

CalSAWS BenefitsCal
(Portal/Mobile) Weekly
Status Report

Reporting Period: June 27, 2022 to July 03, 2022

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Release: ARPA (September 2022)	<ul style="list-style-type: none"> Development is on schedule for the Student-Based Archetypes and Community Based Organization (CBO) Referral Code functionality. Submitted BenefitsCal Communications and Marketing Plan on 06/30/22 for the September release.
July Release (Release 4.0) – Development	<ul style="list-style-type: none"> User Acceptance Testing (UAT) continued for the Release 4.0, continued providing UAT support. Continued to provide independent testing support.
SAR7 Redesign	<ul style="list-style-type: none"> Facilitated the workgroup meeting for SAR7/7A redesign session for phase 2 of the effort.
Future Changes	<ul style="list-style-type: none"> Met with the California Department of Social Services (CDSS) and the Consortium to discuss Cash Aid Programs and the Coronavirus Food Assistance Program (CFAP) program on BenefitsCal on 06/29/22.
Collaboration Model	<ul style="list-style-type: none"> Continued working with Consortium leadership to finalize the July meeting agenda
CalWIN Wave 1 Support	<ul style="list-style-type: none"> The Consortium is reviewing the CalWIN Wave 1 Support System Change Request (SCR).

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:**

- WP 32: BenefitsCal Marketing and Communications Plan on 06/30/22.

1.2.2 Activities for the Next Reporting Period

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

- FWP 29.03: BenefitsCal Monthly Status Report – June 2022 on 07/08/22.
- FWP 28.03: BenefitsCal Work Plan Monthly Updates – June 2022 on 07/08/22.

1.3 BenefitsCal Collaboration Model

1.3.1 Highlights of the Reporting Period

- **July Meeting** – Started 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**
 - Met with the CalSAWS, Consortium and Self-Service Portal (SSP) Committee members to discuss CA-245552 (Updates to Case Details API) on 06/28/22.
 - Met with the CDSS and the Consortium to discuss the Cash Aid programs on BenefitsCal on 06/29/22.
 - Met with the CDSS and the Consortium to discuss the CFAP program on BenefitsCal on 06/29/22.
 - Submitted DWP 32: BenefitsCal Communications and Marketing Plan on 06/30/22.
 - Continued to review comments received from the Advocate and CBO Community in the Release 4.1.5 Design Review Comment Log.
 - Continue to address functional queries from the Development and System Test teams regarding Release 4.0 and Release 4.1.5 functionalities.

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.

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 06/27/22.
- ▶ **Communications and Marketing** – Collaborated with the Marketing Team to develop a Communications and Marketing strategy that is informed by UCD insights and CX Measurement data.
- ▶ **UCD Research** – Facilitated three (3) focus groups with county workers the week of 06/27/22 to better understand the current county business process related to Release of Information.
- ▶ **Work Product 24.09** – Started a draft of the 24.09: CX Monthly Report – June 2022 Draft Work Product (DWP) for submission on 07/11/22.

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 07/04/22.
- ▶ **Work Product 24.09** – Complete a draft of the 24.09: CX Monthly Report – June 2022 Draft Work Product (DWP) for submission on 07/11/22.

- **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.

