

# CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: January 16, 2023 to  
January 22, 2023**

# CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, January 25, 2023

Period: January 16, 2023 to January 22, 2023

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**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"> <li>1. Continued providing support for Independent Testing and UAT team for Release 5.0 Support Request.</li> <li>2. UAT is completed during the week of 01/20/23.</li> <li>3. Deployment is scheduled for 01/26/23.</li> </ol>
Release of Information (ROI) Enhancement	<ol style="list-style-type: none"> <li>4. Finalized responses to Advocate feedback on Release of Information to provide details on changes made or clarifications as applicable and sent the response to Advocates on 01/13/23.</li> <li>5. Worked with reviewers to close comments on the Final Deliverable (FDEL) of design documentation 05.09 for Release 23.05.25 – Release of Information (ROI) functionality, including 04.11: Requirements Traceability Matrix.</li> </ol>
Training Environment	<ol style="list-style-type: none"> <li>6. A follow-up working session for the Support Model is conducted on 01/19/23 for the Training Environment. Captured action items for the environment cost estimate</li> </ol>
CalWIN ISS Support	<ol style="list-style-type: none"> <li>7. <b>Wave 2</b> <ul style="list-style-type: none"> <li>• The following training sessions are complete.                             <ul style="list-style-type: none"> <li>○ 01/17/23 – Contra Costa (+42 counties willing to join)</li> <li>○ 01/19/23 – Tulare (+42 counties willing to join)</li> </ul> </li> <li>• CRFI 23-XXX for collecting CalWIN Counties BenefitsCal Options for Wave 3 has been sent to communications for distribution.</li> <li>• Considering the Wave2 user volume increase, BenefitsCal isolated Performance testing with 90% load was completed, results summary and further details are in the Performance testing section below.</li> </ul> </li> <li>8. <b>Wave 3</b> <ul style="list-style-type: none"> <li>• Preparation for the mock conversion run in-progress.</li> <li>• County review and validation of shared CBO user list in-progress.</li> </ul> </li> </ol>
Region 6 – Management Site Visit (MSV)	<ol style="list-style-type: none"> <li>9. Participated in Management Site Visit meeting scheduled on 01/18/23 for Region 6.</li> </ol>

**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 24.15: CX Monthly Report – December 2022 on 01/20/23.
  - FWP 25.11: Monthly M&O Report – December 2022 on 01/20/23.

#### 1.2.2 Activities for the Next Reporting Period

- ▶ **Deliverable and Work Product submissions for next week:**
  - FWP 26.03: BOM Review and License Renewal on 01/23/23.
  - FWP 27.03: Certificate Review on 01/23/23.

### 1.3 BenefitsCal Collaboration Model (CM)

#### 1.3.1 Highlights of the Reporting Period

- ▶ 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.	Ready for Production Deployment	Supported State Partner and Independent Testing

Table 1.3-1 – Enhancements Updates, Prioritized by CM

#### 1.3.2 Activities for the Next Reporting Period

- ▶ Schedule Collaboration Model priority items to for future builds.
- ▶ 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.	Deploy to Prod	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**
  - Provided support to the User Acceptance and Independent Test Team for Release 5.0 Support Request testing.

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- Prepared for the Homeless Assistance design session.
- Continued estimating the GCF parity list items.
- Prepared for the Timeclocks design sessions.
- Worked with reviewers to close comments on the Final Deliverable (FDEL) of design documentation 05.09 for Release 23.05.25 – Release of Information (ROI) functionality, including 04.11: Requirements Traceability Matrix.
- Conducted session with the ForgeRock team to finalize the API specifications for Release of Information functionality on 01/17/23.
- Participated in the virtual green light meeting for Release 5.0 / 23.01 on 01/18/23.
- Estimated SCERFRA 23-501 for the Elderly Simplified Application Project (ESAP) applications on BenefitsCal.

