

CalSAWS BenefitsCal
(Portal/Mobile) Weekly
Status Report

Reporting Period: May 16, 2022 to May 22, 2022

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Los Angeles County Transition to BenefitsCal	<ul style="list-style-type: none"> Facilitated two (2) webinars for L.A. County CBOs on 05/16/22 and 05/17/22 with the L.A. County, Consortium, and Partner teams to address commonly asked questions.
Release: ARPA	<ul style="list-style-type: none"> Submitted the initial version of the design for Community Based Organization (CBO) Referral Code and Student-Based Applications. Conducted check-in session with CDSS for SAR 7 redesign
Collaboration Model	<ul style="list-style-type: none"> Received feedback for the draft charter for some of the members. Working with Consortium on next steps including review of the group process, the Charter, and the Enhancement List. Another communication has been sent to the Collaboration Model participants with a survey, to select the date/time for the June 2022 meeting
Language Validation Activities	<ul style="list-style-type: none"> Mien, Thai, and Ukrainian are on-schedule for the May maintenance release.
July Release (Release 4.0) – Development	<ul style="list-style-type: none"> System Test started for the Release 4.0 Two-Way Messaging functionality. Development started for Chatbot Voice Integration functionality planned for Release 4.0.
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 System Change Request (SCR) prioritization by CalSAWS (January 2023).

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2 Highlights of the Reporting Period

- ▶ **Deliverables and Work Products submitted:**
 - DWP 24.07: CX Monthly Report – April 2022 on 05/19/22.
 - DWP 25.03: Monthly M&O Report – April 2022 on 05/19/22.
- ▶ **Deliverables and Work Products comments worked:**
 - WP 24.07: CX Monthly Report – April 2022.
 - WP 25.03: Monthly M&O Report – April 2022.
 - WP 28.01: BenefitsCal Work Plan Monthly Updates – April 2022.
 - WP 29.01: BenefitsCal Monthly Status Report – April 2022.
- ▶ **Deliverable and Work Product submissions for next week:**
 - DDEL 08.01: Portal Implementation Complete Report & Final Acceptance – L.A. County on 05/27/22.

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- DDEL 11.01: Mobile App Implementation Complete Report – L.A. County on 05/27/22.

1.3 BenefitsCal Collaboration Model

- ▶ **Materials for Vendors** – another communication is sent to Collaboration Model participants with a survey, to select the date/time for the June 2022 meeting.

1.3.1 Activities for the Next Reporting Period – Collaboration Model

- ▶ **June Meeting:**
 - Working with Consortium on next steps including review of the group process, the Charter, and the Enhancement List.
 - Suggestions have been received from different members and we are taking these into consideration.

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

- ▶ **Designs**
 - Conducted a walkthrough session with the Deliverables reviewers for the 05.06: General Systems Design (GSD) – Release 4.1.5 Draft Deliverable (DDEL) for CBO Referral Code and Student-Based Applications on 05/19/22.
 - Submitted the 05.06: GSD – Release 4.1.5 DDEL for Student-Based Application and CBO Referral Code on 05/20/22

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ **Designs**
 - Address comments received for the 05.06: 05.06: GSD – Release 4.1.5 DDEL.
 - Conduct a Design Review with Advocates for the Release 4.1.5 Designs for Student-Based Application and CBO Referral Code on 05/25/22.
- ▶ **Requirements**
 - Attend Release of Information (ROI) form policy discussion held by the State on 05/24/22.
 - Conduct a Design Review with Advocates for the Release 4.1.5 Designs for Student-Based Application and CBO Referral Code on 05/25/22.

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 05/16/22.
- ▶ **Release 3.0 and 4.0 Usability Testing**
 - Conducted recruitment activities for Release 4.0 Usability Testing planned for the week of 05/16/22.
 - Conducted a usability test with one (1) customer on 05/19/22.

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- ▶ **BenefitsCal Student-Based Application** – Collaborated with the Design/Functional Team to write screen copy and help text for the student-based application screens for inclusion in the 05.06: GSD – Release 4.1.5 DDEL submission the week of 05/16/22.
- ▶ **L.A. County CBO Sessions** – Facilitated two (2) sessions with L.A. County CBOs to address questions related to the use of BenefitsCal on 05/16/22 and 05/17/22.
- ▶ **Work Product 24.07** – Responded to comments and submitted the 24.07: CX Monthly Report – April 2022 Final Work Product (FWP) for approval.
- ▶ **Advocate Engagement** – Collaborated with the Design/Functional Team to prepare materials for the Advocate Community review of Release 4.1.5 Designs on 05/25/22.

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 05/23/22.
- ▶ **Work Product 24.07** – Respond to comments and submit the 24.07: CX Monthly Report – April 2022 Final Work Product (FWP) for approval by 05/19/22.
- ▶ **Release 3.0 and 4.0 Usability Testing**
 - Continue recruitment for Release 3.0 and 4.0 usability testing. Recruitment is a risk to completion of Usability Testing as customers are not responding to requests to participate.
 - Conduct usability testing for Release 4.0 Two-Way Messaging functionality during the week of 05/23/22.
- ▶ **Advocate Engagement** – Prepare materials for and facilitate the UCD Monthly Meeting on 05/25/22.

