

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: February 13, 2023 to
February 19, 2023**

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, February 22, 2023

Period: February 13, 2023 to February 19, 2023

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Release of Information (ROI) Enhancement	<ul style="list-style-type: none"> ▶ Development continued and on-schedule based on the current State policy and the design ▶ Met with CalSAWS and ForgeRock partners on 02/14/23 to discuss the Community Based Organization (CBO) Application Programming Interface (API) and how to confirm customers and caseworkers select the correct organization as part of the Release of Information (ROI). ▶ Reviewed the Release of Information (ROI) ACL to provide comments to the State. ▶ Target Production implementation date is 05/26/23.
CalWIN ISS Support	<p>Wave 2</p> <ul style="list-style-type: none"> ▶ Email3 (nudge for unsubmitted applications) campaign was launched successfully on 02/14/23. <ul style="list-style-type: none"> ○ Total emails delivered across the three Wave 2 Counties: 8,088 (distinct email IDs) ▶ SMS2 campaign was successfully launched on 02/15/23. <ul style="list-style-type: none"> ○ Total SMS messages delivered across the three Wave 2 Counties: 49,356 (unique phone numbers) ▶ Wave 2 CBO list finalized for production load. <p>Wave 3</p> <ul style="list-style-type: none"> ▶ CBO load mock run exception report review complete. No issues identified.
February (23.02.16) Release	<ul style="list-style-type: none"> ▶ Release deployed to production on 02/16/23 with seven (7) system improvements including Admin feature improvements for announcements, opt-in/out feature management and Amplitude changes to track more granular data.
GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none"> ▶ Provided responses to the California Department of Social Services (CDSS) SAWS Cost Estimation Request For Research & Analysis (SCERFRA) with estimates for GCF parity list items. CDSS to review and provide confirmation on the SCERFRA and priorities to establish a roadmap. ▶ CDSS to provide SCERFRA for the Social Security Administration (SSA) flow.

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STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
CW Timeclocks Design	<ul style="list-style-type: none"> ▶ Conducted a Requirement Discovery Activity with Advocate/CBO to collect their feedback for time clock requirements (FN-135 and FN-105.1) during UCD Monthly Meeting on 2/16/23.
Disaster CalFresh (D-CalFresh) Meetings	<ul style="list-style-type: none"> ▶ Continued participating in DCF touchpoint meetings to share production observations and accommodate requests.

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 reporting period.

1.2.2 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next week:**
 - FWP 24.16: CX Monthly Report – January 2023 on 02/21/23.
 - FWP 25.12: Monthly M&O Report – January 2023 on 02/21/23.

1.3 BenefitsCal Collaboration Model (CM)

1.3.1 Highlights of the Reporting Period

- Continued to work on preparing a roadmap for CM model prioritized items.
- Identified Collaboration Model priorities as enhancements vs. Action items to perform additional research.

The table below contains all enhancements prioritized by Collaboration Model and their updates from this week:

ID	Summary	Status	Update this Week
CSPM-64317	Modify YouTube videos to address modified or new changes to BenefitsCal	Prioritization Needed	N/A
CSPM-41363	Provide a nudge for customers to verify their mailing address	Prioritization Needed	Design team analyzed the ticket

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ID	Summary	Status	Update this Week
CSPM-64319	Add direct links to alternate options to apply for assistance on the outage page in BenefitsCal	Prioritization Needed	Design team analyzed the ticket
CSPM-64320	Website Functionality: Move the search bar to the main page of the BenefitsCal website.	Prioritization Needed	N/A
CSPM-64321	Report a Change: address the problem of people not being able to upload a verification for a new HH member.	Prioritization Needed	N/A
CSPM-41222	Several enhancements logged where the word "application" in the document upload just needs to be changed to "renewal."	Prioritization Needed	N/A

Table 1.3-1 – Enhancements Updates, Prioritized by CM

1.3.2 Activities for the Next Reporting Period

- Perform design analysis on enhancements and research on action items identified in Collaboration Model.

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-64317	Modify YouTube videos to address modified or new changes to BenefitsCal	N/A	TBD
CSPM-41363	Provide a nudge for customers to verify their mailing address	Design the enhancement	March 2023
CSPM-64319	Add direct links to alternate options to apply for assistance on the outage page in BenefitsCal	Design the enhancement	April 2023
CSPM-64320	Website Functionality: Move the search bar to the main page of the BenefitsCal website.	N/A	N/A
CSPM-64321	Report a Change: address the problem of people not being able to upload a verification for a new HH member.	N/A	N/A

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ID	Summary	Activity for Next Week	Target Delivery Date
CSPM-41222	Several enhancements logged where the word "application" in the document upload just needs to be changed to "renewal."	N/A	N/A

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

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2.0 Application Development and Test

