



CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: December 5, 2022 to
December 11, 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	6
2.1	Requirements and Design	6
2.1.1	Highlights of the Reporting Period – Requirements and Design	6
2.1.2	Activities for the Next Reporting Period – Requirements and Design	6
2.1.3	Highlights of the Reporting Period – User Centered Design (UCD).....	6
2.1.4	Activities for the Next Reporting Period – UCD.....	7
2.2	Development	7
2.2.1	Highlights of the Reporting Period – Development co	7
2.2.2	Activities for the Next Reporting Period – Development.....	8
2.2.3	Burndown.....	9
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.....	10
2.3.3	User Acceptance Test (UAT) Planning	11
2.3.4	Highlights of the Reporting Period – User Acceptance Test Planning	11
2.3.5	Activities for the Next Reporting Period – User Acceptance Test Planning.....	11
3.0	Performance Test.....	11
3.1	Highlights of the Reporting Period – Performance Test.....	11
3.2	Activities for the Next Reporting Period – Performance Test	11
4.0	Security	12
4.1	User Conversion	12
4.1.1	Highlights of the Reporting Period – User Conversion Testing.....	12
4.1.2	Activities for the Next Reporting Period – User Conversion Testing	12
4.2	Security	12
4.2.1	Highlights of the Reporting Period – Security	12
4.2.2	Activities for the Next Reporting Period – Security.....	12
5.0	Communications	12
5.1	Highlights of the Reporting Period.....	12

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 7, 2022

Period: December 5, 2022 to December 11, 2022

5.2	Activities for the Next Reporting Period	12
6.0	Appendices	13
6.1	Appendix A – Deliverable Summary	13
6.2	Appendix B – Risks and Issues Summary	14
6.3	Appendix C – Project Work Plan Reports	16

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. Development activities are in-progress for the Support Request functionality. 2. Finalized responses to Release 5.0 Support Request Advocate Design Review Comments and sent them out to the Advocate Co-Leads on 12/07/22.
Release of Information (ROI) Enhancement	<ol style="list-style-type: none"> 3. Continued developing Release of Information (ROI) General System Design (GSD) documentation. 4. Conducted an end-to-end BenefitsCal ROI Design Walkthrough at the Self-Service Portal (SSP) Committee on 12/06/22. 5. Conducted a BenefitsCal ROI Design Review with Advocates and CBOs on 12/07/22.
Screenshare Enhancement	<ol style="list-style-type: none"> 6. BenefitsCal updated architecture diagram and business flows were shared on 12/02/22. Awaiting confirmation of the technical architecture from CalSAWS before involving the security team.
CalWIN ISS Support	<ol style="list-style-type: none"> 7. Wave 1 – Health metrics continue to be generated for Yolo and Placer Counties. 8. Wave 2 – Wave 2 CBO conversion Mock-Run in-progress. <ol style="list-style-type: none"> a. CBO user load complete in ForgeRock sandbox environment and exception list generated. b. Exceptions will be reviewed with the respective counties to update the CBO load file.

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 25.10: Monthly M&O Report – November 2022 on 12/07/22.
- FWP 28.08: BenefitsCal Work Plan Monthly Updates – October 2022 on 12/05/22.
- FWP 29.08: BenefitsCal Monthly Status Report – November 2022 on 12/05/22.

1.2.2 Activities for the Next Reporting Period

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

- DWP 24.14: CX Monthly Report – November 2022 on 12/12/22.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 7, 2022

Period: December 5, 2022 to December 11, 2022

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-38745	Update text for Income Change question for the SAR 7 and CF 37 reports.	Ready for Prd Deployment	UAT testing completed
CSPM-39560	Update Program Rules page in the Help Center to be consistent with policy.	Ready for Prd Deployment	UAT testing completed
CSPM-41680	Add a link to Call Me/Chat Me Feature in the Customer Dashboard.	Ready for Prd Deployment	UAT testing completed
CSPM-38528	Add nudge for customer to review their tax filing status in MC Renewal flows.	Design Update Needed	Effort estimation complete. Design documentation in progress

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-38745	Update text for Income Change question for the SAR7 and CF37 reports	Deploy to Prod	12/15/22
CSPM-39560	Update Program Rules page in the Help Center to be consistent with policy.	Deploy to Prod	12/15/22
CSPM-41680	Add a link to Call Me/Chat Me Feature in the Customer Dashboard.	Deploy to Prod	12/15/22
CSPM-38528	Add nudge for customer to review their tax filing status in MC Renewal flows.	Complete design. Conduct walkthrough with DHCS	01/26/23

