

CalSAWS BenefitsCal
(Portal/Mobile) Weekly
Status Report

**Reporting Period: November 21, 2022 to
November 27, 2022**

11/30/22

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, November 30, 2022

Period: November 21, 2022 to November 27, 2022

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1.0 Project Management

1.1 Executive Summary

Commented [BC1]: [Brendi Kern](#), [Sherman-Gale](#).
Please update the section.

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
January 2023 Release (Release 5)	<ol style="list-style-type: none">1. Development activities are in-progress for the Support Request functionality.2. Conducted one (1) usability testing session for the Release 5.0 Support Request functionality on 11/21/22. Completed analysis of the usability testing data to inform changes to the Support Request functionality and/or screen design.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. Voter Registration Enhancement CSPM-16979 is on track for November 2022 Release. Received all translations from the Secretary of State for this Enhancement as well.
Release of Information (ROI) Enhancement	<ol style="list-style-type: none">5. Facilitated an end-to-end ROI Design Session with CalSAWS, the State Partners, the California Welfare Directors Association (CWDA), the Self Service Portal Committee Members, the Consortium, QA, OSI, and IV&V on 11/22/22.
No change SAR 7 Enhancement	<ol style="list-style-type: none">6. System improvement (CSPM-55057) is validated in the UAT environment by the QA Team and is on-track for the November monthly release to differentiate for L.A. and non-L.A. and pass the information over to Hyland Imaging when a customer uploads a paper SAR 7.
Screenshare Enhancement	<ol style="list-style-type: none">7. Conducted technical sessions for screenshare to discuss the AWS chime screenshare solutions with QA, CalSAWS contact center and the Consortium on 11/15/22 and 11/18/22. Follow up on the technical architecture of the design is planned for the week of 12/05/22.
CalWIN ISS Support	<ol style="list-style-type: none">8. Wave 1 – Health metrics continue to be generated for Yolo and Placer Counties.9. Wave 2 – Preparation for Wave 2 communications has started.

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 period.

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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 (CM)

1.3.1 Highlights of the Reporting Period

- ▶ The table below contains all enhancements prioritized by CM and their updates from this week:

ID	Summary	Status	Update this Week
CSPM-38572	Remove "Assets" section from Way finder/Navigation Tool for the MC216 Renewal.	Ready for Prod Deployment	Delivered to UAT
CSPM-38745	Update text for Income Change question for the SAR7 and CF37 reports	Development in Progress	Design Completed
CSPM-39560	Update Program Rules page in the Help Center to be consistent with policy.	Development in Progress	Design Completed
CSPM-41680	Add a link to Call Me/Chat Me Feature in the Customer Dashboard	Development in Progress	Design Completed
CSPM-43831	To ensure documents are uploaded by users with correct selections for Doc type, person ID and case / app numbers, add a new page for user to review prior to submit.	Ready for Prd Deployment	Delivered to UAT

Table 1.3-1 – Enhancements Updates, Prioritized by CM

1.3.2 Activities for the Next Reporting Period

- ▶ The table below contains all enhancements prioritized by CM (not yet delivered to production) and planned activities for next week:

ID	Summary	Activity for Next Week	Target Delivery Date
CSPM-38572	Remove "Assets" section from Way finder/Navigation Tool for the MC216 Renewal.	Deliver to Production	11/30/22
CSPM-38745	Update text for Income Change question for the SAR7 and CF37 reports	Continue Development	12/15/22
CSPM-39560	Update Program Rules page in the Help Center to be consistent with policy.	Continue Development	12/15/22

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ID	Summary	Activity for Next Week	Target Delivery Date
CSPM-41680	Add a link to Call Me/Chat Me Feature in the Customer Dashboard	Continue Development	12/15/22
CSPM-43831	To ensure documents are uploaded by users with correct selections for Doc type, person ID and case / app numbers, add anew page for user to review prior to submit.	Deliver to Production	11/30/22

