



CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: January 2, 2023 to
January 8, 2023**

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
January 2023 Release (Release 5)	1. Continued providing support for Independent Testing and UAT team for Release 5.0 Support Request.
Release of Information (ROI) Enhancement	2. Submitted the Draft Deliverable (DDEL) of design documentation 05.09 for Release 23.05.25 – Release of Information (ROI) functionality, including 04.11: Requirements Traceability Matrix. 3. Received comments on the Draft Deliverable (DDEL) of design documentation 05.09 for Release 23.05.25 – Release of Information (ROI) functionality, including 04.11: Requirements Traceability Matrix.
Collaboration Model	4. Participated in Quarterly Collaboration Model meeting (01/06/23).
Training Environment	5. Working session for the Support Model is conducted on 01/06/23 for the Training Environment. Another working session is scheduled for 01/10/23.
CalWIN ISS Support	6. Wave 2 <ul style="list-style-type: none"> • Received TIER 1 training session participant list for wave 2 counties with CRFI 22-128. • Training sessions have been scheduled with the participants <ul style="list-style-type: none"> ○ 01/17/23 – Contra Costa ○ 01/19/23 – Tulare ○ 01/24/23 – Santa Clara 7. Wave 3 <ul style="list-style-type: none"> • CBO information extracted for wave 3 and uploaded to the respective web portal folder location for county review and feedback.
Screenshare Enhancement	8. Conducted a session to determine next steps on delivery of FN-89.3 Screenshare requirement with the Consortium Security, CalSAWS Contact Center, and QA teams on 12/16/22. and a follow-up meeting conducted on 12/21/22. 9. A working session is scheduled for 01/13/23 with the Consortium, CalSAWS Contact Center, and Consortium Security teams.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

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1.2 PMO

1.2.1 Highlights of the Reporting Period

▶ **Deliverables and Work Products submitted:**

- FWP 28.09: BenefitsCal Work Plan Monthly Updates – December 2022 on 01/06/23.
- FWP 29.09: BenefitsCal Monthly Status Report – December 2022 on 01/06/23.
- FDEL 05.09: General Systems Design (GSD) (BenefitsCal ROI 23.05.23), including FDEL 04.11: Requirements Traceability Matrix on 01/13/23.

1.2.2 Activities for the Next Reporting Period

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

- FDEL 05.09: General Systems Design (GSD) (BenefitsCal ROI 23.05.23), including FDEL 04.11: Requirements Traceability Matrix on 01/13/23.
- DWP 24.15: CX Monthly Report – December 2022 on 01/09/23.
- DWP 25.11: BenefitsCal Monthly M&O Report – December 2022 on 01/09/23.

1.3 BenefitsCal Collaboration Model (CM)

1.3.1 Highlights of the Reporting Period

- ▶ Prepared a list of items to be presented at the Collaboration Model.
- ▶ Attended the Collaboration Model meeting on 01/06/23.
- ▶ The table below contains all enhancements prioritized by CM ID number and their updates from this week:

ID	Summary	Status	Update this Week
CSPM-38528	Add nudge for customer to review their tax filing status in Medi-Cal Renewal flows.	Analysis in Progress	Development 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-38528	Add nudge for customer to review their tax filing status in Medi-Cal Renewal flows.	Deliver to SIT	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 teams for Release 5.0 and enhancements.
- Received comments on the Draft Deliverable (DDEL) of design documentation 05.09 for Release 23.05.25 – Release of Information (ROI) functionality, including 04.11: Requirements Traceability Matrix.
- Prepared designs for Release 5.0 enhancements.
- Started responding to feedback from Advocates to Release 5.0 Support Request designs.
- Supported UAT team for Release 5.0 Support Request preparation.
- Supported the Independent test team for Release 5.0 Support Request testing.
- Worked on estimating enhancements for GCF Parity List items.
- Participated in the Collaboration Model January meeting on 01/06/23.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

▶ **Designs**

- Provide support to the Independent Test Team for Support Request testing.
- Provide support to the UAT team for Support Request Test Prep.
- Prepare for Homeless Assistance Session.
- Respond to comments on the Draft Deliverable (DDEL) of design documentation 05.09 for Release 23.05.25 – Release of Information (ROI) functionality, including 04.11: Requirements Traceability Matrix.
- Submit Final Deliverable (FDEL) of design documentation 05.09 for Release 23.05.25 – Release of Information (ROI) functionality, including 04.11: Requirements Traceability Matrix.
- Participate in the BenefitsCal and GetCalFresh touchpoint meeting on 01/10/23.
- Conduct and Participate the screenshare session on 01/13/23.

