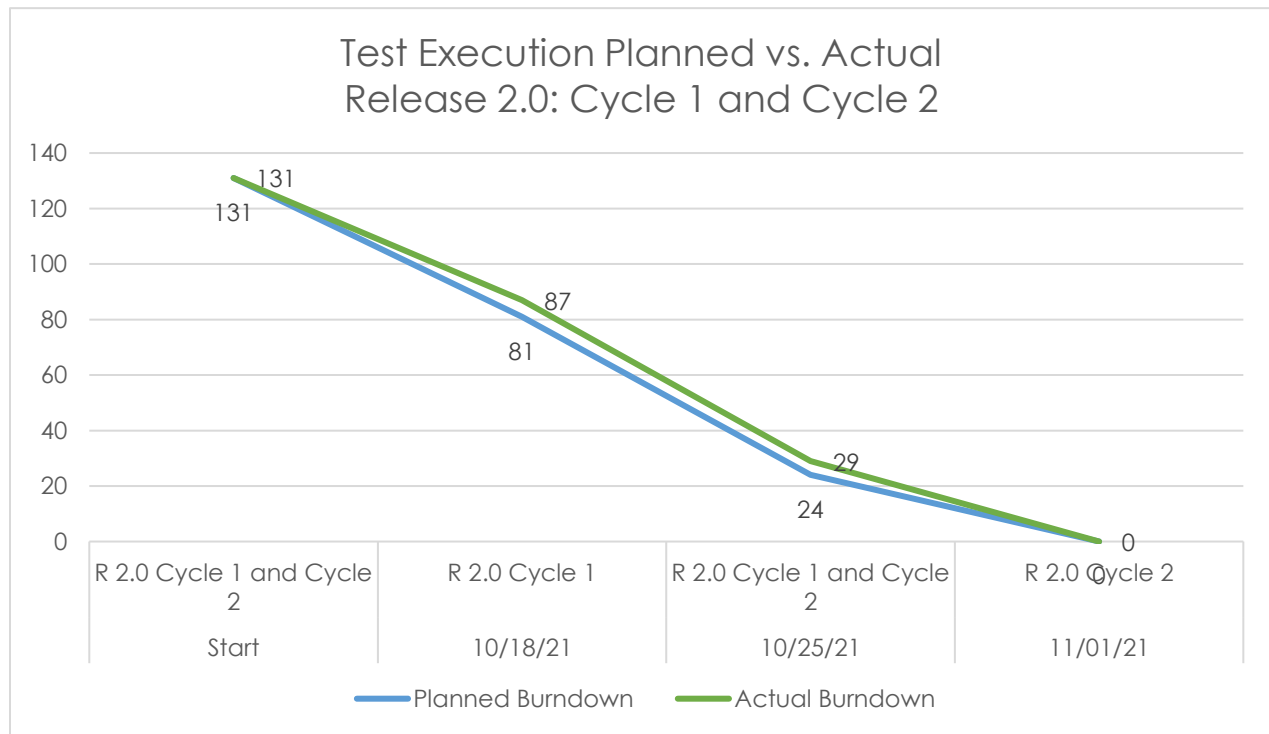
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System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
<b>Planned</b> (+/- from previous week)	<b>90%</b>	<b>90%</b>	<b>88 Test Cases</b>
<b>Actual</b> (+/- from previous week)	<b>93%</b>	<b>93%</b>	<b>88 Test Cases Executed</b>
<i>System Test Complete Date: 11/05/21</i>			

**Figure 2.3-4 – Pass Rate: Release 2.0**

- ▶ Four (4) additional test cases were added for the General Assistance/General Relief (GA/GR) and Volunteer Income Tax Assistance (VITA) reference table implementation.
- ▶ One (1) additional test case was added for the account management enhancement.