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.
- Finalized responses to Release 5.0 Support Request Advocate Design Review Comments and send them out to Advocate Co-Leads on 12/07/22.
- Conducted an end-to-end BenefitsCal Release of Information (ROI) Design Walkthrough at the Self-Service Portal (SSP) Committee on 12/06/22.
- Conducted a BenefitsCal Release of Information (ROI) Design Review with Advocates and CBOs on 12/07/22.
- Attended BenefitsCal and GetCalFresh touchpoint meeting on 12/06/22.
- Attended GetCalFresh Gap List Meeting with CDSS, CalSAWS, and CWDA on 12/07/22.

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.
- Conduct a design review of Medi-Cal Renewal Enhancement CSPM-38528 with DHCS, CDSS, and Consortium on 12/12/22.
- Develop BenefitsCal ROI General System Designs and Interfaces design documentation.
- Develop enhancements scheduled for Release 5.0 (January 2022).

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 12/05/22.
- Drafted DWP 24.14 CX Monthly Report – November for submission by 12/12/22.
- Prepared CX Measurement materials for the Section Directors meeting on 12/06/22.

▶ **ROI Functionality**

- Completed draft of screen copy for ROI functionality to prepare for the Advocate engagement session on 12/06/22.

▶ **Advocate Engagement**

- Collaborated with the Design/Functional Team to facilitate ROI Design Review session with Advocates on 12/07/22.

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 12/12/22.
 - Provide an outline of the proposed updated CX Report by 12/16/22.
- ▶ **UCD Research**
 - Prepare materials to being recruitment for ROI Usability Testing starting 01/03/23.
- ▶ **Advocate Engagement**
 - Collaborate with the Design/Functional Team to prepare for Release 5.0 Support Request Demo with Advocates on 12/19/22.