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 01/02/23.
- Draft the DWP 24.15 CX Monthly Report – December for submission on 01/09/23.

▶ **Advocate Engagement**

- Reviewed Advocate feedback on Release of Information wireframes and began design changes for based on feedback for review the week of 01/09/23.

▶ **Usability Testing**

- Began recruitment activities for customers and CBO Assisters for ROI usability testing beginning 01/11/23.
- Drafted two usability testing interview guides to test ROI functionality with customers and CBO Assisters.

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 01/09/23.

► **Usability Testing**

- Continue recruitment activities for customers and CBO Assisters for ROI usability testing beginning 01/11/23.
- Finalize two usability testing interview guides to test ROI functionality with customers and CBO Assisters by 01/11/23.
- Facilitate two (2) usability test sessions by 01/13/23.

► **Advocate Engagement**

- Finalize responses to Advocate feedback on Release 5.0 Support Request Advocates to provide details on changes made or clarifications as applicable by 01/13/23.

► **BenefitsCal Enhancements**

- Write error message text for February 2023 enhancements.

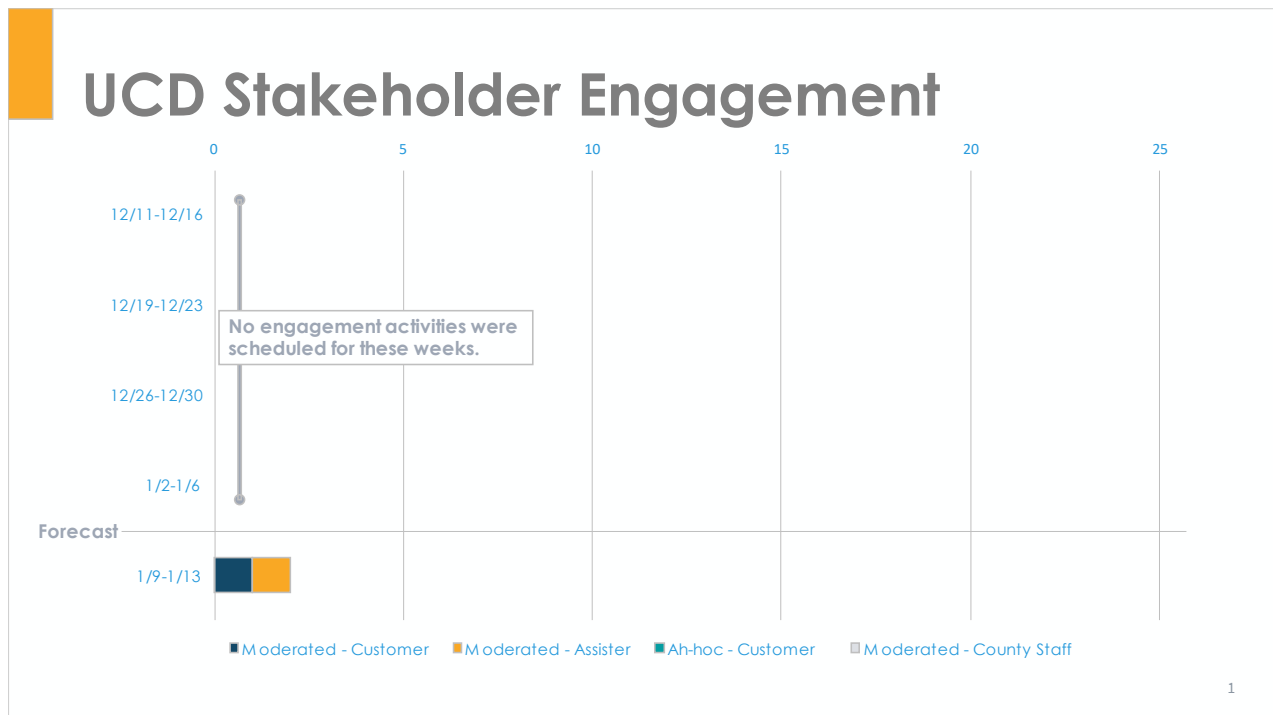


Figure 2.1-1 – UCD Stakeholder Engagement

2.2 Development

2.2.1 Highlights of the Reporting Period – Development co

Enhancements (M&E)