Table 1.3-2 – Planned Activities for Next Reporting Period for Enhancements, Prioritized by CM

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 on Release 5.0 and enhancements.
- Facilitated an end-to-end ROI Design Session with CalSAWS, State Partners, CWDA, SSP Committee Members, Consortium, QA, OSI, and IV&V on 11/22/22.
- Received all translations from the Secretary of State for the Voter Registration Enhancement (CSPM-16979) for Release 4.4.
- Worked on Release 4.5 enhancements designs.
- Analyzed feedback received from CBO and Advocate Community for Release 5.0 Support Requests designs with Consortium, CWDA, and State Partners.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

► Designs

- Continue to address functional queries from the Development and System Test on Release 5.0 and enhancements.
- Meet with DHCS to discuss Medi-Cal Renewal Enhancement CSPM-38528 on 11/30/22.
- Continue developing Release of Information (ROI) General System Design (GSD) documentation.
- Continue Release 4.5 enhancements designs.
- Prepare for 12/06/22 Self-Service Portal Committee Meeting design walkthrough of Release of Information (ROI) designs.
- Prepare for 12/07/22 Advocate and CBO Design Review of Release of Information (ROI) designs.

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 11/21/22.
- Started draft materials for meeting to discuss and finalize a new CX Reporting outline and cadence on 11/30/22.

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▶ UCD Research

- Conducted one (1) usability testing session for Release 5.0 Support Request functionality on 11/21/22.
- Completed analysis of usability testing data to inform changes to Support Request functionality and/or screen design.
- Drafted Release 5.0 Support Request usability testing report.

▶ ROI Functionality

- Continued to collaborate with the Design/Functional Team to design mock-ups for ROI functionality to prepare for the Design Review session on 11/22/22.

▶ Advocate Engagement

- Prepared materials for the November UCD Monthly Meeting for Consortium and State Partner on 11/21/22.
- Drafted responses to Advocate comments on Release 5.0 Support Requests for Consortium and State Partners' review by 11/30/22.

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 11/28/22.
- Finalize materials for meeting to discuss and finalize a new CX Reporting outline and cadence on 11/30/22.
- Facilitate a meeting to discuss and finalize a new CX Reporting outline and cadence on 11/30/22.

▶ UCD Research

- Finalize Release 5.0 Support Request usability testing report by 11/30/22.

▶ Advocate Engagement

- Facilitate November UCD Monthly Meeting for Consortium and State Partner on 11/29/22.

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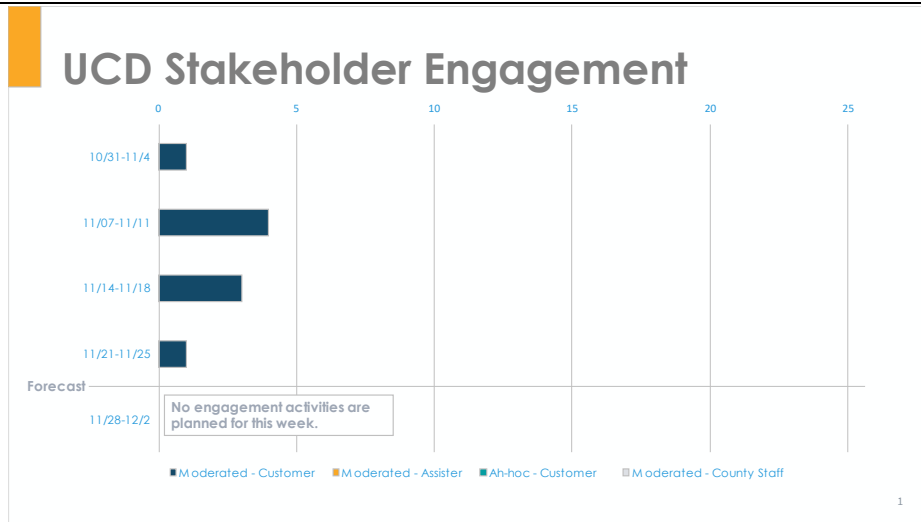