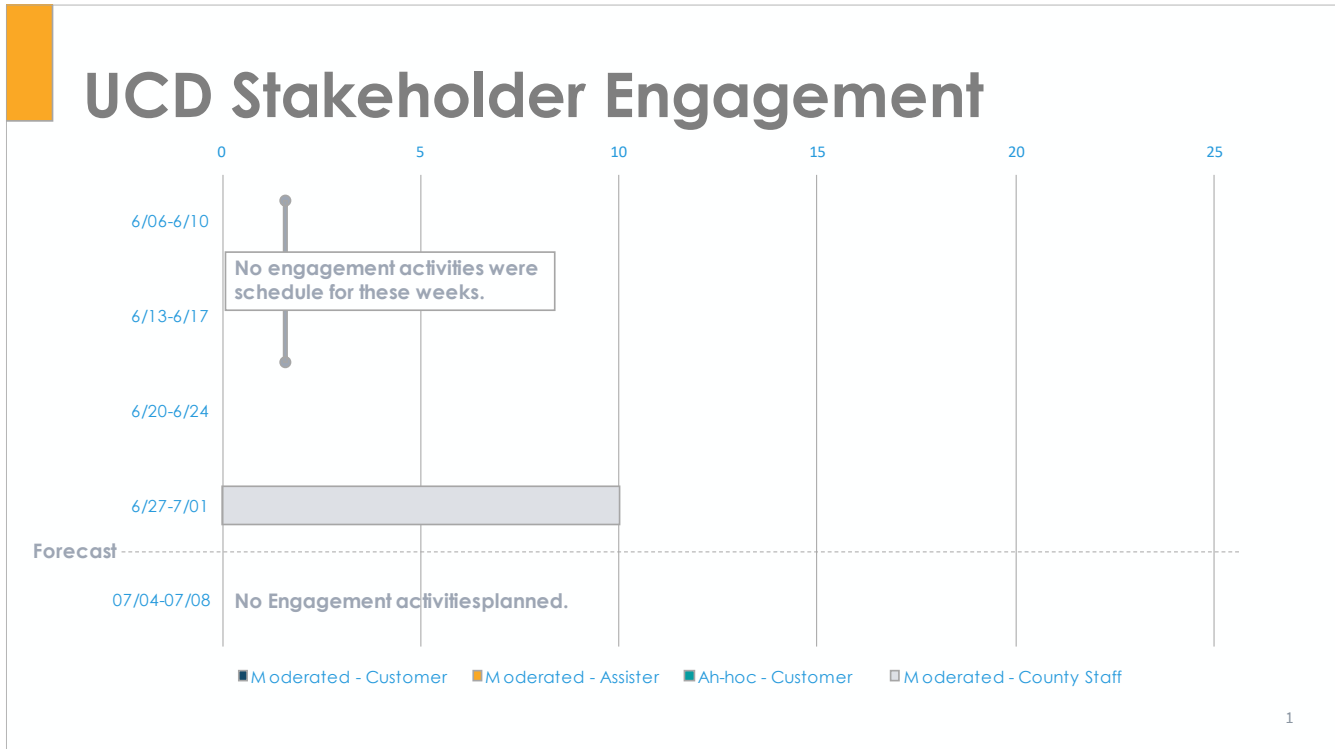


Figure 2.1-1 – UCD Stakeholder Engagement

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 07/01/22	Actual for Week Ending 07/01/22	Total Planned for the Release	Comments
4.0	0	0	5	

Table 2.2-1– Enhancement Actuals for Reporting Period

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Release 4.0

- ▶ **Widget Development** – Delivered 4 remaining Text based languages (Farsi, Arabic, Hindi & Tagalog) for Chatbot to SIT (System Testing) for Multilingual Testing on 06/27/22.
- ▶ **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 eleven (11) widgets for the Student Based Application and CBO Campaign referrals modules.
- ▶ **SIT Delivery** – Completed and delivered the Student Based Application and CBO Campaign referrals modules for Cycle 1 of System testing (SIT).

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	1	5	4	CSPM-56585 has been added to this release
4.1.5	0	3	0	CSPM-50517, CSPM-56540, CSPM-56586 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.

