



CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: July 04, 2022 to July 10, 2022

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1.0 Project Management

1.1 Executive Summary

| STATUS REPORT SUBSECTION | STATUS AGENDA TOPIC |
|--|--|
| July Release (Release 4.0) – Development | <ul style="list-style-type: none"> User Acceptance Testing (UAT) continued for the July Release (Release 4.0) continued providing UAT support. Started preparing for the green light meeting, |
| Release: ARPA (September 2022) | <ul style="list-style-type: none"> Development is completed for the Student-Based Archetypes and Community Based Organization (CBO) Referral Code functionality. System testing started on 7/4 and on schedule. |
| January 2023 Release (Release 5) | <ul style="list-style-type: none"> Continued to prepare for the R5 design refresher sessions. Proposed timeline and milestones for Release 5.0 (Jan 2023) awaiting partner confirmation. AI CSPM-54173. |
| Office of Digital Innovation (ODI) Briefing/Demo | <ul style="list-style-type: none"> Met with the Office of Digital Innovation (ODI) on 7/7 and provided a demonstration of BenefitsCal |
| Stakeholder follow-up meeting with Los Angeles | <ul style="list-style-type: none"> Coordinating with Consortium leadership and LA County for the meeting scheduled on 7/12/2022 with Advocates |
| CalWIN Wave 1 Support | <ul style="list-style-type: none"> Received the greenlight from Consortium for the CalWIN Wave 1 Support Change Request (CR) and to proceed forward with support activities. |
| Final Acceptance | <ul style="list-style-type: none"> Met with QA and Consortium Project Management Leadership on the BenefitsCal final acceptance |

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2 PMO

1.2.1 Highlights of the Reporting Period

► **Deliverables and Work Products submitted:**

- DWP 24.09 CX Monthly Report – June 2022 on 07/11/22.
- DWP 26.01 BOM Review and License Renewals on 07/15/22.
- DWP 25.05 Monthly M&O Report – June 2022 on 07/11/22.
- DWP 27.01 Certificate Review on 07/15/22.
- FWP 31.09 Monthly Security Monitoring Report – June 2022 on 07/11/22.

1.2.2 Activities for the Next Reporting Period

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

- FWP 31.09 BenefitsCal Marketing and Communications Plan on 07/22/22.

1.3 BenefitsCal Collaboration Model

1.3.1 Highlights of the Reporting Period

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

1.3.2 Activities for the Next Reporting Period

- ▶ **Next Meeting** – Continue working with the Consortium on next steps including an Adhoc meeting in July and 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**
 - Prepared for Release 5.0 Design sessions.
 - Continue to address functional queries from Development and System Test teams regarding Release 4.0 and Release 4.1.5 functionalities.
 - Conducted a BenefitsCal demo for the Office of Digital Innovation on 07/07/22.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ **Designs**
 - Prepare for Release 5.0 Design sessions.
 - Continue to address functional queries from Development and System Test teams regarding Release 4.0 and Release 4.1.5 functionalities.
 - Conduct a BenefitsCal Stakeholders Meeting with Los Angeles County and Advocates on 07/12/22.
 - Address comments on DWP 32_BenefitsCal_Communications and Marketing Plan

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

- ▶ **CX Measurements Data** – Monitored 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 07/04/22.
- ▶ **Work Product 24.09** – Completed a draft of the 24.09: CX Monthly Report – June 2022 Draft Work Product (DWP) for submission on 07/11/22.
- ▶ **UCD Research** – Synthesized and analyze data collected from focus group with county workers related to the Release of Information. Integrate findings into final iteration of the CBO Journey Map.

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 07/04/22.
- ▶ **Work Product 24.09** – Address comments for 24.09: CX Monthly Report – June 2022 Draft Work Product (DWP).

- **UCD Research** – Synthesize and analyze data collected from focus group with county workers related to the Release of Information. Integrate findings into final iteration of the CBO Journey Map.