### 2.1.2 Activities for the Next Reporting Period – Requirements and Design

#### ▶ Designs

- Provide support to the User Acceptance and Independent Test Team for Support Request testing.
- Discuss Homeless Assistance Requirements in BenefitsCal with CDSS Housing Unit and CalSAWS Consortium on 01/05/23.
- Continue estimating the GCF parity list items.
- Prepare for the Timeclocks Design Sessions.
- Resolve all comments for Final Deliverable (FDEL) of design documentation 05.09 for Release 23.05.25 – Release of Information (ROI) functionality, including 04.11: Requirements Traceability Matrix.
- Provide support to the development team for the development of Release of Information (ROI) functionality.
- Participate with CalSAWS to estimate SCERFRA 23-500 on 01/24/23.
- Conduct a GCF Parity Gap List prep session with Consortium on 01/26/23.
- Participate in a meeting with ForgeRock to discuss ROI API and timelines on 01/26/23.
- Participate in the CalWIN demo for CBO functionality on 01/27/23.

### 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 01/19/23.
- Responded to comments on the DWP 24.15: CX Monthly Report – December and submitted it on 01/20/23.

#### ▶ Advocate Engagement

- Finalized responses to Advocate feedback on Release 5.0 Support Request Advocates to close out all comments by 01/23/23.

#### ▶ Usability Testing

- Continued recruitment activities for customers and CBO Assisters for ROI usability testing beginning.
- Facilitated four (4) usability test sessions the week of 01/20/23.

**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 01/23/23.

▶ **Usability Testing**

- Continue recruitment activities for customers and CBO Assisters for ROI usability testing beginning.
- Facilitate six (6) usability test sessions by 01/20/23.

▶ **Advocate Engagement**

- Facilitate UCD Monthly Meeting on 01/24/23.

