CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: September 19, 2022 to September 25, 2022

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
January 2023 Release (Release 5)	1. Submitted Draft Deliverable (DDEL) for 05.08: GSD – Release 5.0 Part II (Support Request) and the 04.10: Requirement Traceability Matrix on 09/19/22. 2. Submitted Final Deliverables (FDELs) for 05.07: GSD – Release 5.0 (CalWORKs 2.0) and 04.09: Requirement Traceability Matrix on 09/22/22.
Management Site Visit – Region 1	3. Worked with the Consortium to plan for the upcoming Management Site Visit meeting (Region 1) planned for 09/26/22.
Collaboration Model	4. September Quarterly Meeting is facilitated on 09/22/22 with participation from CM stakeholders.
GCF Gap List	5. Continued working with the California Department of Social Services (CDSS) through the bi-weekly working session to review the questions from CDSS for potential system changes and priority.
CalWIN ISS Support	6. Translation of email, SMS communications received from vendor for Wave 1. CDSS language services performed a proofread of the received translation and provided feedback for 15 of 19 threshold languages which will be used for email campaigns starting 09/27/22. 7. Received the participants list from Gainwell for Email (1) for the Wave 1 CalWIN Counties. 8. Community Based Organization (CBO) awareness training session completed for Yolo and Placer Counties on 09/22/22. Participants also included CBOs who already have an account with BenefitsCal and who needed a refresher on BenefitsCal CBO feature. 9. Three (3) Isolated PERF tests completed with limited 18 scripts and certified with Release 4.2 code base, primarily the new implementation on the Login In-transit changes. No additional integrated performance tests are planned for CalWIN Wave1.

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:**
  o DDEL 05.08: General System Design (GSD) Update Release 5.0 – Part II (Support Requests) on 09/19/22 including:
    ▪ DDEL 04.10: RTM – Release 5.0 – Part II (Support Requests).
  o FWP 25.07: Monthly M&O Report – August 2022 on 09/19/22.
  o FWP 24.11: CX Monthly Report – August 2022 on 09/20/22.
  o FDEL 05.07: General Systems Design – Release 5.0 – Part II (CalWORKs 2.0) on 09/22/22, including:
    ▪ FDEL 04.09: Requirements Traceability Matrix – Release 5.0– Part II (CalWORKs 2.0).

1.2.2 Activities for the Next Reporting Period

▶ **Deliverable and Work Product submissions for next week:**
  o DWP 24.12: BenefitsCal Work Product: CX Monthly Report – September 2022 on 10/07/22.
  o DWP 25.08: BenefitsCal Monthly M&O Report – September 2022 on 10/07/22.
  o DWP 26.02: BOM Review and License Renewal on 10/07/22.
  o DWP 27.02: Certificate Review on 10/07/22.

1.3 BenefitsCal Collaboration Model (CM)

1.3.1 Highlights of the Reporting Period

▶ **Quarterly Meeting**
  o Participated in the September Quarterly meeting with the Consortium.

1.3.2 Activities for the Next Reporting Period

▶ **September Meeting**
  o Working with the Consortium to share the meeting notes/action items from the quarterly CM meeting conducted on 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**
  o Continued to address functional queries from the Development and System Test for M&O and M&E releases.
  o Submitted Draft Deliverable 05.08 GSD – Release 5.0 Part II (Support Request) DDEL and the Draft 04.10 Requirement Traceability Matrix on 09/19/22.
  o Submitted Final Deliverables (FDELs) for 05.07: GSD – Release 5.0 and 04.09: Requirement Traceability Matrix on 09/22/22.
  o Attended a meeting with The California Secretary of State National Voter Registration Act (NVRA) and CalSAWS Consortium to discuss NVRA requirements for online benefits enrollment on 09/22/22.

2.1.2   Activities for the Next Reporting Period – Requirements and Design

▶ **Designs**
- o Continue to address functional queries from the Development and System Test.
- o Address comments received for DDEL 05.08: GSD – Release 5.0 Part II (Support Request) including the 04.10: Requirement Traceability Matrix.
- o Address comments received for FDELs for 05.07: GSD – Release 5.0 including 04.09: Requirement Traceability Matrix on 09/22/22.
- o Host meeting to discuss Voter Registration Enhancement CSPM-16979 with CalSAWS and the Consortium on 09/26/22.
- o Host meeting to discuss CalFresh Recertification Enhancement CSPM-41070 with the Consortium and CDSS on 09/27/22.
- o Host meeting to review Advocate Comments for the CalWORKs 2.0 Designs with Consortium and California Welfare Directors Association (CWDA) on 09/28/22.
- o Host meeting to review BenefitsCal Marketing and Communications Campaigns – Early Campaigns Success Metrics with the Consortium and QA on 09/29/22.