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Release 4.1.5

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

2.2.3 Burndown

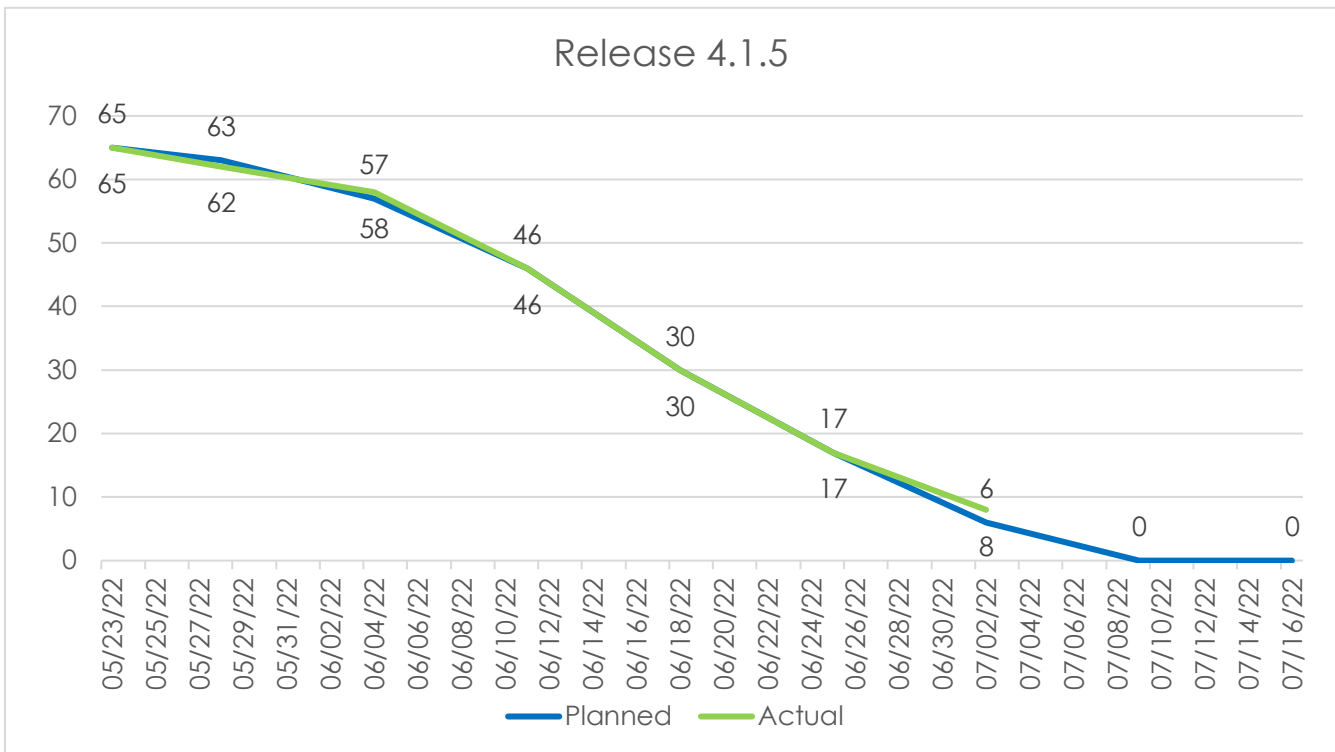


Figure 2.2-1 – Development: Release 4.1.5 Burndown

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) monthly Release 3.2.1 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:** 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.

- ▶ **Non-Functional Test Cases for Release 4.0**
 - **Cycle 1 and 2:** Executed 525 out of 525 test cases for non-functional tests with 98% 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 Test Cases updated based on Independent Test team comment and uploaded in Jira. Execution is projected to start on 07/04/22.

