

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: September 05, 2022 to
September 11, 2022**

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Release: ARPA (September 2022)	<ol style="list-style-type: none"> 1. Release deployed to Prod on 09/09/22 as planned with Student Based Applications and CBO Referral Code system improvements 2. For the Communications and Marketing campaign, communications are sent out 09/07/22 and 09/08/22 for distribution.
January 2023 Release (Release 5)	<ol style="list-style-type: none"> 3. Conducted a meeting with Consortium and CalSAWS to prepare for the Self-Service Portal/Welfare-to-Work Committee Design Review of Support Requests on 09/06/22 4. Addressed comments for Draft Deliverable 05.07 GSD – Release 5.0 DDEL and the Draft 04.09 Requirement Traceability Matrix.
GetCalFresh Gap List	<ol style="list-style-type: none"> 5. Attended a CDSS meeting to discuss the GetCalFresh Gap List with Consortium and CWDA on 09/07/22.
May 2023 Release (ROI)	<ol style="list-style-type: none"> 6. Attended a Joint Requirement Assumptions Session with CalSAWS, Consortium and QA for Release of Information (ROI) based on SCERFRA 22-524 on 09/06/22 and 09/08/22.
Collaboration Model	<ol style="list-style-type: none"> 7. Met with Consortium leadership to finalize the agenda of next quarterly meeting scheduled for 9/22/22.
CalWIN ISS Support	<ol style="list-style-type: none"> 8. Translation of communications for Wave 1 completed. CDSS language services are performing a proofread of the received translation 9. Training artifacts review and updates completed. 10. Wave 1 training sessions scheduled for 09/13/22 and 09/15/22 for CSC and Helpdesk staff 11. Finalized content to address county questions for 09/12/22 "CalWIN Implementation Support Services" meeting

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 24.11: CX Monthly Report – August 2022 on 09/07/22.
- DWP 25.07: Monthly M&O Report – August 2022 on 09/07/22.
- FWP 28.05: BenefitsCal Work Plan Monthly Updates – August 2022 on 09/08/22.
- FWP 29.05: BenefitsCal Monthly Status Report – August 2022 on 09/08/22.

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1.2.2 Activities for the Next Reporting Period

- ▶ **Deliverable and Work Product submissions for next week:**
 - None for the period.

1.3 BenefitsCal Collaboration Model

1.3.1 Highlights of the Reporting Period

- ▶ **Quarterly Meeting**
 - Continue to coordinate with the Consortium PM for the next quarterly meeting.

1.3.2 Activities for the Next Reporting Period

- ▶ **Next Meeting**
 - Continue working with the Consortium and participate in the next quarterly CM meeting planned for 09/22/22.

2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

- ▶ **Designs**
 - Continued to address functional queries from the Development and System Test.
 - Attended a Biweekly Meeting with DSS, Consortium, CWDA, and GetCalFresh on 09/06/22.
 - Conducted a meeting with Consortium and CalSAWS to prepare for the Self-Service Portal/Welfare-to-Work Committee Design Review of Support Requests on 09/06/22.
 - Attended a CDSS meeting to discuss the GetCalFresh Gap List with Consortium and CWDA on 09/07/22.
 - Attended a Joint Requirement Assumptions Session with CalSAWS, Consortium and QA for Release of Information (ROI) based on SCERFRA 22-524 on 09/06/22 and 09/08/22.
 - Executed emails campaigns documented in FWP 33_BenefitsCal_Communications and Marketing Materials on 09/07/22 and 09/08/22.
 - Addressed comments for Draft Deliverable 05.07 GSD – Release 5.0 DDEL and the Draft 04.09 Requirement Traceability Matrix.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ **Designs**
 - Continue to address functional queries from the Development and System Test.
 - Continue to address comments for Draft Deliverable 05.07 GSD – Release 5.0 DDEL and the Draft 04.09 Requirement Traceability Matrix.
 - Conduct a Design Review of Release 5.0 - CalWORKs 2.0 Designs with the Advocate and CBO Community with CalSAWS, Consortium, CWDA, CDSS, and QA on 09/12/22.

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- Attend a Joint Requirement Assumptions Session with CalSAWS, Consortium and QA for Release of Information (ROI) based on SCERFRA 22-524 on 09/13/22 and 09/15/2022.
- Present Release 5.0 – Support Requests Designs during the Self-Service Portal/Welfare-to-Work Committee Design Review on 09/13/22.

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 09/05/22.

▶ ROI Release

- Collaborated with the Design/Functional team to work on ROI requirements and assumptions.

▶ Work Product 24.11

- Drafted the 24.11: CX Monthly Report – August 2022 Draft Work Product (DWP) for submission on 09/08/22.

▶ BenefitsCal Communications

- Collaborated with Communication Team to implement six (6) BenefitsCal email campaigns by 09/08/22.

