

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: November 28, 2022 to
December 4, 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	8
2.2.1	Highlights of the Reporting Period – Development co	8
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: November 28, 2022 to December 4, 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)	1. Development activities are in-progress for the Support Request functionality.
Voter Registration Enhancement	2. Voter Registration Enhancement CSPM-16979 deployed to production on 11/30/22 (November 2022 Release).
Release of Information (ROI) Enhancement	3. Continued developing Release of Information (ROI) General System Design (GSD) documentation. 4. Prepared for 12/06/22 Self-Service Portal Committee Meeting and 12/07/22 Advocate and CBO design walkthrough of Release of Information (ROI) designs.
No change SAR 7 Enhancement	5. System improvement (CSPM-55057) 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, deployed to production on 11/30/22.
Screenshare Enhancement	6. BenefitsCal updated architecture diagram and business flows were shared on 12/02/22. Follow up on the technical architecture of the design is planned for the week of 12/05/22.
CalWIN ISS Support	7. Wave 1 – Health metrics continue to be generated for Yolo and Placer Counties. 8. Wave 2 – CBO User files for the upcoming Wave 2 Mock Run have been shared with ForgeRock team on 12/02/22.

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.

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 12/07/22.
- 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.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 7, 2022

Period: November 28, 2022 to December 4, 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-38572	Remove "Assets" section from Way finder/Navigation Tool for the MC216 Renewal.	Closed	Delivered
CSPM-38745	Update text for Income Change question for the SAR7 and CF37 reports	UAT Deployed	SIT testing completed
CSPM-39560	Update Program Rules page in the Help Center to be consistent with policy.	UAT Deployed	SIT testing completed
CSPM-41680	Add a link to Call Me/Chat Me Feature in the Customer Dashboard	UAT Deployed	SIT testing completed
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.	Closed	Delivered
CSPM-38528	Add nudge for customer to review their tax filing status in MC Renewal flows	Awaiting Prioritization	Received clarity from State on the requirements will be re-estimated

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	Support UAT	12/15/22
CSPM-39560	Update Program Rules page in the Help Center to be consistent with policy.	Support UAT	12/15/22
CSPM-41680	Add a link to Call Me/Chat Me Feature in the Customer Dashboard	Support UAT	12/15/22
CSPM-38528	Add nudge for customer to review their tax filing status in MC Renewal flows	Re-estimate efforts	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.
- Met with DHCS to discuss Medi-Cal Renewal Enhancement CSPM-38528 on 11/30/22.
- Continued developing Release of Information (ROI) General System Design (GSD) documentation.
- Continued Release 4.5 enhancements designs.
- Sent partial response to Release 5.0 Support Request Advocate Design Review Comments on 11/30/22.
- Prepared for 12/06/22 Self-Service Portal Committee Meeting design walkthrough of Release of Information (ROI) designs.
- Prepared for 12/07/22 Advocate and CBO Design Review of Release of Information (ROI) designs.

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

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

▶ **ROI Functionality**

- Began drafted screen copy for ROI functionality to prepare for the Advocate engagement session on 12/07/22.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 7, 2022

Period: November 28, 2022 to December 4, 2022

► Advocate Engagement

- Facilitated November UCD Monthly Meeting for Consortium and State Partner on 11/29/22.
- Drafted materials for 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 12/05/22.
- Draft the DWP 24.14 BenefitsCal CX Monthly Report for submission by 12/09/22.
- Prepare CX Measurement materials for the Section Directors meeting on 12/06/22.
- Present CX Finding to Self-Service Portal Committee on 12/06/22.

► UCD Research

- Finalize Release 5.0 Support Request usability testing report by 12/09/22.