Release	Planned for Week Ending 01/06/23	Actual for Week Ending 01/06/23	Total Planned for the Release	Comments
5.0	4	4	13	

Table 2.2-1– Enhancement Actuals for Reporting Period

- ▶ **Release 5.0**
 - Support Request.
 - Translations for Support Request delivered to SIT.
 - Supported SIT and defect fixes.
 - UAT Independent testing in progress.
- ▶ Release of Information [DDI]
 - Development started on 01/02/23.
 - Completed five (5) widgets.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 01/13/23	Total Planned for the Release	Total Completed for the Release	Comments
5.0	4	13	8	

Table 2.2-2 – Planned Enhancement Work

- ▶ **Release 5.0**
 - Support Request
 - Supporting SIT and UAT testing.
- ▶ Release of Information [DDI]
 - Develop four (4) widgets.

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

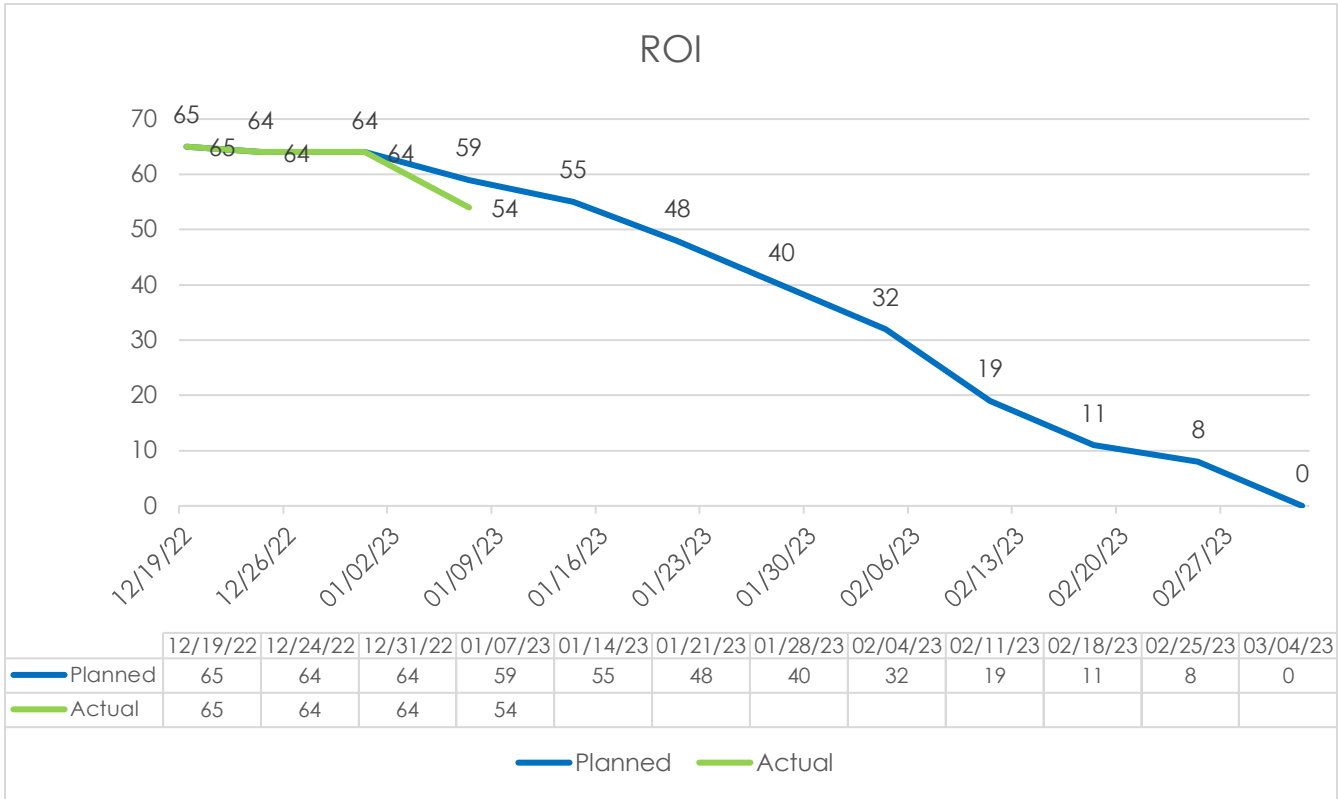


Figure 2.2-1 – Development: Release 5.0 Burndown (Support Request)

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

▶ **Testing Support**

- Provided testing support for the Independent Testing/UAT Testing for Support Request functionality and provided fixes for any reported issues.

► **Test Prep Release 5.0**

- Execution burndowns displayed below.