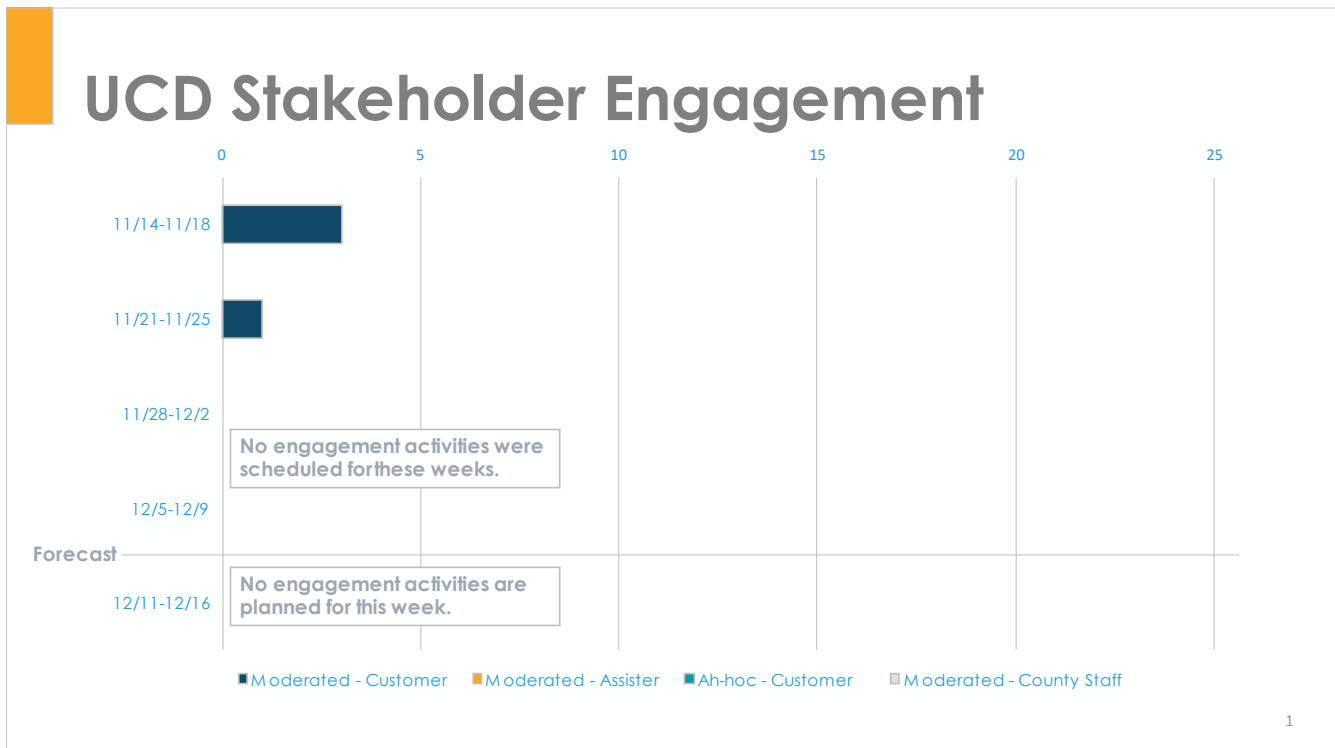


Figure 2.1-1 – UCD Stakeholder Engagement

2.2 Development

2.2.1 Highlights of the Reporting Period – Development co

Enhancements (M&E)

Release	Planned for Week Ending 12/09/22	Actual for Week Ending 12/09/22	Total Planned for the Release	Comments
4.5	4	4	9	

Table 2.2-1– Enhancement Actuals for Reporting Period

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 7, 2022

Period: December 5, 2022 to December 11, 2022

► Release 5.0

- Support Request.
 - Translations for Support Request screens was started
 - Supported SIT and defect fixes.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 12/16/22	Total Planned for the Release	Total Completed for the Release	Comments
4.5	4	9	9	Planned for Go-Live on 12/14
5.0	1	13	0	

Table 2.2-2 – Planned Enhancement Work

► Release 5.0

- Support Request
 - Multi-Language Translations CSPM-58138 would be delivered to SIT by 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).