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

▶ **Customer Experience (CX) Measurements Data**
- o 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 09/19/22.

▶ **Work Product 24.11**
- o Finalized 24.11: CX Monthly Report – August 2022 Final Work Product (FWP) for submission by 09/20/22.

▶ **Advocate Engagement**
- o Prepared materials for the September UCD Monthly Meeting for internal review by 09/23/22.

▶ **CalWIN Trainings**
- o Prepared for and co-facilitate the BenefitsCal CBO trainings with the CalWIN CBO staff on 09/22/22.
- o Prepared materials for the Targeted Topic Training for the CalWIN County staff on 09/28/22.

2.1.4   Activities for the Next Reporting Period – UCD

▶ **CX Measurements Data**
- o 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 09/26/22.

▶ **Advocate Engagement**
- o Facilitate the September UCD Monthly Meeting on 09/28/22.

▶ **CalWIN Trainings**
- o Prepare for and co-facilitate the Targeted Topic Training for the CalWIN County staff on 09/28/22.

▶ **UCD Research**
- o Begin recruitment for Discovery Research with the County workers for enhancement CSPM-43163.
- o Recruit customers for Take-it-to-the-Lab Research to understand their needs related to managing EBT transactions.

UCD Stakeholder Engagement

No engagement activities were scheduled for this week.

No engagement activities are planned for this week.

Moderated - Customer   Moderated - Assister   Ah-hoc - Customer   Moderated - County Staff
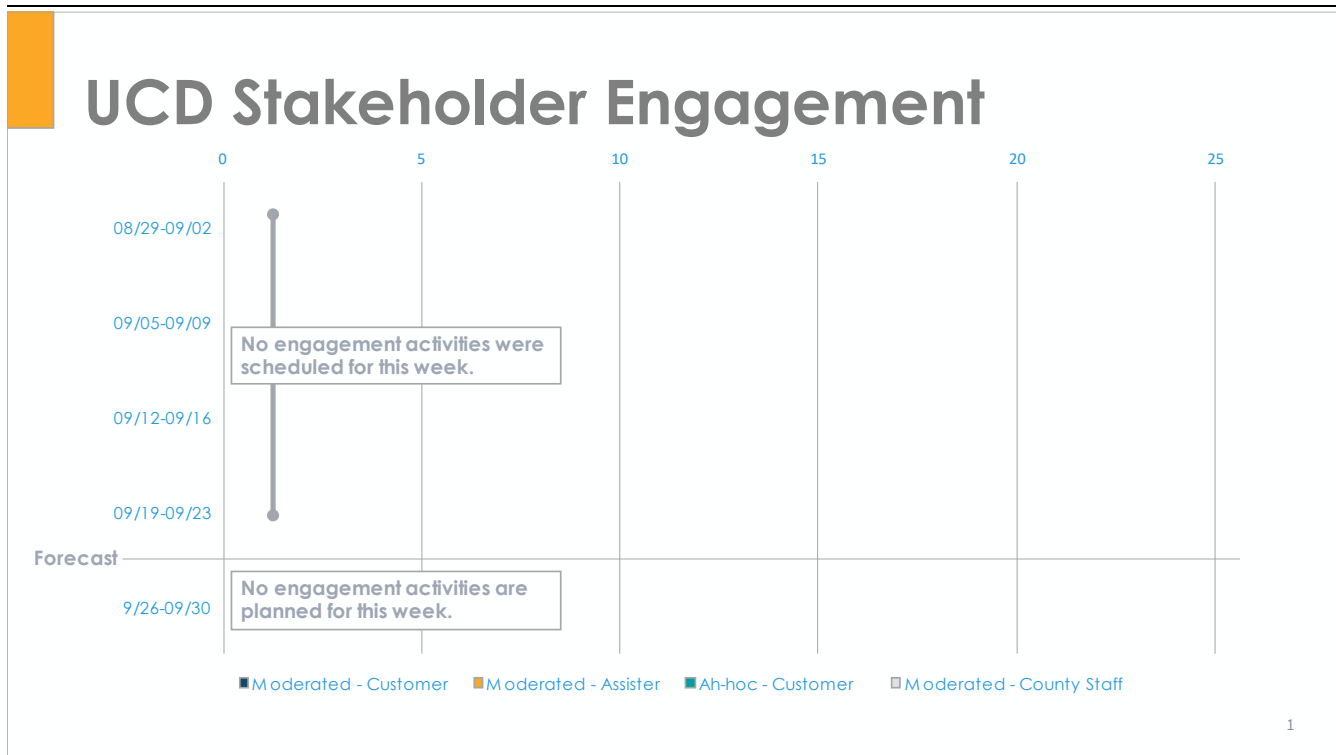
Figure 2.1-1 – UCD Stakeholder Engagement