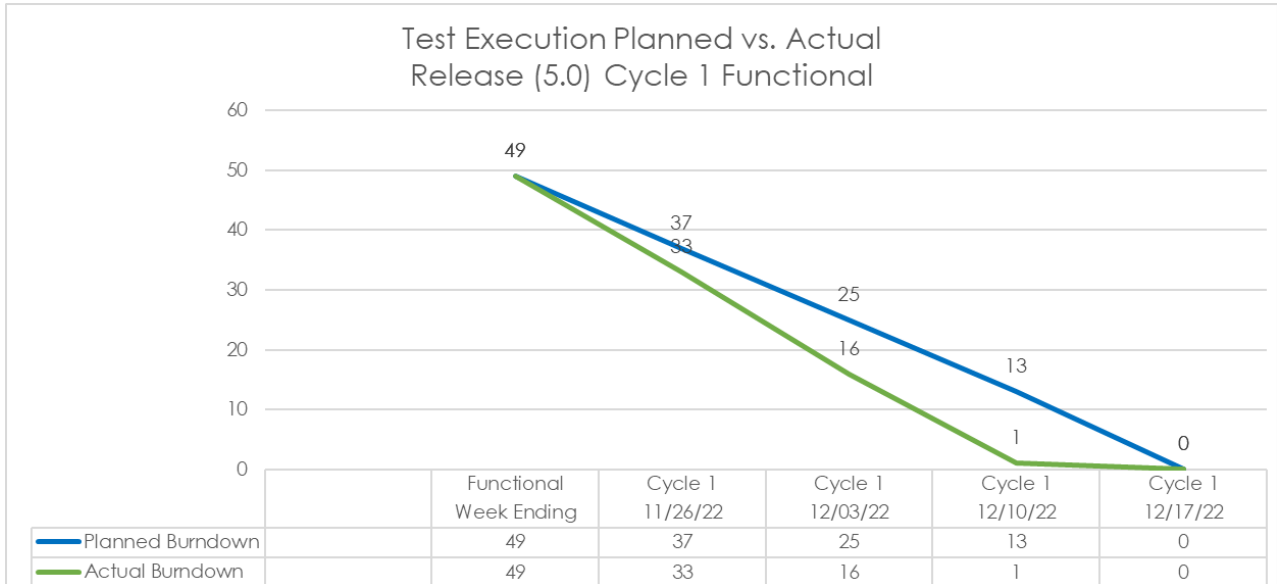


Figure 2.3-1 – Execution Burndown Chart: Release 5.0, Cycle 1 Functional

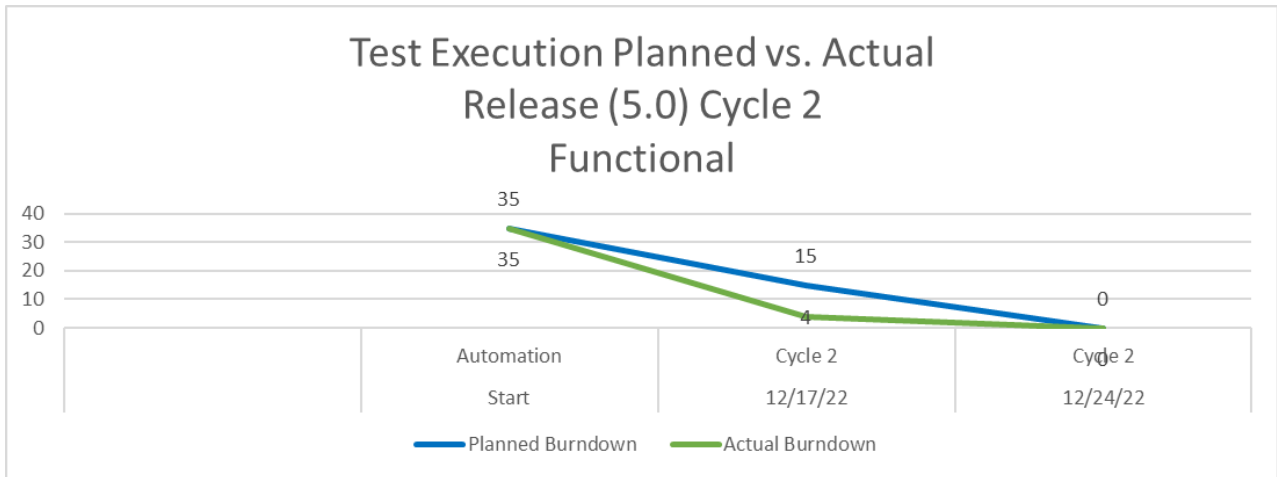


Figure 2.3-2 – Execution Burndown Chart: Release 5.0, Cycle 2 Functional

