CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: January 31, 2022 to February 6, 2022

02/08/22

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1.0 Project Management

1.1 Highlights of the Reporting Period

► Deliverables and Work Products submitted:
  o FDEL 04.04: Requirements Traceability Matrix: Update 4 – Following Final Acceptance on 02/03/22.
  o FDEL 02.17: Portal/Mobile App Monthly Status Reports – January 2022 on 02/04/22.
  o FDEL 01.17: BenefitsCal Work Plan Monthly Updates – January 2022 on 02/04/22.
  o FWP 31.04: Monthly Security Monitoring Report (GCF) – January 2022 on 02/04/22.
► Deliverables and Work Products comments worked:
  o FDEL 08: Portal Implementation Complete Report & Final Acceptance
  o FDEL 11: Mobile App Implementation Complete Report.
► Deliverable and Work Product submissions for next week:
  o DWP 24.04: CX Monthly Report – January 2022.
  o DWP 25.00: Monthly M&O Report – January 2022.

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

► Supported test case execution: 97% executed, with 76% passing.
  o 19 test cases are failing due to defects or changes within partner systems
  o 3 test cases are awaiting information to triage
  o 3 test cases will be available for retest on 02/10/22
► Delivered training sessions on 02/01/22 and 02/02/22 and planned the CBO Access training session with CalSAWS and ForgeRock on 02/03/22.
► Finalized first email communication and sent to translation vendor for review.
► Prepared first green light status presentation.

Area	Category	WE 02/04/22	WE 01/28/22
Application	County Validation – Execution	97%	46%
	County Validation – Pass Rate	76%	93%
Integration	Interface Partner Test	100%	100%
Technical	Infrastructure	100%	100%
	Security Testing	60%	20%
	Performance Testing	100%	65%
Conversion	CBO Conversion Readiness	100%	100%
	CBO Converted Data Test	100%	100%
Training	Training Plan	100%	100%
	Training Materials	100%	40%
	Training Delivery	75%	10%
Implementation	Prod Deployment Plans	50%	25%
Change	Communications	50%	20%
	Partner Readiness (County, etc.)	90%	20%

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

1.3   BenefitsCal Collaboration Model

► Reviewed a strategy to identify and confirm CBO and Customer participants with Section Directors.
► Scheduled a meeting for 02/08/22 with advocate co-leads to collaborate on the selection criteria of the CBO and Customer participants.

Status	Milestone	Target Date
	Confirm Collaboration Model Participants	
In Progress	Confirm final participants (except Customer, CBO)	02/11/22
In Progress	CBO: Send survey for CBO volunteers	02/11/22
	CBO: Facilitate vote from CBO community	02/25/22
In Progress	Establish criteria for selection of Customers	02/11/22
	Send survey to request Customer nominations	02/11/22
Complete	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	03/04/22
	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.
► Met with ForgeRock for a Design Assumptions session for the General Relief Opportunities for WORK (GROW) requirement on 02/01/22.
► Presented the Message my Caseworker designs for Release 4.0 to the Self Service Portal Committee on 02/01/22.
► Presented the CalWORKs Release 2.0 designs for Release 4.0 to the Welfare-to-Work Committee on 02/02/22.
► Conducted a Release 4.0 Design session on 02/03/22 for the GROW (Work Program Opportunities) requirements.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

► Develop the Release 4.0 initial designs.

► Conduct a Release 4.0 Design session on 02/08/22 for the GROW (Work Program Opportunities) requirements.
► Meet with the California Department of Social Services (CDSS)-CalFresh and County Welfare Directors Association (CWDA) to discuss the pre-populated SAR7 Paper Form Design on 02/11/22.
► The CDSS Language Translation Services started language validation. CDSS expects all languages to be reviewed and files to be provided to BenefitsCal by Monday 02/07/22. Vendor of CDSS Language Translation Services requested more time beyond 02/07/22 to review the files. CDSS Language Translation Services to provide new ETA on the feedback expected from the vendor.