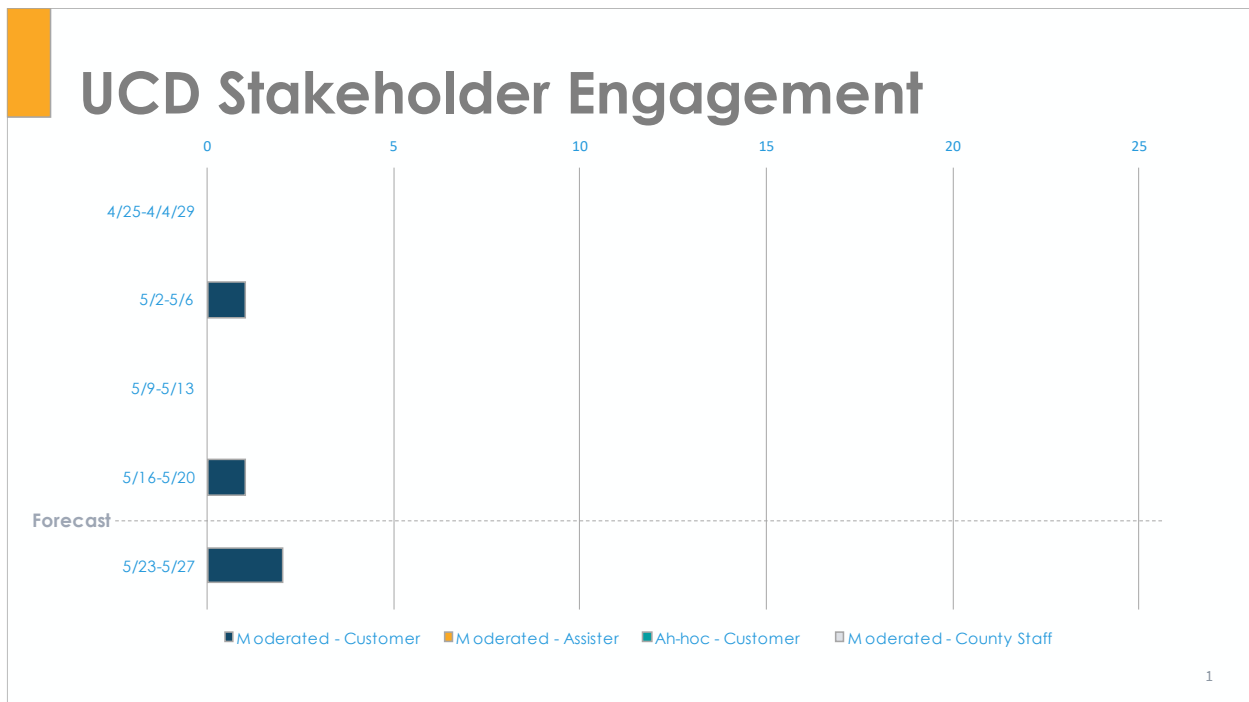


Figure 2.1-1 – UCD Stakeholder Engagement

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CR ID	Request	Due Date	Date Needed	Status
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 05/20/22	Actual for Week Ending 05/20/22	Total Planned for the Release	Comments
3.1	2	2	3	None.
4.0	0	0	6	Requirements for CSPM-42175, CSPM-32148, and BCUAT-2498 are awaited.

Table 2.2-1– Enhancement Actuals for Reporting Period

Release 3.1

- ▶ **System Test Support** – Provided System Test support for multi-lingual testing for three (3) new languages (Mien, Thai, and Ukrainian).

Release 4.0

- ▶ **Development Integration Testing (DIT)** – Received the CalSAWS API endpoint on 05/13/22. Closed DIT widget (CSPM-54146) for the CalSAWS Outbound Messaging API end-to-end testing with API endpoint and delivered to System Test Cycle 1 on 05/18/22.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 05/27/22	Total Planned for the Release	Total Completed for the Release	Comments
3.1	0	3	3	None.
4.0	0	6	3	Requirements for CSPM-42175, CSPM-32148 and BCUAT-2498 are awaited.

Table 2.2-2 – Planned Enhancement Work

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Release 3.1

- ▶ **Production Deployment** – Provide UAT and Production Stage Test support and deploy Release 3.1 to production on 05/26/22.

Release 4.0

- ▶ **Widget Development** – Develop one (1) widget for Chatbot Voice Integration and deliver to System Test by 05/31/22.
- ▶ **System Test Support** – Provide System Test support for Cycle 1 System test for Two-way Messaging functionality.