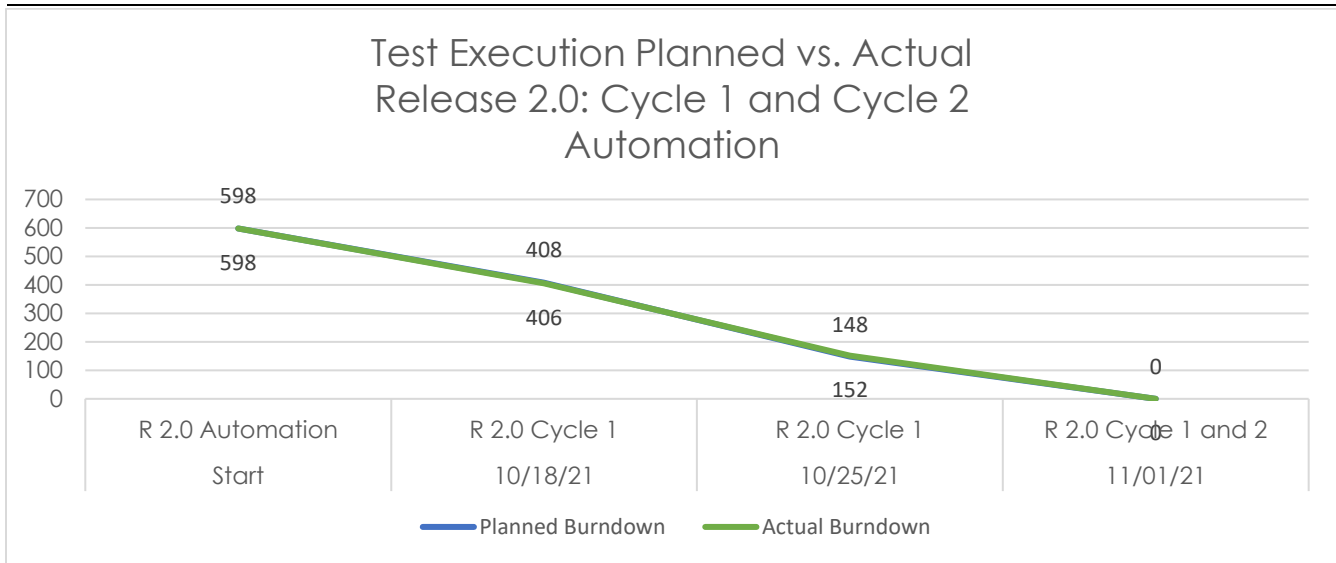


**Figure 2.3-5 – Execution Burndown Chart: Release 2.0**

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**Figure 2.3-6 – Execution Burndown Chart Non-Functional: Release 2.0**

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

- ▶ Continue to execute the automation scripts for Release 2.0 cross-browser, cross-device, ADA, and multi-language testing.
- ▶ Continue to execute and re-execute Release 2.0 functional test cases and enhancements.

## 2.4 User Acceptance Test (UAT) Planning

### 2.4.1 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ Facilitated daily UAT meetings to provide support to the Consortium and State Partners on BenefitsCal functions and UAT execution.

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

- ▶ Support UAT, State Partners, and Independent testing for Release 2.0 items.
- ▶ Support the Los Angeles County testers for end-to-end testing.

## 3.0 Performance Test

### 3.1 Highlights of the Reporting Period – Performance Test

- ▶ Executed isolated performance testing for Release 2.0 on 11/05/21.

### 3.2 Activities for the Next Reporting Period – Performance Test

- ▶ Conduct additional isolated performance testing for Release 2.0, scheduled for the week of 11/08/11.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
<b>Cycle 6</b>	11/03/21	11/17/21	Release 2.0	4 of 4 test cases written	100% Executed

**Figure 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 the ForgeRock team to complete a second test load of Your Benefits Now (YBN) Community Based Organizations (CBO) users on 11/04/21, to identify any remaining exceptions to the load to ensure a successful cutover.
- ▶ Cleaned the YBN CBO user list based upon results from the test load, updating formatting issues such as spaces or unaccepted characters.

#### **4.1.2 Activities for the Next Reporting Period – User Conversion Testing**

- ▶ Perform updates to the YBN CBO user list as needed in preparation for the YBN cutover.

### **4.2 Security**

#### **4.2.1 Highlights of the Reporting Period – Security**

- ▶ Met with the Consortium Tech Team on 11/02/21 to review the AWS SSO Roles Permissions Mapping document and ensure that the documentation of the BenefitsCal DevOps roles matched the team's understanding. This resulted in the document being approved with minor updates.
- ▶ Participated in a meeting with the Consortium Business and Helpdesk Teams and the ForgeRock team on 11/03/21 to discuss and review the CBO use cases for the County Delegated Admins.
- ▶ 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 11/05/21.

#### **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 ForgeRock team on any identified BenefitsCal-ForgeRock integration issues.
- ▶ Update the BenefitsCal System Security Plan (SSP) Deliverable document based on the latest implementation status.
- ▶ Conduct a walkthrough of the remaining SSP revisions to address feedback from the Consortium Security Team and the QA Team.