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	In Progress
CDSS Initial Review (Wave 1–4 languages)	01/17/22	~~01/28/22~~ 02/07/22	In Progress
BenefitsCal Analysis on CDSS Feedback (Wave 1)	~~01/31/22~~ 02/08/22	~~02/04/22~~ 02/11/22	Not Started
ML Vendor Language Adjustments (Wave 1)	~~02/07/22~~ 02/11/22	~~02/11/22~~ 02/14/22	Not Started
CDSS Second Review (Wave 1)	~~02/14/22~~ 02/15/22	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~~ 02/07/22	In Progress
BenefitsCal Analysis on CDSS Feedback (Wave 2)	~~02/07/22~~ 02/08/22	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 Customer Experience (CX) Measurements data from Medallia, Amplitude, and BenefitsCal, daily, to identify and address potential usability issues during the week of 01/31/22.
► Collaborated 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.
► Facilitated one (1) brainstorming session with General Relief Opportunities for WORK (GROW) program staff on 02/02/22 to better understand program expectations for customers.

► Facilitated 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.
► Facilitated the UCD monthly meeting on 02/02/22.
► Collaborated 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.

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 02/07/22.
► Draft the WP 24.04: CX Monthly Report – January 2022 for the Draft Work Product (DWP) submission on 02/09/22.
► Facilitate five (5) Take-it-to-the-Lab sessions to test error message copy during the week of 02/07/22.
► Collaborated with the Design and Functional Team to design the GROW and Welfare-to-Work functionality to present designs to the BenefitsCal Work Group on 02/08/22.
► Co-facilitate a CBO Access Training with L.A. County Staff to prepare the staff to support CBOs after the cutover to BenefitsCal.
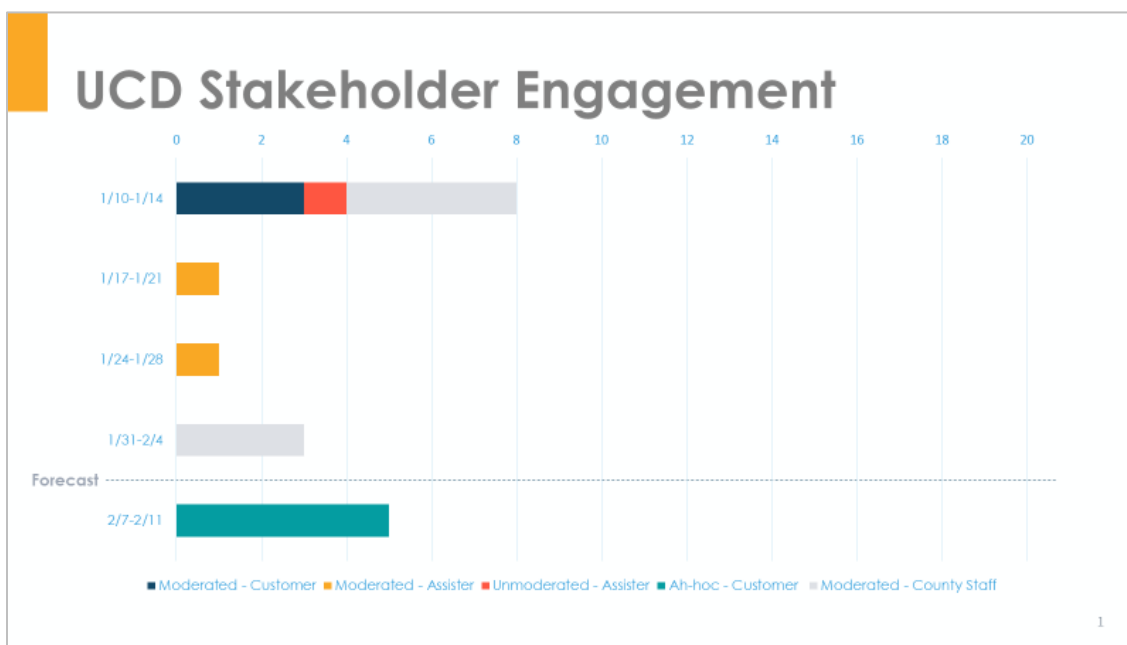
Figure 2.1-2 – UCD Stakeholder Engagement

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

CR ID	Request	Due Date	Date Needed	Status
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

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 02/04/22	Actual for Week Ending 02/04/22	Total Planned for the Release	Comments
2.2	2	1	6	CSPM-42321 was moved to week of 02/11 to obtain UI/UX design approval.