2.2.3 Burndown

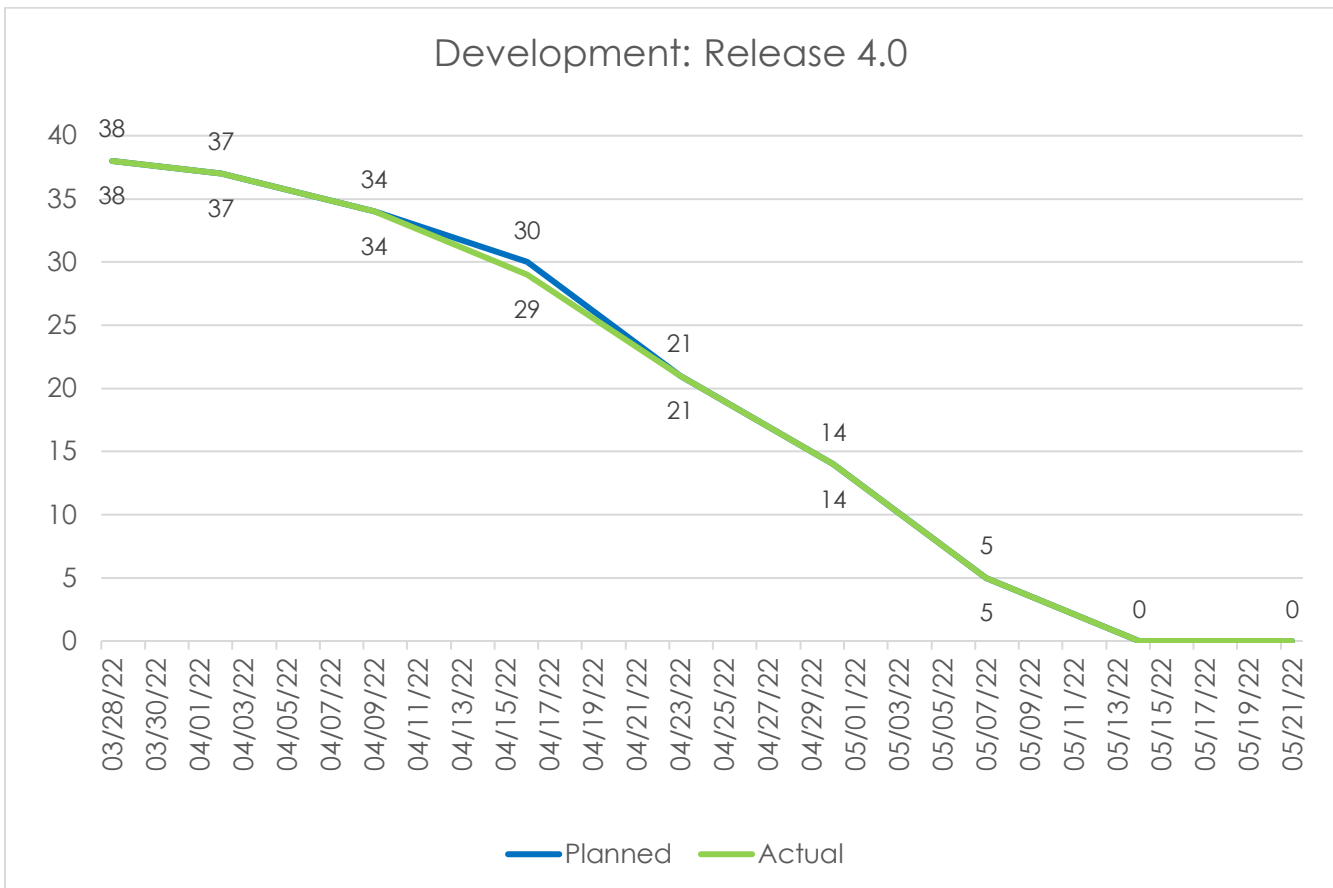


Figure 2.2-1 – Development: Release 4.0 Burndown

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 Release 3.1 defects, enhancements, and smoke and regression testing.
- ▶ **Partner Integration Calls** – Conducted daily Partner Integration calls and triaged cross-partner defects.
- ▶ **Non-Functional Test Cases Release 3.1** – Executed 2550 Release 3.1 languages (Thai, Ukrainian, and Mein) tests (2532 passed).

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► **Functional Test Cases Release 4.0**

- Test scenarios for Release 4.0 functionalities has been reviewed by QA team and addressed all comments.
- Functional test execution has been started. Executed 37 functional tests (30 passed).

► **Non-Functional Test Cases for Release 4.0** – Execution started for Release 4.0 Cross-Browser, Cross-Device, ADA, and Multi-Language. Executed 95 non-functional tests (78 passed).