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 09/16/22	Actual for Week Ending 09/16/22	Total Planned for the Release	Comments
4.2	3	3	4	

Table 2.2-1– Enhancement Actuals for Reporting Period

▶ **Release 5.0.0**
   o Developed 14 widgets out of the total 94 widgets.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 09/23/22	Total Planned for the Release	Total Completed for the Release	Comments
4.3	0	3	3	

Table 2.2-2 – Planned Enhancement Work

▶ **Release 5.0.0**
   o Develop twelve (12) widgets.
   o Translations to be available by the second week of October 2022.

Unscheduled Release Updates

▶ **Chatbot**
   o 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).
   o Delay in delivery of three (3) languages (Chinese, Korean, and Japanese) to System Test (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.

2.2.3 Burndown
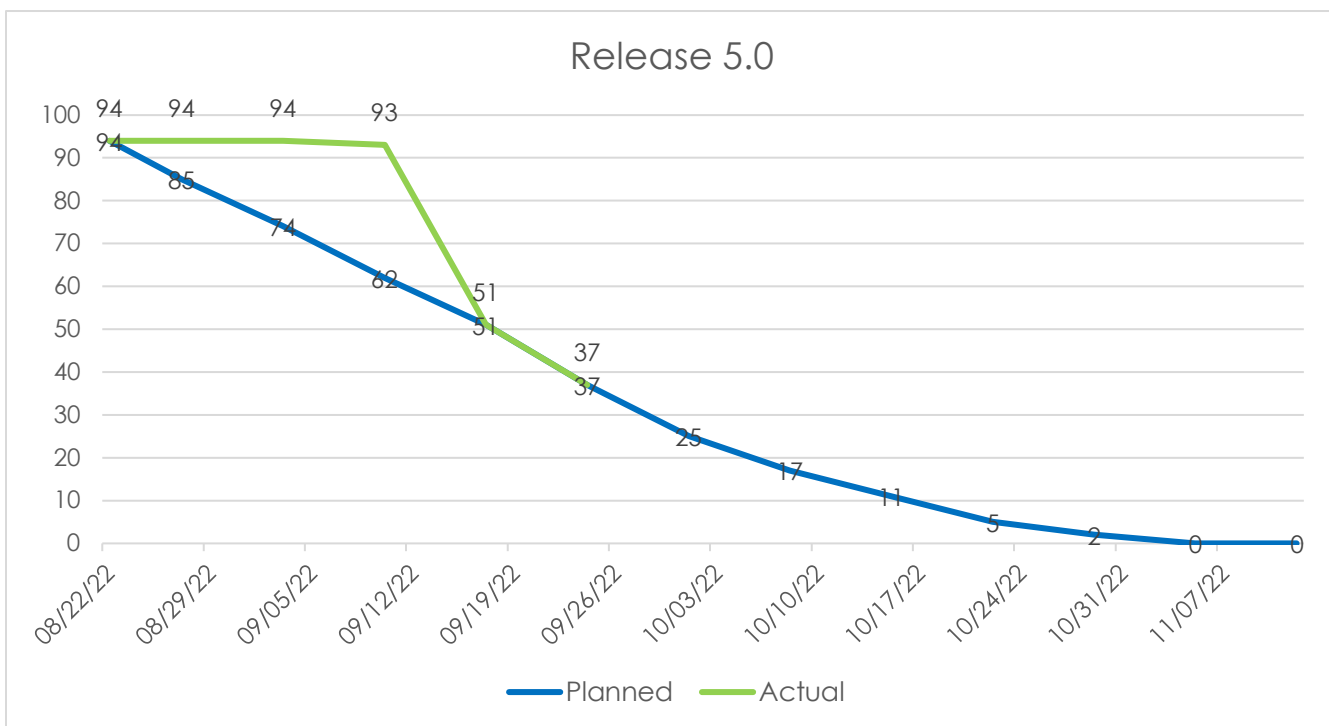
Figure 2.3-1 – Development: Release 5.0 Burndown

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

▶ **Testing Support**
  o Provided testing support for M&O release defects, enhancements, and smoke and regression testing.

▶ **Partner Integration Calls**
  o Conducted need-basis Partner Integration calls to triage cross-partner defects for M&E, and M&O.

