

CalSAWS BenefitsCal
(Portal/Mobile) Weekly
Status Report

Reporting Period: June 14, 2022 to June 19, 2022

Table of Contents

1.0	Project Management	4
1.1	Executive Summary.....	4
1.2	Highlights of the Reporting Period.....	4
1.3	BenefitsCal Collaboration Model.....	5
1.3.1	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
2.1.3	Highlights of the Reporting Period – User Centered Design (UCD).....	6
2.1.4	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.....	8
2.2.3	Burndown.....	9
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.....	13
2.3.3	User Acceptance Test (UAT) Planning	13
2.3.4	Highlights of the Reporting Period – User Acceptance Test Planning	13
2.3.5	Activities for the Next Reporting Period – User Acceptance Test Planning.....	13
3.0	Performance Test.....	13
3.1	Highlights of the Reporting Period – Performance Test.....	13
3.2	Activities for the Next Reporting Period – Performance Test	13
4.0	Security	14
4.1	User Conversion	14
4.1.1	Highlights of the Reporting Period – User Conversion Testing.....	14
4.1.2	Activities for the Next Reporting Period – User Conversion Testing	14
4.2	Security	14
4.2.1	Highlights of the Reporting Period – Security	14
4.2.2	Activities for the Next Reporting Period – Security.....	14
5.0	Communications	14
5.1	Highlights of the Reporting Period.....	14
5.2	Activities for the Next Reporting Period	14
6.0	Appendices.....	15
6.1	Appendix A – Deliverable Summary.....	15

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, June 22, 2022

Period: June 14, 2022 to June 19, 2022

6.2	Appendix B – Risks and Issues Summary.....	17
6.3	Appendix C – Project Work Plan Reports.....	20

1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Release: ARPA (September 2022)	<ul style="list-style-type: none"> Submitted the final version of the Release 4.1.5 Designs for Student-Based Application and CBO Referral Code Development is in-progress an on schedule
July Release (Release 4.0) – Development	<ul style="list-style-type: none"> System Test for the Release 4.0 Two-Way Messaging and Chatbot Voice Integration functionality is in progress with 90% pass rate and planned to be completed by 6/24. Continued to provide independent testing support
Collaboration Model	<ul style="list-style-type: none"> Facilitated the Collaboration Model meeting on 6/17, walked through the charter updates and discussed the items for next meeting
June JPA Meeting	<ul style="list-style-type: none"> Continued to work on the materials in coordination with Consortium
Screenshare Enhancement	<ul style="list-style-type: none"> A follow-up executive huddle conducted with Consortium leadership on Screenshare functionality held on 6/13. Direction is given to proceed forward with the effort, based on the timeline to be determined by partner teams (based on the provided level of efforts).
CalWIN Wave 1 Support	<ul style="list-style-type: none"> Facilitated a demo of BenefitsCal Options to CalWIN Counties on 06/06/22. The Consortium is reviewing the CalWIN Wave 1 Support SCR.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2 Highlights of the Reporting Period

► **Deliverables and Work Products submitted:**

- FDEL 05.06: Portal General Systems Design - Release 4.1.5 on 06/17/22.

► **Deliverable and Work Product submissions for next week:**

- FDEL 11.01: Mobile App Implementation Complete Report – L.A. County on 06/20/22.
- FDEL 08.01: Portal Implementation Complete Report & Final Acceptance – L.A. County on 06/20/22.
- FDEL 09.01: Maintenance and Operations (M&O) Plan – L.A. County on 06/20/22.
- FWP 24.08: CX Monthly Report – May 2022 on 06/17/22.
- FWP 25.04: Monthly M&O Report – May 2022 on 06/17/22.

1.3 BenefitsCal Collaboration Model

- ▶ **June Meeting** – June meeting is facilitated on 6/17 with participation from all the CM stakeholders.

1.3.1 Activities for the Next Reporting Period – Collaboration Model

- ▶ **Next Meeting** – Continue working with the Consortium on next steps including an Adhoc meeting in July, review of the group process, the Charter, and the Enhancement List.

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 joint meeting to confirm environments for all UAT activities for Release 4.0, Release 4.1.5, and CalWIN Process Simulation testing on 06/14/22.
- Participated in an internal Design Discussion with CalSAWS for Email verification for e-Notification Opt In feature on 06/16/22.
- Continued to address comments received for the 05.06: General System Design (GSD) – Release 4.1.5 Draft Deliverable (DDEL), 04.07 Requirements Traceability Matrix (RTM) DDEL, and the draft 19.1 High-Fidelity Visual Compos Work Product.
- Submitted the 05.06: General System Design (GSD) – Release 4.1.5 Draft Deliverable (DDEL), 04.07 Requirements Traceability Matrix (RTM) DDEL, and the draft 19.1 High-Fidelity Visual Compos Work Product on 06/15/22.
- Participated in the BenefitsCal Collaboration model meeting on 06/17/22.
- Met with Consortium and CDSS to discuss the Code for America the list of proposed enhancements on 06/17/22.
- Reviewed comments received from the Advocate and CBO Community in the Release 4.1.5 Design Review Comment Log.
- Addressed functional queries from Dev and SIT teams on Release 4.0 and Release 4.1.5 functionalities.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

