



CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: January 23, 2023 to
January 29, 2023**

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

Table of Contents

1.0	Project Management	4
1.1	Executive Summary.....	4
1.2	PMO	5
1.2.1	Highlights of the Reporting Period	5
1.2.2	Activities for the Next Reporting Period	5
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.....	9
2.2.3	Burndown.....	9
2.3	System Test Execution.....	10
2.3.1	Highlights of the Reporting Period – System Test Execution	10
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

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

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	13
5.1	Highlights of the Reporting Period.....	13
5.2	Activities for the Next Reporting Period	13
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.....	17

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

1.0 Project Management

1.1. Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
January 2023 Release (Release 5)	<ul style="list-style-type: none"> Deployed Release 5.0 to Production on 01/26/23 including Support Request and other planned enhancements.
Release of Information (ROI) Enhancement	<ul style="list-style-type: none"> Resolved 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. Facilitated UCD Monthly Meeting on 01/24/23 and walked through Stakeholder feedback for the design. Development started and on-schedule based on the current design. Target Production implementation date is 05/26/23.
Training Environment	<ul style="list-style-type: none"> Presented the overall Support Model and timeline for the Training Environment during the January JPA Membership meeting.
CalWIN ISS Support	<p>Wave 2</p> <ul style="list-style-type: none"> The following training sessions are complete. <ul style="list-style-type: none"> 01/24/23 – Santa Clara (+42 counties willing to join) 01/26/23 – CBO awareness (+42 counties CBO willing to join) Email campaign 1 launch complete for customers from Santa Clara, Tulare, and Contra Costa <p>Wave 3</p> <ul style="list-style-type: none"> Counties enabled UAT environment in preparation for process simulation. Preparation for the mock conversion run in-progress. County review and validation of shared CBO user list in-progress.
Homeless Assistance Requirements	<ul style="list-style-type: none"> Met with CDSS Housing Unit and CalSAWS Consortium on 01/25/23 on Homeless Assistance Requirements in BenefitsCal

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Disaster CalFresh (D-CalFresh) Meetings	<ul style="list-style-type: none"> Participated in D-CalFresh meetings and captured the BenefitsCal requests brought up during the meeting

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:**
 - FWP 24.15: CX Monthly Report – December 2022 on 01/19/23.
 - FWP 25.11: Monthly M&O Report – December 2022 on 01/19/23.
 - FWP 26.03: BOM Review and License Renewal on 01/23/23.
 - FWP 27.03: Certificate Review on 01/23/23.
 - Activities for the Next Reporting Period
- ▶ **Deliverable and Work Product submissions for next week:**
 - None.

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.	Deployed to Production	Testing Complete

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
N/A	N/A	N/A	N/A

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

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

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 Support Request testing.
- Discussed Homeless Assistance Requirements in BenefitsCal with CDSS Housing Unit and CalSAWS Consortium on 01/25/23.
- Continued estimating the GCF parity list items.
- Prepared for the Timeclocks Design Sessions.
- Resolved 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.
- Provided support to the development team for the development of Release of Information (ROI) functionality.
- Participated with CalSAWS to estimate SCERFRA 23-500 on 01/24/23.
- Conducted a GCF Parity Gap List prep session with Consortium on 01/26/23.
- Participated in a meeting with ForgeRock to discuss ROI API and timelines on 01/26/23.
- Participated in the CalWIN demo for CBO functionality on 01/27/23.

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 proposed design for CalWORKs Timeclock in BenefitsCal with CalSAWS and Consortium on 01/30/2023
- Continue estimating the GCF parity list items.
- Continue design and documentation of February enhancements
- Begin development of Release of Information (ROI) functionality and prepare testing scenarios
- Attend meeting with CDSS, CalSAWS, and CWDA for the GCF Parity List on 02/02/23.

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 01/23/23.
- Finalized the FWP 24.15: CX Monthly Report – December.

► Advocate Engagement

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

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

▶ Usability Testing

- Continued recruitment activities for customers and CBO Assisters for ROI usability testing beginning.
- Facilitated four (6) usability test sessions the week of 01/23/23.
- Drafted a Take-it-to-the-Lab survey to learn more about CBO's perception of the ROI functionality in BenefitsCal to distribute on 1/31/23.