2.2.3 Burndown

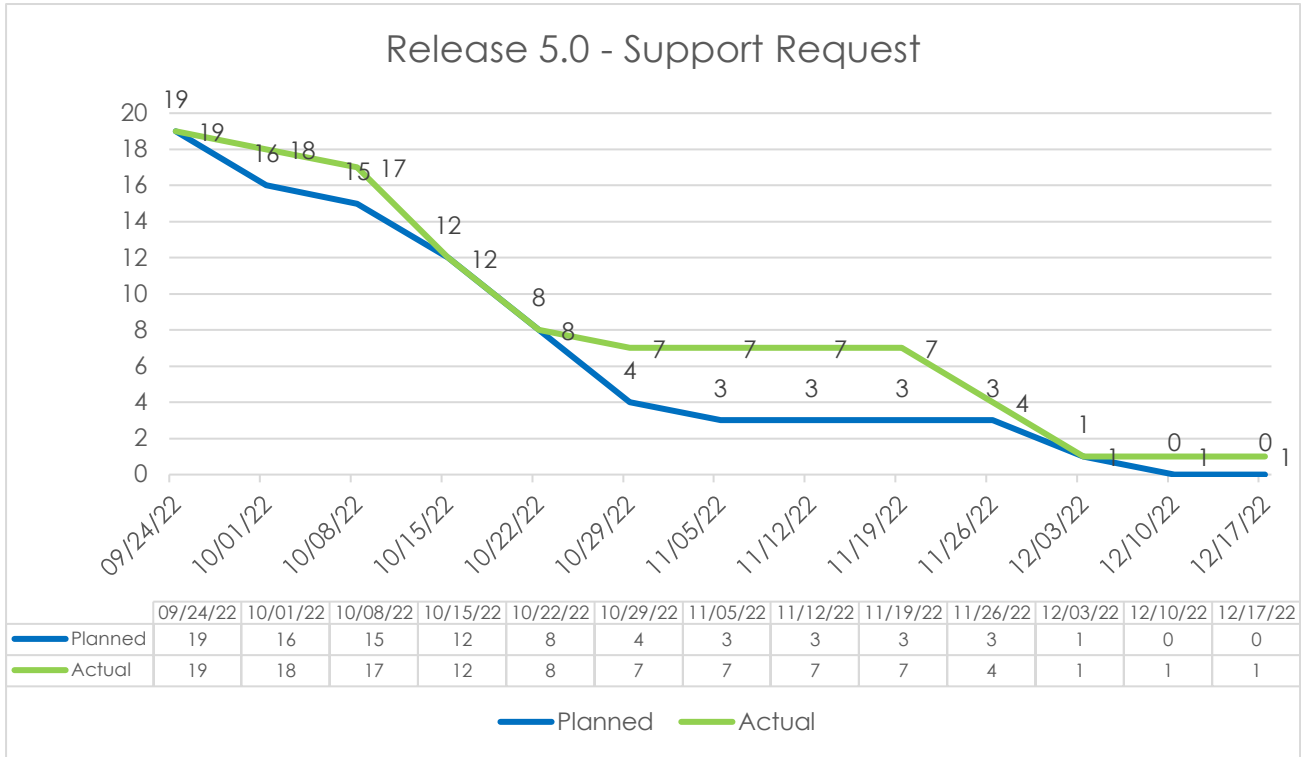


Figure 2.2-1 – Development: Release 5.0 Burndown (Support Request)

Note:

One (1) pending widget is related to Translations.

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**
 - Execution burndowns displayed below.