▶ Designs

- Monitor and address comments received for the 05.06: General System Design (GSD) – Release 4.1.5 Final Deliverable (FDEL), 04.07 Requirements Traceability Matrix (RTM) FDEL, and the final 19.1 High-Fidelity Visual Compos Work Product.
- Continue to review comments received from the Advocate and CBO Community in the Release 4.1.5 Design Review Comment Log.
- Meet with CalSAWS and Consortium to discuss Release 5.0 Support Requests BenefitsCal requirements on 06/21/22.
- Meet with CalSAWS and Consortium to discuss Release 5.0 Timeclock BenefitsCal requirements on 06/22/22.
- Continue to address functional queries from Dev and SIT teams on Release 4.0 and Release 4.1.5 functionalities.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, June 22, 2022

Period: June 14, 2022 to June 19, 2022

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 06/13/22.
- ▶ **JPA Conference** – Recruited one (1) CBO Assister to be a panelist for a JPA Conference breakout session on 06/24/22.
- ▶ **Advocate Engagement** – Began integrating Advocate feedback on Release 4.1.5 screen copy by 06/24/22.
- ▶ **Work Product 24.08** – Responded to comments on the 24.08: CX Monthly Report – May 2022 Draft Work Product (DWP) for submission on 06/17/22.
- ▶ **Customer Marketing** - Collaborated with the Marketing Team to brainstorm a marketing draft strategy that is informed by Customer Experience Metrics by 06/17/22.

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 06/20/22.
- ▶ **Work Product 24.08** – Respond to comments on the 24.08: CX Monthly Report – May 2022 Final Work Product (FWP) for submission on 06/24/22.
- ▶ **UCD Research** – Facilitate two (2) focus groups with county workers better understand current county business process related to Release of Information the week of 06/20/22.
- ▶ **Advocate Engagement** – Complete integrating Advocate feedback on Release 4.1.5 screen copy by 06/24/22.
- ▶ **JPA Conference**
 - Facilitate a dry run meeting with panelist to prepare for the JPA Conference breakout session on 06/24/22.
 - Meet with a customer and a CBO Assister to record testimonials to share in the breakout session.
 - Finalize materials for the breakout session.
 - Co-present content in the breakout session.

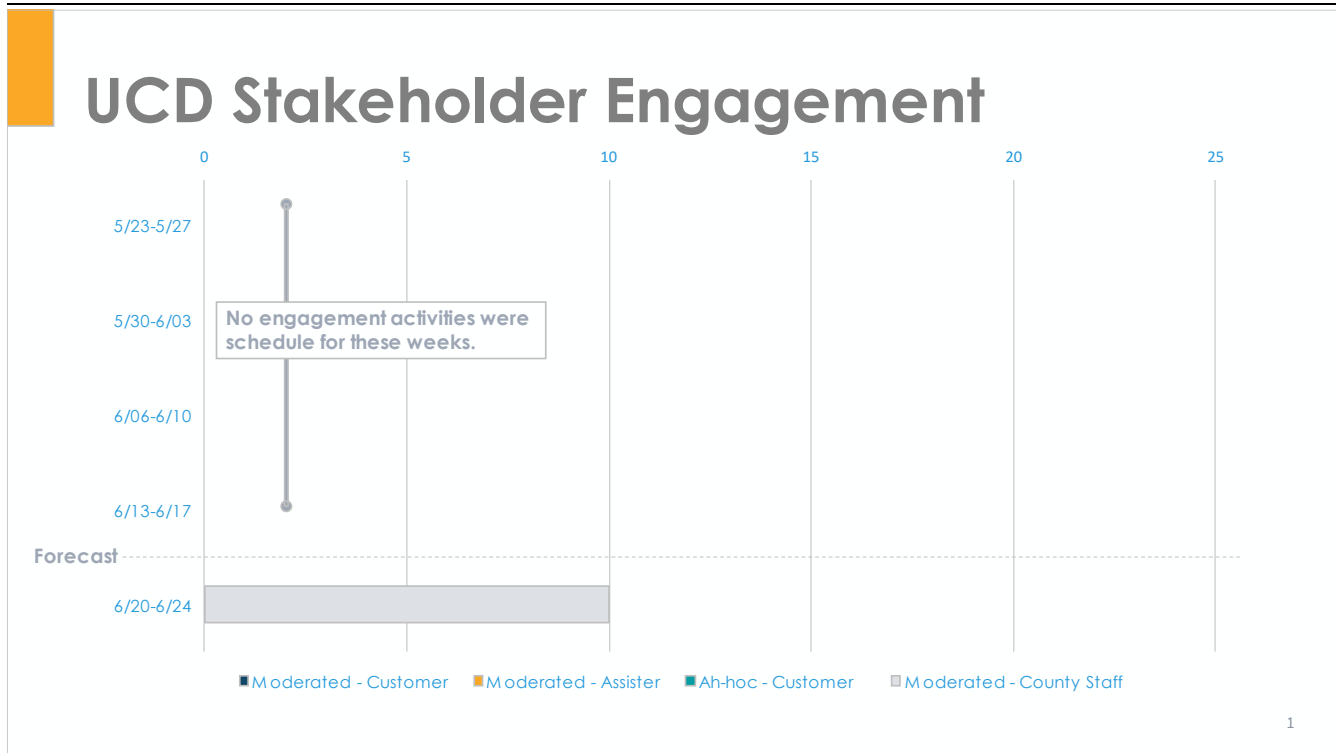


Figure 2.1-1 – UCD Stakeholder Engagement

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 06/17/22	Actual for Week Ending 06/17/22	Total Planned for the Release	Comments
3.2	3	3	4	
4.0	0	0	4	CSPM-42175 has been moved out of the release.