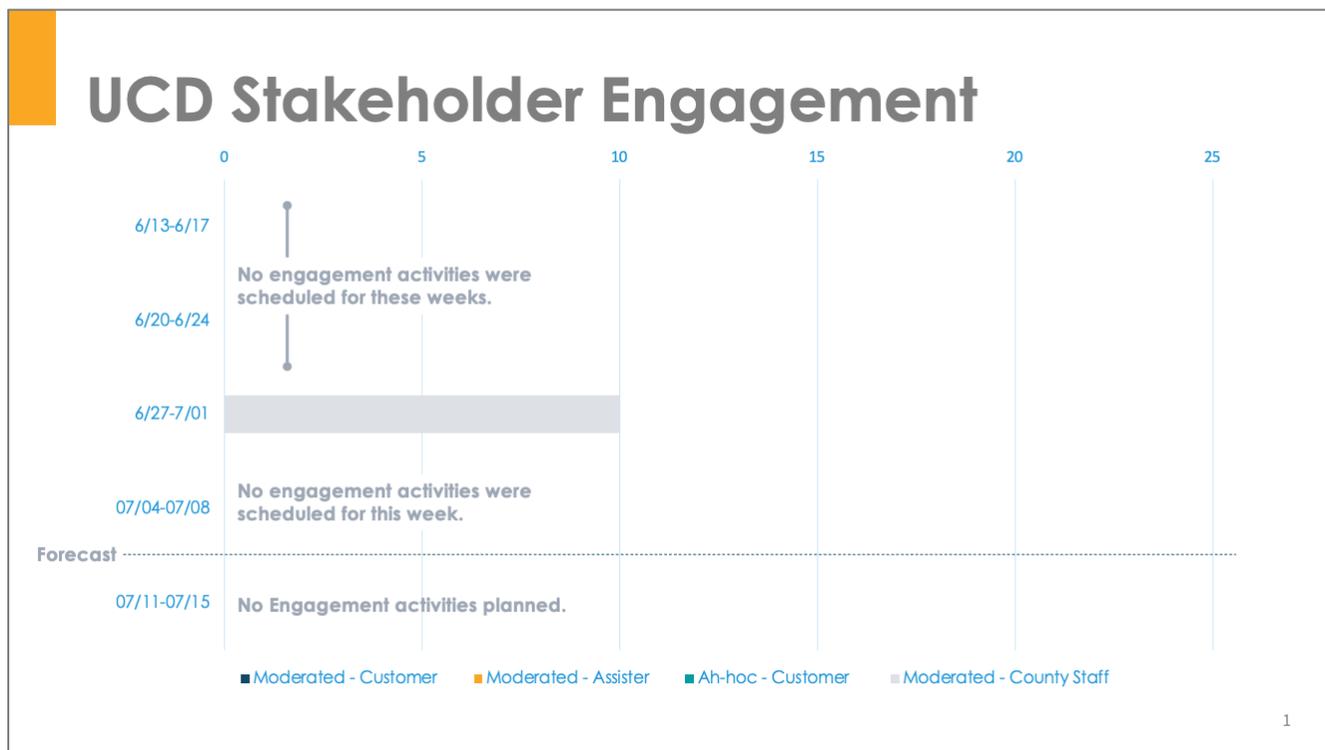


Figure 2.1-1 – UCD Stakeholder Engagement

| 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 07/08/22 | Actual for Week Ending 07/08/22 | Total Planned for the Release | Comments |
|---------|----------------------------------|---------------------------------|-------------------------------|----------|
| 4.0 | 1 | 1 | 5 | |

Table 2.2-1– Enhancement Actuals for Reporting Period

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Release 4.0

- ▶ **System Test Support** – Provided System Test (SIT) support for Chatbot Voice Integration.
- ▶ **Independent UAT Test Support** - Provided Independent UAT Test support for the Two-Way Messaging functionality.
- ▶ **Consortium UAT Test Support** - Provided Consortium UAT Test support for the Two-Way Messaging functionality and Chatbot Voice Integration.

Release 4.1.5

- ▶ **Widget Development** – Developed six (6) widgets for the Student Based Application and CBO Campaign referrals modules.
- ▶ **SIT Support** – Provided SIT (System Test) Cycle 1 support for the Student Based Application and CBO Campaign Referrals modules.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

| Release | Planned for Week Ending 07/08/22 | Total Planned for the Release | Total Completed for the Release | Comments |
|---------|----------------------------------|-------------------------------|---------------------------------|--|
| 4.0 | 0 | 5 | 5 | |
| 4.1.5 | 0 | 4 | 0 | CSPM-50517, CSPM-56540, CSPM-56586, CSPM-56728 requirements and approvals are awaited. |

Table 2.2-2 – Planned Enhancement Work

Release 4.0

- ▶ Delay in delivery of three (3) languages (Chinese, Korean, and Japanese) to SIT for Chatbot Voice Integration
 - **Reason** – Amazon Web Services (AWS) Lex is not identifying varying accent related inputs for the 3 languages (Chinese, Korean, and Japanese).
 - **New Release Date** – BenefitsCal is working with the AWS Product team to triage the issues and put steps in place to train the bot. The release date will be decided after the sign-off of the identified issues.
 - **Mitigation Plan** –Ongoing analysis for identifying a solution with AWS Product team. Work toward training the bot with native speakers for these three (3) languages.
- ▶ **System Test Support** – Provide System Test support for Chatbot Voice integration.
- ▶ **Independent UAT Test Support** - Provide Independent UAT Test support for the Two-Way Messaging functionality and Chatbot Voice Integration.
- ▶ **Consortium UAT Test Support** - Provide Consortium UAT Test support for the Two-Way Messaging functionality and Chatbot Voice Integration.

Release 4.1.5

- ▶ **Widget Development** – Obtain Missing translations for Student based application and CBO Referral modules and complete multi-language translation activity as part of CSPM-56732 by 07/18/22 and deliver to SIT by 07/19/22.
- ▶ **SIT Support** – Provide SIT (System Test) Cycle 1 support for the Student Based Application and CBO Campaign Referrals modules.