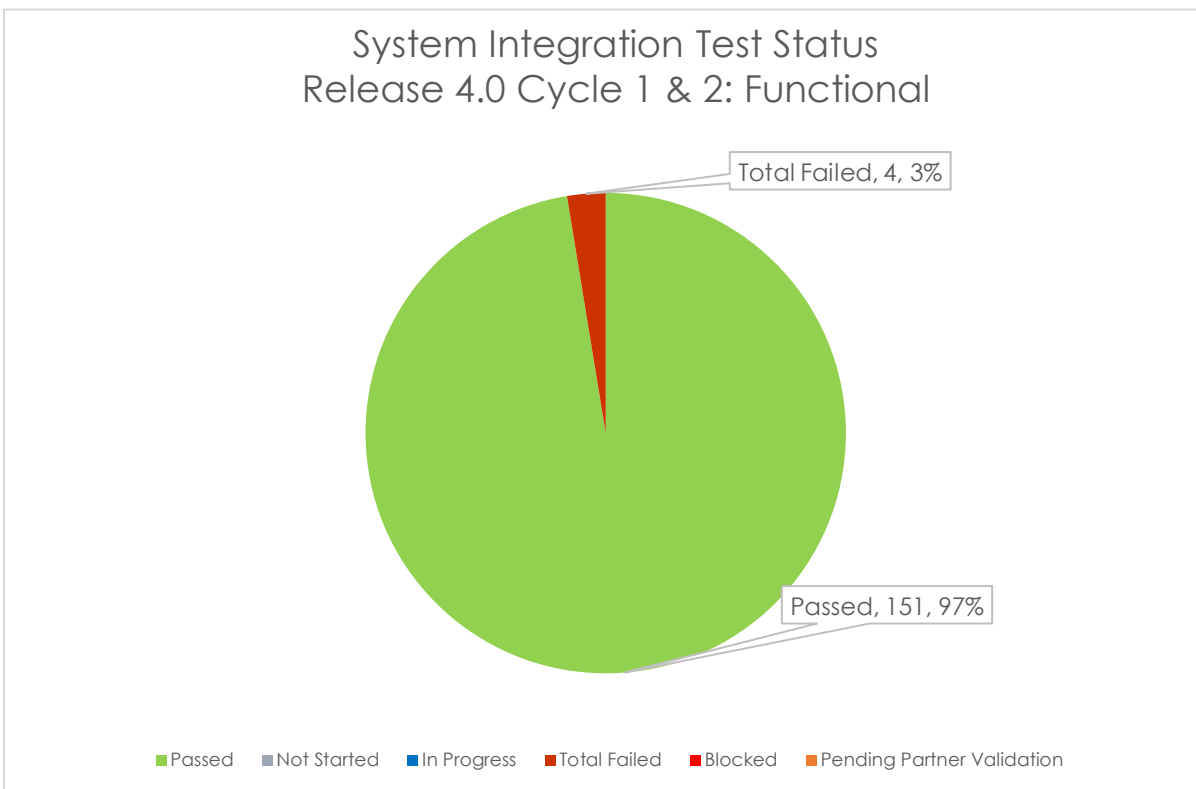


Figure 2.3-1 – System Test Execution Status (Functional): Release 4.0

- ▶ 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 beta 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

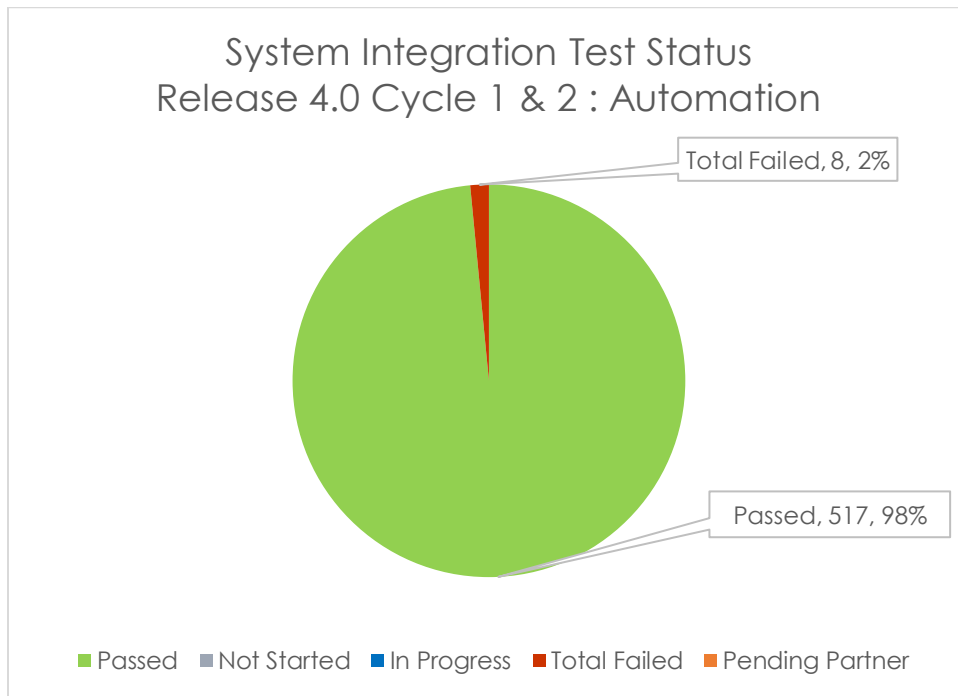


Figure 2.3-3 – System Test Execution Status (Automation): Release 4.0

- Eight (8) failed test cases are associated with CSPM-56575. The estimated completion date provided by the Development Team to fix is 06/30/22 in System Test.