Table 2.2-1– Enhancement Actuals for Reporting Period

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, June 22, 2022

Period: June 14, 2022 to June 19, 2022

Release 4.0

- ▶ **Widget Development** – Developed one (1) widget for Chatbot Voice Integration for one language (Portuguese) and deliver to System Test on 06/17/22.
- ▶ **System Test Support** – Provided System Test support for Cycle 2 for Two-way Messaging functionality and Chatbot Voice Integration.
- ▶ **Independent UAT Test Support** - Provided Independent UAT Test support for Two-way Messaging functionality.
- ▶ **Retry Mechanism** – Completed implementation of retry mechanism for Two-Way Messaging on API calls failure to accommodate error statistics and tracking on 06/17/22 and delivered to SIT test on 06/20/22.

Release 4.1.5

- ▶ **Widget Development** – Developed sixteen (16) widgets for the Student Based Application and CBO Campaign referrals modules.
- ▶ **Pre-SIT Delivery** – Completed and delivered Student Homepage, Help FAQ, Your Information, People, CBO Referral Creation, CBO Dashboard for CBO Manager & Assistor modules to Pre-SIT (System Test) Cycle-0.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 06/17/22	Total Planned for the Release	Total Completed for the Release	Comments
4.1.5	0	1	0	CSPM-50517 requirements and approvals are awaited.

Table 2.2-2 – Planned Enhancement Work

Release 4.0

- ▶ **POC** – Complete analysis and POC for accepting special characters of remaining three (3) languages (Japanese, Korean, and Chinese) for voice integration in Chatbot and deliver to System Test by 06/24/22.
- ▶ **System Test Support** – Provide System Test support for Cycle 2 for Two-way Messaging functionality and Chatbot Voice integration.
- ▶ **Independent UAT Test Support** - Provide Independent UAT Test support for Two-way Messaging functionality and Chatbot Voice Integration.
- ▶ **Consortium UAT Test Support** - Provide Consortium UAT Test support for Two-way Messaging functionality and Chatbot Voice Integration.

Release 4.1.5

- ▶ **Widget Development** – Develop thirteen (13) widgets for the Student Based Application and CBO Campaign Referrals modules.
- ▶ **Pre-SIT Support** – Provide Pre-SIT (System Test) Cycle-0 support for the Student Based Application and CBO Campaign Referrals modules.