2.2.3 Burndown

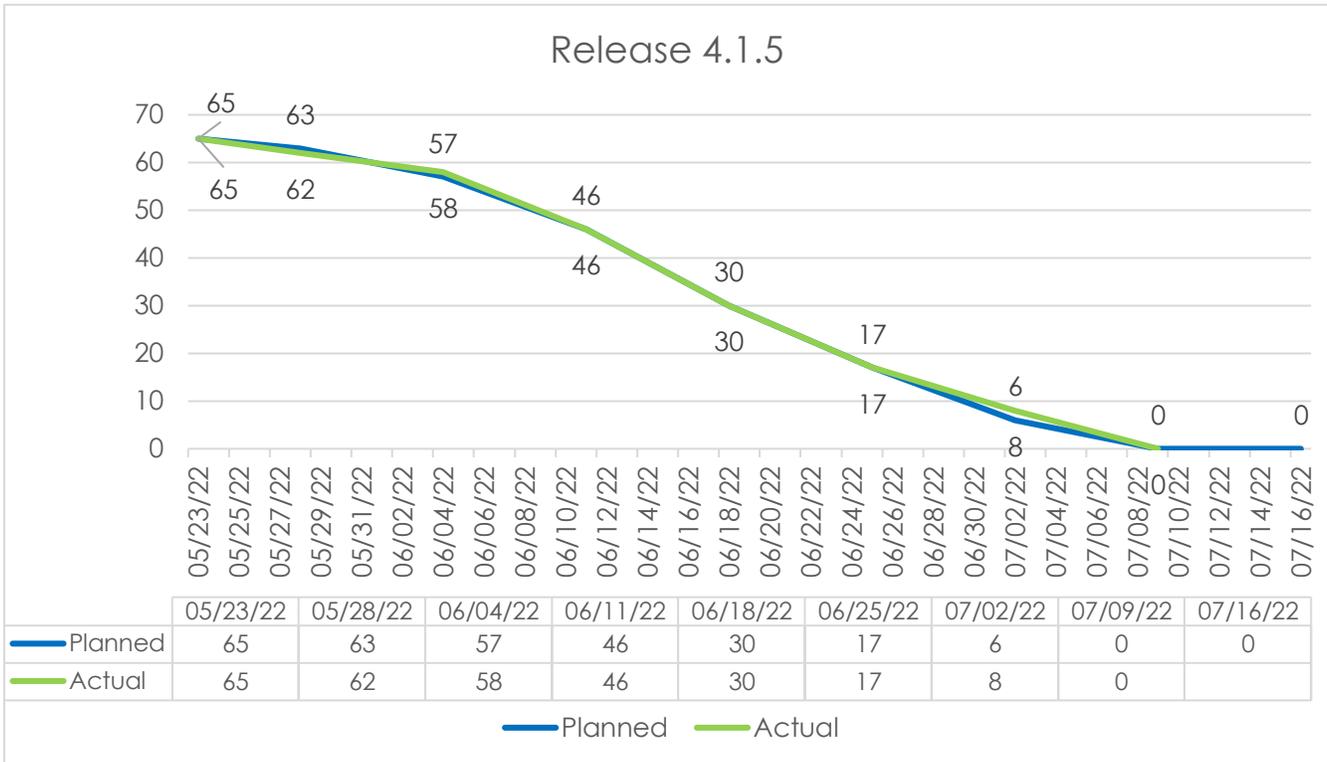


Figure 2.2-1 – Development: Release 4.1.5 Burndown

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) and DD&I Release 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 & M&O.
- ▶ **Functional Test Cases Release 4.0** –
 - **Cycle 1:** 115 out of 115 test cases have been executed (100% executed) with 97% pass of execution rate.
 - **Cycle 2:** 40 out of 40 test cases have been executed (100% executed) with 100% pass of execution rate.
 - **Overall:** Pass rate is at 97% and execution rate is 100% inclusive of Cycle1 and Cycle 2.

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- ▶ **Non-Functional Test Cases for Release 4.0 –**
 - **Cycle 1 and 2:** Executed 525 out of 525 test cases for non-functional tests with 100% pass of executed (100% executed) rate for Release 4.0 Cross-Browser, Cross-Device, ADA, and Multi-Language.
- ▶ **Functional Test Cases for Release 4.1.5 –** Functional Testing for Release 4.1.5 has been started from 7/4/2022
 - **Cycle 1:** 44 out of 61 test cases have been executed (72% executed) with 89% pass of execution rate.
- ▶ **Non-Functional Test Cases for Release 4.1.5 –** Non - functional Testing (ADA, Multi Language, Cross Browser and Cross Device) for Release 4.1.5 has been started from 7/4/2022
 - **Cycle 1:** Executed 270 out of 810 test cases for non-functional tests with 78% pass of executed (33% executed) rate for Release 4.0 Cross-Browser, Cross-Device, ADA, and Multi-Language.

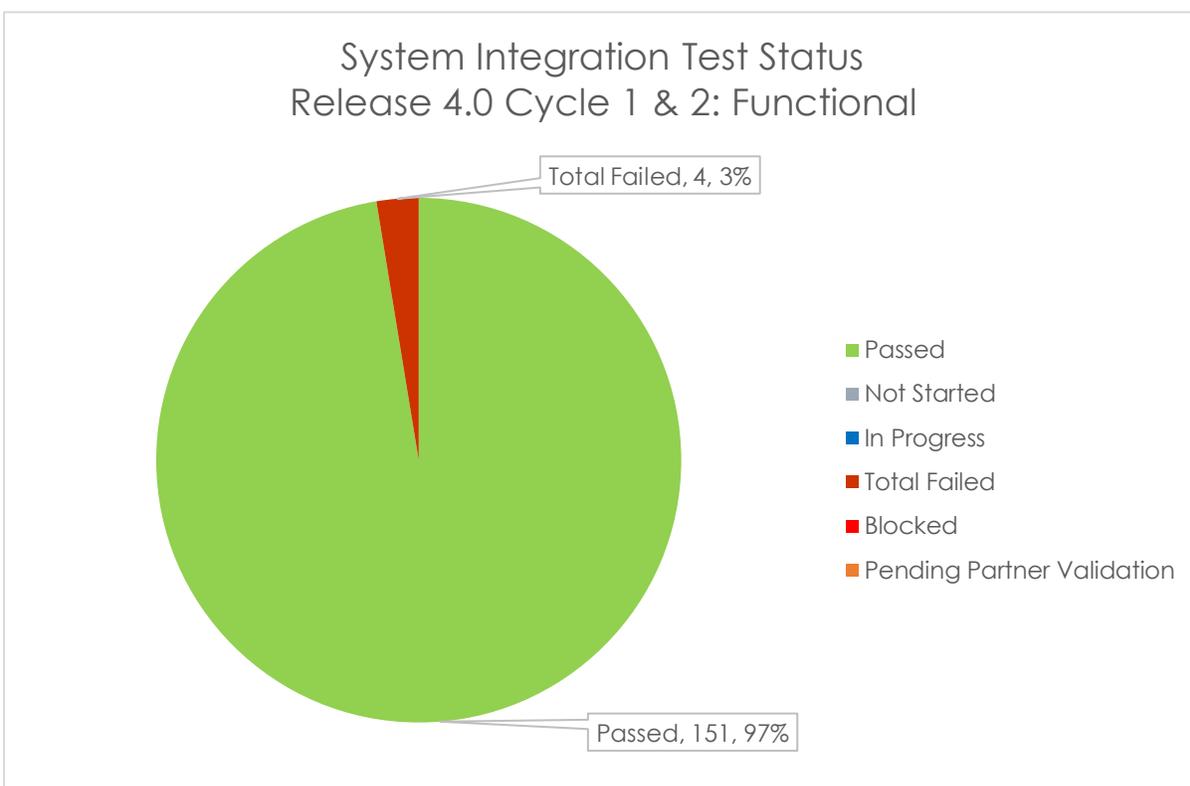


Figure 2.3-1 – System Test Execution Status (Functional): Release 4.0

- ▶ Four (4) failed test cases are associated with the Multi-Language voice implementation gaps for Japanese, Korean, and Chinese specifically around the usage of currency.
 - BenefitsCal Development team is working with the AWS product team to identify an alternate currency slot implementation approach for Japanese, Korean, and Chinese languages.
 - Based on the discussions with the AWS product team so far, the Chatbot in the identified languages will need to be trained to understand the different dialects and accents. An alternate approach would be to release these languages as a learning mode version while the bot adapts to the accents or intonations and later enable the final version of Chatbot in Production for these three languages.