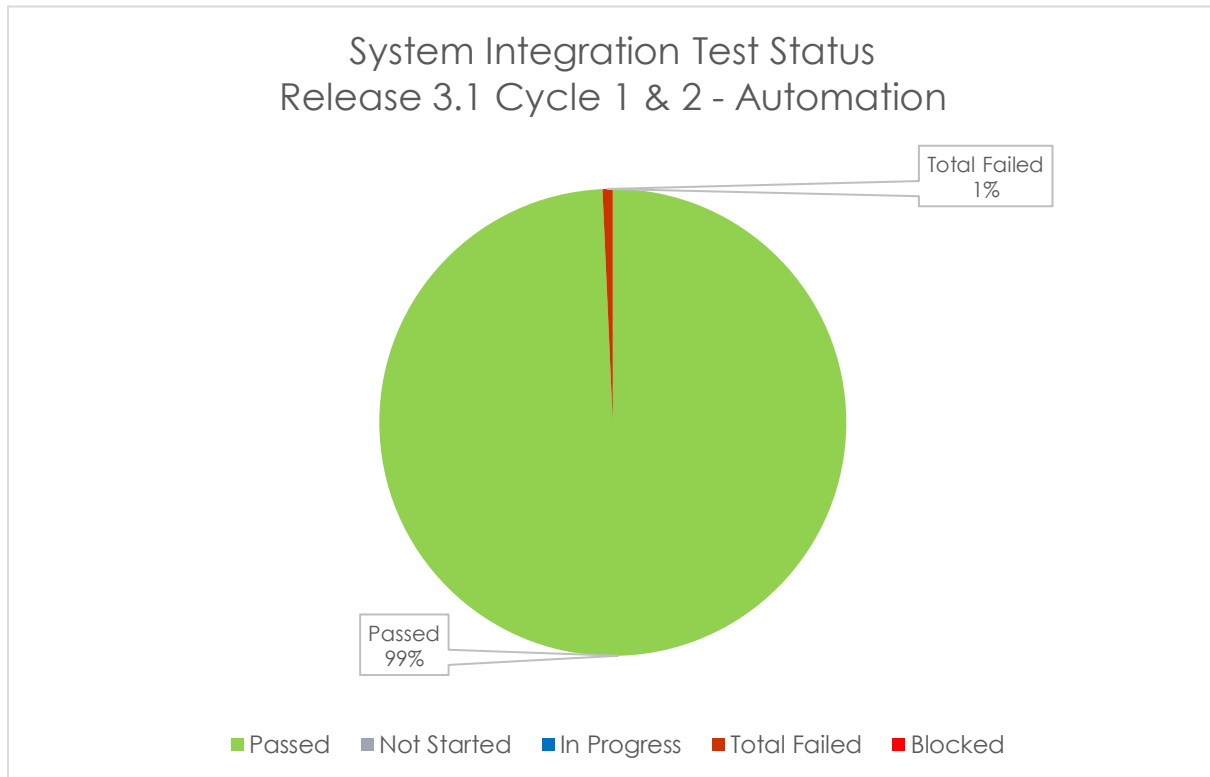


Figure 2.3-1 – System Test Execution Status (Non-Functional): Release 3.1

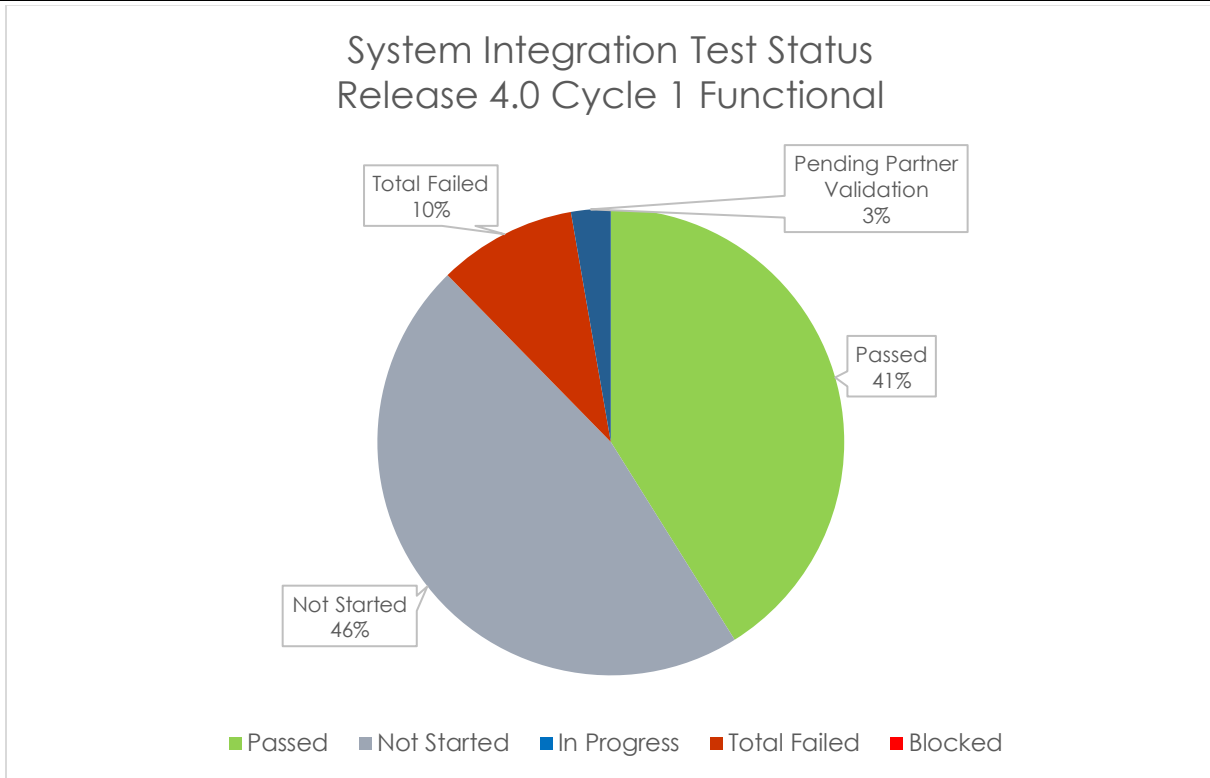


Figure 2.3-2 – System Test Execution Status (Functional): Release 4.0

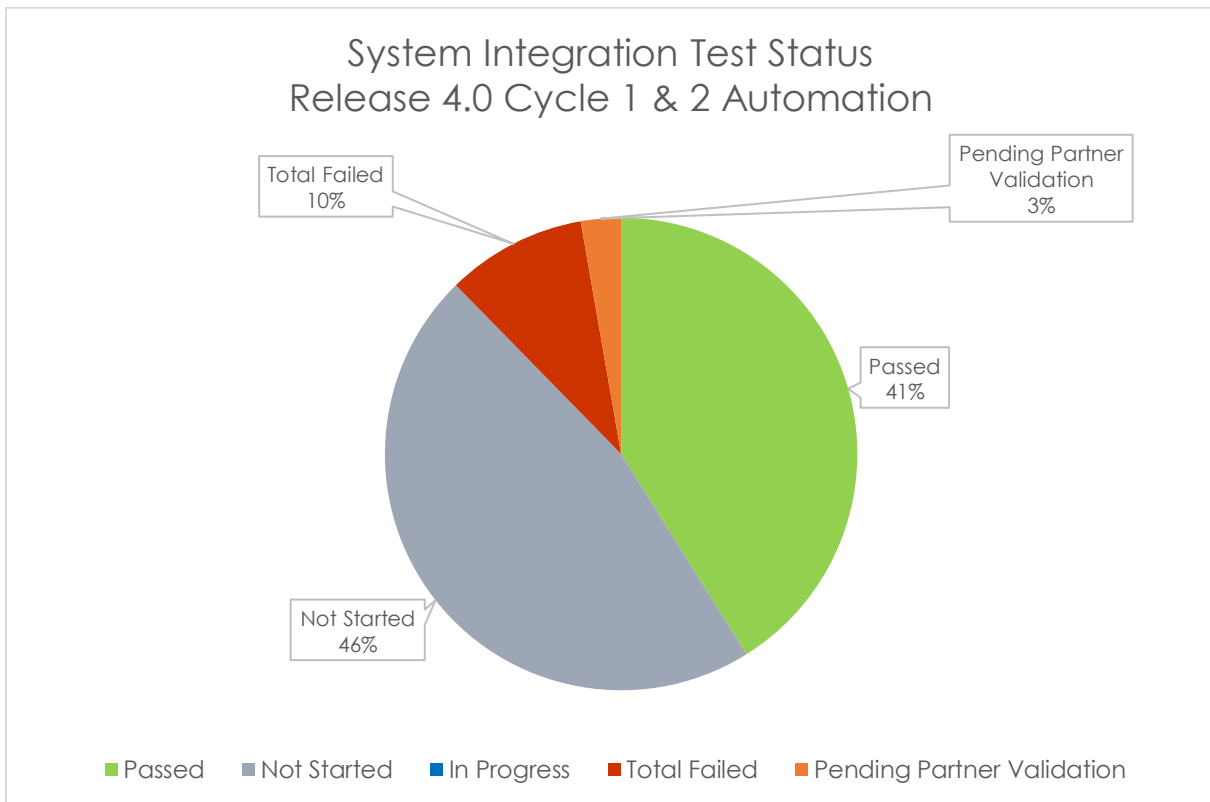


Figure 2.3-3 – System Test Execution Status (Automation): Release 4.0

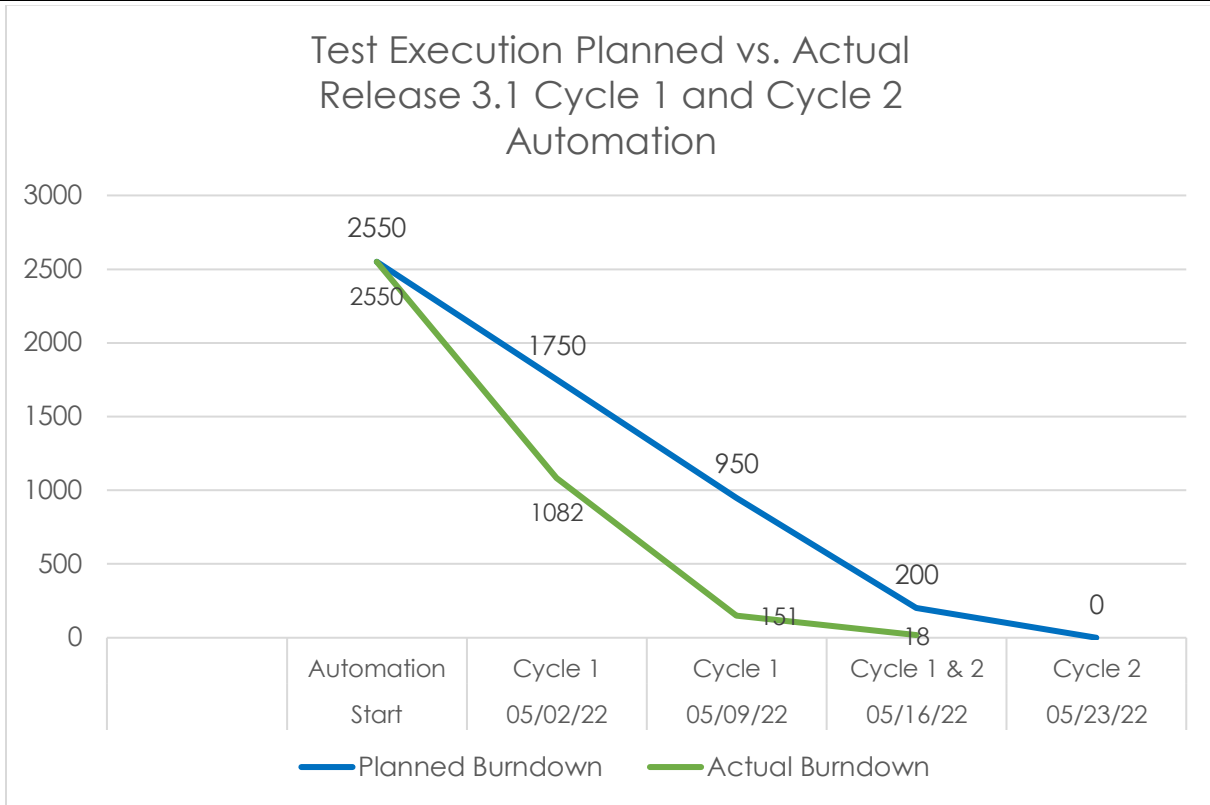


Figure 2.3-4 – Execution Burndown Chart (Automation): Release 3.1

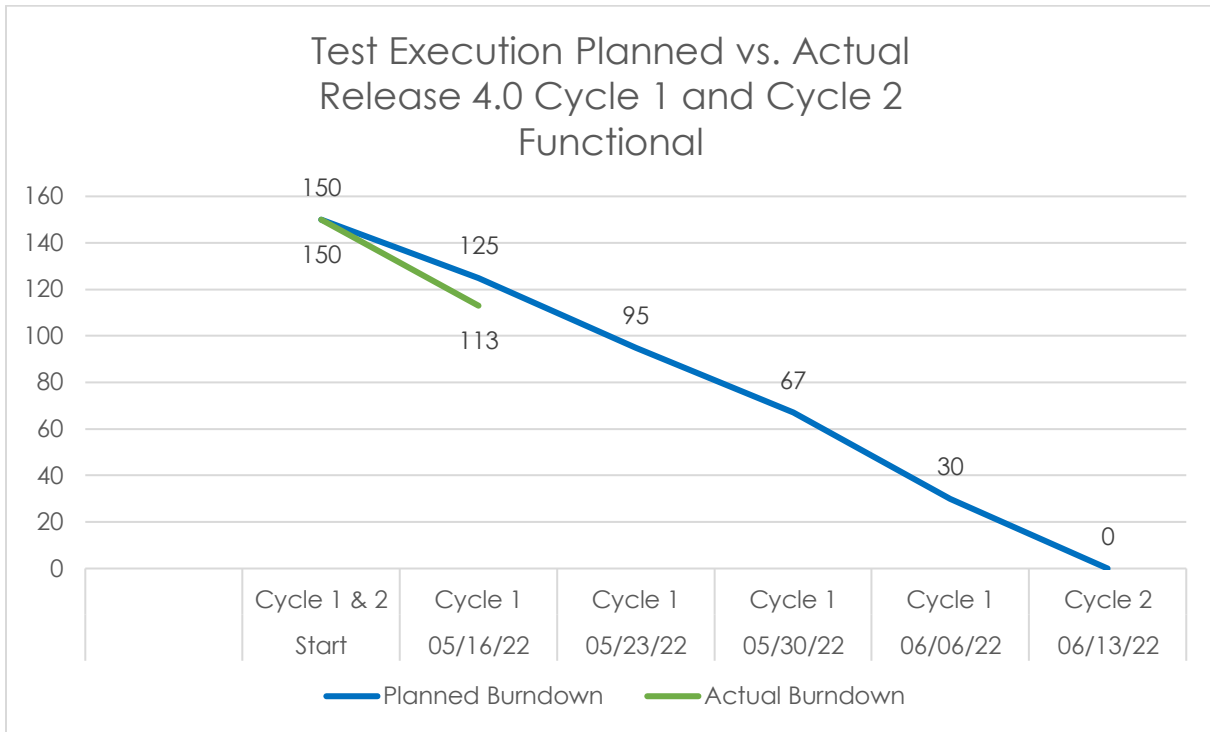


Figure 2.3-5 – Execution Burndown Chart (Functional): Release 4.0

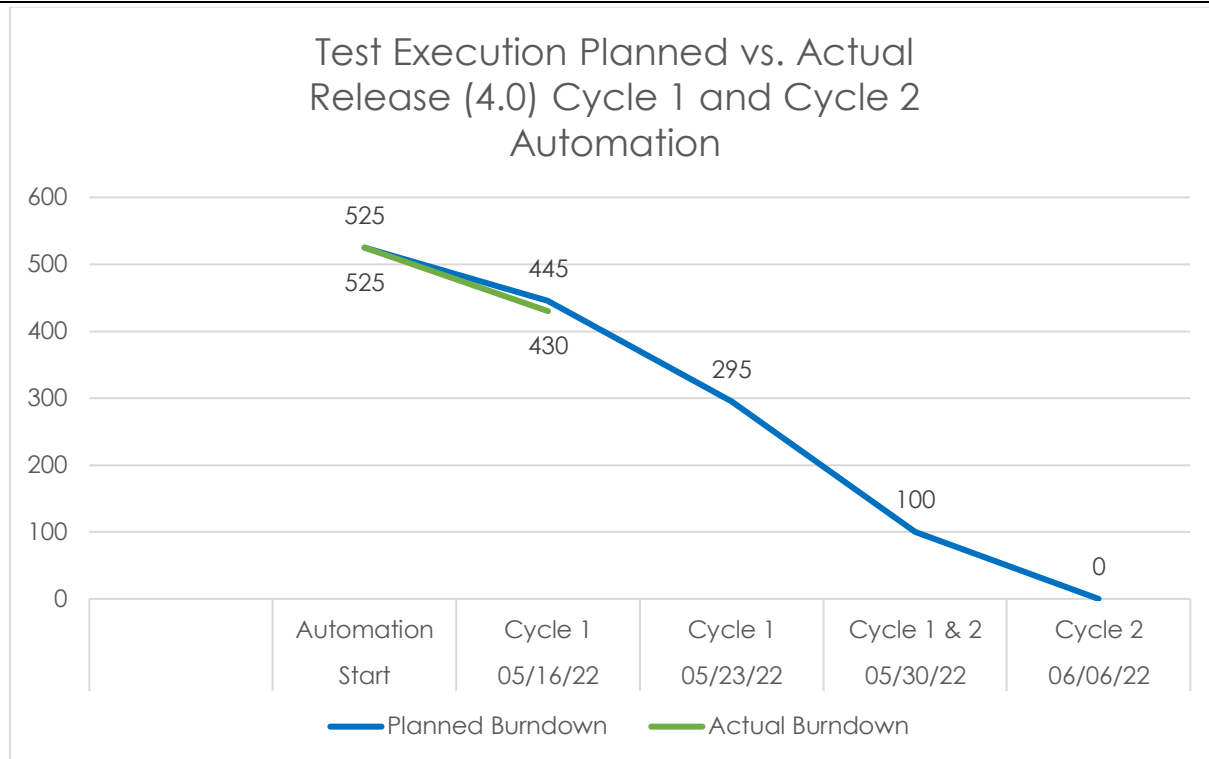


Figure 2.3-6 – Execution Burndown Chart (Automation): Release 4.0

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** – Continue to execute automated scripts for Release 3.1 languages (Thai, Ukrainian, and Mein) and wrap up defect retest.
- ▶ **Release 4.0** – Continue to execute Functional and Non-Functional test cases

2.3.3 User Acceptance Test (UAT) Planning

2.3.4 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ Provided Demo to UAT team on Release 4.0 functionalities.

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** –