► Advocate Engagement

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

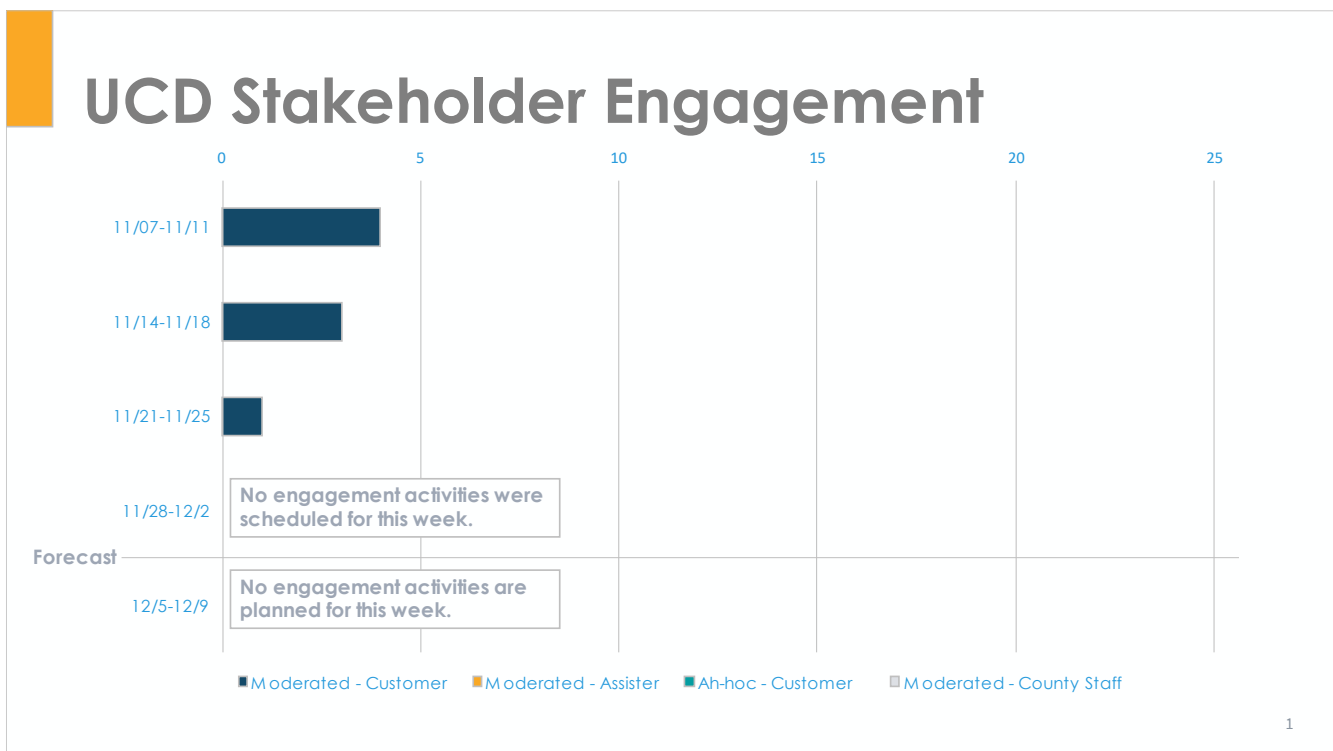


Figure 2.1-1 – UCD Stakeholder Engagement

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 7, 2022

Period: November 28, 2022 to December 4, 2022

2.2 Development

2.2.1 Highlights of the Reporting Period – Development co

Enhancements (M&E)

Release	Planned for Week Ending 12/02/22	Actual for Week Ending 12/02/22	Total Planned for the Release	Comments
4.4	2	2	6	Went into Production on 11/30
4.5	2	3	9	

Table 2.2-1– Enhancement Actuals for Reporting Period

► Release 5.0

- Support Request.
 - Delivered 19 Change Requests for which SIT is in progress.
 - Supported SIT and defect fixes.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 12/09/22	Total Planned for the Release	Total Completed for the Release	Comments
4.5	4	9	5	CSPM-62147 got included in the scope.

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.
 - SIT release date for translations might see potential delay as translations were not received by 12/02/22.

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).