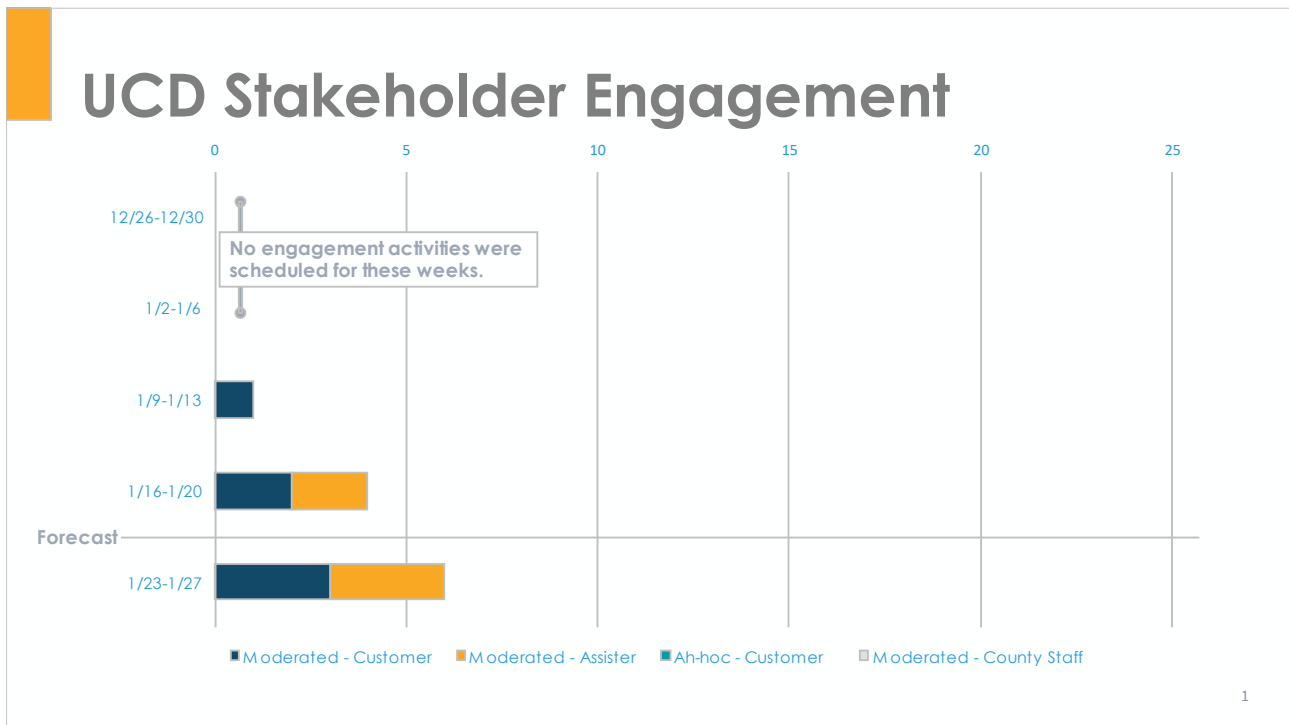


Figure 2.1-1 – UCD Stakeholder Engagement

**2.2 Development**

**2.2.1 Highlights of the Reporting Period – Development**

**Enhancements (M&E)**

Release	Planned for Week Ending 01/20/23	Actual for Week Ending 01/20/23	Total Planned for the Release	Comments
5.0	3	4	15	

Table 2.2-1– Enhancement Actuals for Reporting Period

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- ▶ **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 7 (seven) widgets.

### 2.2.2 Activities for the Next Reporting Period – Development

#### Enhancements (M&E)

Release	Planned for Week Ending 01/27/23	Total Planned for the Release	Total Completed for the Release	Comments
5.0	0	15	15	Two (2) enhancements were added → CSPM-62884 and CSPM-62273

Table 2.2-2 – Planned Enhancement Work

- ▶ **Release 5.0**
  - Support Request
    - Support SIT and UAT testing.
- ▶ Release of Information [DDI]
  - Develop eight (8) 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). This is being tracked by CSPM-56537.