 - Executed one (1) round of Mobius scripts (2) in the UAT2 environment for Non-L.A. County data/SAR 7 PDF file and observed no anomalies from a performance standpoint.
- ▶ **Release 3.1 performance testing activities**

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- Executed 2 rounds of Release 3.1 codebase performance tests

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ **Mobius Implementation Release** – Execute another round of Mobius scripts performance test in UAT2 environment, because the UAT2 environment was not available (due to Data Refresh for CalWIN masked dataset activity) with the L.A. County SAR 7 PDF file included in the mix.
- ▶ **Release 4.0 BenefitsCal** – Plan and prepare for the Release 4.0 BenefitsCal performance testing activities.
- ▶ **Release 1.0, 2.0 and 3.0** – Execute all 39 scripts (Release 1.0, 2.0, and 3.0) including Create Account, Password reset and IRT scenario (with FIS data setup completed) at 66% L.A. County volume and share the results.

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	100% 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:**
 - Provided support to the CalWIN ISS team for the upcoming CalWIN conversion.
 - Met with the CalSAWS Conversion and Gainwell teams on 05/19/22 to walk through the CalWIN User Conversion activities and align on the tasks and timeline.
- ▶ **YBN CBO User Load:**
 - Continued to support the Counties, the Consortium, and ForgeRock teams to assist with various CBO Conversion resolution activities following the L.A. County Go-Live.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- ▶ **Perform CBO User Data Validation** – Identify Points of Contact (POCs) for the rest of the CalWIN Counties to perform CBO user data validation.
- ▶ **CalWIN Conversion Support** – Conduct a follow-up meeting with the CalWIN CBO User Conversion activities review to address updates.

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 05/20/22.

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 Amazon Web Services Single Sign-On (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

- ▶ Another communication is sent to the Collaboration Model participants with a survey to select the date/time for the June 2022 meeting.

5.2 Activities for the Next Reporting Period

- ▶ No activities planned for the next reporting period.

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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
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
04.05	Requirements Traceability Matrix – Update for Release 4.0	N/A	N/A	02/28/22	03/21/22	03/30/22
04.06	Requirements Traceability Matrix – Update for Release 4.0 Part II	N/A	N/A	N/A	04/21/22	05/05/22
04.07	Requirements Traceability Matrix – Update for Release 4.1.5	N/A	N/A	05/20/22	06/17/22	06/27/22
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
05.05	General Systems Design – Release 4.0 Part II	N/A	N/A	N/A	04/21/22	05/05/22
05.06	General Systems Design – Release 4.1.5	N/A	N/A	05/20/22	06/17/22	06/27/22
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

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
05.06	General Systems Design – Release 4.1.5	On track	DDEL submission 05/20/22
04.07	Requirements Traceability Matrix – Release 4.1.5 (as part of 05.06)	On track	DDEL submission 05/20/22

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	
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
24.07	CX Monthly Report – April 2022	On-Track	FWP Submitted 05/19/22 FWP approval 05/26/22
25.03	Monthly M&O Report – April 2022	On-Track	FWP Submitted 05/19/22 FWP approval 05/26/22