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| System Test Executed Pass Rate (of executed) | All | Excl Sev-4 | Test Case Execution |
|--|------------|------------|-----------------------|
| Planned* (+/- from previous week) | 90% | 90% | 155 Test Cases |
| Actual (+/- from previous week) | 97% | 97% | 155 Test Cases |
| <i>System Test Complete Date: 06/24/22</i> | | | |

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

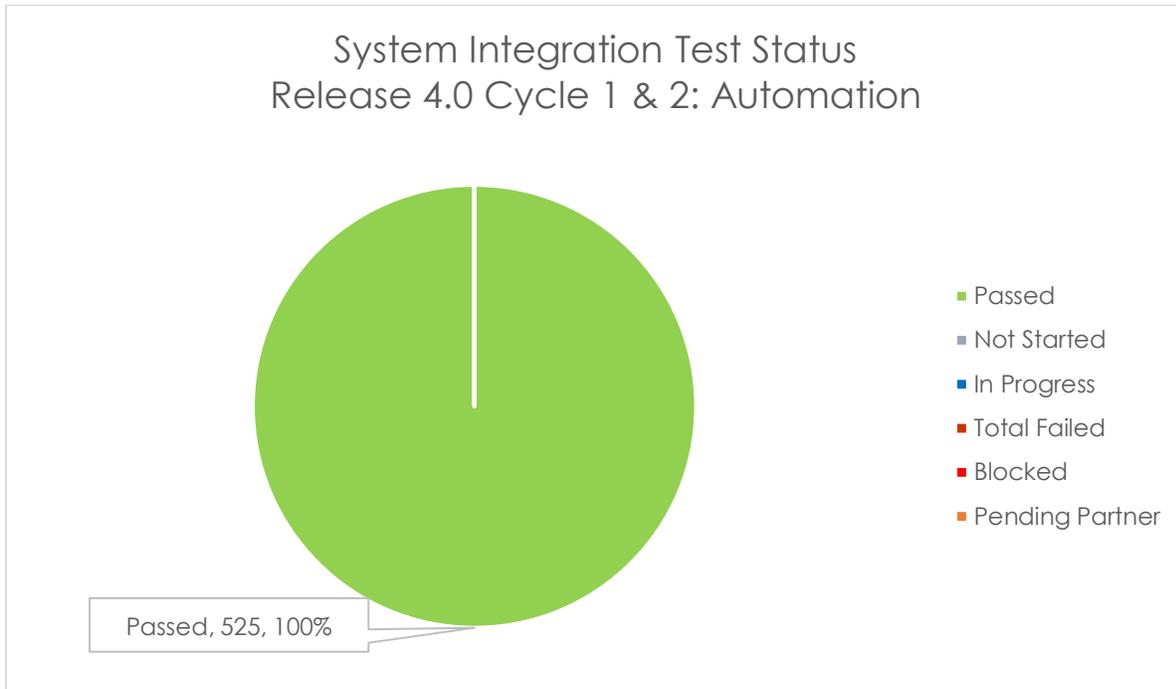


Figure 2.3-3 – System Test Execution Status (Automation): Release 4.0

| System Test Executed Pass Rate (of executed) | All | Excl Sev-4 | Test Case Execution |
|--|-------------|-------------|-----------------------|
| Planned* (+/- from previous week) | 90% | 90% | 525 Test Cases |
| Actual (+/- from previous week) | 100% | 100% | 525 Test Cases |
| <i>System Test Complete Date: 06/24/22</i> | | | |

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

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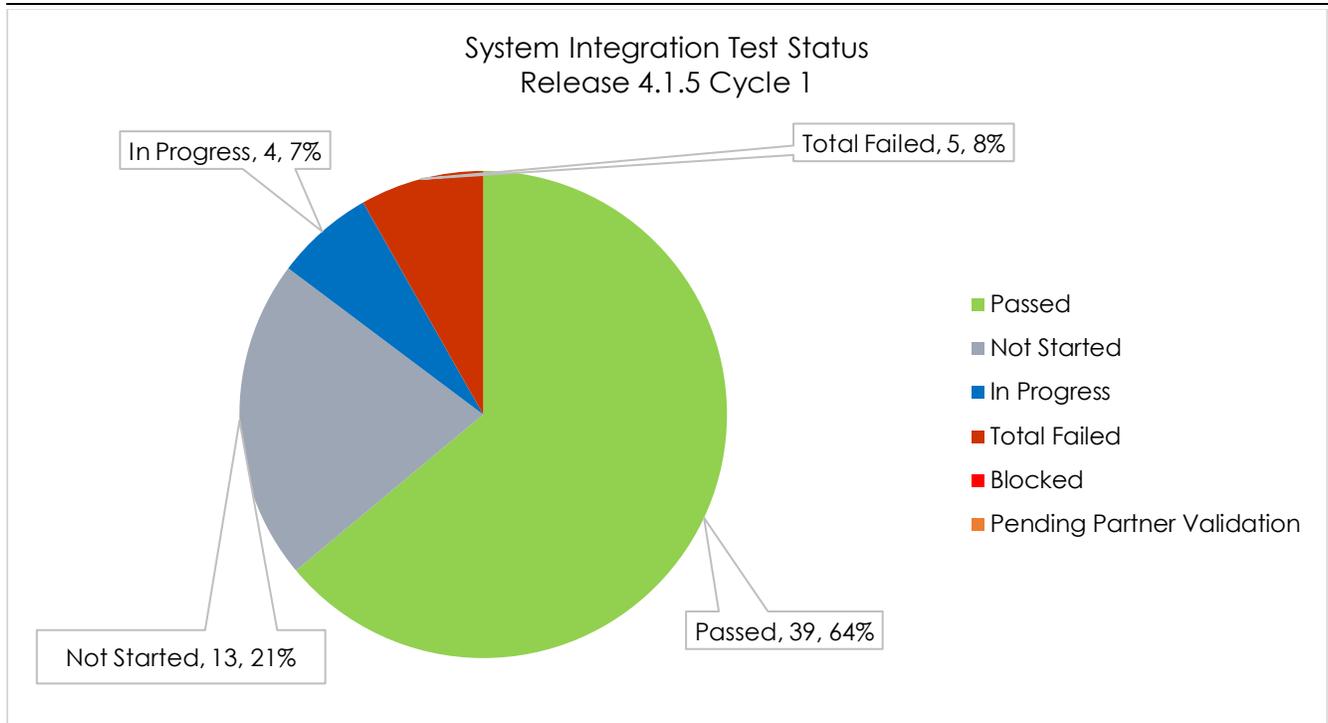