2.1 Requirements and Design

2.1.1 Highlights of the Reporting Period – Requirements and Design

➤ **Designs**

- Continued providing functional and design support for ROI and enhancements development.
- Finalized the designs for the March Enhancements.
- Met with the CalSAWS and ForgeRock partners on 02/14/23 to discuss the Community Based Organizations (CBO) Organization API and how to ensure customers and caseworkers select the correct organization as part of the Release of Information (ROI).
- Reviewed the Release of Information (ROI) ACL to provide comments to the State.
- Conducted a Requirement Discovery Activity with Advocate/CBO to collect their feedback for timeclock requirements (FN-135 and FN-105.1) during UCD Monthly Meeting on 02/16/23.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

➤ **Designs**

- Continue providing functional and design support for ROI and enhancements development.
- Conduct a Requirement Discovery Activity with the Time Limit Committee on 02/21/23.

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 02/13/23.
- Begun the outline of the new CX Report to initiate in April 2023.

➤ **Advocate Engagement**

- Facilitated a prep session with State Partners for the UCD Monthly meeting on 02/13/23.
- Facilitated the UCD Monthly meeting on 02/16/23.

➤ **Usability Testing**

- Drafted ROI usability report by 02/17/23 for client and partner review during the week of 02/20/23.

➤ **Enhancements**

- Facilitated an interview with a Collaboration Model customer better understand identified enhancements.

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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 02/20/23.
- **Usability Testing**
 - Share draft ROI usability report for client and partner review during the week of 02/20/23.
- **Advocate Engagement**
 - Begin preparing materials and schedule for UCD process discussion with Advocates in early March 2023.
- **Enhancements**
 - Collaborate with the Design/Functional team to develop designs for CSPM-64242 and CSPM-41363.

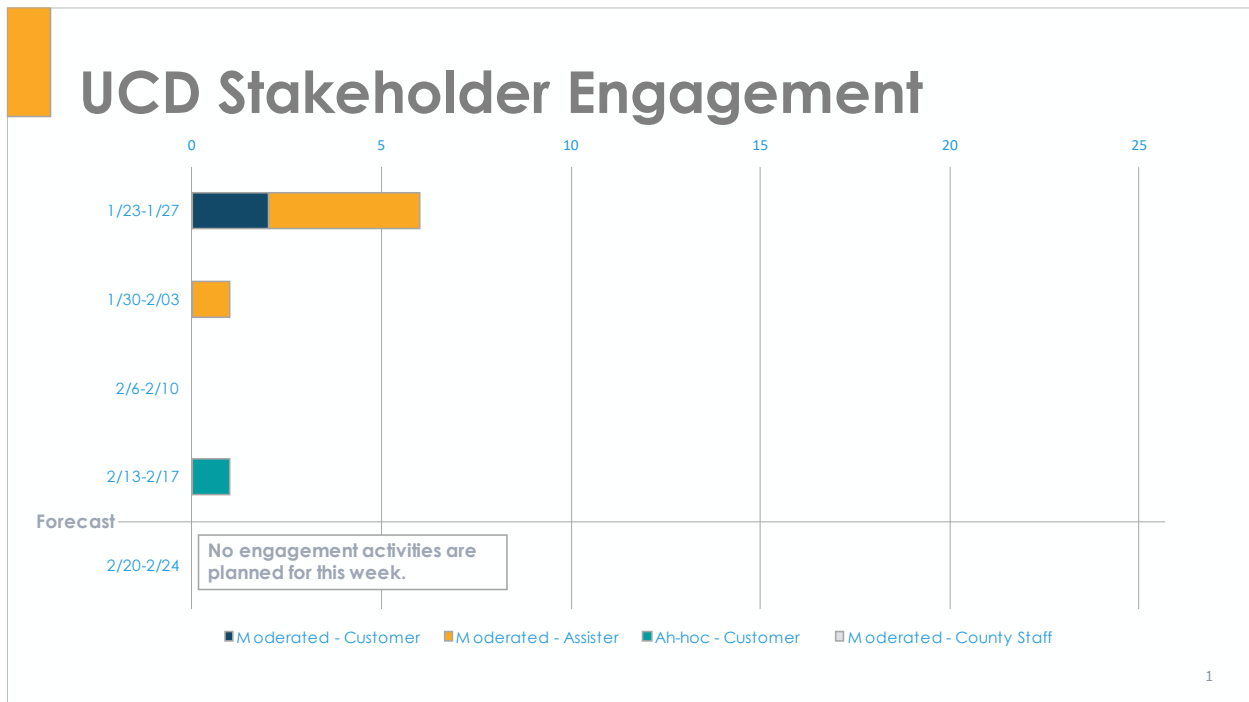


Figure 2.1-1 – UCD Stakeholder Engagement

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2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 02/17/23	Actual for Week Ending 02/17/23	Total Planned for the Release	Comments
23.02.08	1	1	1	Deployed to Production on 02/08/23. CSPM-64251
23.02.16	1	1	8	Deployed to Production on 02/16/23
23.03.30	3	1	20	Finalization of enhancements is in progress. Development started for 3 enhancements for which design was finalized. CSPM-36431, CSPM-62201 are the enhancements which will be delivered in 3 rd week of March.