## **5.0 Communications**

### **5.1 Highlights of the Reporting Period**

- ▶ Drafted an email and SMS for C4Y users to invite them to create an account in BenefitsCal. This is on hold pending additional access to the ForgeRock monitoring tools and confirmation of an extension of the Tier 2 support team.

## 5.2 Activities for the Next Reporting Period

- ▶ Plan and finalize the YBN cutover communications.

Communications Legend
0% – Not Started
20% – Draft Complete
40% – Internal Review Complete
60% – Consortium Review Complete
80% – Consortium Feedback Incorporated
100% – Ready for Distribution

### Post Go-Live Communications

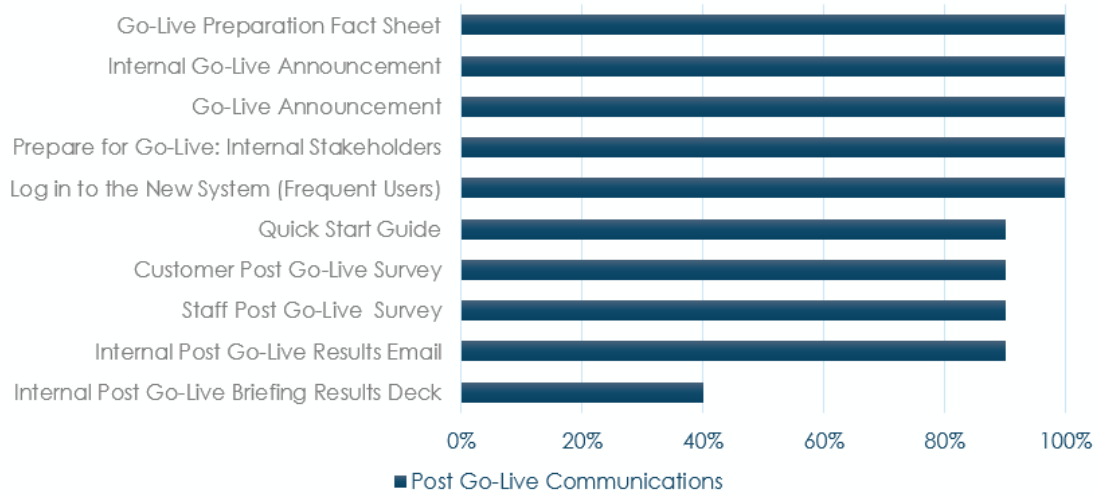


Figure 5.2-1 – Communications: Post Go-Live

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YouTube				
Post	Views	Likes	Subscribers: 471	Date Posted
<a href="#">Welcome to BenefitsCal</a>	6,413	80	N/A	06/24/21
<a href="#">Journey to BenefitsCal</a>	6,890	115	N/A	06/24/21
Facebook				
Post	Views	Likes	Link Clicks	Date Posted
Facebook #10	10,727	4	N/A	08/26/21
Facebook #9	248	5	N/A	08/24/21
Facebook #8	16,400	5	N/A	08/19/21
Facebook #7	4,487	1	N/A	08/15/21
Facebook #6	687	2	N/A	08/12/21
Facebook #5	11,273	6	N/A	08/10/21
Twitter				
Post	Views	Likes/Retweets	Link Clicks	Date Posted
Twitter #10	34,584	54/6	689	08/26/21
Twitter #11	768	9/3	38	08/24/21
Twitter #8	23,442	28/11	471	08/19/21
Twitter #7	23,863	24/7	76	08/17/21
Twitter #6	655	4/3	4	08/12/21
Twitter #5	25,691	38/15	7	08/10/21
Marketing Website				
Website Views	SM Toolkit Downloads (total)	Factsheet Downloads	County Website Updates	Date Range
57kk (week) 721k (total)	7.2k	247 (07/09/21) N/A	21%	10/02/21-10/08/21

**Figure 5.2-2 – Social Media Tracker**

Post	Date	Messages Attempted	Messages Delivered	Delivery Rate	Email Open Rate	Emails Opened
C4Y New Benefits System (1) email	06/30/21	417,882	389,643	93.2%	23.7%	92,337
C4Y New Benefits System (2) email	07/30/21	417,882	396,010	94.7%	27.8%	98,171
C4Y push & text notification	08/23/21	1,566,340 total	n/a	n/a	n/a	n/a
YBN New Benefits System (1) email	08/30/21	659,141	611,015	92.7%	29.1%	177,526
C4Y New Benefits System (3)	08/31/21	417,882	396,548	94.9%	33.4%	132,365
YBN New Benefits System (2)	10/04/21	659,141	609,153	92.4%	29.2%	177,629
C4Y Reminder Your Renewal is Due	10/10/21	Scheduled				
C4Y Log In to the New System	10/12/21	Scheduled				