### 2.2.3 Burndown

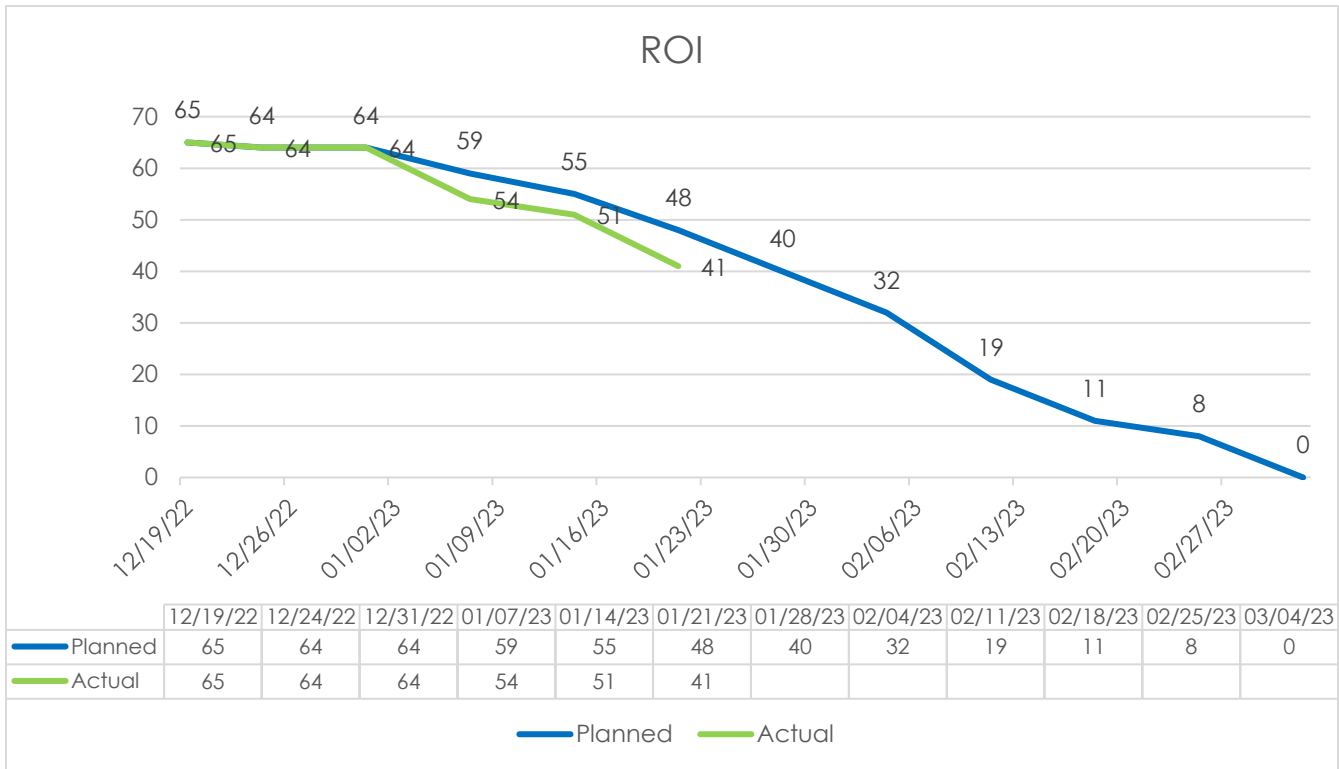


Figure 2.2-1 – Development: ROI

## 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.
- ▶ **Release ROI – 23.05.25**
  - Authoring Test Scenarios for ROI.
  - Scripting for Automation for ROI functionality.
- ▶ **Test Execution Release 5.0**
  - Completed test execution – Burndown charts below
- ▶ **Partner Integration Calls**
  - Conducted need-basis Partner Integration calls to triage cross-partner defects.

