

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: October 24, 2022 to
October 31, 2022**

Table of Contents

| | | |
|-------|---|----|
| 1.0 | Project Management | 4 |
| 1.1 | Executive Summary..... | 4 |
| 1.2 | PMO | 4 |
| 1.2.1 | Highlights of the Reporting Period | 4 |
| 1.2.2 | Activities for the Next Reporting Period | 4 |
| 1.3 | BenefitsCal Collaboration Model (CM) | 5 |
| 1.3.1 | Highlights of the Reporting Period | 5 |
| 1.3.2 | Activities for the Next Reporting Period | 5 |
| 2.0 | Application Development and Test | 5 |
| 2.1 | Requirements and Design | 5 |
| 2.1.1 | Highlights of the Reporting Period – Requirements and Design | 5 |
| 2.1.2 | Activities for the Next Reporting Period – Requirements and Design | 5 |
| 2.1.3 | Highlights of the Reporting Period – User Centered Design (UCD)..... | 5 |
| 2.1.4 | Activities for the Next Reporting Period – UCD..... | 6 |
| 2.2 | Development | 7 |
| 2.2.1 | Highlights of the Reporting Period – Development | 7 |
| 2.2.2 | Activities for the Next Reporting Period – Development..... | 7 |
| 2.2.3 | Burndown..... | 8 |
| 2.3 | System Test Execution..... | 9 |
| 2.3.1 | Highlights of the Reporting Period – System Test Execution | 9 |
| 2.3.2 | Activities for the Next Reporting Period – System Test Execution..... | 9 |
| 2.3.3 | User Acceptance Test (UAT) Planning | 9 |
| 2.3.4 | Highlights of the Reporting Period – User Acceptance Test Planning | 9 |
| 2.3.5 | Activities for the Next Reporting Period – User Acceptance Test Planning..... | 9 |
| 3.0 | Performance Test..... | 9 |
| 3.1 | Highlights of the Reporting Period – Performance Test..... | 9 |
| 3.2 | Activities for the Next Reporting Period – Performance Test | 10 |
| 4.0 | Security | 10 |
| 4.1 | User Conversion | 10 |
| 4.1.1 | Highlights of the Reporting Period – User Conversion Testing..... | 10 |
| 4.1.2 | Activities for the Next Reporting Period – User Conversion Testing | 10 |
| 4.2 | Security | 10 |
| 4.2.1 | Highlights of the Reporting Period – Security | 10 |
| 4.2.2 | Activities for the Next Reporting Period – Security..... | 10 |
| 5.0 | Communications | 11 |
| 5.1 | Highlights of the Reporting Period..... | 11 |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, November 2, 2022

Period: October 24, 2022 to October 31, 2022

| | | |
|-----|--|----|
| 5.2 | Activities for the Next Reporting Period | 11 |
| 6.0 | Appendices | 11 |
| 6.1 | Appendix A – Deliverable Summary | 11 |
| 6.2 | Appendix B – Risks and Issues Summary | 13 |
| 6.3 | Appendix C – Project Work Plan Reports | 15 |

1.0 Project Management

1.1 Executive Summary

| STATUS REPORT SUBSECTION | STATUS AGENDA TOPIC |
|--|---|
| January 2023 Release (Release 5) | <ol style="list-style-type: none"> 1. Resolved all comments for FDEL 05.08 GSD Release 5.0 Part II (Support Requests) and 04.10 RTM Update 10 - Release 5.0 Part II (Support Requests) on 10/26/22. 2. Conducted Support Request Design Review Session with Advocates and Community Based Organizations (CBOs) on 10/27/22. 3. CalWORKs 2.0 activities are paused based on the direction/decision given during the Section Directors meeting on 10/11/22. |
| Voter Registration Enhancement | <ol style="list-style-type: none"> 4. Design changes for the Voter Registration Enhancement CSPM-16979 complete and development is starting during the week of 10/31/22. |
| Release of Information (ROI) Enhancement | <ol style="list-style-type: none"> 5. Facilitated a Release of Information (ROI) Requirement Clarification session with the State Partners on 10/24/22. Another session with the State Partners is scheduled on 10/31/22. |
| CalWIN ISS Support | <ol style="list-style-type: none"> 6. Wave 1 – Green Light received for Wave 1 cutover on 10/26/22. 7. Wave 1 – Cutover to BenefitsCal completed successfully for Yolo and Placer Counties on 10/30/22. 8. Wave 1 – Email (4) communication for welcoming Yolo and Placer County customers into BenefitsCal was launched on 10/30/22 after BenefitsCal Go-Live. A total of 7,366 emails were delivered to Yolo and Placer County customers. This concludes the Wave 1 communication plan. 9. Wave 2 – Email initiated with Gainwell to extract CBO user information from MyBCW for the Wave 2 Counties. |

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:**
 - None for the reporting period.