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 7, 2022

Period: November 28, 2022 to December 4, 2022

2.2.3 Burndown

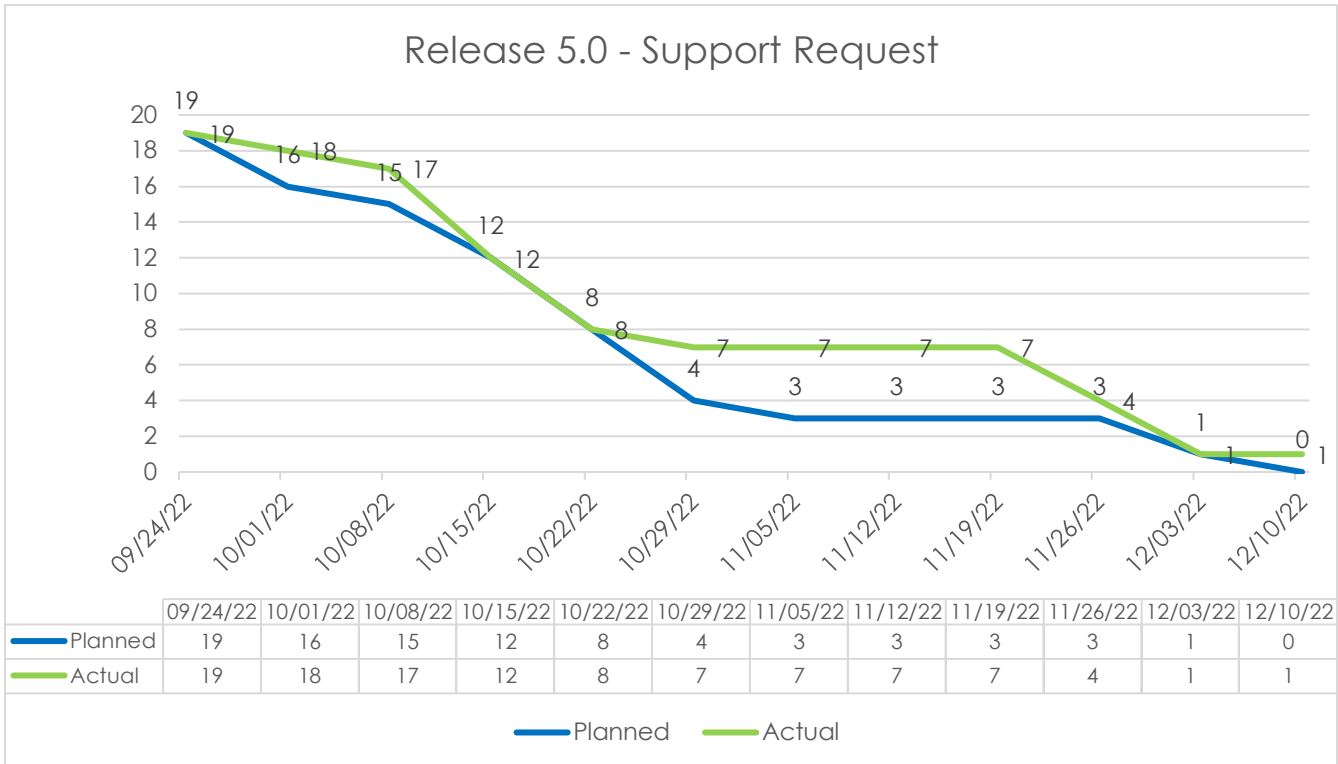


Figure 2.2-1 – Development: Release 5.0 Burndown (Support Request)