▶ Timeclock Designs

- Collaborated with the Design/Functional team to develop mockups for Timeclock functionality for a design session on 02/06/23.

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 01/30/23.
- Draft the DWP 24.16: CX Monthly Report – January for submission by 02/06/23.

▶ Usability Testing

- Continue recruitment activities for customers and CBO Assisters for ROI usability testing beginning.
- Facilitate six (4) usability test sessions by 02/03/23.
- Begin synthesis activities for ROI usability tests in order to inform design changes.

▶ Advocate Engagement

- Draft follow-up responses to the remaining Advocate feedback comments on ROI functionality by 02/03/23.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

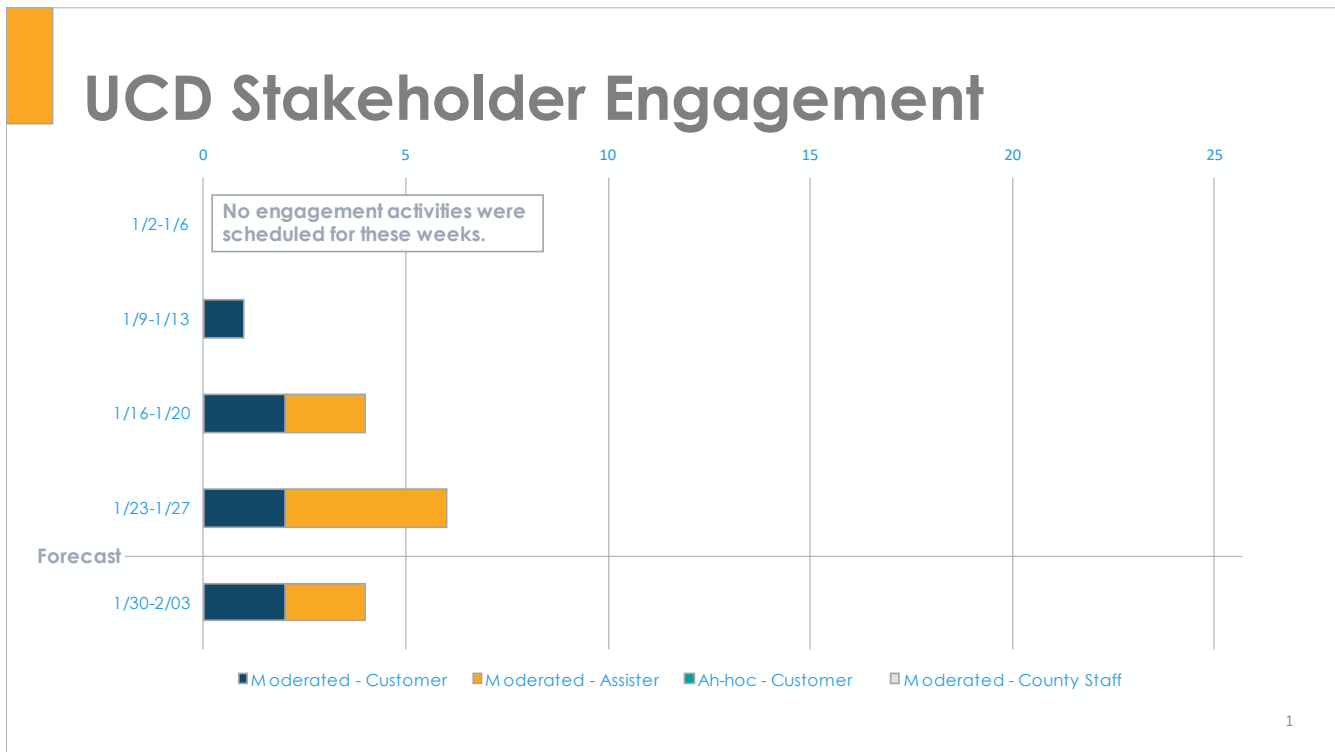


Figure 2.1-1 – UCD Stakeholder Engagement

2.2. Development

2.2.1. Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 01/27/23	Actual for Week Ending 01/27/23	Total Planned for the Release	Comments
23.02.16	1	1	11	