2.3.2 Activities for the Next Reporting Period – System Test Execution

▶ **M&O Priority Release Support**
  o Continue to support M&O monthly release defects, enhancements, and smoke/regression testing.

▶ **Partner Integration Items**
  o Continue to coordinate in ad-hoc partner integration items.

▶ **Release 5.0**
  o 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**
  o None for the period.

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

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

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

▶ **Release 4.2 Performance testing activities**
  o BenefitsCal Team incorporated the new implementation of login In-transit changes to all the flavor the Apply for Benefits and other dependent scripts and executed one (1) round of performance test with eighteen (18) scripts to evaluate the login in-transit capabilities. No errors were observed, and performance recorded in JMeter report was improved as compared to the baseline test. Detailed report is shared on CalSAWS SharePoint.

3.2 Activities for the Next Reporting Period – Performance Test

▶ **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
11	09/19/22	09/23/22	Release 4.2	Login In Transit changes were incorporated. Completed	100% Completed
12	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**
  o Provided clarification on CBO User conversion activities for the integrated Work Plan.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

▶ **Perform CBO User Data Validation**
  o Identify Primary Points of Contact (PPOCs) for the rest of the CalWIN Counties to perform Community Based Organization (CBO) user data validation.
  o 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**
  - o 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 09/23/22.
- • **Change**
  - o Presented, and received approval, for the changes CHG0036914, CHG0036621, CHG0036896 to add a toll-free number from AWS, update the existing "Node.js" versioning from 12 to 14, and kickoff the CalWIN communications.

4.2.2   Activities for the Next Reporting Period – Security

- ▶ **Identified Vulnerabilities**
  - o 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**
  - o 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.

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 – Part II (CalWORKs 2.0)	N/A	N/A	08/26/22	09/22/22	09/30/22
04.10	Requirements Traceability Matrix – Release 5.0 – Part II (Support Requests)	N/A	N/A	09/19/22	10/19/22	10/21/22
05.07	General Systems Design – Release 5.0 – Part II (CalWORKs 2.0)	N/A	N/A	08/26/22	09/22/22	09/30/22
05.08	General Systems Design – Release 5.0 – Part II (Support Requests)	N/A	N/A	09/19/22	10/19/22	10/21/22
08.01	Implement. Complete Report & Final Acceptance – L.A. County	N/A	N/A	05/27/22	06/20/22	06/29/22
09.01	Maintenance & Operations (M&O) Plan – L.A. County	N/A	N/A	N/A	06/20/22	06/29/22
11.01	Mobile App Implementation Complete Report – L.A. County	N/A	N/A	05/27/22	06/20/22	06/29/22

Table 6.1-1 – Deliverable Status for Current Reporting Period

Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
05.08	General Systems Design – Release 5.0 – Part II (Support Requests) including: • 04.10: Requirements Traceability Matrix – Release 5.0 – Part II (Support Requests)	On Track	DDEL submission 09/19/22
05.07	General Systems Design – Release 5.0 – Part II (CalWORKs 2.0) including: • 04.09 Requirements Traceability Matrix – Release 5.0 – Part II (CalWORKs 2.0)	On Track	FDEL submission 09/22/22 FDEL submission 09/30/22

Table 6.1-2 – Upcoming Deliverable Deadlines

Work Product Status by Submission

| | Complete | | Coming Soon |

ID	Work Product Name	DWP	FWP	Final Approval
24.11	CX Monthly Report – August 2022	09/08/22	09/20/22	09/26/22
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
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
29.05	BenefitsCal Monthly Status Report – August 2022	N/A	09/08/22	09/16/22

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.11	CX Monthly Report – August 2022	On track	FWP submission 09/20/22 FWP approval 09/25/22
25.07	Monthly M&O Report – August 2022	On track	FWP submission 09/19/22 FWP approval 09/25/22

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 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): *"The system shall include a help desk functionality that allows users to screen share to assist them in completing their submission."* 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).	Open	2	Low	06/01/22

ID	Title	Details	Status	Impact	Probability	Date Logged
		Since there is an integration and effort impact to Amazon Connect, technical architecture discussions need to continue with keeping county usage volume in mind. 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. ▶ 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 Status: ▶ Executive huddles were held on 06/03/22, and 06/13/22. Direction is given to proceed forward with the effort ▶ Both CalSAWS and BenefitsCal provided effort estimates to integrate screenshare into the ChatMe frame ▶ 06/24/22 – Scheduled technical work session to elaborate the concept, and release timeline.				