1.2.2 Activities for the Next Reporting Period

- ▶ **Deliverable and Work Product submissions for next week:**
 - FWP 28.07: BenefitsCal Work Plan Monthly Updates – October 2022 on 11/04/22.
 - FWP 29.07: BenefitsCal Monthly Status Report – October 2022 on 11/04/22.
 - DWP 24.13: CX Monthly Report – October 2022 on 11/07/22.
 - DWP 25.09: Monthly M&O Report – October 2022 on 11/07/22.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, November 2, 2022

Period: October 24, 2022 to October 31, 2022

1.3 BenefitsCal Collaboration Model (CM)

1.3.1 Highlights of the Reporting Period

- ▶ None for the period.

1.3.2 Activities for the Next Reporting Period

- ▶ None for the period.

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.
 - Met with Region 6 reviewers to resolve their comments for FDEL 05.08 GSD Release 5.0 Part II (Support Requests) on 10/24/22.
 - Resolved all comments received for FDEL 05.08 GSD Release 5.0 Part II (Support Requests) and 04.10 RTM Update 10 – Release 5.0 Part II (Support Request) on 10/26/22.
 - Facilitated an ROI Requirement Clarification session with the State Partners on 10/24/22.
 - Conducted Support Request Design Review session with Advocates and CBOs on 10/27/22.
 - Worked on the Collaboration Model enhancements prioritized for Release 4.4.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- ▶ **Designs**
 - Continue to address functional queries from the Development and System Test.
 - Facilitate an ROI Requirement Clarification session with the State Partners on 10/31/22.
 - Work on the Collaboration Model enhancements prioritized for Release 4.4.
 - Work on Release 4.5 enhancements designs.
 - Support Usability Testing activities for Release 5.0 Support Requests.
 - Prepare for Release of Information (ROI) Design Sessions with the State, Counties, QA, CWDA, and Consortium.

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

- ▶ **Customer Experience (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 10/24/22.
- ▶ **UCD Research**
 - Continued to collect and analyze customer data to inform the design of upcoming Collaboration Model enhancements.
 - Collaborated with the Design/Functional Team to re-design the document upload flow, per enhancement CSPM-43831.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, November 2, 2022

Period: October 24, 2022 to October 31, 2022

- ▶ **ROI Functionality**
 - Collaborated with the Design/Functional Team to start on design mock-ups for the ROI functionality.
- ▶ **Advocate Engagement**
 - Facilitated the October UCD Monthly Meeting on 10/26/22.
 - Collaborated with the Design/Functional Team to facilitate a Release 5.0 design review with the Advocate/CBO community.

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 10/31/22.
- ▶ **ROI Functionality**
 - Co-facilitate the ROI clarification session on 10/31/22 with CalSAWS to engage with the State Partners.
 - Continue to collaborate with the Design/Functional Team to design mock-ups for ROI functionality.
- ▶ **UCD Research**
 - Continue to collect and analyze customer data to inform the design of upcoming Collaboration Model enhancements.
 - Collaborate with the Design/Functional Team to re-design the document upload flow, per enhancement CSPM-43831.
- ▶ **Work Product 24.12**
 - Draft the 24.13: CX Monthly Report – October 2022 Final Work Product (FWP) by 11/07/22.