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 09/12/22.

▶ Work Product 24.11

- Respond to comments on the Draft the 24.11: CX Monthly Report – August 2022 Draft Work Product (DWP) for submission by 09/16/22.

▶ UCD Research

- Develop insights and draft Usability Testing Report for Two-Way Messaging and Student Page by 09/16/22.

▶ CalWIN Trainings

- Prepare for and co-facilitate two BenefitsCal trainings with CalWIN county staff on 09/13/22 and 09/15/22.

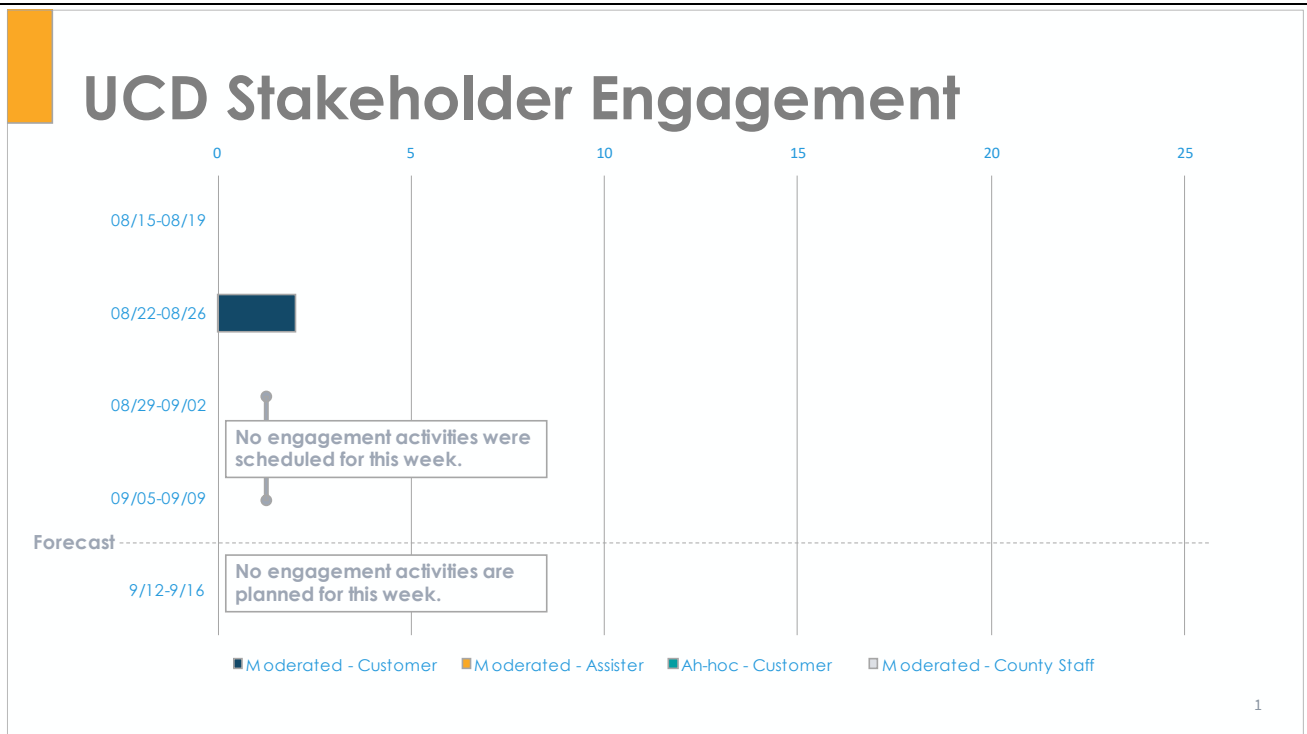


Figure 2.1-1 – UCD Stakeholder Engagement

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 09/09/22	Actual for Week Ending 09/09/22	Total Planned for the Release	Comments
4.2	3	3	3	

Table 2.2-1– Enhancement Actuals for Reporting Period

- ▶ **Release 4.1.5**
 - Released to Production on 09/09/22.
- ▶ **Release 5.0.0**
 - Developed 36 widgets.

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2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 09/16/22	Total Planned for the Release	Total Completed for the Release	Comments
4.2	0	3	3	

Table 2.2-2 – Planned Enhancement Work

► Release 5.0.0

- Develop 9 widgets

Unscheduled Release Updates

► Chatbot

- Resolution of silence detection in Chatbot was provided by the Amazon Web Services (AWS) Product Team last week for three (3) languages (English, Portuguese, and Chinese). The dates need to be decided for the fix for the remaining three (3) languages (Spanish, Korean, and Japanese).
- Delay in delivery of three (3) languages (Chinese, Korean, and Japanese) to SIT for Chatbot Voice Integration.
 - **Reason** – AWS Lex is not identifying varying accent related inputs for the three (3) languages (Chinese, Korean, and Japanese). Currency slot availability from the Product team is unavailable in Production.
 - **New Release Date** – BenefitsCal is working with the AWS Product team to triage the issues and put steps in place to train the bot and add a currency slot for the Income question. **The Release 4.0 deployment had these three (3) languages' voice-based feature disabled, based on the key decision CSPM-56778.** The new release date for the voice feature will be decided after the sign-off of the identified issues with the AWS Product team.
 - **Mitigation Plan** – Ongoing analysis for identifying a solution with the AWS Product team. Work toward training the bot with native speakers for these three (3) languages and resolve the currency slot issues with the AWS Product team as part of CSPM-56537.