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)	97%	97%	525 Test Cases
<i>System Test Complete Date: 06/24/22</i>			

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

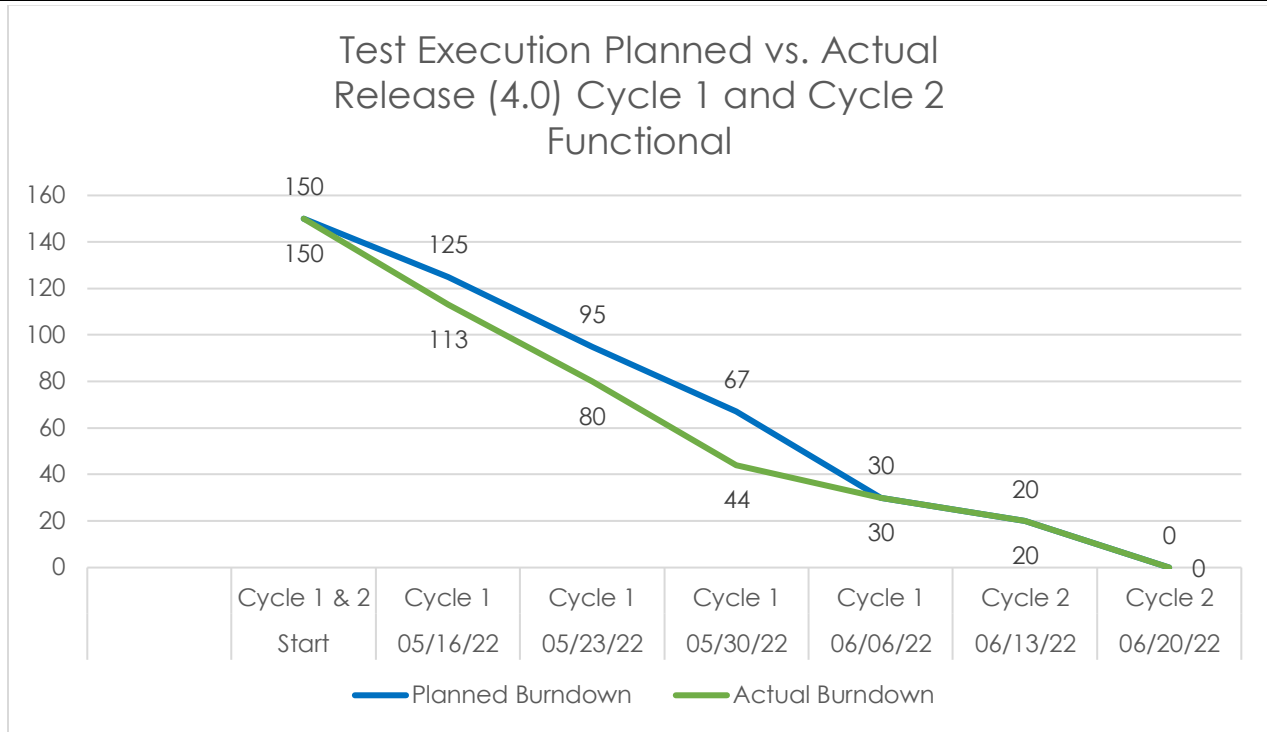


Figure 2.3-5 – Execution Burndown Chart (Functional): Release 4.0

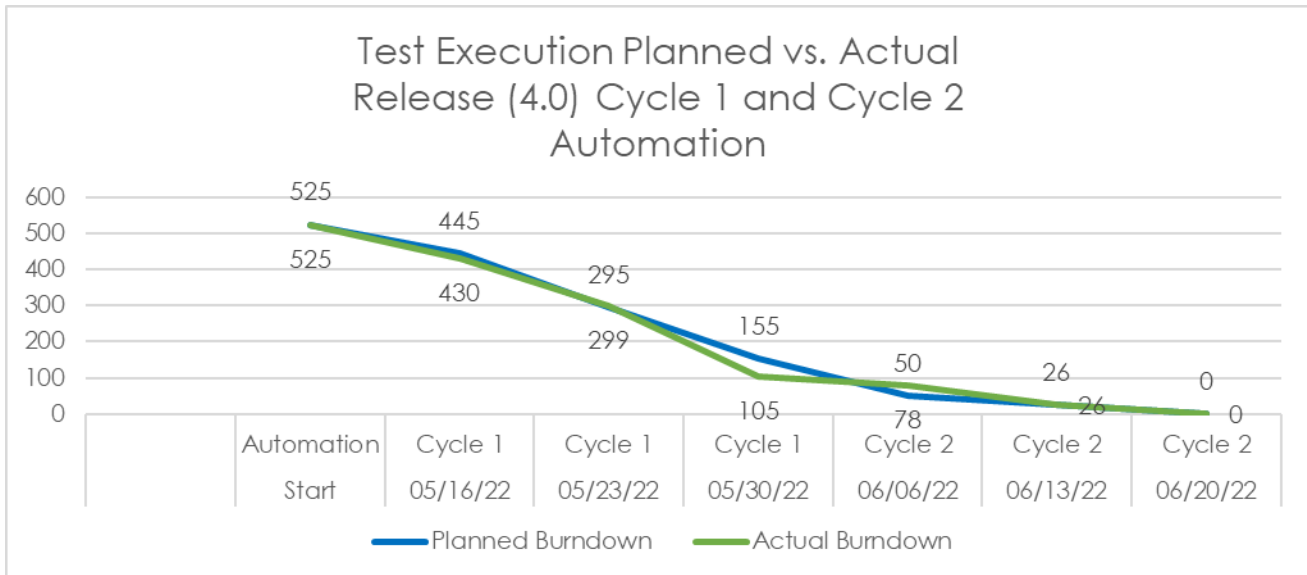


Figure 2.3-6 – Execution Burndown Chart (Automation): Release 4.0

2.3.2 Activities for the Next Reporting Period – System Test Execution

- ▶ **M&O Priority Release Support** – Continue to support M&O 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 failed Functional and Non-Functional test cases as the fix is promoted.
- ▶ **Release 4.1.5** – Start System Test Cycle 1 execution 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.

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

- ▶ **Test Support** – Continue to support UAT team during the execution.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ **Release 4.0 Performance Testing Activities** – Team executed 1 round of performance tests on 4.0.0_0110 build that needs to be certified & (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, 06/16/22 on the R4.0 codebase and the detailed results are uploaded to SharePoint. Executed one more round of test on 06/29/22 on 4.0.0_0110 build.

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 for one round of execution done on 06/29/22 published. Next round of test to be performed on 07/05/22.

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 developed. Also, validated all existing scripts on codebase 4.0.0_0110.</p> <p>Execution dates: 06/13/22 – 07/06/22</p>	90% 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** – 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.
 - Request Wave 1 County PPOCs review CBO User Extract pulled by the Gainwell team.

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 07/01/22.
- ▶ **Change** – Proposed and received approval for changes:
 - CHG0035696 to update Python to 3.8 in PRD as AWS is ending support for Python 3.6.
 - CHG0035749 and CHG0035671 to whitelist IP addresses to the BenefitsCal UAT environment.
 - CHG0035783 to remediate a CloudCheckr finding on outbound rules for AWS EC2-VPC Security Groups.
 - CHG0035795 to remediate a CloudCheckr finding by deleting default VPCs present in the BenefitsCal DR environment.
 - CHG0035782 to enable DNSSEC on BenefitsCal DNS entries in the lower environments.
 - CHG0035809 to conduct a POC on adding an additional security layer to the BenefitsCal UAT environment via AWS Access Key implementation.

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.

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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.

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

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Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
09.01	Maintenance and Operations (M&O) Plan – L.A. County	On track	FDEL approval 07/12/22

Table 6.1-2 – Upcoming Deliverable Deadlines

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	07/19/22	07/26/22
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	07/19/22	07/26/22
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
28.02	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
29.03	BenefitsCal Monthly Status Report – June 2022	On track	FWP submission 07/08/22 FWP approval 07/15/22
28.03	BenefitsCal Work Plan Monthly Updates – June 2022	On track	FWP submission 07/08/22 FWP approval 07/15/22

Table 6.1-4 – Upcoming Work Product Deadlines

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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	Low	6/1/22

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Period: June 27, 2022 to July 03, 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, July 6, 2022

Period: June 27, 2022 to July 03, 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
None.							