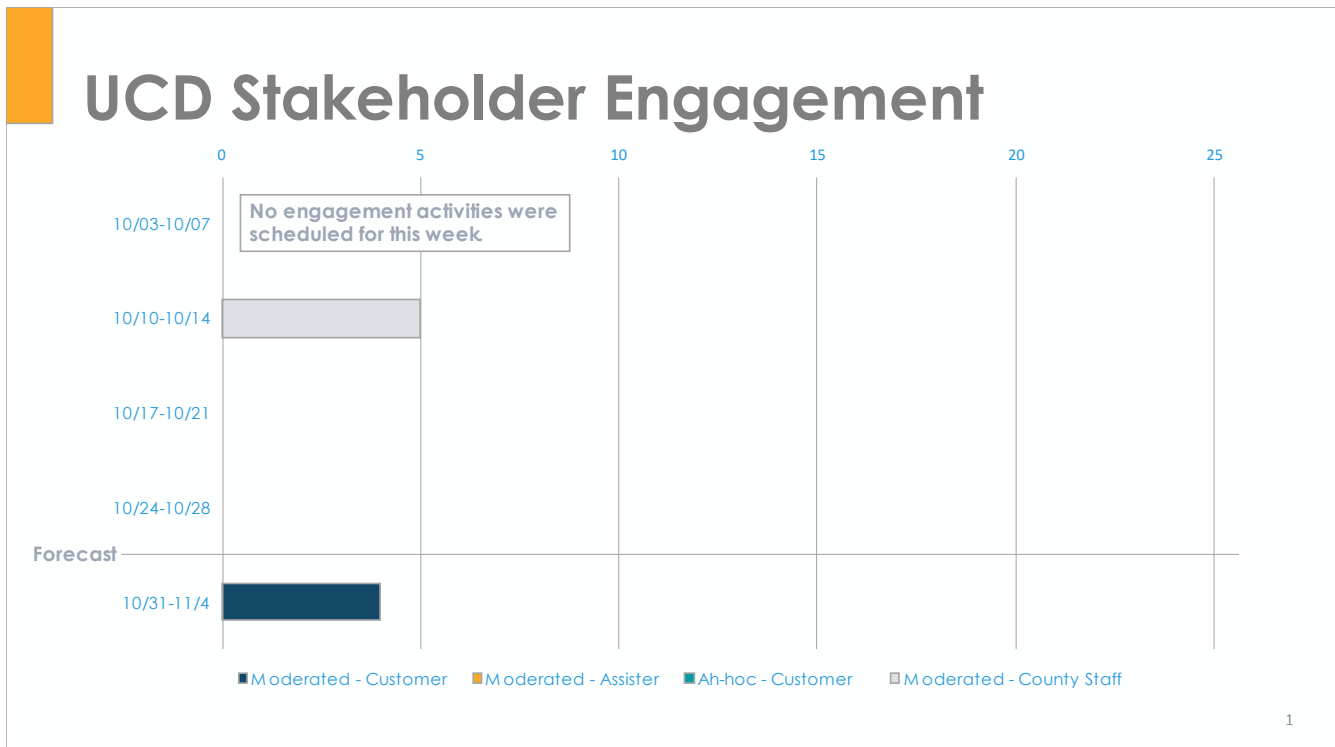


Figure 2.1-1 – UCD Stakeholder Engagement

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, November 2, 2022

Period: October 24, 2022 to October 31, 2022

2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

| Release | Planned for Week Ending 10/28/22 | Actual for Week Ending 10/28/22 | Total Planned for the Release | Comments |
|---------|----------------------------------|---------------------------------|-------------------------------|------------|
| 4.3.2 | 1 | 1 | 1 | CSPM-61189 |

Table 2.2-1– Enhancement Actuals for Reporting Period

► Release 5.0

- CalWORKs 2.0 is on hold. Completed 47 widgets.
- Support Request.
 - Developed one (1) widget. Three (3) widgets are pending because end points were not available.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

| Release | Planned for Week Ending 11/04/22 | Total Planned for the Release | Total Completed for the Release | Comments |
|---------|----------------------------------|-------------------------------|---------------------------------|---|
| 4.3.3 | 1 | 1 | 0 | CSPM-49955 – end to end testing is pending. |
| 4.4 | 1 | 6 | 0 | |

Table 2.2-2 – Planned Enhancement Work

► Release 5.0

- Support Request
 - End to End testing for three (3) widgets would be done if endpoints are made available.
- Translations are not available for one (1) widget and would be marked as delayed.

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).