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	COVID continues to impact the offshore team for BenefitsCal, although the impact is less severe than the	Open	Low	Low	05/04/21

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ID	Title	Details	Status	Impact	Probability	Date Logged
	and test team staffing	initial surge in cases. The risk will remain open to continue to monitor the situation.				
246	Perceived Gap in Functionality	<p>Perceived gap in functionality with GetCalFresh may impact adoption and migration schedule of BenefitsCal (Risk 246).</p> <p>Received the list of gap items from GCF and pending analysis and prioritization with Consortium and CFA teams</p>	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> <p>Three (3) languages out of eight (8) require re-translation. Language translation vendor completed Mien translation on 04/04/22. Ukrainian and Thai translations completed on 04/12/22. Given the timeline and status, these 3 languages will be delivered to Production in May 2022 instead of April 2022. These Three (3) languages are also on-schedule.</p> <p>Five (5) languages deployed to production on 4/24 as planned (R3.0 in April 2022)</p>	Open	Medium	Medium	08/10/21

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
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
22-042	Consortium Regional Managers	CalWIN Counties BenefitsCal Options	Opt-In/Out	05/17/22	05/27/22

Table 6.2-3 – CRFIs

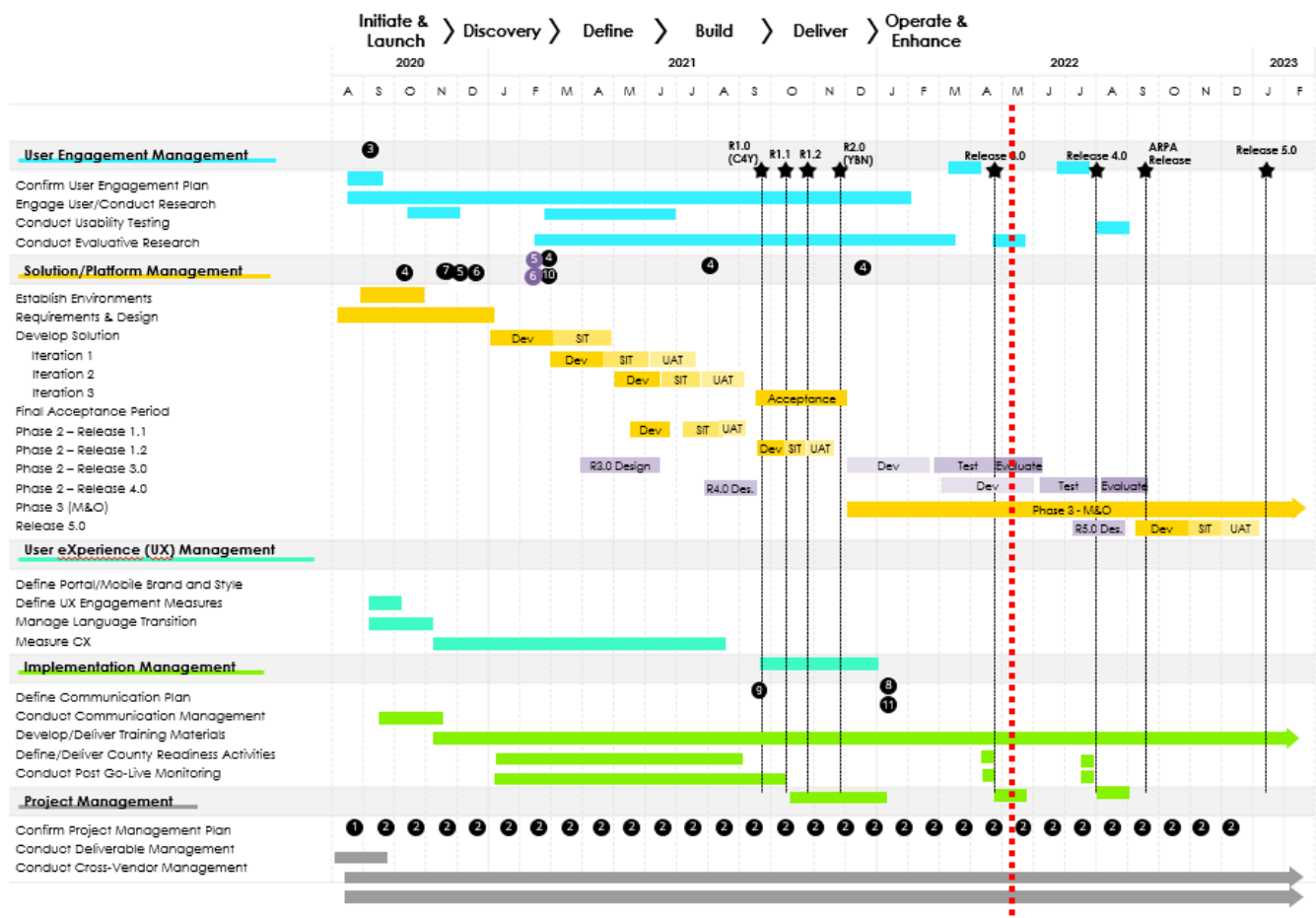
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 25, 2022

Period: May 16, 2022 to May 22, 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.

ID	Description	Owner	Due Date
CSPM-42421	OBC Medicaid Audit Support	Jerald Nielson	05/20/22

Table 6.3-1 – Overdue Action Items