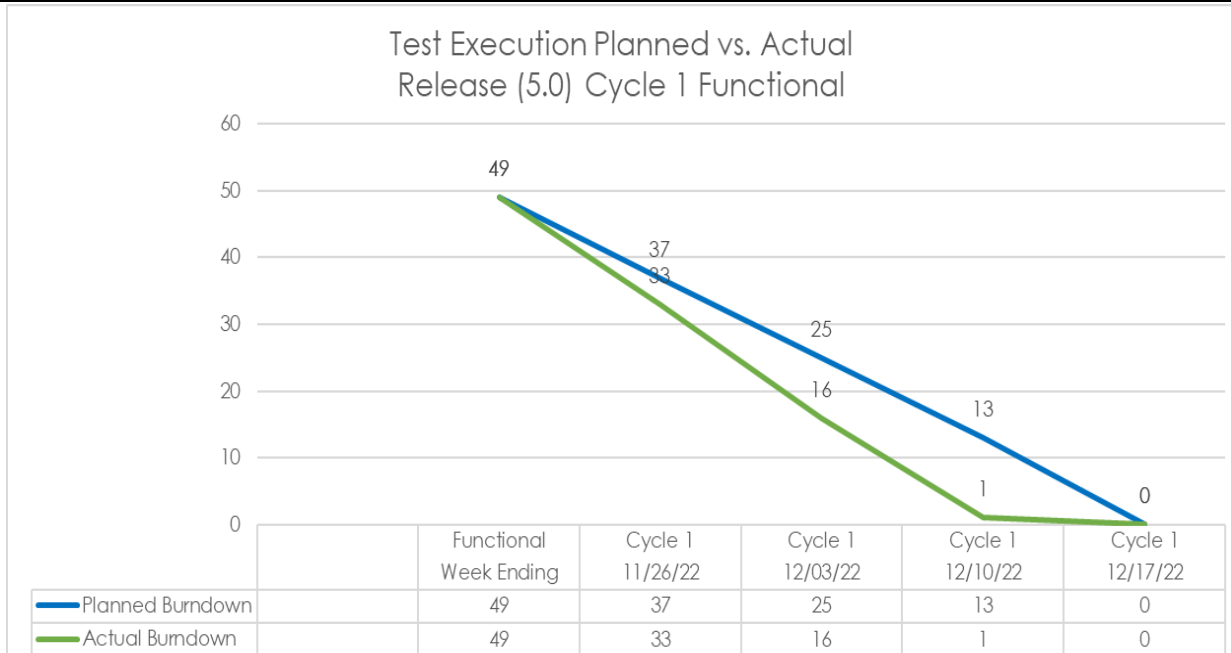


Figure 2.3-1 – Execution Burndown Chart: Release 5.0, Cycle 1 Functional

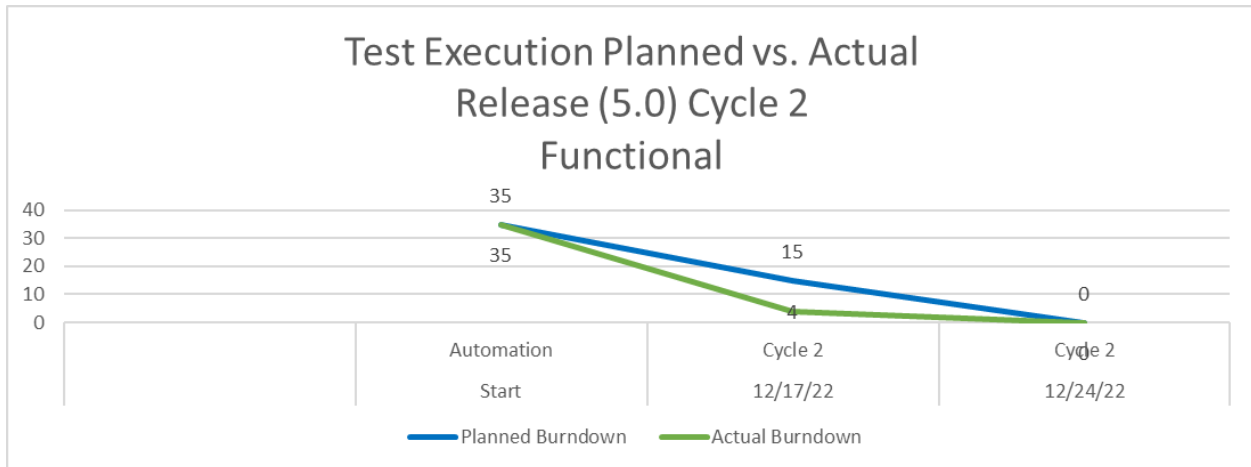


Figure 2.3-2 – Execution Burndown Chart: Release 5.0, Cycle 2 Functional

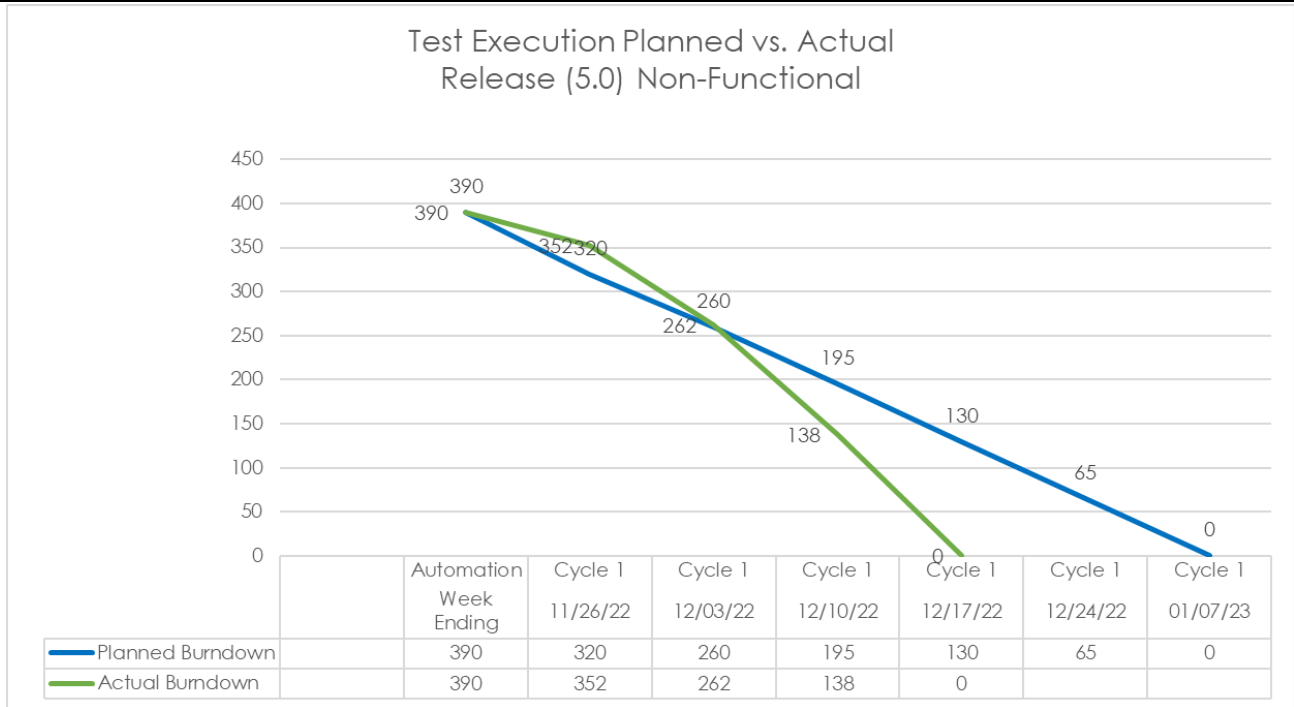


Figure 2.3-3 – Execution Burndown Chart: Release 5.0 Non-Functional

### 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.
  - Prepare for the deployment of Release 5.0 and conduct smoke and regression tests in PRD STG environment.
- ▶ **Release ROI – 23.05.25**
  - Continue authoring Test Scenarios for ROI.
  - Continue scripting automation scripts 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 another isolated performance test on 01/19/23 with 43 scripts, 1,872 Users at 90% volume load. One (1) receive message scenario was not included due to the data setup issues. The test execution was successful, and results are comparable to the baseline results in terms of Average Response time and errors. Regarding the new Release 5.0 Welfare to Work (WTW) program support request scenario, no performance issues were observed. The detailed JMeter reports are uploaded to the CalSAWS SharePoint. Performance tests result summary and comparison with the baseline tests are presented in the chart below.