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, November 2, 2022

Period: October 24, 2022 to October 31, 2022

2.2.3 Burndown

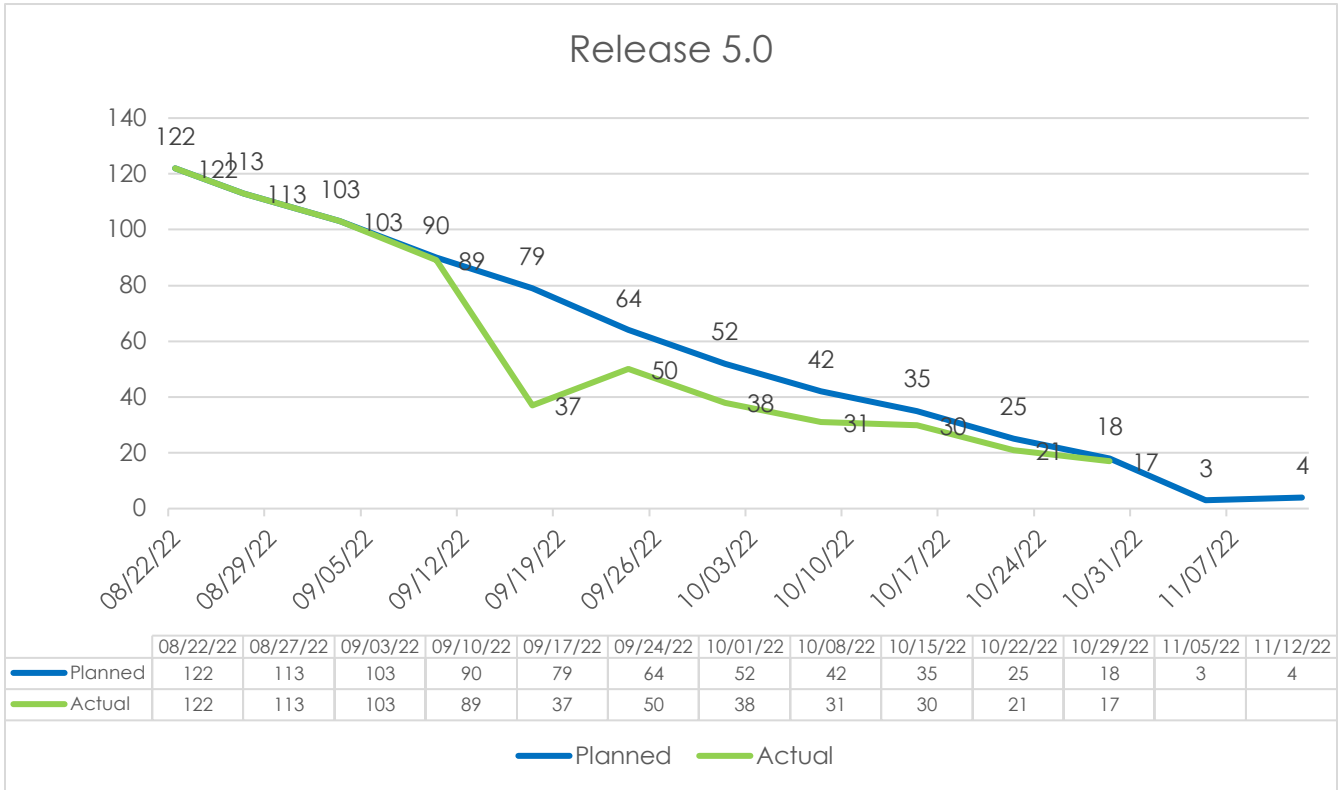


Figure 2.2-1 – Development: Release 5.0 Burndown (CalWORKs 2.0 and Support Request)