Table 2.2-1 – Enhancement Actuals for Reporting Period

► Release 3.0:
  o Developed three (3) widgets.

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 02/11/22	Total Planned for the Release	Total Completed for the Release	Comments
2.2	4	6	2	Release 2.2 is scheduled for 2/24/22.

Table 2.2-2 – Planned Enhancement Work

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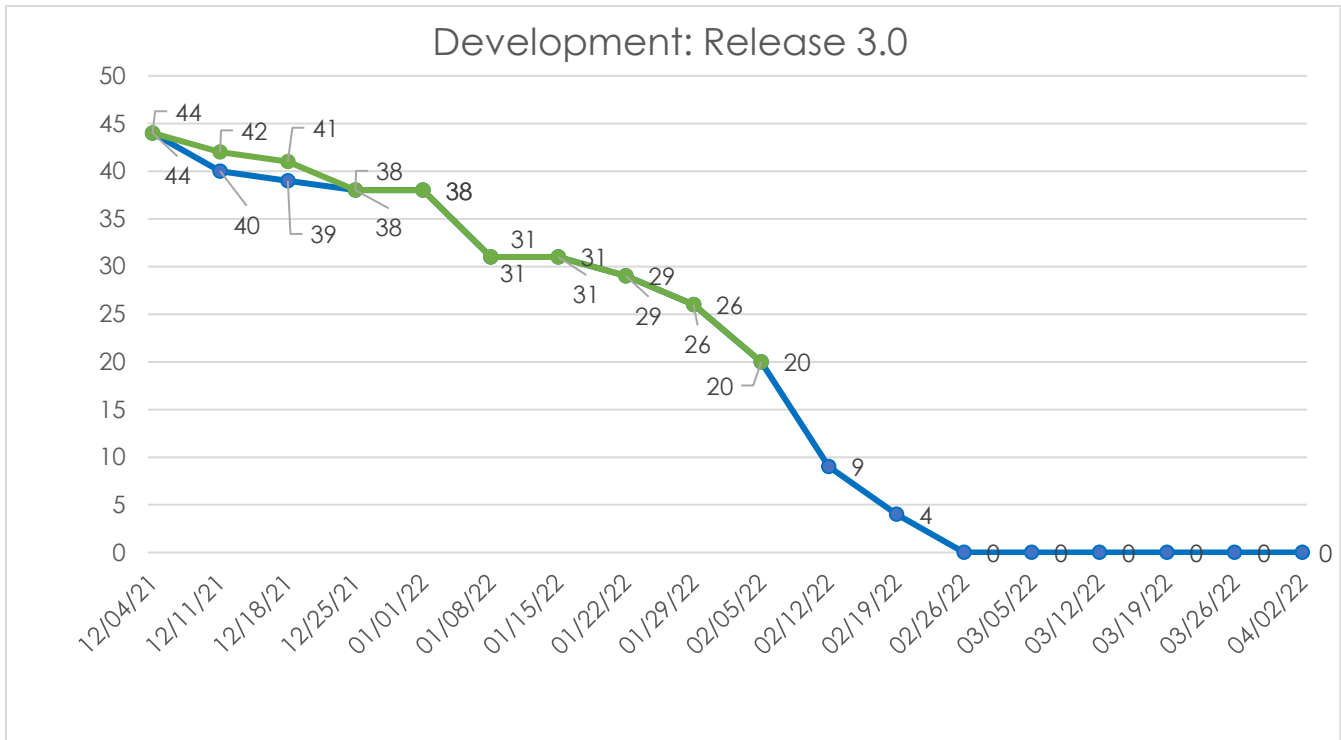
2.2.3 Burndown

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

► Provided testing support for the upcoming M&O priority Release 2.1.1 and 2.2.0 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 the review comments on Release 3.0 test scenarios from the QA Team.