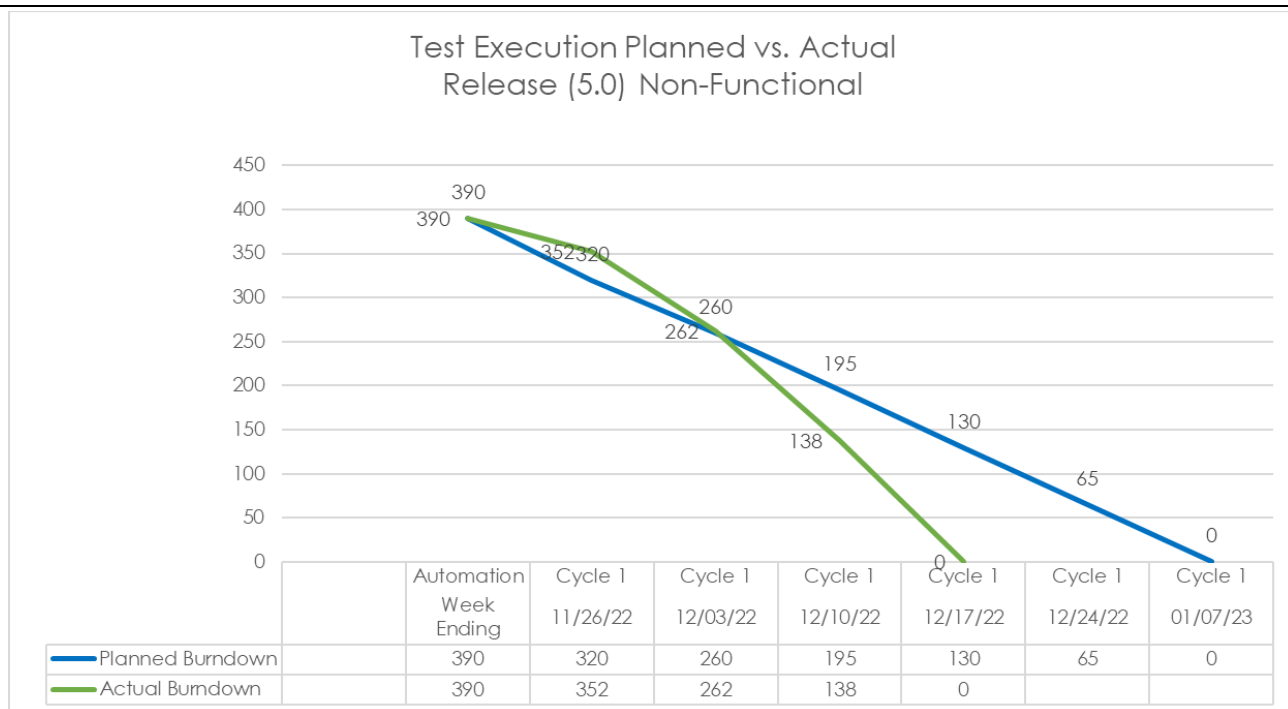


Figure 2.3-3 – Execution Burndown Chart: Release 5.0 Non-Functional

► **Partner Integration Calls**

- Conducted need-basis Partner Integration calls to triage cross-partner defects.