Table 2.2-1– Enhancement Actuals for Reporting Period

- ▶ **Release of Information [DDI]**
 - Development started on 01/02/23.
 - Completed 8 (eight) widgets.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

2.2.2. Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 02/03/23	Total Planned for the Release	Total Completed for the Release	Comments
23.02.16	0	15	11	Two (2) enhancements were added→ CSPM-62884 and CSPM-62273

Table 2.2-2 – Planned Enhancement Work

- ▶ **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

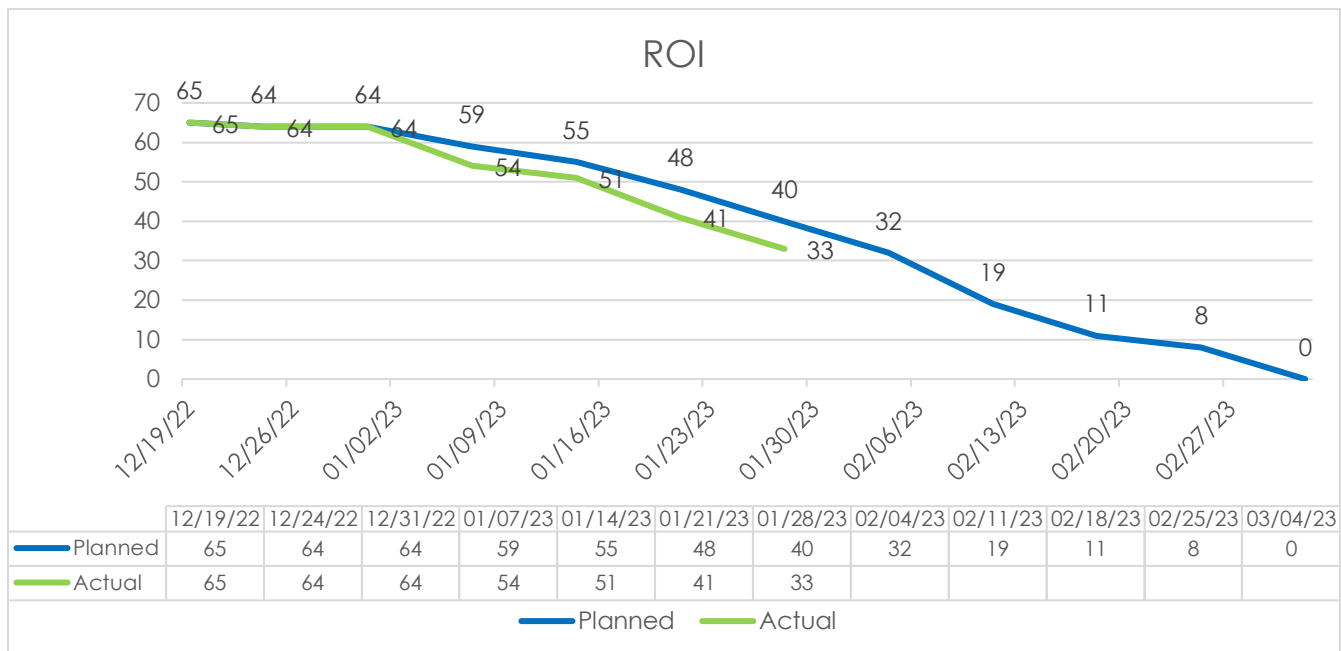


Figure 2.2-1 – Development: ROI

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

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 & Test Cases for ROI.
 - Scripting for Automation for ROI functionality.
- ▶ **Release 5.0**
 - Deployed 5.0 into PRD.
- ▶ **Partner Integration Calls**
 - Conducted need-basis Partner Integration calls to triage cross-partner defects.