Figure 2.3-5 – System Test Execution Status (Functional): Release 4.1.5

| System Test Executed Pass Rate (of executed) | All | Excl Sev-4 | Test Case Execution |
|--|------------|------------|----------------------|
| Planned* (+/- from previous week) | 33% | 33% | 20 Test Cases |
| Actual (+/- from previous week) | 58% | 58% | 44 Test Cases |
| <i>System Test Complete Date: 08/05/22</i> | | | |

Figure 2.3-6 – Pass Rate (Functional): Release 4.1.5

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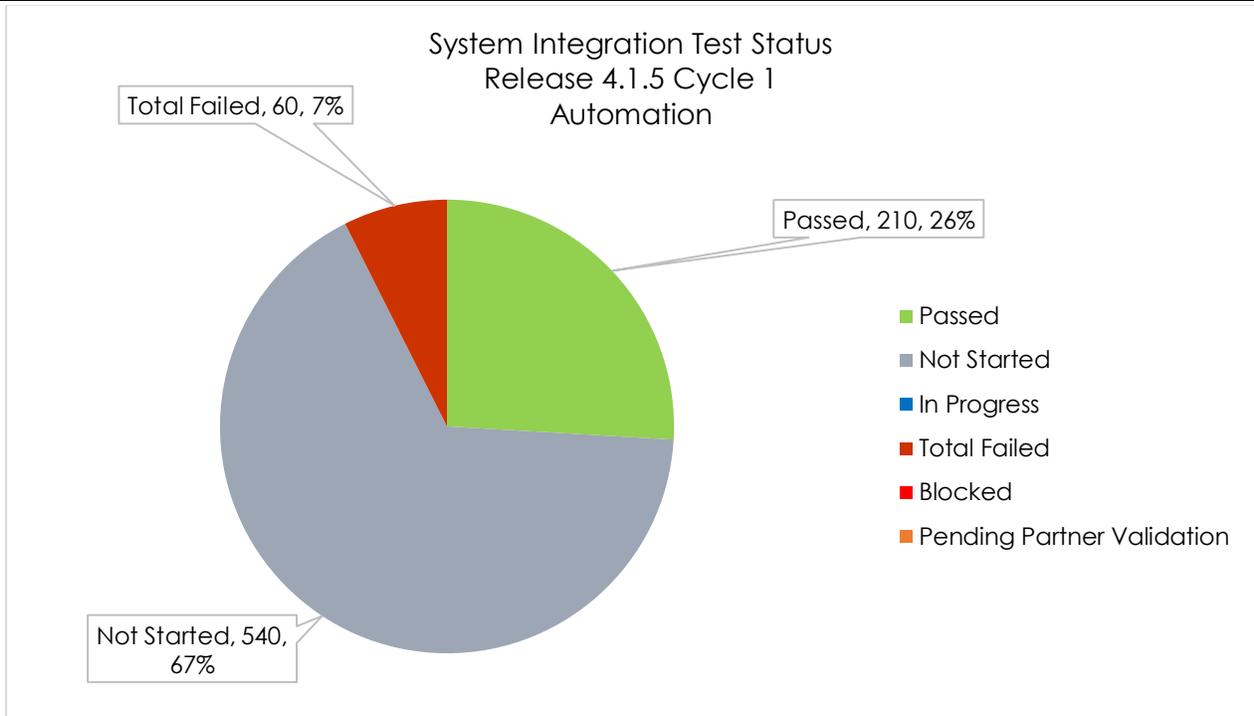


Figure 2.3-7 – System Test Execution Status (Automation): Release 4.1.5

| System Test Executed Pass Rate (of executed) | All | Excl Sev-4 | Test Case Execution |
|--|------------|------------|-----------------------|
| Planned* (+/- from previous week) | 20% | 20% | 200 Test Cases |
| Actual (+/- from previous week) | 27% | 27% | 270 Test Cases |
| <i>System Test Complete Date: 08/05/22</i> | | | |