Figure 2.1-1 – UCD Stakeholder Engagement

2.2 Development

2.2.1 Highlights of the Reporting Period – Development co

Enhancements (M&E)

Release	Planned for Week Ending 11/25/22	Actual for Week Ending 11/25/22	Total Planned for the Release	Comments
4.4	2	2	6	
4.5	1	3	6	CSPM-39560, CSPM-38745 were delivered 1 week in advance

Table 2.2-1– Enhancement Actuals for Reporting Period

- ▶ **Release 5.0**
 - Support Request.
 - Support for Pre-SIT and defect fixes.

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2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 12/02/22	Total Planned for the Release	Total Completed for the Release	Comments
4.4	0	6	6	Awaiting translation for CSPM-16979 voter registration enhancement from client.
4.5	2	8	1	CSPM-58380 and CSPM-58378 were added to the 4.5 list of enhancements last week

Table 2.2-2 – Planned Enhancement Work

► Release 5.0

- Support Request
 - One (1) *Multi-Language Translations* widget pending, and the decision has been logged in CSPM-58138:
 - There are missing translations for all supported languages.
 - Due to delayed comments received from the Advocate Partners, the materials will be sent to the vendor for translation the week ending 11/25/22.
 - Final Translations to be received by 12/02/22 after which SIT release date would be set to 12/12/22.

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).

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2.2.3 Burndown

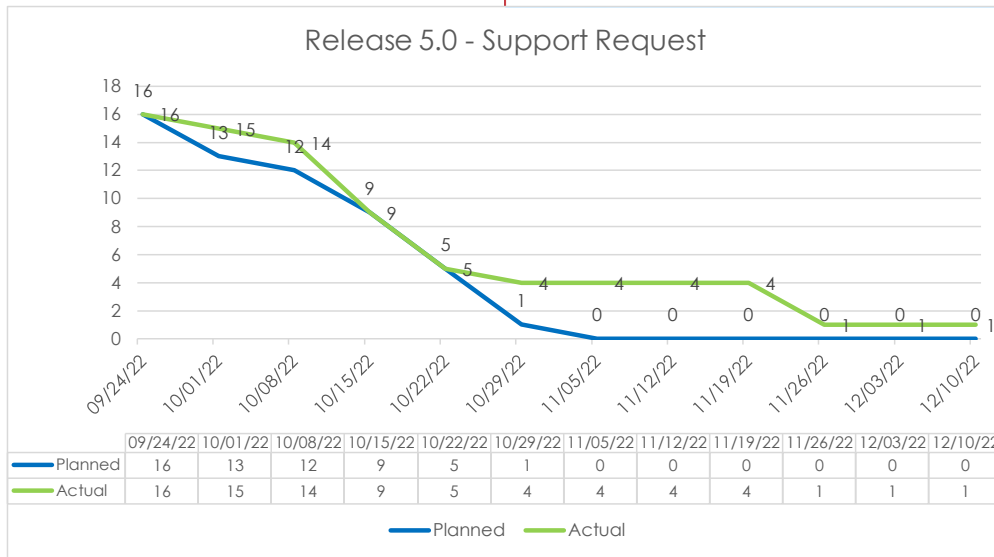


Figure 2.2-1 – Development: Release 5.0 Burndown (Support Request)

Note:

Issue – The last three (3) widgets were completed as APIs were made available by 11/22/22.

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.
- ▶ **Test Prep Release 5.0**
 - Worked on updating TC suite for Functional and Non-Functional based on the latest Advocate & Usability Testing changes.
 - Coordinated with CalSAWS to have cases set up to begin end to end testing for Release 5.0 Support Requests.

Commented [BC3R2]: [Senman, Orul] Graph extended as requested.

Commented [SO2]: [Bstwas, Chirania] Can we extend the graph till 12/09?