2.2.3 Burndown

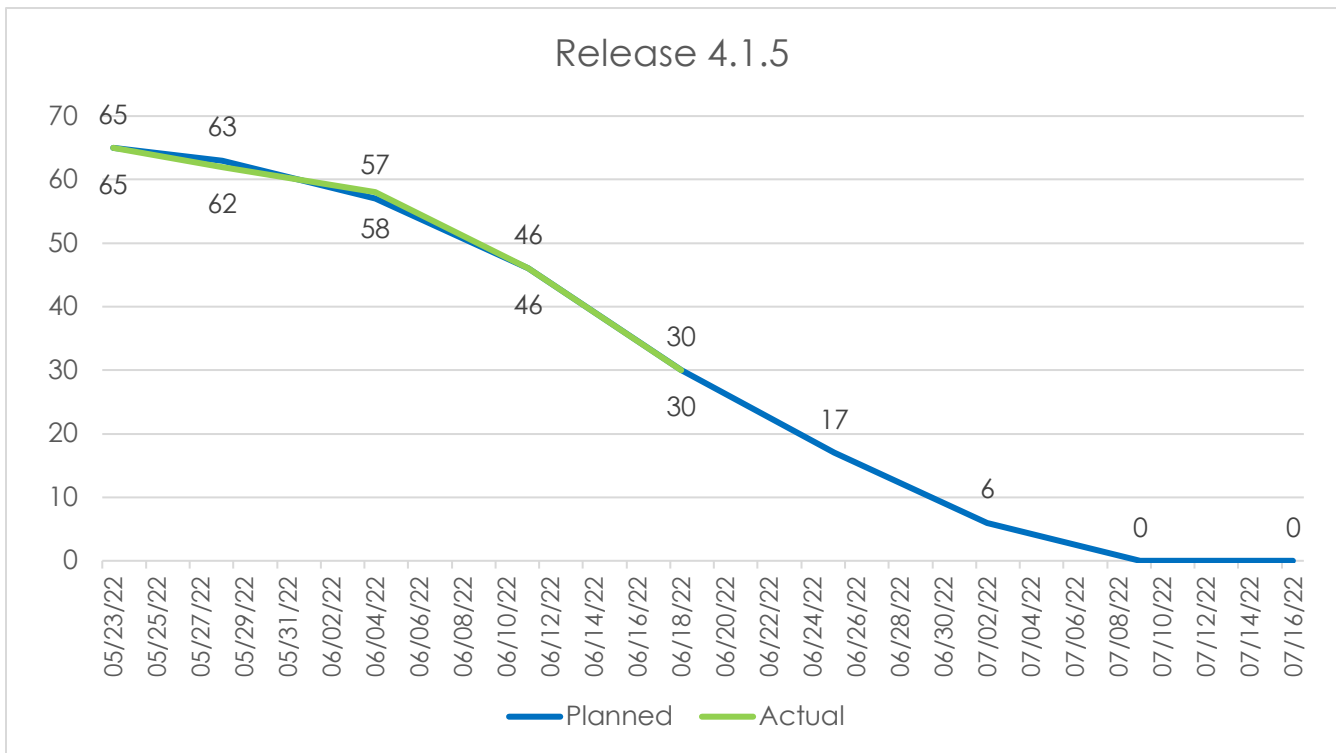


Figure 2.2-1 – Development: Release 4.1.5 Burndown

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- ▶ **Testing Support** – Provided testing support for Maintenance and Operations (M&O) monthly Release 3.2 defects, enhancements, and smoke and regression testing.
- ▶ **Partner Integration Calls** – Conducted daily Partner Integration calls to triage cross-partner defects for the Release 4.0 Two-Way Messaging functionality.
- ▶ **Functional Test Cases Release 4.0** –
 - **Cycle 1:** 109 out of 115 test cases have been executed with 97% pass of execution rate.
 - **Cycle 2:** 30 out of 40 test cases have been executed with 97% pass of execution rate.
- ▶ **Non-Functional Test Cases for Release 4.0** –
 - **Cycle 1:** Executed 420 out of 420 test cases for non-functional tests with 93% pass of executed rate for Release 4.0 Cross-Browser, Cross-Device, ADA, and Multi-Language.
 - **Cycle 2:** Executed 79 out of 105 test cases for non-functional tests with 100% pass of executed rate for Release 4.0 Cross-Browser, Cross-Device, ADA, and Multi-Language.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, June 22, 2022

Period: June 14, 2022 to June 19, 2022

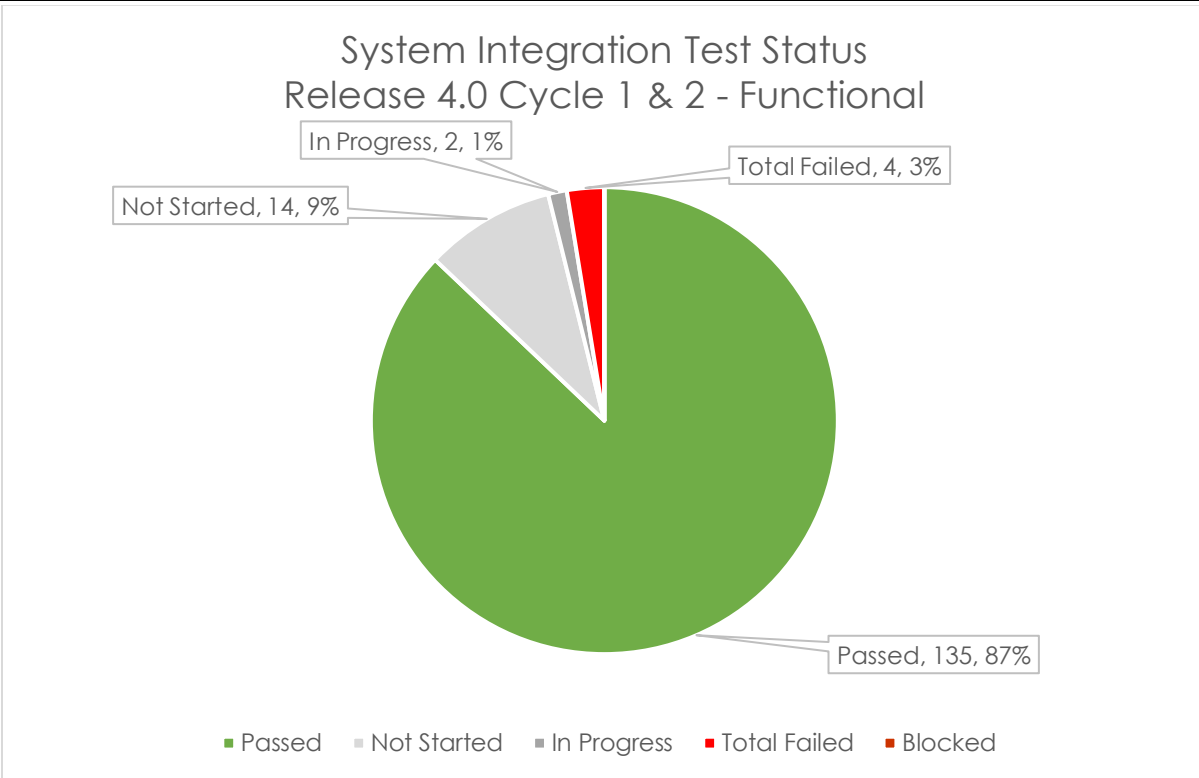


Figure 2.3-1 – System Test Execution Status (Functional): Release 4.0

System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned* (+/- from previous week)	84%	84%	130 Test Cases
Actual (+/- from previous week)	90%	90%	139 Test Cases
<i>System Test Complete Date: 06/24/22</i>			