Figure 2.3-8 – Pass Rate (Automation): Release 4.1.5

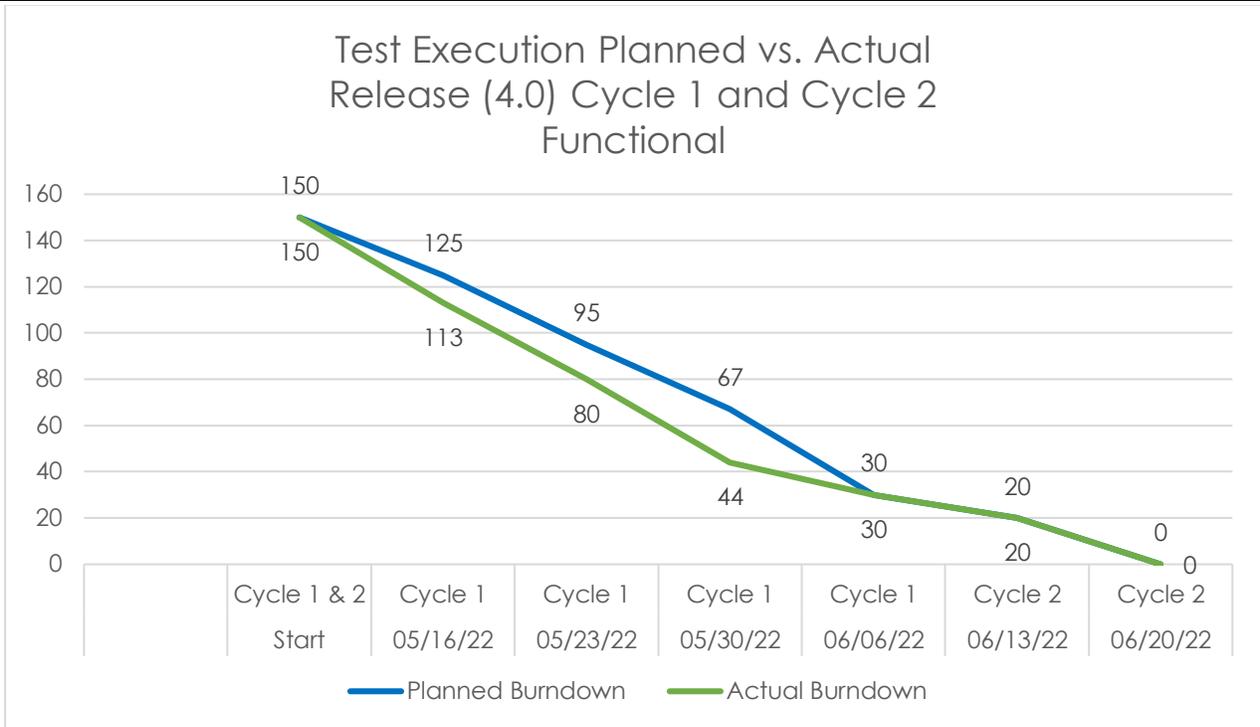


Figure 2.3-9 – Execution Burndown Chart (Functional): Release 4.0

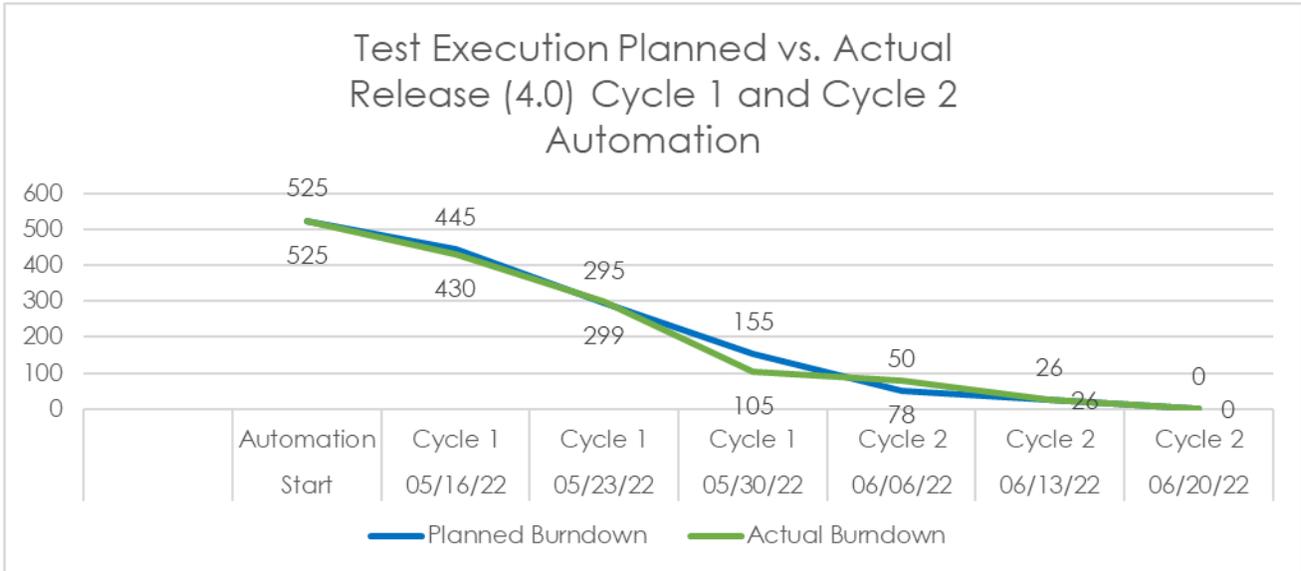


Figure 2.3-10 – Execution Burndown Chart (Automation): Release 4.0

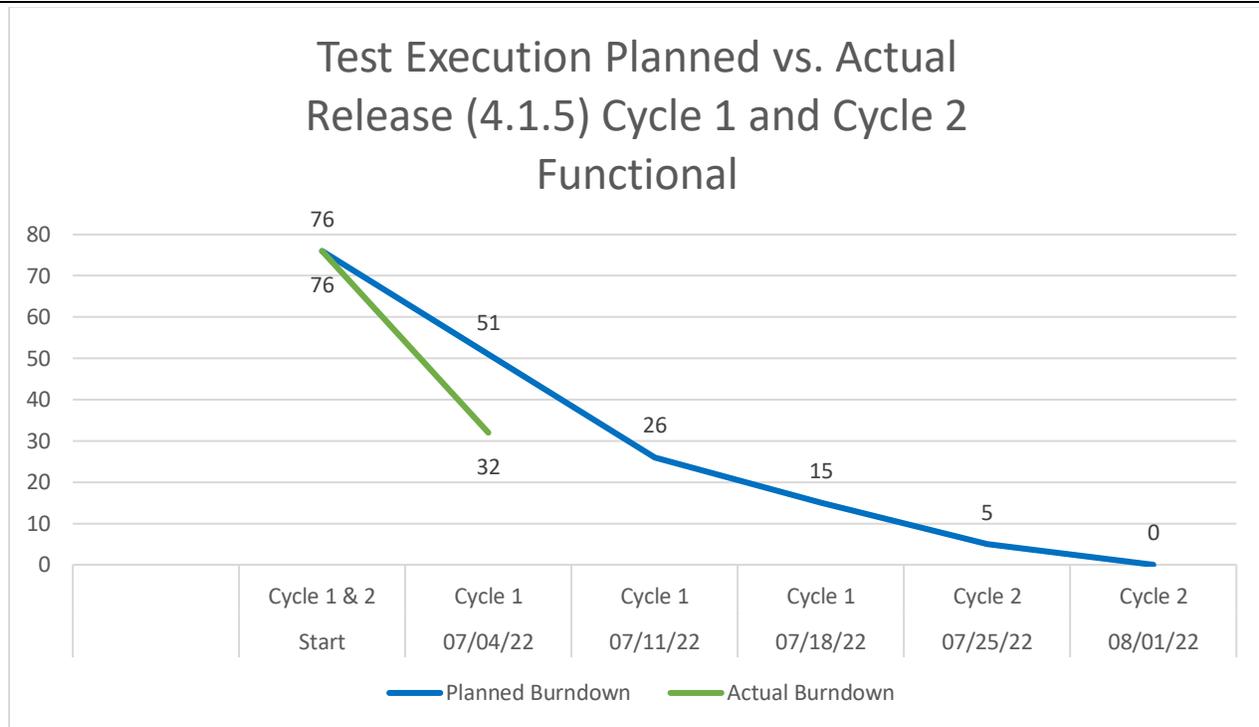


Figure 2.3-11 – Execution Burndown Chart (Functional): Release 4.1.5

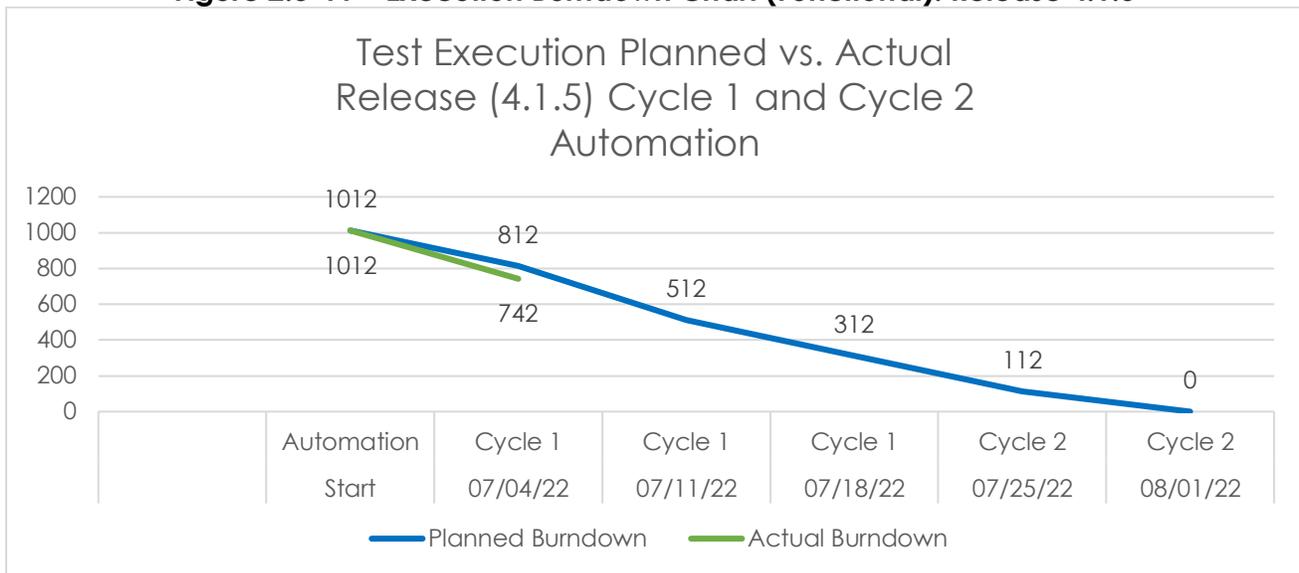


Figure 2.3-11 – Execution Burndown Chart (Automation): Release 4.1.5

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 work with Amazon Lex to complete retest of four (4) failed test cases once fix has been provided.
- ▶ **Release 4.1.5** – Continue to execute System Test Cycle 1 for Release 4.1.5.

2.3.3 User Acceptance Test (UAT) Planning

2.3.4 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ **Test Support** – Supported test Execution of UAT team, triaged issues, addressed questions/concerns.
- ▶ **UAT Test Execution** – UAT Test Execution has been completed with 100% pass rate.

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

- ▶ **Test Support** – Continue to support UAT team during their ad-hoc execution.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ **Release 4.0 Performance Testing Activities** – Team certified release 4.0 on build 4.0.0_0110 and stats published
- ▶ **New Imaging and Appointment APIs Migration and Performance Test Activities** – Performance tested as part of release 4.0

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ **Release 3.2 BenefitsCal** – Performance Test Results published for 3.2.
- ▶ **Release 4.0 BenefitsCal** – Performance Test Results published for 4.0.

| Cycle | Start Date | End Date | Scope | Test Cases Status | Execution Status |
|-------|------------|----------|-------------|---|------------------|