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

► Testing Support

- Provided testing support for M&O and DD&I release defects, enhancements, and smoke and regression testing.

► Partner Integration Calls

- Conducted need basis Partner Integration calls to triage cross-partner defects for DD&I, M&E, and M&O.

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 ad-hoc partner integration items.
- ▶ **Release 5.0**
 - Continue to work on functional test scenarios and automation script creation.

2.3.3 User Acceptance Test (UAT) Planning

2.3.4 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ **UAT Test Execution**
 - Supported UAT team on Jira requirement linking.

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

- ▶ **Test Support**
 - None for the period.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- ▶ **CalWIN Wave 1 Performance testing activities**
 - Awaiting on the integrated Performance testing plan from CalSAWS team. BenefitsCal team would participate in the integrated test with 72-75% volume load (LA County + Wave 1).
- ▶ **Release 5.0 Performance testing activities**
 - Drafted the tentative plan for R5.0 performance scripting and test executions. Based on the finalized scope and development plan, BenefitsCal team would share the revised Performance test plan.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ **CalWIN rollout 1 performance testing activities** – Plan and prepare for the CalWIN rollout 1 performance testing activities.
- ▶ **Release 5.0 Performance testing activities** – Plan and prepare for the Release 5.0 performance testing activities.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
12	TBD	TBD	CalWIN Rollout	TBD	TBD
13	11/21/22	01/11/23	Release 5.0	TBD	TBD

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**

- No updates for user conversion for this reporting period.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

▶ **Perform CBO User Data Validation**

- Identify Primary Points of Contact (PPOCs) for the rest of the CalWIN Counties to perform Community Based Organization (CBO) user data validation.
- Work with the ForgeRock team to perform a load of test users to test the BenefitsCal functionality with CalWIN County CBO users.

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 09/09/22.

▶ **Change**

- Presented on and received approval for Change CHG0036626 to upgrade the AWS APP Summary lambda runtime.

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 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

Deliverable Status by Submission

		Complete			Coming Soon	
DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final Approval
04.09	Requirements Traceability Matrix – Release 5.0	N/A	N/A	08/26/22	09/22/22	09/30/22
05.07	General Systems Design – Release 5.0	N/A	N/A	08/26/22	09/22/22	09/30/22
08.01	Implement. Complete Report & Final Acceptance – L.A. County	N/A	N/A	05/27/22	06/20/22	
09.01	Maintenance & Operations (M&O) Plan – L.A. County	N/A	N/A	N/A	06/20/22	
11.01	Mobile App Implementation Complete Report – L.A. County	N/A	N/A	05/27/22	06/20/22	

Table 6.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
None			

Table 6.1-2 – Upcoming Deliverable Deadlines

Work Product Status by Submission

		Complete		Coming Soon
ID	Work Product Name	DWP	FWP	Final Approval
24.09	CX Monthly Report – June 2022	07/11/22	07/21/22	07/26/22
24.10	CX Monthly Report – July 2022	08/08/22	08/18/22	08/25/22
24.11	CX Monthly Report – August 2022	09/07/22	09/19/22	09/26/22
25.05	Monthly M&O Report – June 2022	07/11/22	07/21/22	07/26/22
25.06	Monthly M&O Report – July 2022	08/08/22	08/18/22	08/25/22
25.07	Monthly M&O Report – August 2022	09/07/22	09/19/22	09/26/22
26.01	BOM Review and License Renewals	07/15/22	07/29/22	08/08/22
27.01	Certificate Review	07/15/22	07/29/22	08/08/22
28.03	BenefitsCal Work Plan Monthly Updates – June 2022	N/A	07/08/22	07/18/22
28.04	BenefitsCal Work Plan Monthly Updates – July 2022	N/A	08/05/22	08/15/22
28.05	BenefitsCal Work Plan Monthly Updates – August 2022	N/A	09/08/22	09/16/22
29.03	BenefitsCal Monthly Status Report – June 2022	N/A	07/08/22	07/18/22
29.04	BenefitsCal Monthly Status Report – July 2022	N/A	08/05/22	08/15/22
29.05	BenefitsCal Monthly Status Report – August 2022	N/A	09/08/22	09/16/22
31.09	Monthly Security Monitoring Report – June 2022 (FWP)	N/A	07/11/22	07/18/22
32	Marketing and Communications Plan	06/30/22	07/22/22	08/01/22
33	Marketing and Communications Plan	08/08/22	08/15/22	08/24/22