► **Burndown**

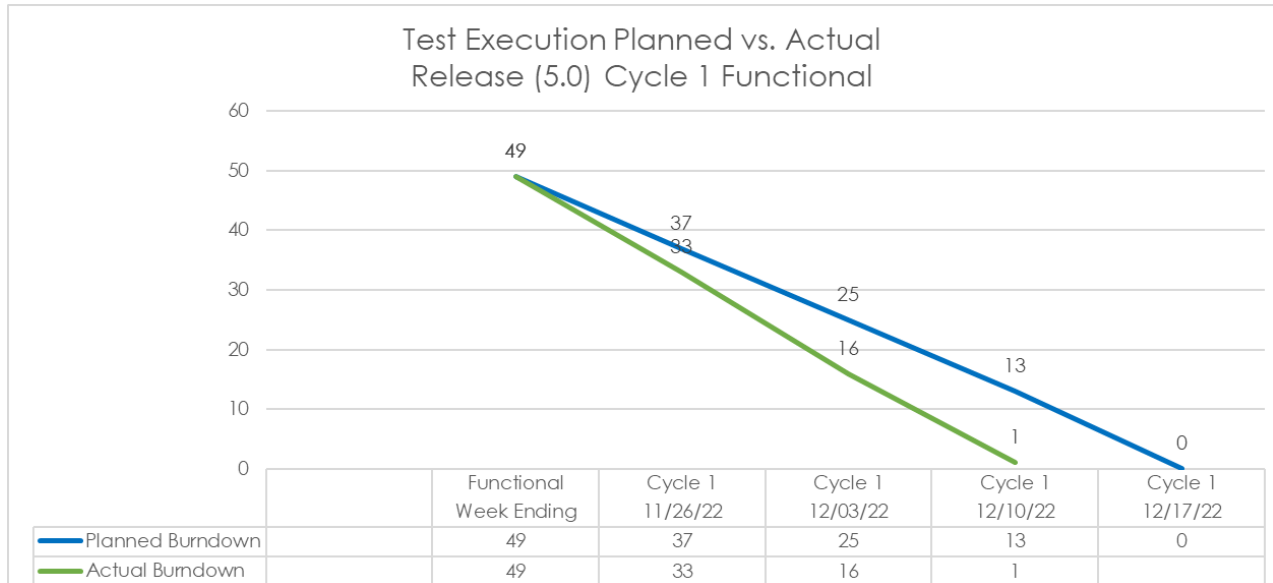


Figure 2.3-1 – Execution Burndown Chart: Release 5.0 Functional

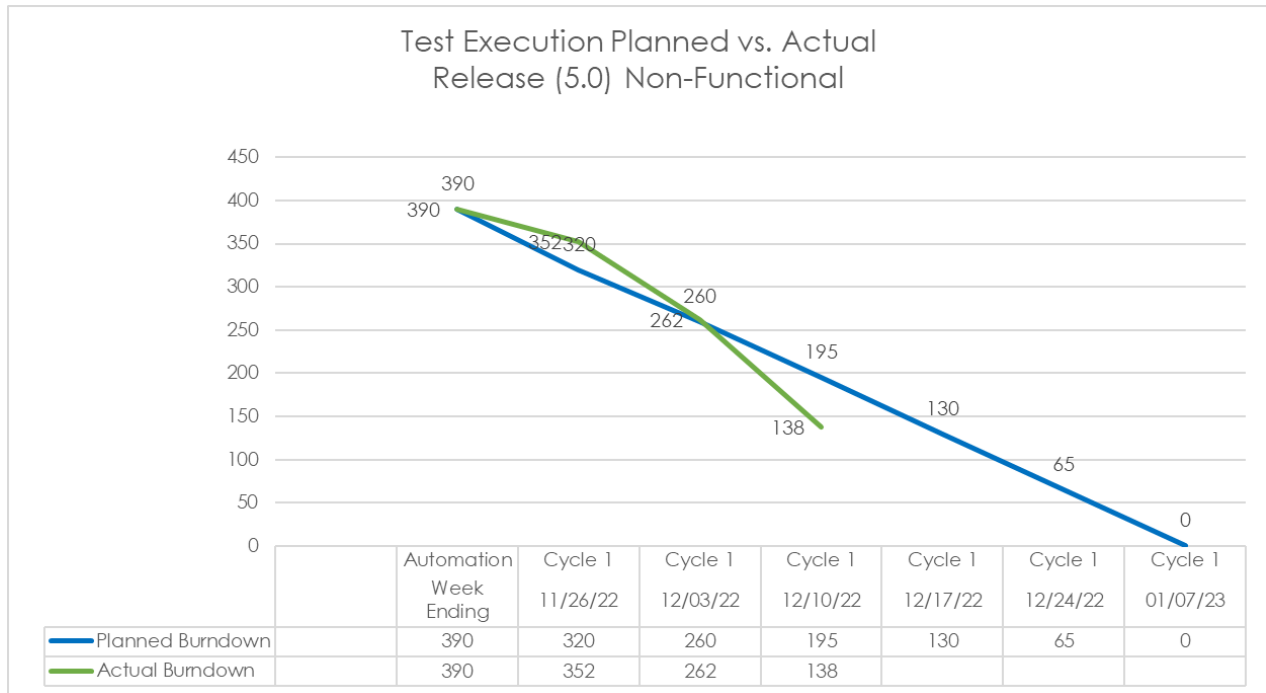


Figure 2.3-2 – Execution Burndown Chart: Release 5.0 Non-Functional

► **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.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 7, 2022

Period: December 5, 2022 to December 11, 2022

▶ 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 continuing the discussion on the data setup activity with CalSAWS team. BenefitsCal team is awaiting data setup completion and the environment availability to execute Release 5.0 isolated and/or integrated performance tests.

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

4.0 Security

4.1 User Conversion

4.1.1 Highlights of the Reporting Period – User Conversion Testing

▶ **CalWIN Conversion**

- Supported the ForgeRock team and counties in performing the Wave 2 Mock Run CBO User Load. The exception report generated from the load was used to improve accuracy with the production load.

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 12/09/22.

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.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 7, 2022

Period: December 5, 2022 to December 11, 2022

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

Work Product Status by Submission

		Complete	Coming Soon	WAC Approval Pending	
ID	Work Product Name	DWP	FWP	Final Approval	
24.13	CX Monthly Report – October 2022	11/07/22	11/18/22	11/23/22	
24.14	CX Monthly Report – November 2022	12/07/22	12/19/22	12/22/22	
25.09	Monthly M&O Report – October 2022	11/07/22	11/18/22	11/23/22	
25.10	Monthly M&O Report – November 2022	12/07/22	12/19/22	12/22/22	
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	
28.08	BenefitsCal Work Plan Monthly Updates – November 2022	N/A	12/05/22	12/12/22	
29.07	BenefitsCal Monthly Status Report – October 2022	N/A	11/04/22	11/14/22	
29.08	BenefitsCal Monthly Status Report – November 2022	N/A	12/05/22	12/12/22	

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.14	CX Monthly Report – November 2022	On track	DWP submitted 12/17/22 FWP submission 12/23/22 FWP approval 01/02/23

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 7, 2022

Period: December 5, 2022 to December 11, 2022

WP #	Work Product Name	Status	Next Deadline
25.10	Monthly M&O Report – November 2022	On track	DWP submitted 12/07/22 FWP submission 12/19/22 FWP approval 12/22/22
28.08	BenefitsCal Work Plan Monthly Updates – November 2022	On track	FWP submitted 12/05/22 FWP approval 12/12/22
29.08	BenefitsCal Monthly Status Report – November 2022	On track	FWP submitted 12/05/22 FWP approval 12/12/22