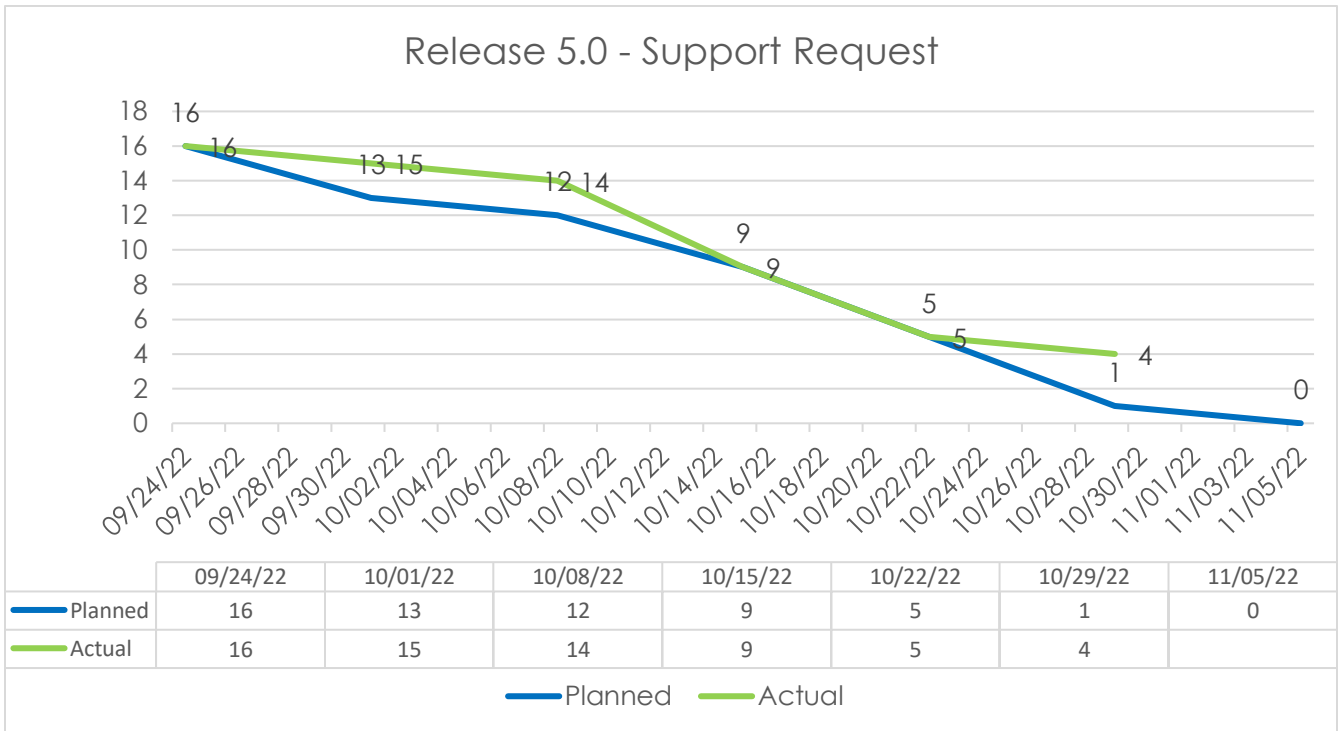


Figure 2.2-2 – Development: Release 5.0 Burndown (Support Request)

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- ▶ **Testing Support**
 - Provided testing support for M&O release defects, enhancements, and smoke and regression testing.
- ▶ **Partner Integration Calls**
 - 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**
 - Continue to support M&O monthly release defects, enhancements, and smoke/regression testing.
- ▶ **Partner Integration Items**
 - Continue to participate in the coordination of ad-hoc partner integration items.
- ▶ **Release 5.0**
 - Continue to work on functional test scenarios and automation script creation for Support Request.

2.3.3 User Acceptance Test (UAT) Planning

2.3.4 Highlights of the Reporting Period – User Acceptance Test Planning

- ▶ **UAT Test Execution**
 - None for the period.

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

- ▶ **Release 4.4 Performance Testing Activities**
 - In progress to analyze the Release 4.4 enhancements work items and scope to identify any potential performance testing opportunities and will draft the plan accordingly.

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 | TBD | TBD | Release 4.4 | TBD | TBD |
| 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**
 - Collaborated with the ForgeRock team to perform a test load on 10/27/22 with the CBO User list for Wave 1 to ensure that all validation checks are met prior to the production load on 10/31/22.

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 the production load of Wave 1 CBO users so they may access BenefitsCal. This will occur on 10/31/22.
 - Support the team with conversion activities.
 - Begin preparation for Wave 2 Activities regarding CBO User Conversion.

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 10/28/22.

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).

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, November 2, 2022

Period: October 24, 2022 to October 31, 2022

- ▶ **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.