► Developed new scenarios for an enhancement identified.

► Started scripting of multilanguage for existing functionality pertaining to four (4) Wave 2 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.

► Discuss the enhancement test scenarios with the Consortium QA review for Release 3.0.

► Continue to draft test cases for existing functionality for new languages.

► Continue support for triaging of L.A. County testing.

► Continue unit testing of developed multilanguage scripts from 02/02/22.

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 a total of 11 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 the ability to support anticipated L.A. volumes from Hyland Infrastructure scaling prospective.
► Cycle 7 testing is at risk of not completing on 02/04/22 as planned. Additional cycles, with the CalSAWS partner are anticipated to be completed by 02/11/22.

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.
► Develop new Release 3.0 script and update existing scripts with the Release 3.0 changes.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
7	01/18/21	02/11/22	**Hyland Imaging**	Six (6) new scripts were developed. 100% completed.	80% Executed
8	02/21/22	03/04/22	**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 dashboard needs to be incorporated into the Performance scripts **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
► Met with the CDSS and Consortium teams on 02/03/22 to align on the user list to be used in the upcoming Your Benefits Now (YBN) Community Based Organization (CBO) user load.

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 YBN CBO user load on 03/13/22.
► Reconciliate the YBN user list using the updated users that will be provided by the Consortium and CDSS on 02/14/22.

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 02/04/22.

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.

5.0 Communications

5.1 Highlights of the Reporting Period
► Updated communications based on L.A. 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.

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
1.17	Work Plan – January 2022	N/A	N/A	N/A	02/04/22	02/14/22
2	Monthly Status Reports	08/19/20	08/31/20	09/04/20	09/21/20	09/28/20
2.17	Monthly Status Report – January 2022	N/A	N/A	N/A	02/04/22	02/14/22
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
4.01	Requirements Traceability Matrix – Update 1	N/A	N/A	11/02/20	11/19/20	11/30/20
4.02	Requirements Traceability Matrix – Update 2	N/A	N/A	02/05/21	03/01/21	03/10/21
4.03	Requirements Traceability Matrix – Update 3	N/A	N/A	07/30/21	08/17/21	08/26/21
4.04	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
5.01	General Systems Design – Part 2	N/A	N/A	02/05/21	03/01/21	03/10/21
5.02	General Systems Design – Update 3	N/A	N/A	N/A	08/10/21	09/01/21
5.03	General Systems Design – Release 3.0	N/A	N/A	11/05/21	12/01/21	12/10/21
5.04	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
6.01	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
8.01	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
11.1	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
01.17	Work Plan Monthly Updates	On-track	FWP Approval 02/14/22
02.17	Monthly Status Reports	On-track	FWP Approval 02/14/22
04.04	Requirements Traceability Matrix: Update 4 – Following Final Acceptance	On-track	FDEL Approval 02/17/22

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	DWP Submission 02/09/22 FWP Submission 02/22/22
25.00	Monthly M&O Report – January 2022	On-track	DWP Submission 02/09/22 FWP Submission 02/22/22

Table 6.1-3 – Upcoming Work Product Deadlines

Work Product Status by Submission

	Complete	Coming Soon

ID	Work Product Name	DWP	FWP	Final Approval
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	02/09/22	02/22/22	03/01/22
25.00	Monthly M&O Report – January 2022	02/09/22	02/22/22	03/01/22
31.03	Monthly Security Monitoring Report (GCF) – December 2021	N/A	01/04/22	01/12/22
31.04	Monthly Security Monitoring Report (GCF) – January 2022	N/A	02/09/22	02/17/22

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	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	CDSS is responsible for the testing and validation of 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 R3 delivery.	Open	Medium	Medium	08/23/21