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► **Burndown**

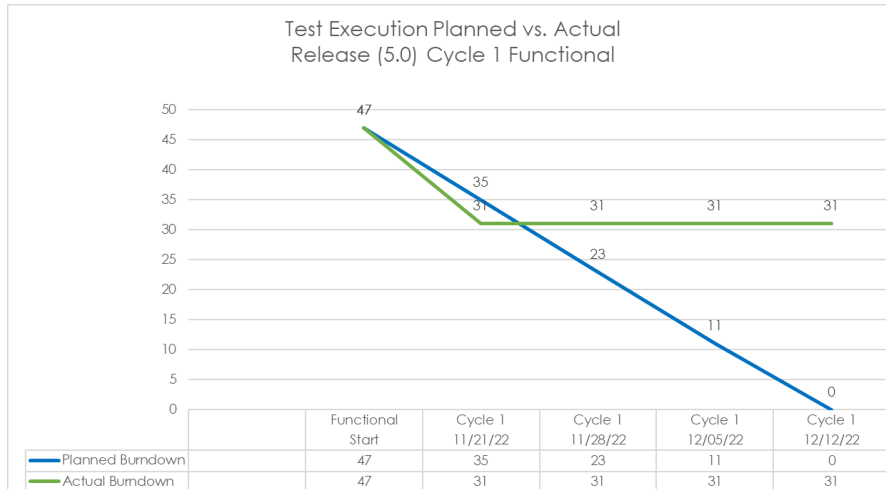


Figure 2.3-1 – Execution Burndown Chart: Release 5.0 Automation

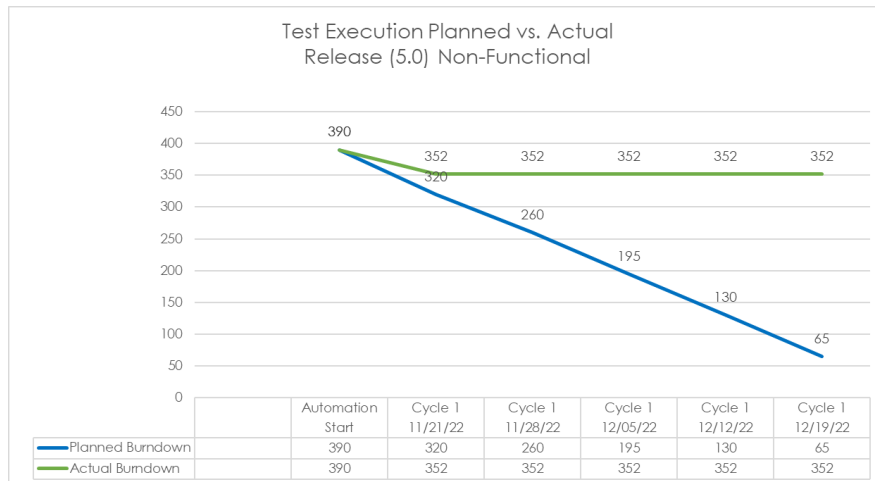


Figure 2.3-2 – Execution Burndown Chart: Release 5.0 Functional

► **Partner Integration Calls**

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

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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 Cycle 1 testing for Support Request functionality.

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 5.0 Performance Testing Activities**
 - BenefitsCal team followed up with CalSAWS team on both the data setup for the new support request scenario and isolated and/or integrated performance test dates and plan. Team also set up a meeting on Monday with CalSAWS Performance team to discuss this further and finalize the test execution timelines.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ **Release 5.0 Performance Testing Activities**
 - Develop new scenario script and enhance existing scripts based on the Release 5.0 codebase.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
12	11/21/22	01/11/23	Release 5.0	Scope: 1 new Support request scenario to be scripted with Welfare to worker cases data setup at CalSAWS end. Additionally, several scripts enhancements in scope.	TBD

Table 3.2-1 – Performance Test Cycles and Test Case Status

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4.0 Security

4.1 User Conversion

4.1.1 Highlights of the Reporting Period – User Conversion Testing

▶ CalWIN Conversion

- Continued support of the Wave 2 Counties addressing any questions during their CBO User validation.