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**

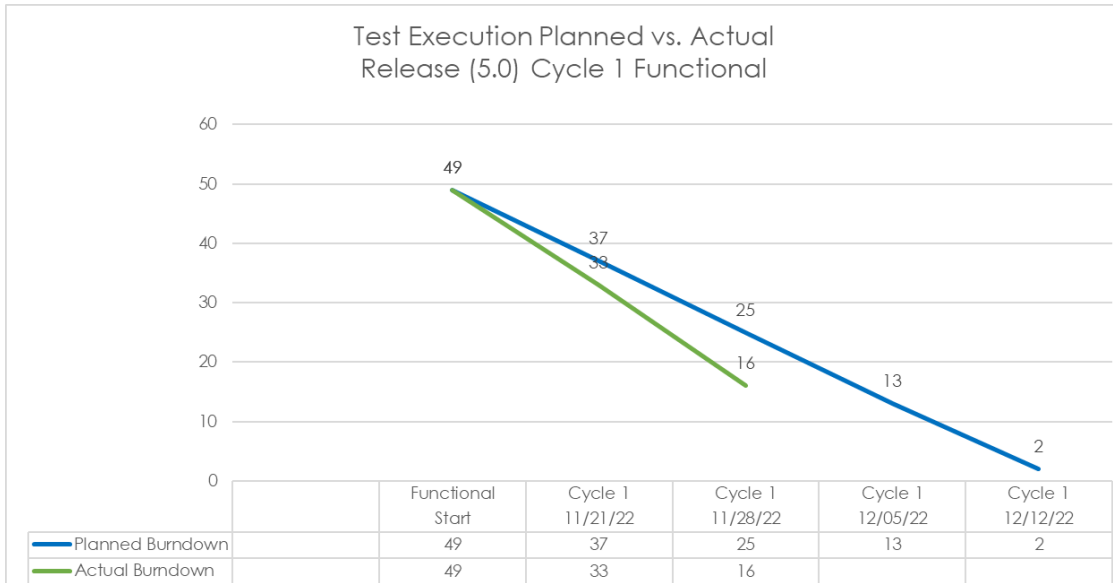


Figure 2.3-1 – Execution Burndown Chart: Release 5.0 Functional

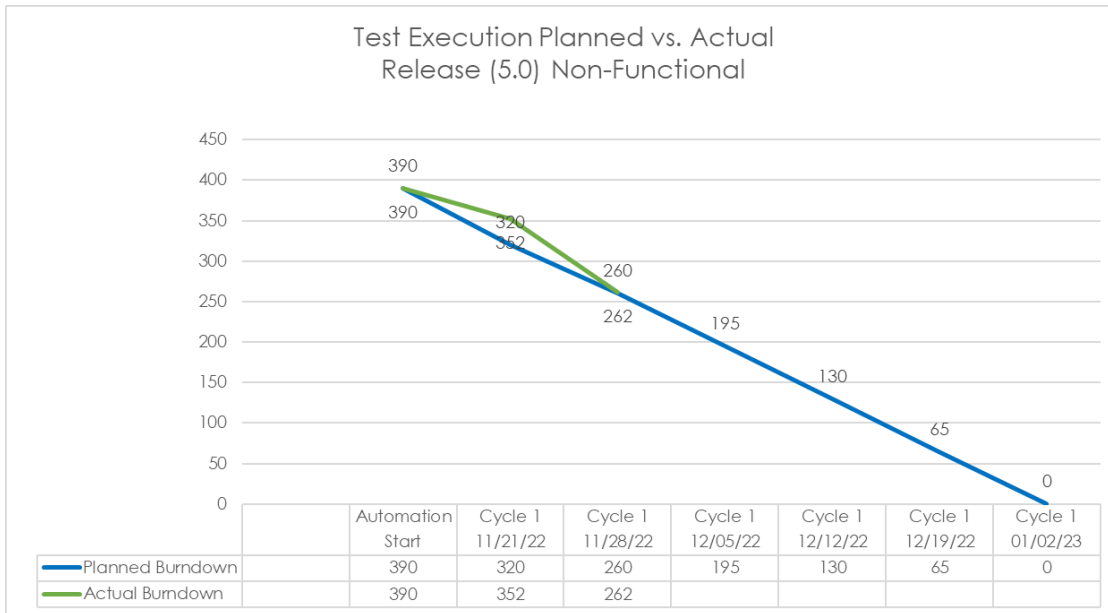


Figure 2.3-2 – Execution Burndown Chart: Release 5.0 Non-Functional

► **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.

► **Partner Integration Items**

- Continue to participate in the coordination of ad-hoc partner integration items.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 7, 2022

Period: November 28, 2022 to December 4, 2022

- ▶ **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 initiated the data setup activity, shared all the data files pertaining to respective scenarios with CalSAWS team. CalSAWS Perf environment database was refreshed with Production data and the previously setup and linked Cases and programs to BenefitsCal various applications were wiped off, needs to be redone. BenefitsCal team is awaiting response from CalSAWS team on both the data setup completion and the environment availability to plan and execute BenefitsCal 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**

- Provided the Wave 2 Mock Run CBO User Listing to the ForgeRock team for their use to load in the Wave 2 Mock Run 1.

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.
- Analyze the Wave 2 Mock Run exception report provided by the ForgeRock team.

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 12/02/22.