| 10 | 05/20/22 | 07/15/22 | Release 4.0 | Scope and Scenarios: 2 new scripts, receive/view messages and send messages developed. Also, validated all existing scripts on codebase 4.0.0_0110. Execution dates: 06/13/22 – 07/06/22 | 100% 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** – Worked with Gainwell team to generate extracts of CBO User information for the Wave 1 Counties.

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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.
- Notify Wave 1 County PPOCs to begin their review of the CBO User Extracts.

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 07/8/22.

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

- ▶ No activities planned for the next reporting period

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 |
| 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 |
|-------|---|----------|------------------------|
| 09.01 | Maintenance & Operations (M&O) Plan – L.A. County | On track | FDEL approval 07/12/22 |

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 | |
| 24.08 | CX Monthly Report – May 2022 | 06/07/22 | 06/17/22 | 06/24/22 | |
| 24.09 | CX Monthly Report – June 2022 | 07/11/22 | 07/18/22 | 07/28/22 | |
| 25.04 | Monthly M&O Report – May 2022 | 06/07/22 | 06/17/22 | 06/24/22 | |
| 25.05 | Monthly M&O Report – June 2022 | 07/11/22 | 07/18/22 | 07/28/22 | |
| 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 | |
| 28.02 | BenefitsCal Work Plan Monthly Updates – May 2022 | N/A | 06/05/22 | 06/13/22 | |
| 28.02 | BenefitsCal Work Plan Monthly Updates – June 2022 | N/A | 07/08/22 | 07/18/22 | |
| 29.02 | BenefitsCal Monthly Status Report – May 2022 | N/A | 06/05/22 | 06/13/22 | |
| 29.02 | BenefitsCal Monthly Status Report – June 2022 | N/A | 07/08/22 | 07/18/22 | |
| 31.08 | Monthly Security Monitoring Report – May 2022 | N/A | 06/05/22 | 06/13/22 | |
| 31.09 | Monthly Security Monitoring Report – June 2022 | N/A | 07/11/22 | 07/19/22 | |
| 32.00 | BenefitsCal Marketing and Communications Plan | 06/30/22 | 07/22/22 | 08/01/22 | |