Load tests summary (PTC)	06/29/22	07/05/22	01/11/23	01/19/23
	07:14 am–09:00 am	06:12 am–07:59 am	03:48 am–05:50 am	10:09 am–12:12 pm
<b>Build/Code Base</b>	Cycle 11 R4.00_0110	Cycle 11 R4.00_0110	Cycle 12 R5.00_0190	Cycle 12 R5.00_0190
<b>Total Scripts</b>	42	42	42	43
<b>Total vUsers</b>	1,334	1,334	1,844	1,872
<b>Total Hits</b>	5,329,157	5,192,123	8,800,673	8,910,537
<b>Avg Hits/sec</b>	835.63	811.87	1,202.16	1,203.30
<b>Avg Response time (ms)</b>	<b>67.06</b>	<b>66.11</b>	<b>64.08</b>	<b>66.77</b>
<b>Total errors</b>	178	136	124	133
<b>Error Rate (%)</b>	0.00%	0.00%	0.00%	0.00%

**Performance Test Results Comparison**

#### 3.2 Activities for the Next Reporting Period – Performance Test

- None.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
12	11/21/22	01/20/23	Release 5.0	<p><b>Scope:</b> 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><b>Execution:</b> 01/06/23, 01/11/23, and 01/19/23.</p>	100% Complete

**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**

- No updates for Conversion this reporting period.