Figure 2.3-2 – Pass Rate (Functional): Release 4.0

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, June 22, 2022

Period: June 14, 2022 to June 19, 2022

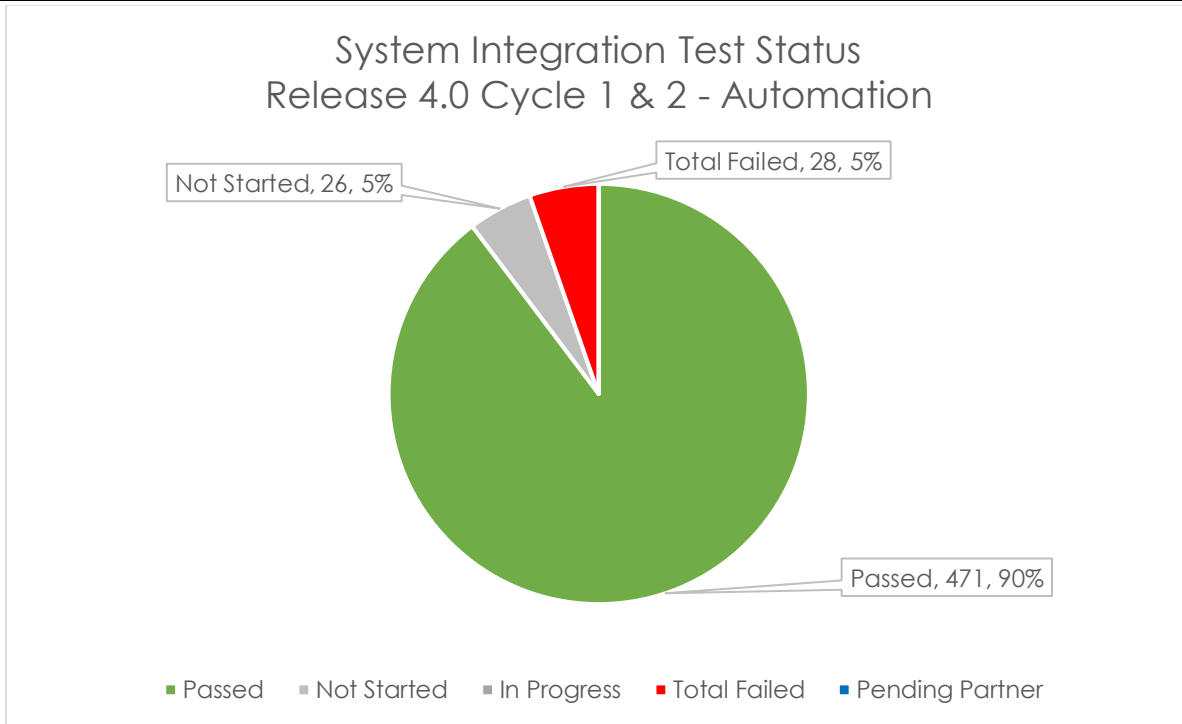
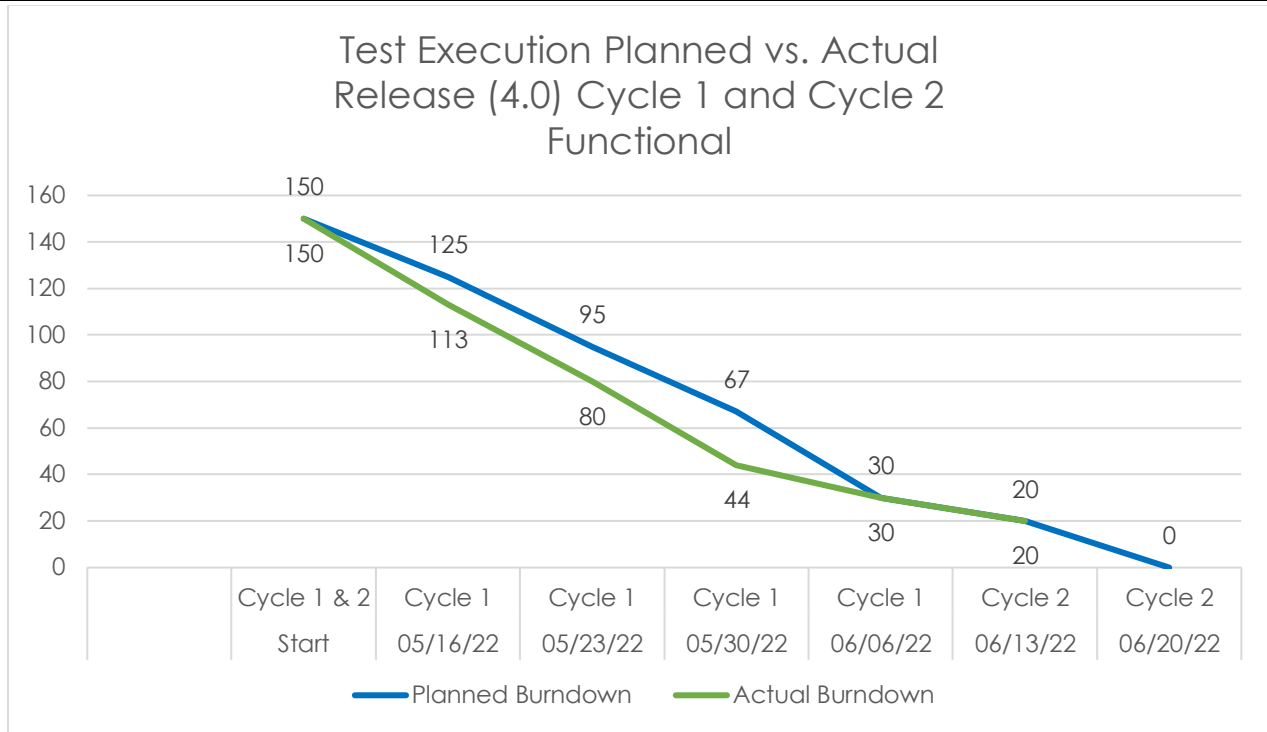