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. 	Open	2	Medium	05/10/21

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 7, 2022

Period: December 5, 2022 to December 11, 2022

ID	Title	Details	Status	Impact	Probability	Date Logged
		<p>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.</p> <p>November 11, 2022</p> <ul style="list-style-type: none"> ▶ 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

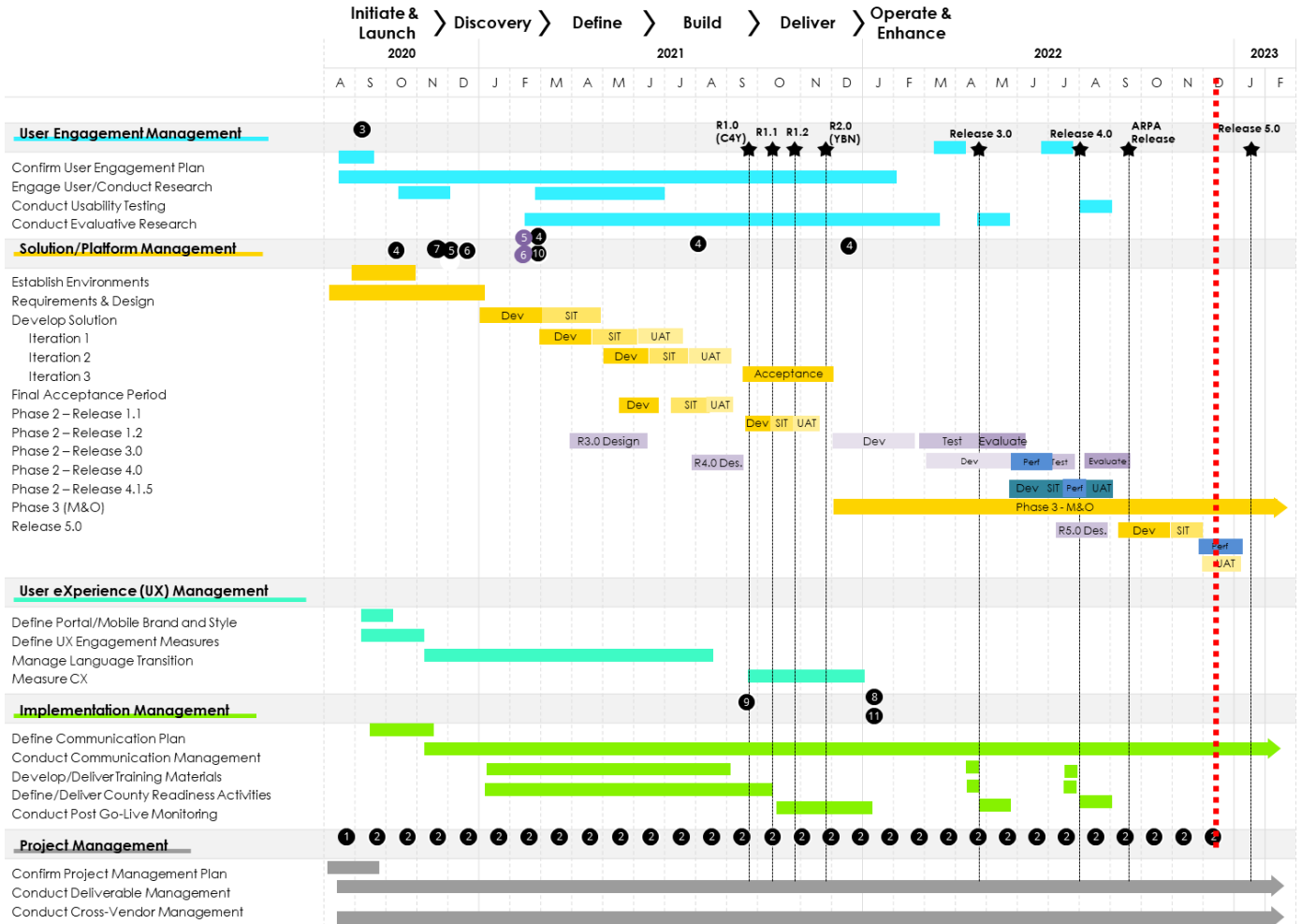
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 7, 2022

Period: December 5, 2022 to December 11, 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