#### 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 01/20/23.

▶ **Deliverables**

- Finalized the System Security Plan annual refresh.

#### 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;"> <span style="background-color: #92d050; padding: 2px 5px;">Complete</span> <span style="background-color: #e0f7fa; padding: 2px 5px;">Coming Soon</span> <span style="background-color: #fff9c4; padding: 2px 5px;">WAC Approval Pending</span> </div>						
DEL ID	Deliverable Name	DDED	FDED	DDEL	FDEL	Final Approval
04.11	Requirements Traceability Matrix (BenefitsCal ROI 23.05.25)	N/A	N/A	12/21/22	01/13/23	01/23/23
05.09	General Systems Design (BenefitsCal ROI 23.05.25)	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	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;"> <span style="background-color: #92d050; padding: 2px 5px;">Complete</span> <span style="background-color: #e0f7fa; padding: 2px 5px;">Coming Soon</span> <span style="background-color: #fff9c4; padding: 2px 5px;">WAC Approval Pending</span> </div>				
ID	Work Product Name	DWP	FWP	Final Approval
17.01	System Security Plan (SSP) – Annual Update	12/07/22	01/11/23	01/17/23
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	01/20/23	01/25/23
25.10	Monthly M&O Report – November 2022	12/07/22	12/20/22	12/26/22
25.11	Monthly M&O Report – December 2022	01/09/23	01/19/23	01/26/23
26.03	BOM Review and License Renewal	01/06/23	01/23/23	01/30/23
27.03	Certificate Review	01/06/23	01/23/23	01/30/23
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	01/06/23	01/15/23

**Table 6.1-3 – Upcoming Work Product Deadlines**

#### Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
17.01	System Security Plan (SSP) – Annual Update	On Track	FWP submission 01/11/23 FWP approval 01/17/23

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WP #	Work Product Name	Status	Next Deadline
24.14	CX Monthly Report – November 2022	On Track	FWP approval 01/09/23
24.15	CX Monthly Report – December 2022	On Track	FWP Submitted 01/20/23 FWP approval 01/25/23
25.11	Monthly M&O Report – December 2022	On Track	FWP Submitted 01/19/23 FWP approval 01/26/23
26.03	BOM Review and License Renewal	On Track	FWP submission 01/23/23 FWP approval 01/30/23
27.03	Certificate Review	On Track	FWP submission 01/23/23 FWP approval 01/30/23
28.09	BenefitsCal Work Plan Monthly Updates – December 2022	On Track	FWP approval 01/15/23
29.09	BenefitsCal Monthly Status Report – December 2022	On Track	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"> <li>▶ 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</li> </ul>	Open	2	Medium	05/10/21

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ID	Title	Details	Status	Impact	Probability	Date Logged
		<p>suggestions from CDSS on partial gaps.</p> <p>October 3, 2022:</p> <ul style="list-style-type: none"> <li>▶ 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.</li> </ul> <p>November 11, 2022</p> <ul style="list-style-type: none"> <li>▶ 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.</li> </ul> <p>January 08, 2023</p> <ul style="list-style-type: none"> <li>▶ BenefitsCal team has started working on the effort estimations for the gaps list (31 gaps/52 enhancements). CWDA and Consortium will provide direction on the implementation schedule</li> </ul>				

**Table 6.2-1 – Project Risks and Issues**



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### 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**