**Figure 5.2-3 – Customer Engagement with Email**

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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	02/22/22	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	01/19/22	01/26/22
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
12	Maintenance & Operation (M&O) Report	12/02/21	N/A	02/09/22	02/22/22	03/01/22

**Table 6.1-1 – Deliverable Status for Current Reporting Period**

#### Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
1.15	Work Plan Monthly Updates	On-track	12/03/21 FDEL Submission
2.15	Monthly Status Reports	On-track	12/03/21 FDEL Submission
05.03	General System Design – Release 3.0	On-track	12/01/21 FDEL Submission
05.04	General System Design – Release 4.0	On-track	02/28/22 DDEL Submission 03/21/22 FDEL Submission
06.02	Portal Technical Systems Design Release 3.0	On-track	11/05/21 DDEL Submission
04.04	Requirements Traceability Matrix – Update 4	On-track	01/14/22 DDEL Submission
08	Implementation Complete Report	On-track	01/04/22 DDEL Submission
11	Mobile Implementation Complete Report	On-track	01/04/22 DDEL Submission
12	Monthly M&O Report – January 2022	On-track	12/02/21 DDED Submission 02/09/21 DDEL Submission

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

#### Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
	CX Monthly Report	On-track	11/19/21 FWP Submission

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**Table 6.1-3 – Upcoming Work Product Deadlines**

### Work Product Status by Submission

		Complete	Coming Soon		
ID	Work Product Name	DWP	FWP	Final Approval	
12	SIT Test Case Format and Sample	01/12/21	01/25/21	02/01/21	
13	Environment Management Plan	01/15/21	02/01/21	02/08/21	
14	Performance Testing Strategy	01/15/21	02/01/21	02/08/21	
15	System Test Cases				
15.1	Component Batch 1	01/25/21	02/08/21	05/11/21	
15.2	Component Batch 2	02/01/21	02/16/21		
15.3	Component Batch 3	02/08/21	02/23/21		
15.4	GSD Part II Test Case Updates	03/15/21	03/29/21		
15.5	End to End Scenarios	03/22/21	04/06/21		
15.6	Interface Scenarios and Test Cases	04/05/21	04/19/21		
15.7	GSD Part II Test Cases (Addl. Component + E2E)	04/12/21	04/26/21		
15.8	Conversion + ADA Scenarios	04/19/21	05/03/21		
16	Operational Readiness Report	02/05/21	02/22/21	03/02/21	
17	System Security Plan (SSP)	05/03/21	05/17/21	06/01/21	
18	Desktop to Wireframe Mapping	02/05/21	03/01/21	03/10/21	
19	High-Fidelity Visual Comps	02/05/21	03/01/21	03/10/21	
20	Web Style Guide	02/05/21	03/01/21	03/10/21	
21	Communications Strategy	03/26/21	04/12/21	04/21/21	
22	Customer Experience Measurement Plan	05/03/21	05/17/21	06/01/21	
23	Service Level Agreement (SLAs)	09/27/21	10/25/21	11/03/21	

**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	Severity	Date Logged
235	Portal and CalSAWS Schedule Alignment	<p>Changes are needed to the CalSAWS Interfaces (APIs) to interface with the new BenefitsCal system (Portal/Mobile project).</p> <p>02/16/21 – The risk severity was reduced to medium in alignment with the QA, Consortium, and project team assessments.</p> <p>03/26/21 – The risk was expanded to include the schedule challenges with the QA test: the QA team will gain access on</p>	Open	Medium	Medium	10/09/20

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ID	Title	Details	Status	Impact	Severity	Date Logged
		05/31/21, two weeks prior to UAT, and will test in a rolling two-week schedule ahead of UAT activities.				
243	COVID Impacts to Staffing	As of April 2021, the COVID pandemic has increased rapidly within India, thereby impacting India's team members' ability to deliver due to unplanned and sudden unavailability due to illness or the need for family support.	Open	Medium	Medium	04/28/21
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
247	BenefitsCal changes identified after 06/14/21 may not be addressed	Changes to BenefitsCal requested after 06/14/21 may not be addressed, given the schedule and timeline remaining. These changes can be considered for prioritization for a future release (Risk 247).	Open	Medium	Medium	06/11/21
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

**Table 6.2-1 – Project Risks and Issues**

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**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
XXXX-21	LA County	BenefitsCal Go Live Communications	SSP	On Hold	Matt Spurriner	Jenn Hobbs
XXXX-21	LA County	BenefitsCal Post Go Live Communications	SSP	On Hold	Matt Spurriner	Jenn Hobbs

**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**

The following table outlines CalSAWS Change Request sent for the reporting period.