6.0 Appendices

6.1 Appendix A – Deliverable Summary

Deliverable Status by Submission

| | | Complete | Coming Soon | WAC Approval Pending | | |
|--------|--|----------|-------------|----------------------|----------|----------------|
| DEL ID | Deliverable Name | DDED | FDED | DDEL | FDEL | Final Approval |
| 04.09 | Requirements Traceability Matrix – Release 5.0– Part I (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 | 10/13/22 | 10/28/22 |
| 05.07 | General Systems Design – Release 5.0 – Part I (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 | 10/13/22 | 10/28/22 |
| 08.01 | Implement, Complete Report & Final Acceptance – L.A. County | N/A | N/A | 05/27/22 | 06/20/22 | TBD |
| 09.01 | Maintenance & Operations (M&O) Plan – L.A. County | N/A | N/A | N/A | 06/20/22 | TBD |
| 11.01 | Mobile App Implementation Complete Report – L.A. County | N/A | N/A | 05/27/22 | 06/20/22 | TBD |

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

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, November 2, 2022

Period: October 24, 2022 to October 31, 2022

Work Product Status by Submission

| | | | | | Complete | Coming Soon | WAC Approval Pending |
|-------|--|----------|----------|----------------|----------|-------------|----------------------|
| ID | Work Product Name | DWP | FWP | Final Approval | | | |
| 24.12 | CX Monthly Report – September 2022 | 10/07/22 | 10/20/22 | 10/25/22 | | | |
| 24.13 | CX Monthly Report – October 2022 | 11/07/22 | 11/18/22 | 11/23/22 | | | |
| 25.08 | Monthly M&O Report – September 2022 | 10/07/22 | 10/19/22 | 10/26/22 | | | |
| 25.09 | Monthly M&O Report – October 2022 | 11/07/22 | 11/18/22 | 11/23/22 | | | |
| 26.02 | BOM Review and License Renewals | 10/07/22 | 10/24/22 | 11/01/22 | | | |
| 26.03 | BOM Review and License Renewals | 11/14/22 | 11/30/22 | 12/07/22 | | | |
| 27.02 | Certificate Review | 10/07/22 | 10/24/22 | 11/01/22 | | | |
| 27.03 | Certificate Review | 11/14/22 | 11/30/22 | 12/07/22 | | | |
| 28.06 | BenefitsCal Work Plan Monthly Updates – September 2022 | N/A | 10/05/22 | 10/14/22 | | | |
| 28.07 | BenefitsCal Work Plan Monthly Updates – October 2022 | N/A | 11/04/22 | 11/14/22 | | | |
| 29.06 | BenefitsCal Monthly Status Report – September 2022 | N/A | 10/05/22 | 10/14/22 | | | |
| 29.07 | BenefitsCal Monthly Status Report – October 2022 | N/A | 11/04/22 | 11/14/22 | | | |

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

| WP # | Work Product Name | Status | Next Deadline |
|-------|--|----------|---|
| 24.13 | CX Monthly Report – October 2022 | On track | DWP submission 11/07/22 FWP submission 11/18/22 FWP approval 11/23/22 |
| 25.09 | Monthly M&O Report – October 2022 | On track | DWP submission 11/07/22 FWP submission 11/18/22 FWP approval 11/23/22 |
| 26.02 | BOM Review and License Renewals | On track | FWP approval 11/01/22 |
| 26.03 | BOM Review and License Renewals | On track | DWP submission 11/14/22 FWP submission 11/30/22 FWP approval 12/07/22 |
| 27.02 | Certificate Review | On track | FWP approval 11/01/22 |
| 27.03 | Certificate Review | On track | DWP submission 11/14/22 FWP submission 11/30/22 FWP approval 12/07/22 |
| 28.07 | BenefitsCal Work Plan Monthly Updates – October 2022 | On track | FWP submission 11/04/22 FWP approval 12/14/22 |
| 29.07 | BenefitsCal Monthly Status Report – October 2022 | On track | FWP submission 11/04/22 FWP approval 12/14/22 |

Table 6.1-4 – Upcoming Work Product Deadlines

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, November 2, 2022

Period: October 24, 2022 to October 31, 2022

6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

| ID | Title | Details | Status | Impact | Probability | Date Logged |
|-----|--------------------------------|---|--------|--------|-------------|-------------|
| 246 | Perceived Gap in Functionality | <p>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.</p> <p>Status Updates:</p> <p>September 2, 2022:</p> <ul style="list-style-type: none"> ▶ Had multiple meetings with CDSS to discuss the GetCalFresh Gap List with Consortium and CWDA, latest on 08/29/22. There is a bi-weekly meeting cadence. Currently there are few enhancement suggestions from CDSS on partial gaps. <p>October 3, 2022:</p> <ul style="list-style-type: none"> ▶ Continued working sessions with CDSS, CWDA, Consortium and CalSAWS. With the CDSS's analysis, there is total of 41 gaps. 32 of are logged as enhancements for prioritization and the remaining 9 will be discussed at upcoming working sessions. There is also a plan to identify/classify must have vs nice to have items. Next working session is scheduled for 10/05/22. | Open | 2 | Medium | 05/10/21 |