ID	Title	Details	Status	Impact	Probability	Date Logged
		▶ 07/21/22 – Facilitated a timeline discussion with BenefitsCal, Contact Center and QA Teams. Screenshare Implementation is dependent on the LA Contact Center Go Live. LA Contact Center Go - Live originally scheduled for 08/26/22, may be delayed. Contact center team will confirm the timeline for this implementation. Contact Center and BenefitsCal will collaborate to identify a release version in advance ▶ 09/02/22 – L.A. Contact Center implementation time is communicated as 11/18/22. ▶ 09/26/22 – Contact Center Team share that target implementation timeline is Jan 2023.				

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.

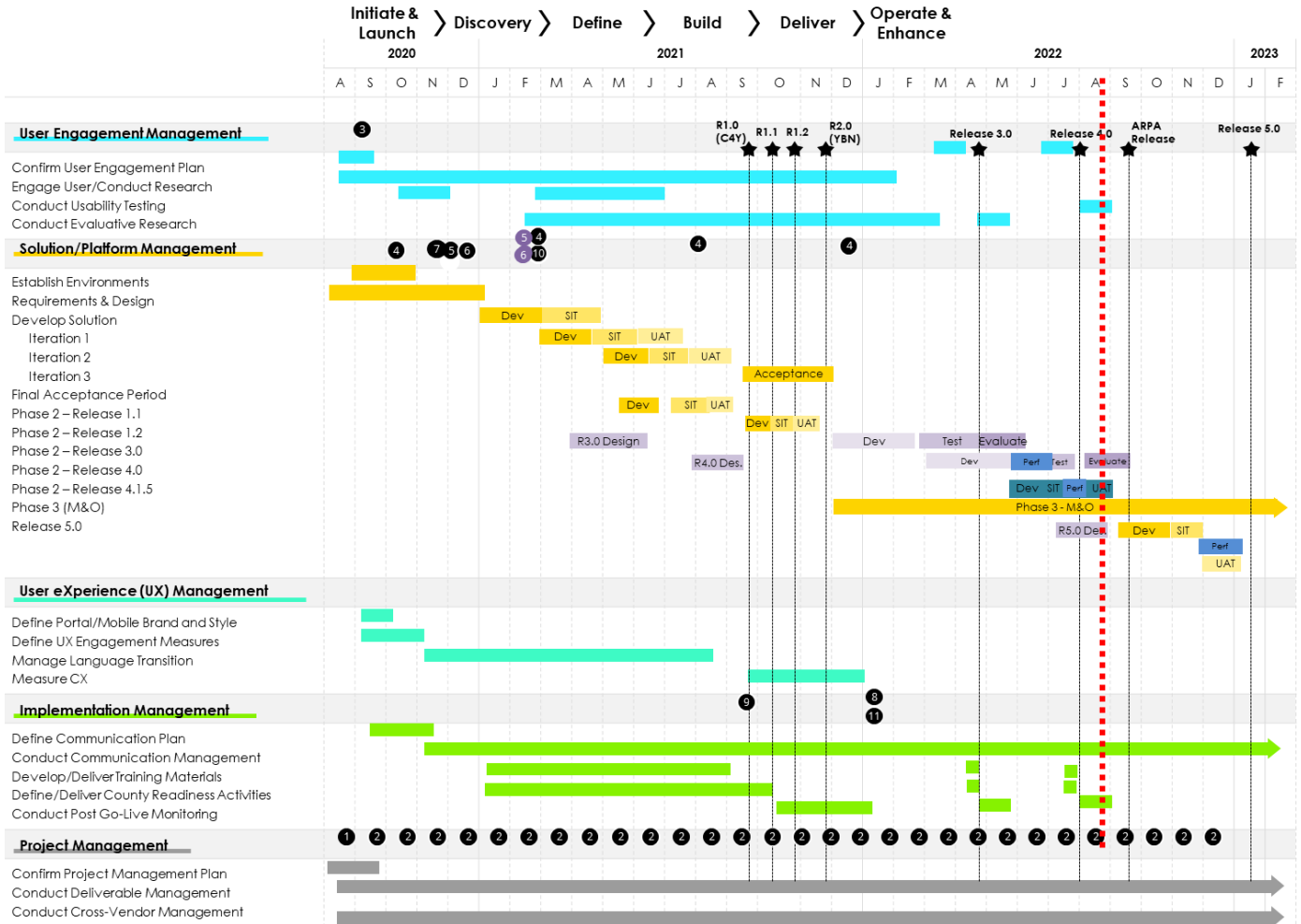| CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary BenefitsCal Contact	Backup BenefitsCal Contact
None.							

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