Figure 2.3-3 – System Test Execution Status (Automation): Release 4.0

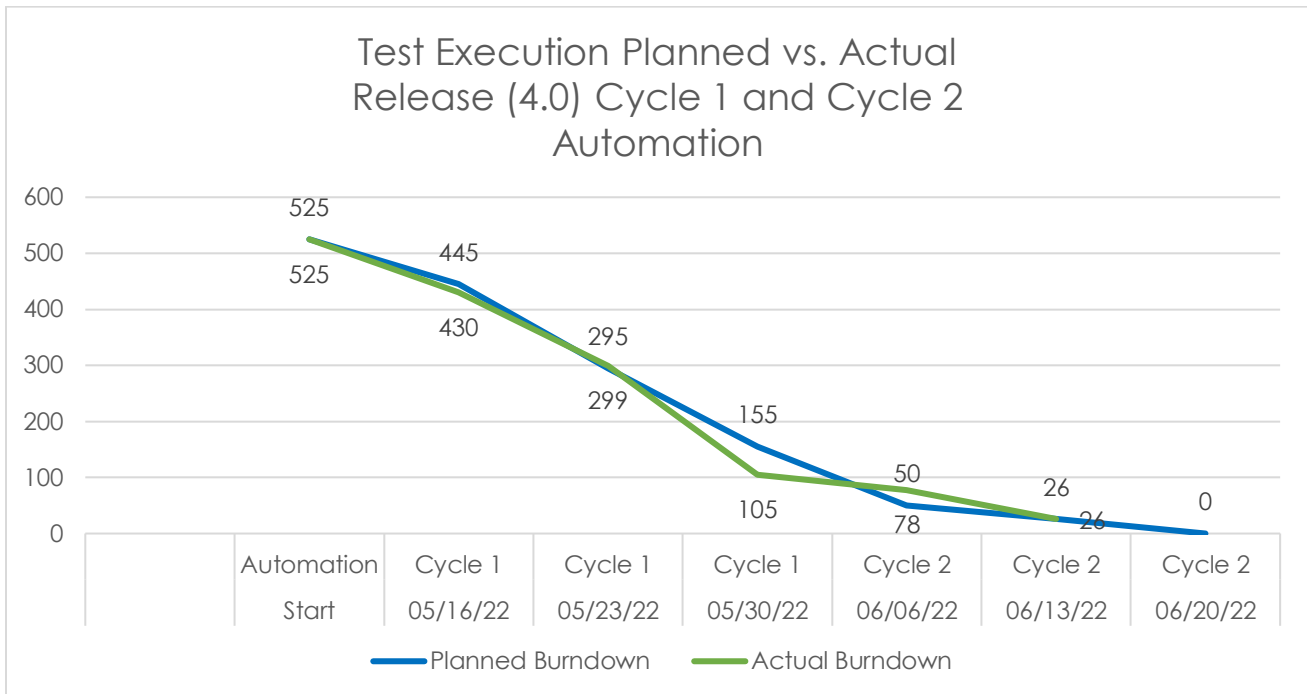
System Test Executed Pass Rate (of executed)	All	Excl Sev-4	Test Case Execution
Planned* (+/- from previous week)	90%	90%	473 Test Cases
Actual (+/- from previous week)	95%	95%	499 Test Cases
<i>System Test Complete Date: 06/24/22</i>			

Figure 2.3-4 – Pass Rate (Automation): Release 4.0



- Chatbot has been delivered in English and Spanish but due to technical issue and third-party dependency, development of additional languages of Chatbot has been deferred for a week. Hence, extended timeline for a week

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



Chatbot has been delivered in English and Spanish but due to technical issue and third-party dependency development of additional languages of Chatbot has been deferred for a week. Hence, extended timeline for a week.