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.
- Collaborate with the Counties in preparation for the Wave 2 Mock Run of 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 11/25/22.

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 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

<div style="display: flex; justify-content: space-around; align-items: center;"> Complete Coming Soon WAC Approval Pending </div>						
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

Work Product Status by Submission

<div style="display: flex; justify-content: space-around; align-items: center;"> Complete Coming Soon WAC Approval Pending </div>				
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
27.02	Certificate Review	10/07/22	10/24/22	11/01/22
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	FWP approval 11/23/22
25.09	Monthly M&O Report – October 2022	On track	FWP approval 11/23/22

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WP #	Work Product Name	Status	Next Deadline
28.07	BenefitsCal Work Plan Monthly Updates – October 2022	On track	FWP approval 12/14/22
29.07	BenefitsCal Monthly Status Report – October 2022	On track	FWP approval 12/14/22

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	<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 	Open	2	Medium	05/10/21

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		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. November 11, 2022 ► CDSS is currently reviewing the final list to confirm dispositions and next steps for prioritization. Any items that are identified as "must have" will be taken to collaboration model meeting. CDSS is targeting the end of the calendar year to complete the review.				

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

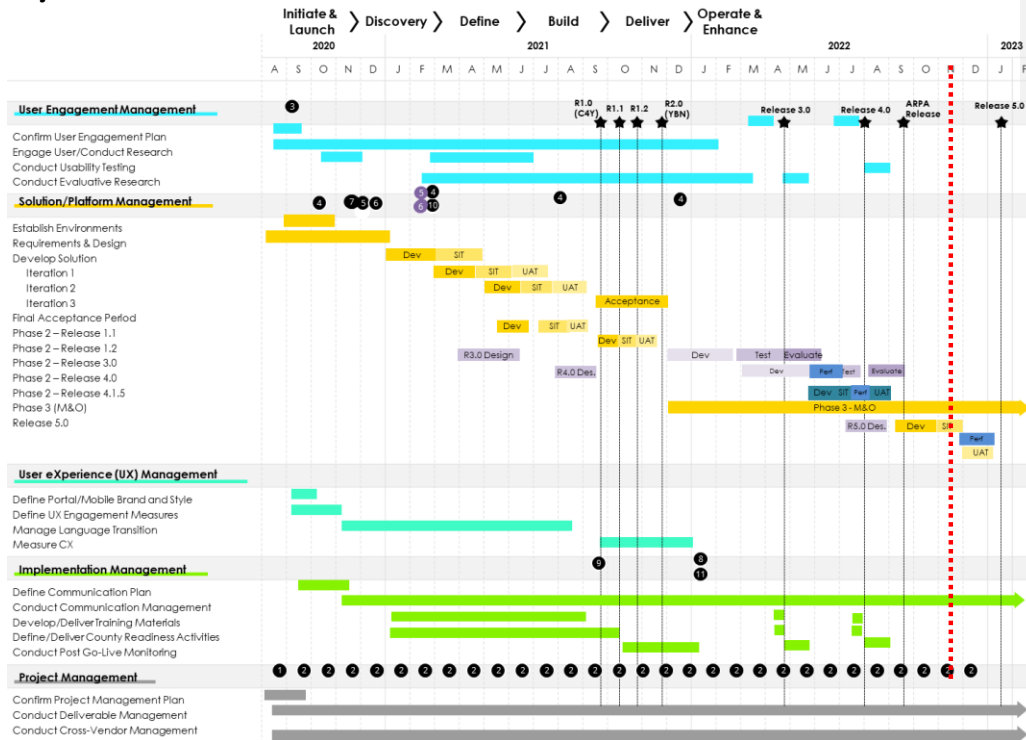
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6.3 Appendix C – Project Work Plan Reports

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