Table 6.2-1 – Project Risks and Issues

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, November 2, 2022

Period: October 24, 2022 to October 31, 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

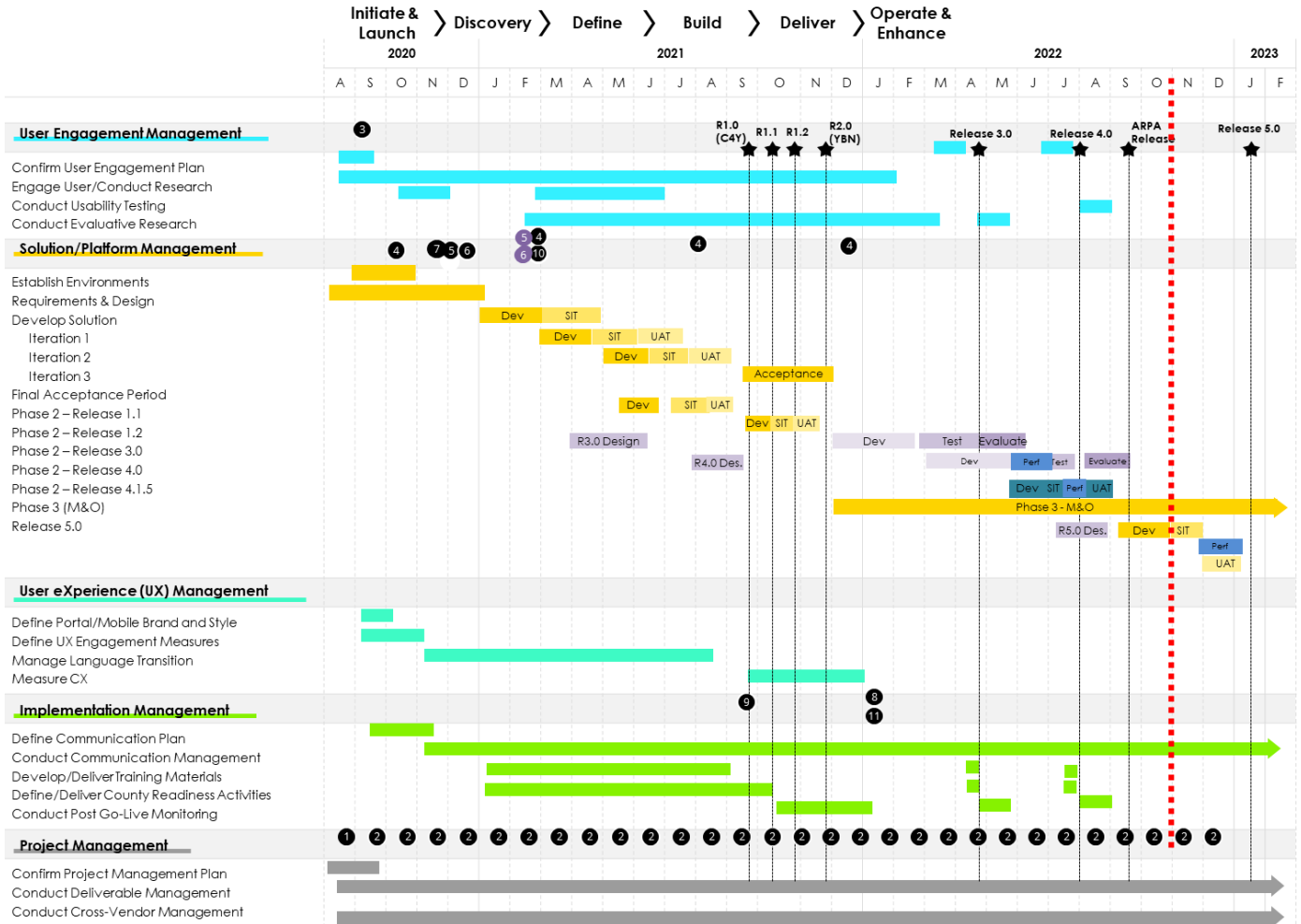
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, November 2, 2022

Period: October 24, 2022 to October 31, 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