Table 6.2-3 – CRFIs

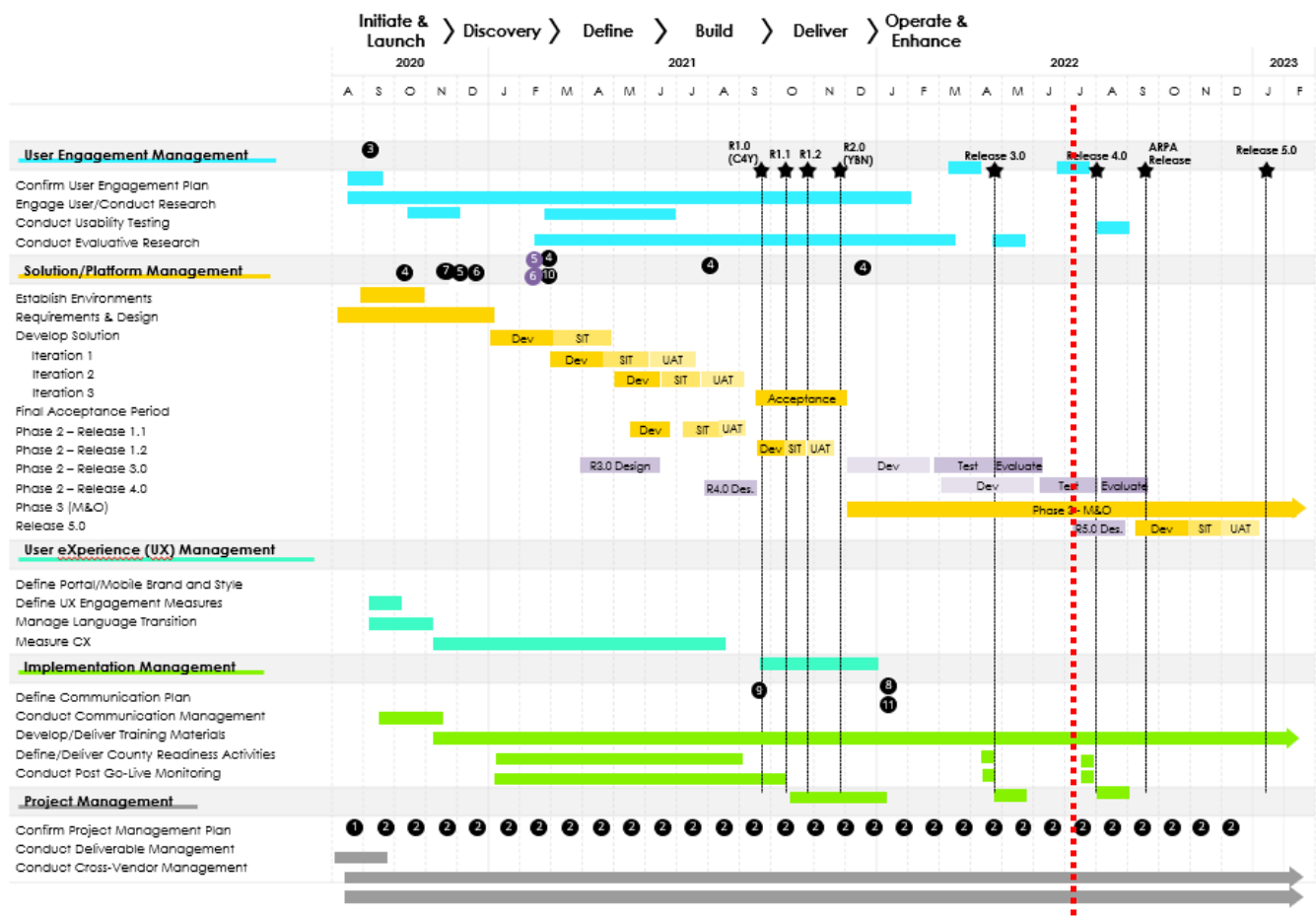
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, July 6, 2022

Period: June 27, 2022 to July 03, 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