2.3.2 Activities for the Next Reporting Period – System Test Execution

► **M&O Priority Release Support**

- None for the period.

► **Partner Integration Items**

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

► **Release 5.0**

- Continue to support Independent Testing/UAT Testing for Support Request functionality and provide fixes for any reported issues.

► **Release ROI – 23.05.25**

- Start the authoring for Test Scenarios for ROI.

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**

- The BenefitsCal team executed a couple of isolated performance tests on January 06th with 37 scripts, 1746 Users at 90% volume load. Seven (7) scripts (six (6) redetermination scenarios and one (1) receive message scenario) were not included in this test as team is waiting on the data setup completion from CalSAWS end. The 1st test failed with unexpected data errors. Team cleaned up and filtered the inactive cases from the data files and attempted a second test and was successful in achieving comparable test result. Team is analyzing the results and will share the findings after the final round of tests next week. BenefitsCal team lost 1 day slot and could not execute any test on 01/04/23 due to the CalSAWS outage (error 502) across all the environments.

3.2 Activities for the Next Reporting Period – Performance Test

► **Release 5.0 Performance Testing Activities**

- Execute further Release 5.0 performance tests and share the observation and results.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
12	11/21/22	01/11/23	Release 5.0	<p>Scope: One (1) new Support request scenario to be scripted with Welfare to worker cases data setup at CalSAWS end. Additionally, several scripts enhancements in scope.</p> <p>Execution: 01/04/23, 01/06/23, and 01/11/23 dates are shared by CalSAWS team.</p>	33%

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 Gainwell team to perform an extract of the Wave 3 CBO Users. This extract will be used to validate the CBO user listing with the Wave 3 Counties. A CRFI will be sent to inform the Wave 3 Counties.

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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 Consortium to generate and send out a CRFI to the Wave 3 Counties to validate the CBO User Listing.

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 1/6/23.

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
04.11	Requirements Traceability Matrix (BenefitsCal ROI 23.05.23)	N/A	N/A	12/21/22	01/13/23	09/30/22
05.09	General Systems Design (BenefitsCal ROI 23.05.23)	N/A	N/A	12/21/22	01/13/23	01/23/23
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
05.09	General Systems Design (GSD) (BenefitsCal ROI 23.05.23), including DDEL 04.11: Requirements Traceability Matrix	On Track	DDEL submitted 12/21/22 FDEL submission 01/13/23 FDEL approval 01/23/23

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
24.14	CX Monthly Report – November 2022	12/12/22	01/03/23	01/09/23
24.15	CX Monthly Report – December 2022	01/09/23	01/18/23	01/25/23
25.10	Monthly M&O Report – November 2022	12/07/22	12/19/22	12/22/22
25.11	Monthly M&O Report – December 2022	01/09/23	01/18/23	01/25/23
28.08	BenefitsCal Work Plan Monthly Updates – November 2022	N/A	12/05/22	12/14/22
28.09	BenefitsCal Work Plan Monthly Updates – December 2022	N/A	01/06/23	01/15/23
29.08	BenefitsCal Monthly Status Report – November 2022	N/A	12/05/22	12/14/22
29.09	BenefitsCal Monthly Status Report – December 2022	N/A	12/05/22	01/15/23

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	FWP approval 01/03/23 FWP approval 01/09/23

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WP #	Work Product Name	Status	Next Deadline
24.15	CX Monthly Report – December 2022	On track	DWP submission 01/09/23 FWP submission 01/18/23 FWP approval 01/25/23
25.11	Monthly M&O Report – November 2022	On track	DWP submission 01/09/23 FWP submission 01/18/23 FWP approval 01/25/23
28.09	BenefitsCal Work Plan Monthly Updates – December 2022	On track	FWP submission 01/06/23 FWP approval 01/15/23
29.09	BenefitsCal Monthly Status Report – December 2022	On track	FWP submission 01/06/23 FWP approval 01/15/23