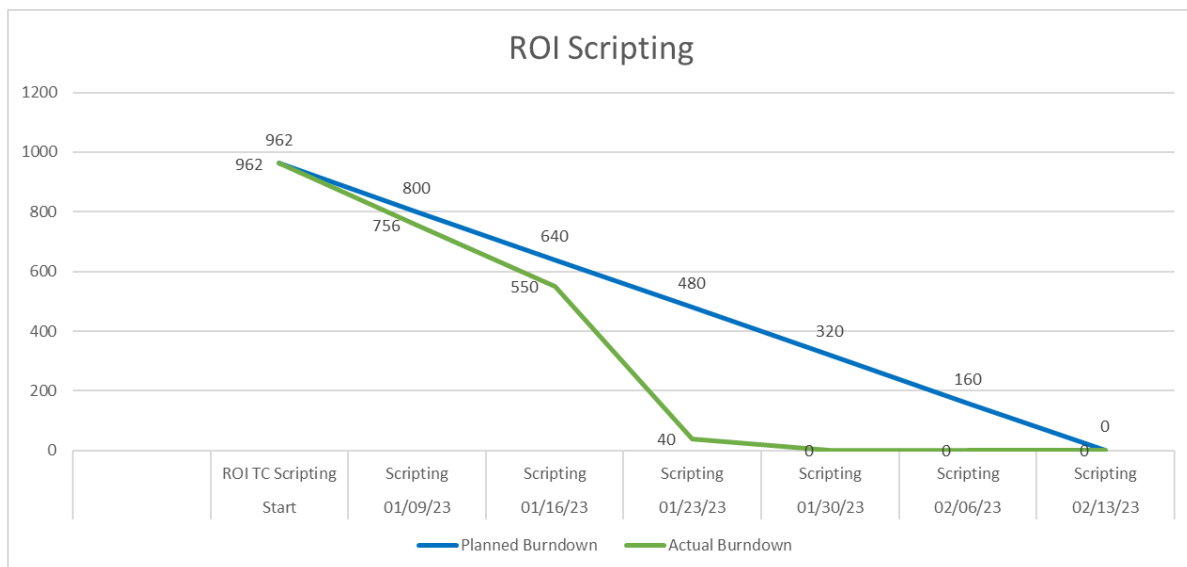


Figure 2.3-1 – ROI Test Scripting Burndown--

2.3.2. Activities for the Next Reporting Period – System Test Execution

- ▶ **M&O Priority Release Support**
 - None for the period.
- ▶ **Partner Integration Items**
 - None for the period.
- ▶ **Release ROI – 23.05.25**
 - Continue authoring Test Scenarios for ROI.
 - Continue scripting automation scripts for ROI.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

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 has shared the results and observations with Partners. 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
	7:14 am–9:00 am	6:12 am–7:59 am	3:48 am–5:50 am	10:09 am–12:12 pm
Build/Code Base	Cycle 11 R4.00_0110	Cycle 11 R4.00_0110	Cycle 12 R5.00_0190	Cycle 12 R5.00_0190
Total Scripts	42	42	42	43
Total Vusers	1,334	1,334	1,844	1,872
Total Hits	5,329,157	5,192,123	8,800,673	8,910,537
Avg Hits/Sec	835.63	811.87	1,202.16	1,203.30
Avg Response Time (Ms)	67.06	66.11	64.08	66.77
Total Errors	178	136	124	133
Error Rate (%)	0.00%	0.00%	0.00%	0.00%

Table 3.1-1 – Performance Test Results Comparison

3.2. Activities for the Next Reporting Period – Performance Test

- ▶ None.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
12	11/21/22	01/20/23	Release 5.0	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. Execution: 01/06/23, 01/11/23, and 01/19/23.	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**

- Received the Prod extract of the Wave 2 CBO Users which will be used to compare with the current listing for any discrepancies to be validated by the respective County.

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 01/27/23.

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).

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

► 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.

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
04.11	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
	None for the reporting period.		

Table 6.1-2 – Upcoming Deliverable Deadlines

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

Work Product Status by Submission

ID	Work Product Name	DWP	FWP	Final Approval
17.01	System Security Plan (SSP) – Annual Update	12/07/22	01/11/23	01/19/23
24.14	CX Monthly Report – November 2022	12/12/22	01/03/23	01/11/23
24.15	CX Monthly Report – December 2022	01/09/23	01/20/23	01/27/23
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	01/20/23	01/27/23
26.03	BOM Review and License Renewal	01/06/23	01/23/23	02/01/23
27.03	Certificate Review	01/06/23	01/23/23	02/01/23
28.09	BenefitsCal Work Plan Monthly Updates – December 2022	N/A	01/06/23	01/15/23
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
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

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	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	Open	2	Medium	05/10/21

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

ID	Title	Details	Status	Impact	Probability	Date Logged
		<p>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 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. 				