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: November 28, 2022 to December 4, 2022

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
24.13	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 – October 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 submission 12/07/22 FWP submission 12/19/22 FWP approval 12/22/22

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 7, 2022

Period: November 28, 2022 to December 4, 2022

WP #	Work Product Name	Status	Next Deadline
25.10	Monthly M&O Report – November 2022	On track	DWP submission 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 submission 12/05/22 FWP approval 12/12/22
29.08	BenefitsCal Monthly Status Report – November 2022	On track	FWP submission 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: November 28, 2022 to December 4, 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

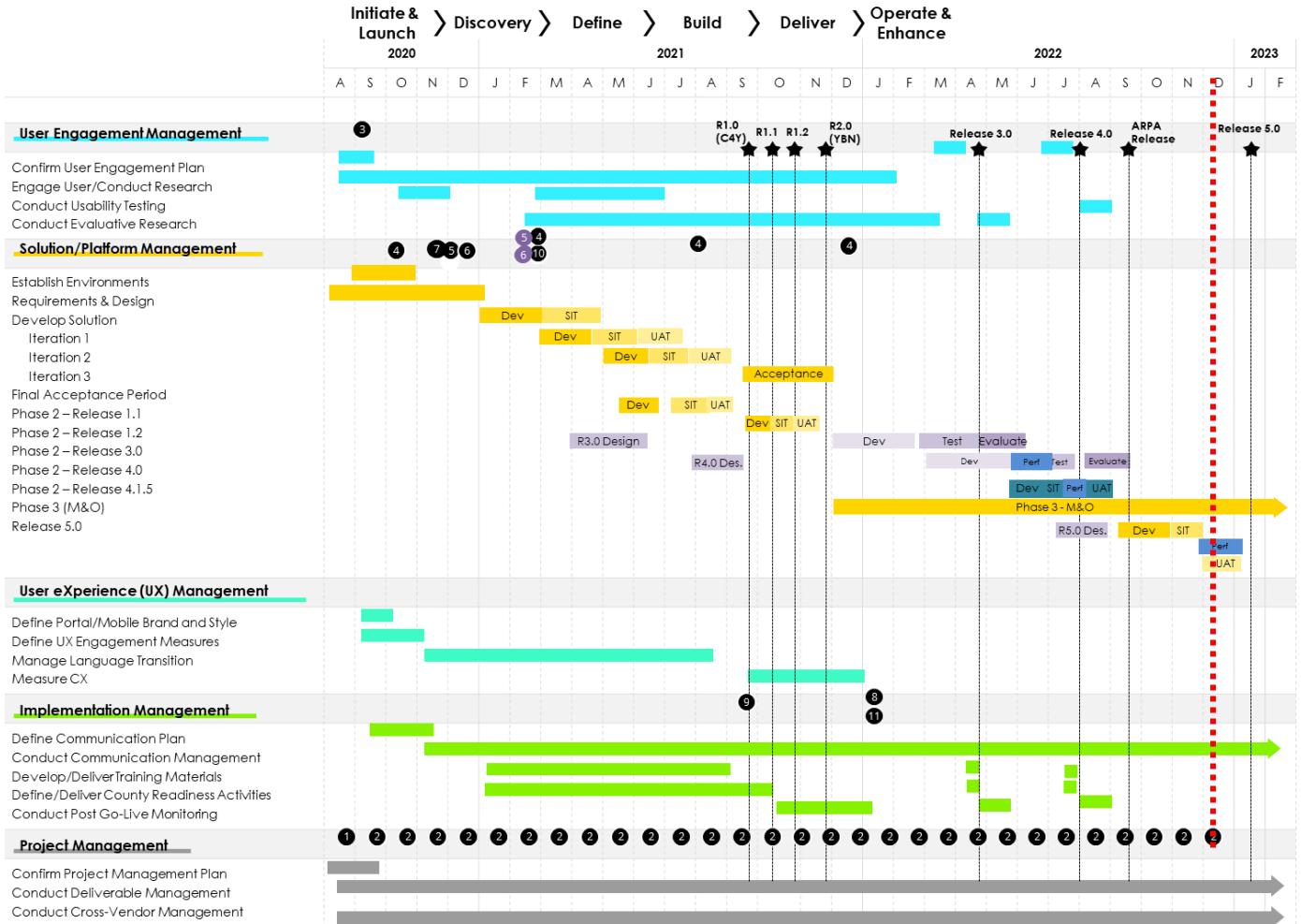
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, December 7, 2022

Period: November 28, 2022 to December 4, 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