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: 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. 	Open	2	Medium	05/10/21

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ID	Title	Details	Status	Impact	Probability	Date Logged
		<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. <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

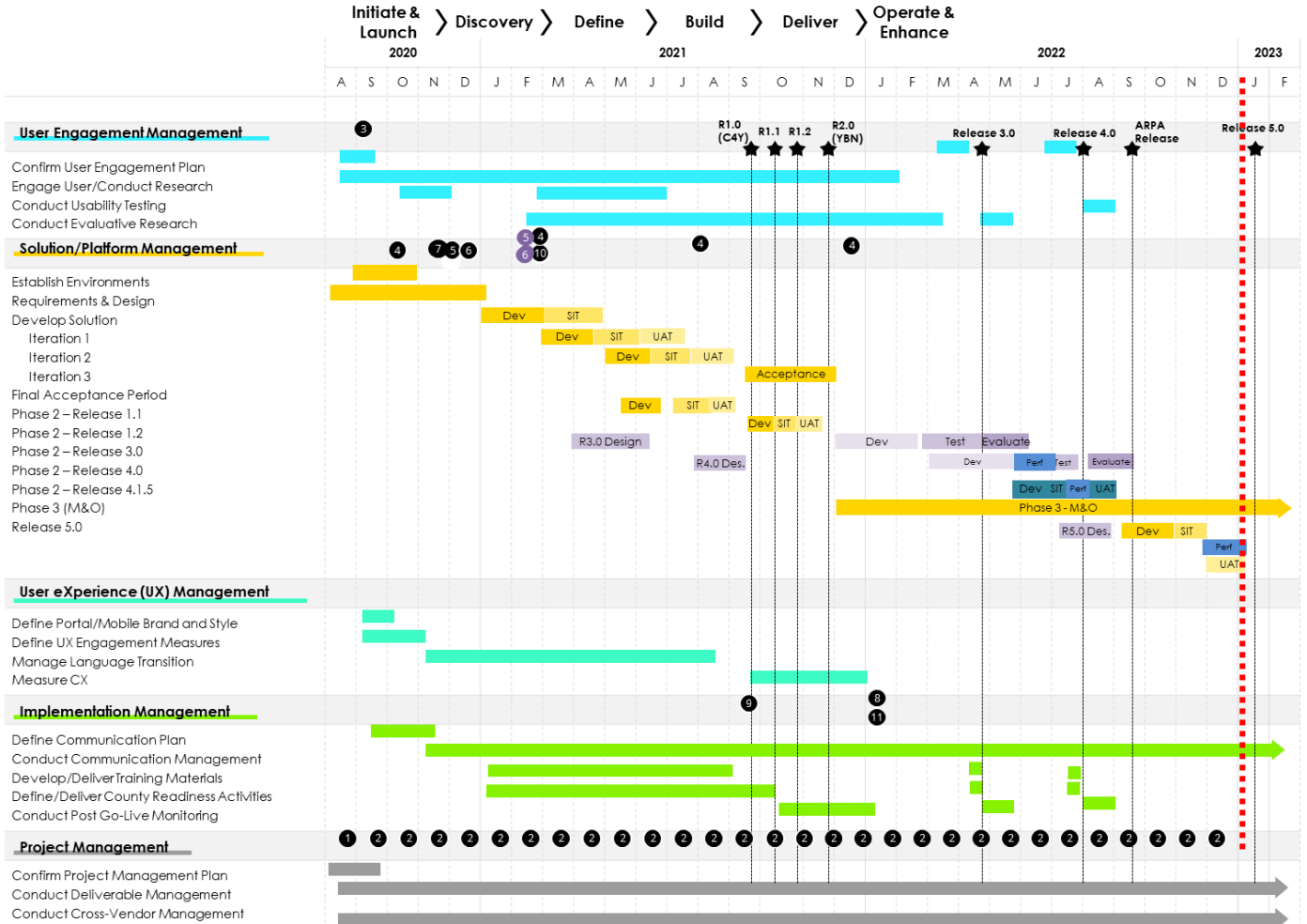
The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

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

Table 6.2-3 – CRFIs

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