Table 6.1-3 – Upcoming Work Product Deadlines

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Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
None			

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 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	2	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	2	Medium	06/01/22

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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. Impact: Customers would need to continue existing help and support channels to request assistance.</p> <ul style="list-style-type: none"> ▶ Reopen the technical architecture discussions to further and plan county usage. ▶ Establish operational downstream implications for Counties to existing operations and help desk processes. ▶ Quantify the effort on the Amazon Connect integration approach and timeline ▶ 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

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

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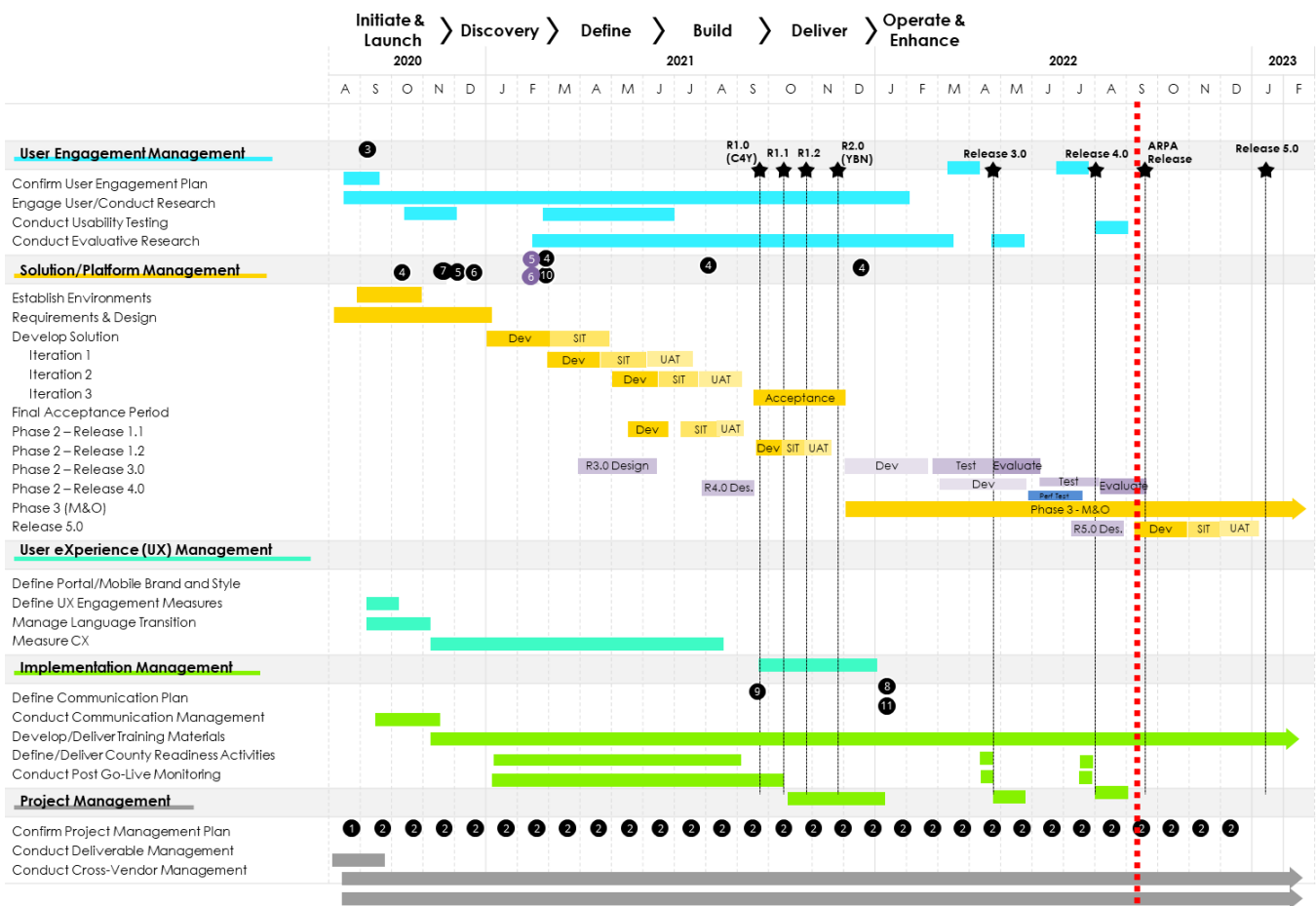
The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary BenefitsCal Contact	Backup BenefitsCal Contact
None.							

Table 6.2-3 – CRFIs

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