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

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

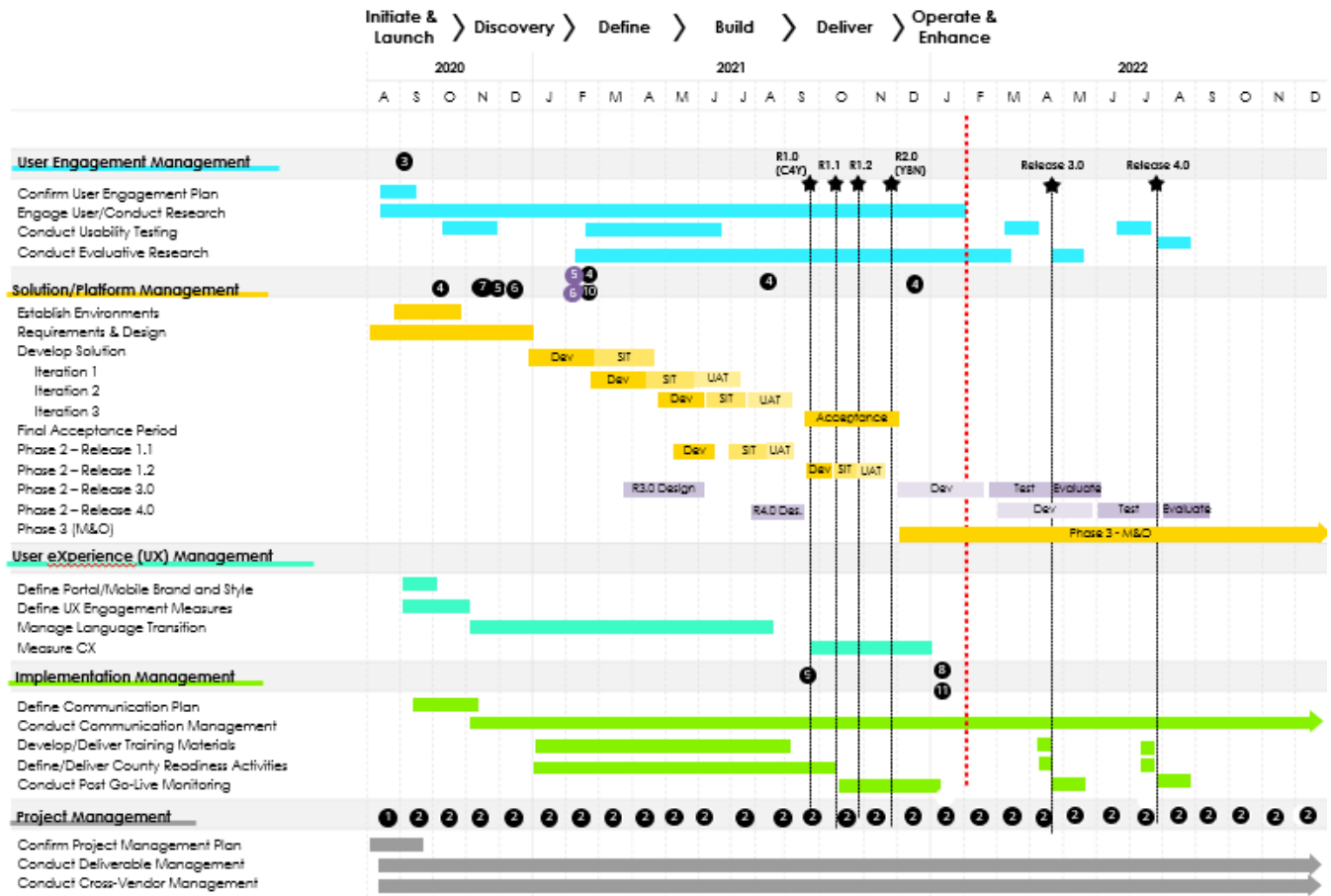| CRFI ID	To	Subject	Category	Distribution Date	Response Due Date
None					

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

Table 6.3-1 – Overdue Action Items