CR ID	To	Subject	Date Created	Status	Date Needed by
		None			

**Table 6.2-4 – CalSAWS CR**



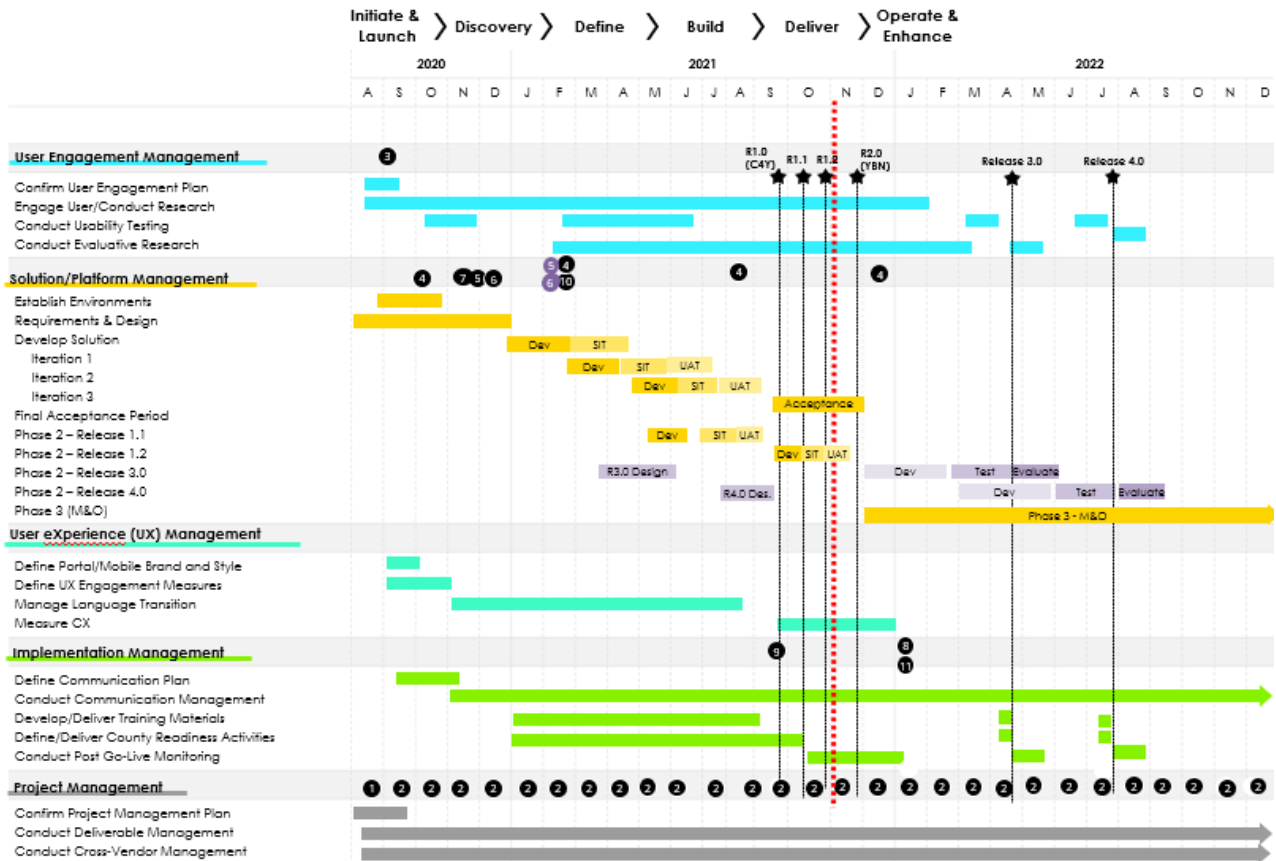
# CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, November 9, 2021

Period: November 1, 2021 to November 7, 2021

## 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		