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

| WP # | Work Product Name | Status | Next Deadline |
|-------|---|----------|---|
| 24.09 | CX Monthly Report – June 2022 | On track | DWP submission 07/11/22 FWP submission 07/22/22 FWP approval 07/28/22 |
| 25.05 | Monthly M&O Report – June 2022 | On track | DWP submission 07/11/22 FWP submission 07/22/22 FWP approval 07/28/22 |
| 32.00 | BenefitsCal Marketing and Communications Plan | On track | FWP submission 07/22/22 FWP approval 08/01/22 |

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 |
|-----|--------------------------------|--|--------|--------|-------------|-------------|
| 246 | Perceived Gap in Functionality | A perceived gap in functionality between GetCalFresh and BenefitsCal was identified. Select features identified within | Open | Medium | Medium | 05/10/21 |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, July 13, 2022

Period: July 04, 2022 to July 10, 2022

| ID | Title | Details | Status | Impact | Probability | Date Logged |
|-----|---|---|--------|---|-------------|-------------|
| | | <p>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.</p> | | | | |
| 277 | <p>Technical foundation to establish the screenshare feature via Amazon Connect is at risk to be ready by the originally planned timeline</p> | <p>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></p> <p>Screen share feature aims to provide an active mode of engagement that allows users to screen share.</p> <p>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).</p> <p>Since there is an integration and effort impact to Amazon Connect, technical architecture discussions need to continue with keeping county usage volume in mind.</p> <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. | Open | Customers would need to continue existing help and support channels to request assistance | Low | 6/1/22 |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, July 13, 2022

Period: July 04, 2022 to July 10, 2022

| ID | Title | Details | Status | Impact | Probability | Date Logged |
|----|-------|---|--------|--------|-------------|-------------|
| | | 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 Status: - 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. Next steps: Schedule technical work session to elaborate the concept, and set up a release timeline | | | | |

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 | Distribution Date | Status | Response Due Date | Primary BenefitsCal Contact | Backup BenefitsCal Contact |
|---------|----|---------|-------------------|--------|-------------------|-----------------------------|----------------------------|
| None. | | | | | | | |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

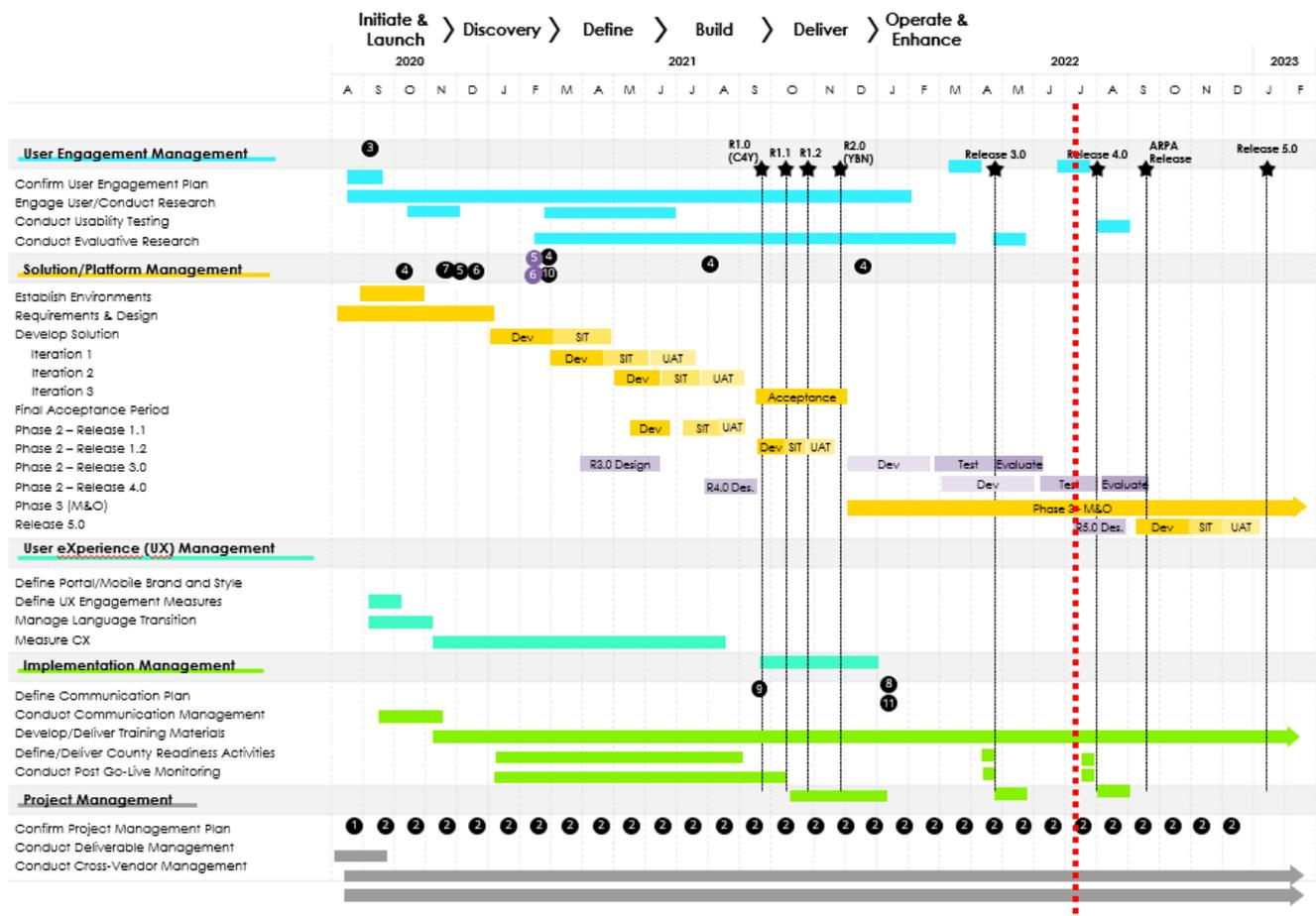
Weekly Status Report, July 13, 2022

Period: July 04, 2022 to July 10, 2022

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 |
|-------|-------------|-------|----------|
| None. | | | |

Table 6.3-1 – Overdue Action Items