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

ID	Title	Details	Status	Impact	Probability	Date Logged
		January 08, 2023 ► 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				

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

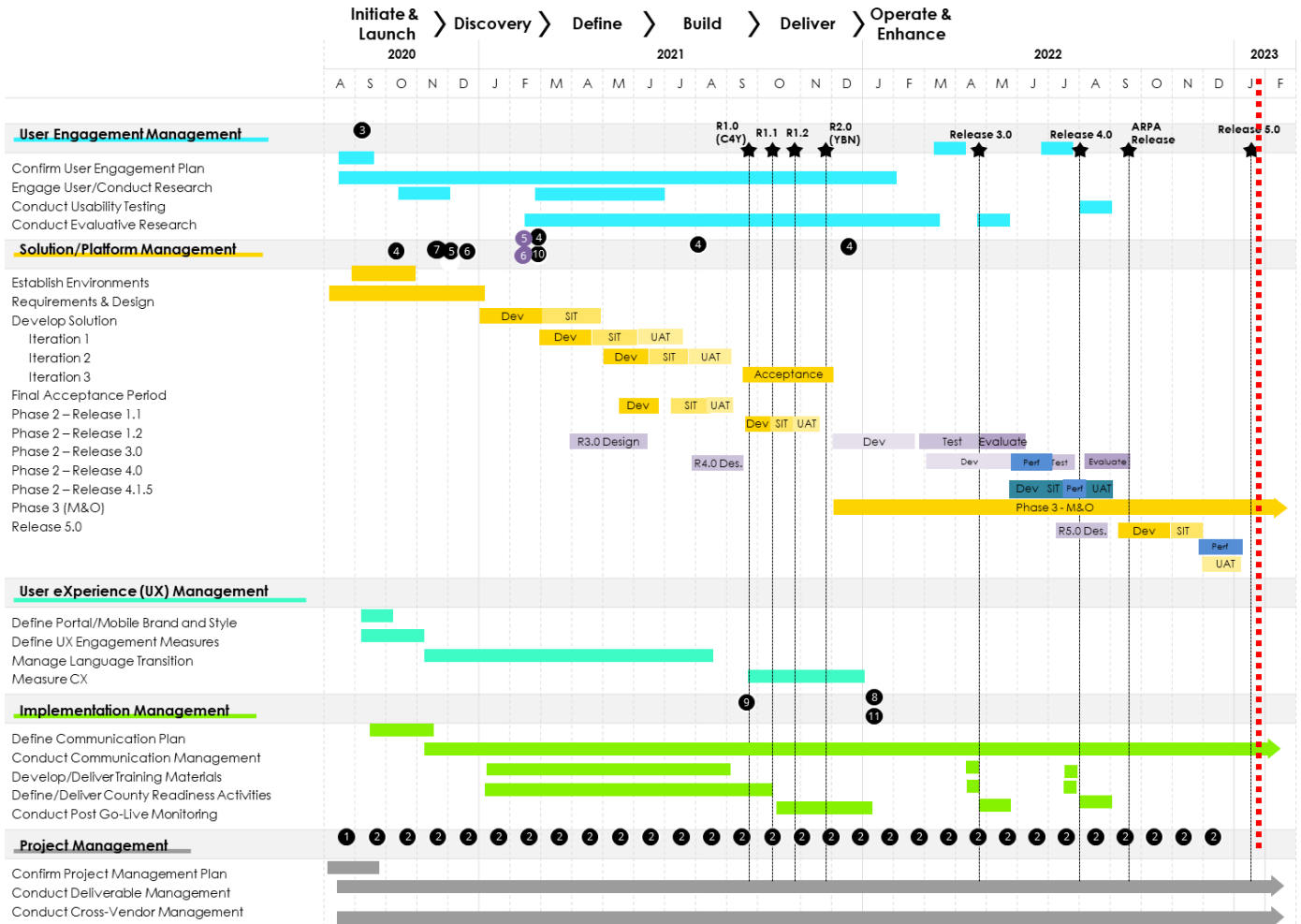
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 1, 2023

Period: January 23, 2023 to January 29, 2023

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