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 monthly release defects, enhancements, and smoke/regression testing.
- ▶ **Partner Integration Items** – Continue to coordinate in daily partner integration items.
- ▶ **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

- ▶ **Test Support** – Supported Test Creation and upload for UAT team.

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

- ▶ **Test Support** – Continue to support UAT (the planned UAT execution start date is 06/17/22) and Independent Testing team.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ **Release 4.0 performance testing activities** – Team executed 2 rounds of performance tests (total 5) on the Release 4.0 codebase including 3 new scripts pertaining to the receive/view messages, send messages and request appointment scenarios. These tests were executed for combined objective of new CalSAWS Imaging and Appointment API's validations and BenefitsCal R4.0 performance testing.
- ▶ **New Imaging and Appointment APIs migration and performance test activities** – Executed 2 performance tests on Thursday, 06/16 on the R4.0 codebase and the detailed results are uploaded to SharePoint.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ **Release 3.2 BenefitsCal** – Plan and prepare for the monthly Release 3.2 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
10	05/20/22	07/15/22	Release 4.0	<p>Scope and Scenarios: 2 new scripts, receive/view messages and send messages to be developed. Also, to validate all existing scripts on latest codebase.</p> <p>Execution dates: 06/13 - 07/06</p>	50% 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

- ▶ **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.
- ▶ **CalWIN Conversion** – Provided the results and analysis on the exception report generated from the CalWIN CBO User Mock Run to the Gainwell team for improvement of future user extractions

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.

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 06/17/22.
- ▶ **Change** – Proposed and received approval for changes CHG0035506 and CHG0035508 to perform updates to the AWS WAF Managed Common Rules upgrading from version 1.2 to version 1.3 for the lower and production environments.

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

- ▶ No activities planned for the next reporting period

5.2 Activities for the Next Reporting Period

- ▶ No activities planned for the next reporting period.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, June 22, 2022

Period: June 14, 2022 to June 19, 2022

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
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
09.01	Maintenance & Operations (M&O) Plan – L.A. County	N/A	N/A	N/A	06/20/22	07/12/22
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
08.01	Portal Implementation Complete Report & Final Acceptance – L.A. County	On track	FDEL submission 06/20/22 FDEL approval 06/29/22
11.01	Mobile App Implementation Complete Report – L.A. County	On track	FDEL submission 06/20/22 FDEL approval 06/29/22
09.01	Maintenance and Operations (M&O) Plan – L.A. County	On track	FDEL submission 06/20/22 FDEL approval 07/12/22

Table 6.1-2 – Upcoming Deliverable Deadlines

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, June 22, 2022

Period: June 14, 2022 to June 19, 2022

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
24.08	CX Monthly Report – May 2022	06/07/22	06/17/22	06/24/22
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
25.04	Monthly M&O Report – May 2022	06/07/22	06/17/22	06/24/22
26.00	BOM Review and License Renewals	07/15/22	07/29/22	08/08/22
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
28.02	BenefitsCal Work Plan Monthly Updates – May 2022	N/A	06/05/22	06/13/22
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
29.02	BenefitsCal Monthly Status Report – May 2022	N/A	06/05/22	06/13/22
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
31.08	Monthly Security Monitoring Report – May 2022	N/A	06/05/22	06/13/22

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.08	CX Monthly Report – May 2022	On track	FWP submission 06/17/22 FWP approval 06/24/22
25.04	25.04: Monthly M&O Report – May 2022	On track	FWP submission 06/17/22 FWP approval 06/24/22

Table 6.1-4 – Upcoming Work Product Deadlines

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, June 22, 2022

Period: June 14, 2022 to June 19, 2022

6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Probability	Date Logged
246	Perceived Gap in Functionality	A perceived gap in functionality between GetCalFresh and BenefitsCal was identified. Select features identified within GetCalFresh are not present within BenefitsCal as they are not part of the project requirements, and change requests were logged to address. Impacts BenefitsCal adoption by Community Partners may be lower as they rely on features (like the referral code) to complete their work. The future migration from GCF to BenefitsCal in 2022 is at risk until features are added to BenefitsCal.	Open	Medium	Medium	05/10/21
277	Technical foundation to establish the screenshare feature via Amazon Connect is at risk to be ready by the originally planned timeline	Original Requirement (FN-89.3): <i>"The system shall include a help desk functionality that allows users to screen share to assist them in completing their submission."</i> Screen share feature aims to provide an active mode of engagement that allows users to screen share. Technical foundation to establish the screenshare feature via Amazon Connect is at risk to be ready by the originally planned timeline (end of June 2022). Since there is an integration and effort impact to Amazon Connect, technical architecture discussions need to continue with keeping county usage volume in mind.	Open	Customers would need to continue existing help and support channels to request assistance	High	6/1/22