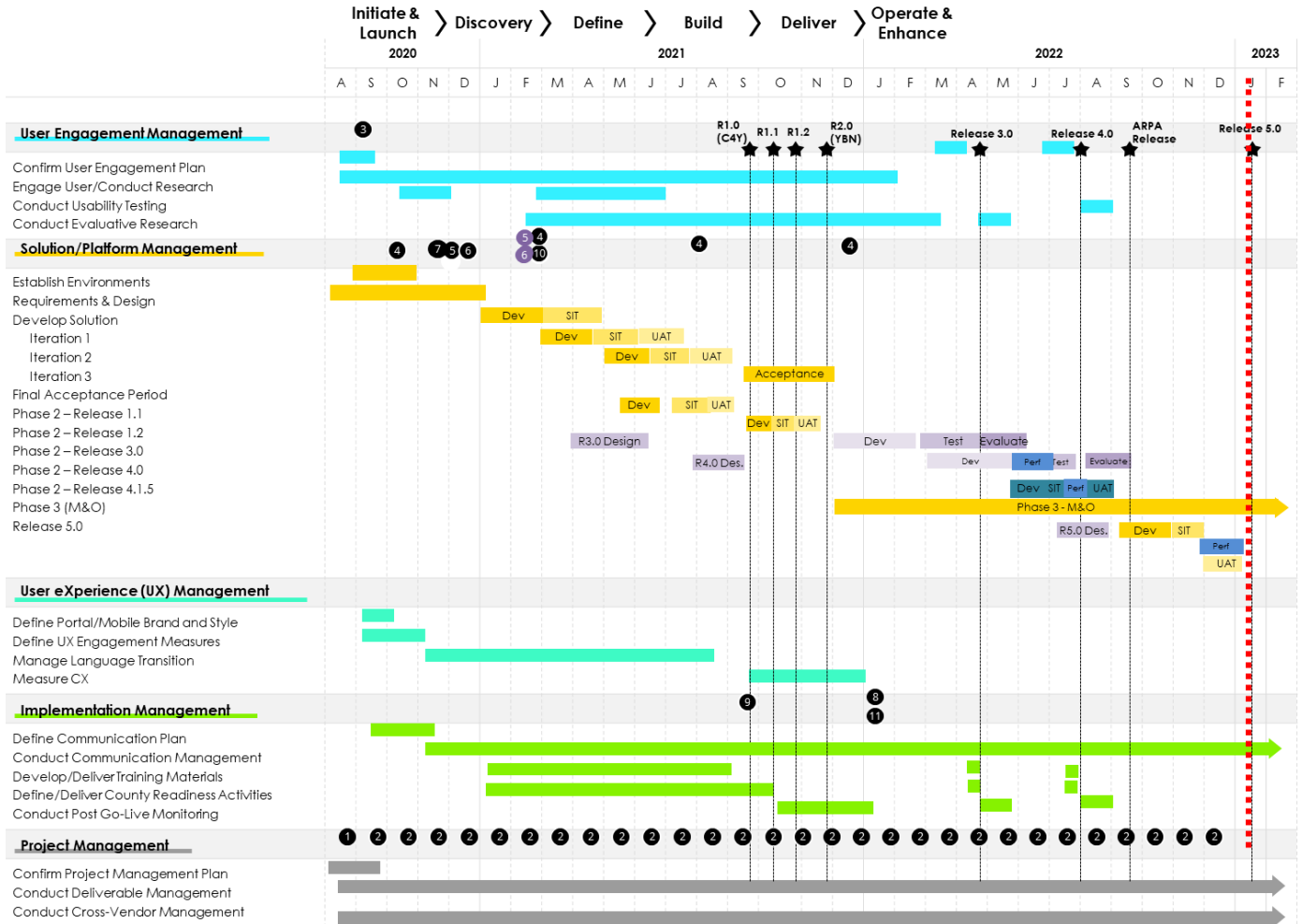
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## 6.3 Appendix C – Project Work Plan Reports

### 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