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, June 22, 2022

Period: June 14, 2022 to June 19, 2022

ID	Title	Details	Status	Impact	Probability	Date Logged
		<p>Also, for the change management, operational downstream implications for Counties to existing operations and help desk processes not established.</p> <ol style="list-style-type: none"> 1. Reopen the technical architecture discussions to further and plan county usage. 2. Establish operational downstream implications for Counties to existing operations and help desk processes. 3. Quantify the effort on the Amazon Connect integration approach and timeline 4. Identify and conduct a Proof of Concept with one interested County <p>Status:</p> <ul style="list-style-type: none"> - Executive huddles were held on 6/3 and 6/13. Direction is given to proceed forward with the effort. - Both CalSAWS and BenefitsCal provided effort estimates to integrate screenshare into the ChatMe frame. <p>Next steps: Schedule technical work session to elaborate the concept, and set up a release timeline</p>				

Table 6.2-1 – Project Risks and Issues

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, June 22, 2022

Period: June 14, 2022 to June 19, 2022

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	Distribution Date	Status	Response Due Date	Primary BenefitsCal Contact	Backup BenefitsCal Contact
22-042	Consortium Regional Managers	CalWIN Counties BenefitsCal Options – Wave 1	05/17/22 05/24/22 05/26/22	Open	06/17/22	Joel Acevedo	Onur Senman

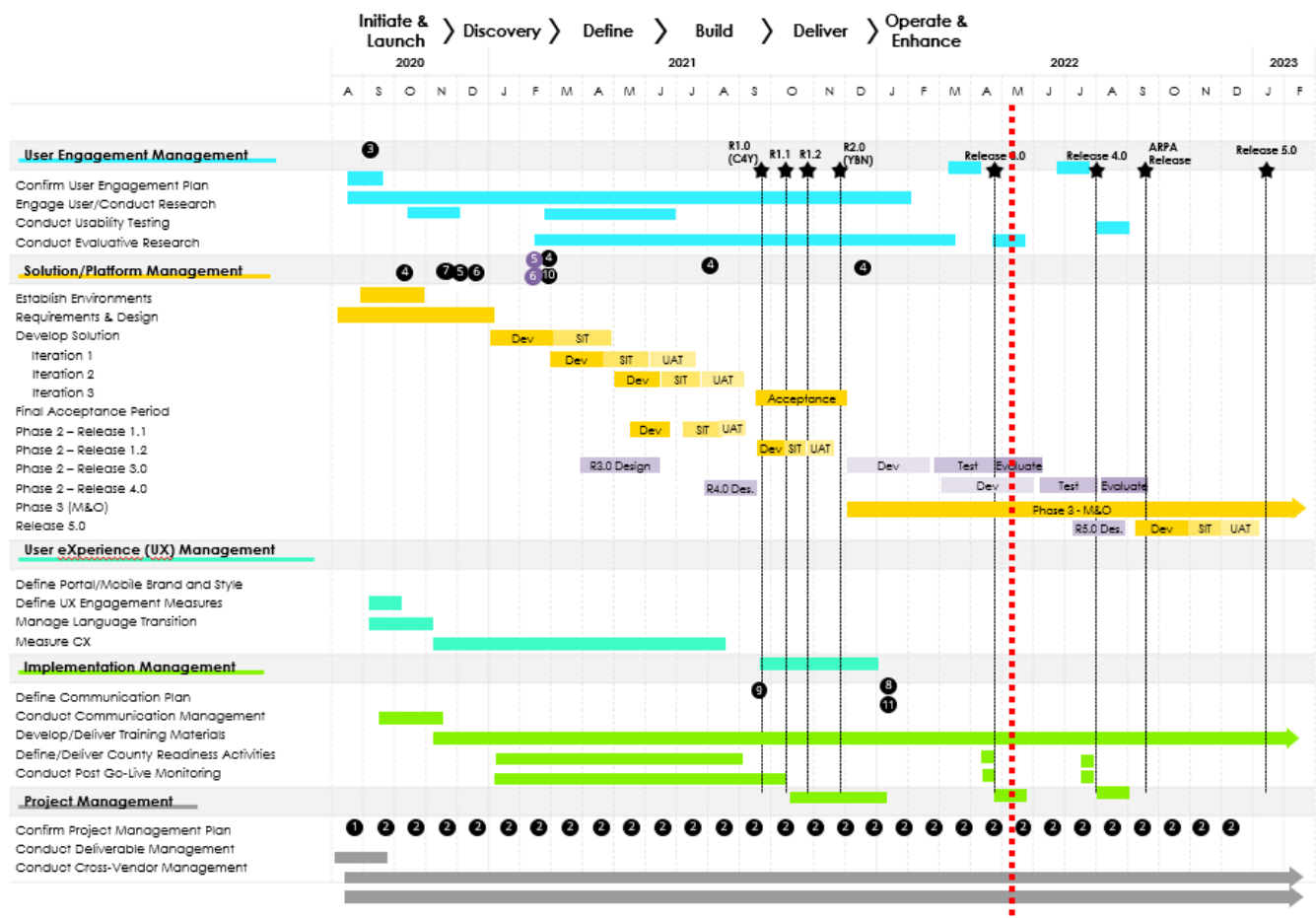
Table 6.2-3 – CRFIs

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, June 22, 2022
 Period: June 14, 2022 to June 19, 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
None.			

Table 6.3-1 – Overdue Action Items