Table 2.2-1– Enhancement Actuals for Reporting Period

- **Release of Information [DDI]**
 - Development started on 01/02/23.
 - Out of 16 widgets to be completed eight (8) widgets were on hold for DEV Integration testing because APIs were not available and the other eight (8) widgets are development complete.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 02/24/23	Total Planned for the Release	Total Completed for the Release	Comments
23.03.30	3	20	1	

Table 2.2-2 – Planned Enhancement Work

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➤ Release of Information [DDI]

- Develop eleven (11) widgets.
 - Eight (8) widgets are a DEV Integration testing task which will start once APIs are available.

Unscheduled Release Updates

➤ Chatbot

- For the 25 issues that we have reported earlier related to Currency Slot and Custom Slot for Chinese, Japanese, and Korean languages, the AWS team is updating the Language model at their end and the provided ETA for those fixes is February/March 2023.
- The AWS team stated they have rolled out the fix for the mute detection issue in the Spanish, Korean, and Japanese languages, but during validation, we found the issue was still reproduceable in the Spanish and Korean languages. The AWS team is yet to provide an ETA for the resolution and fix. This is being tracked by CSPM-56537 and a follow up call with AWS team is being schedule for the week starting 01/23/23.

2.2.3 Burndown

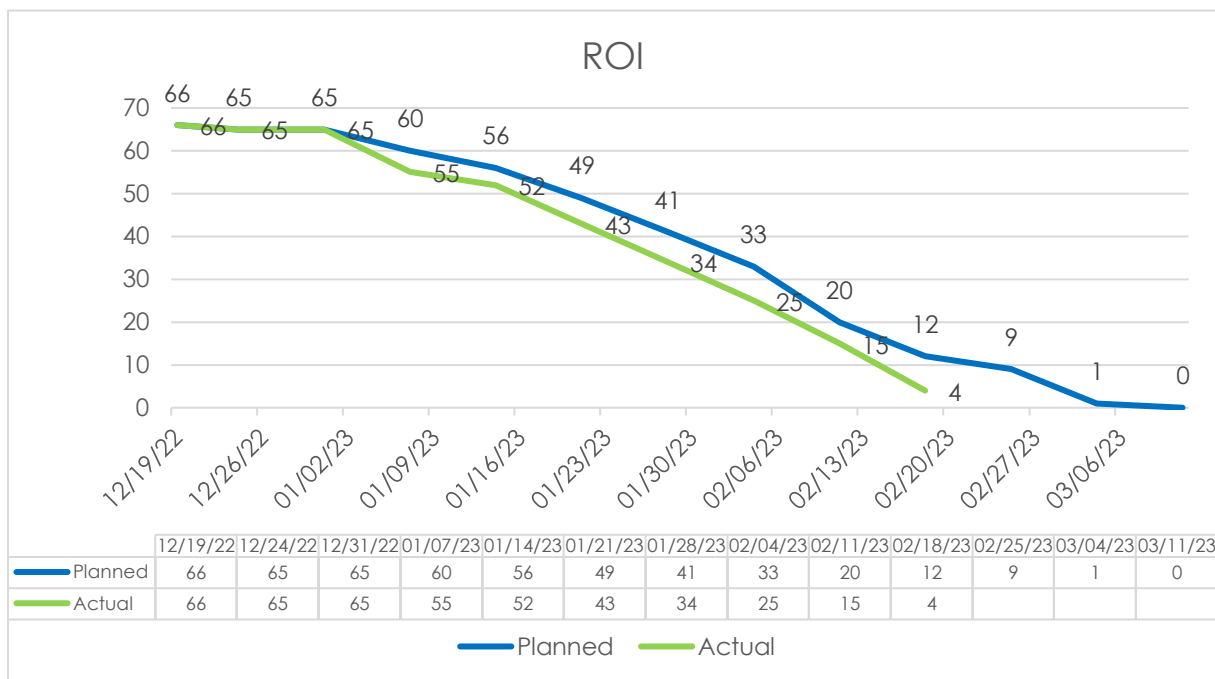


Figure 2.2-1 – Development: ROI

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2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- **Release 23.02.16**
 - Deployed the February Monthly Release – 23.02.16 into PRD.
- **Release ROI – 23.05.25**
 - Authored Test Scenarios and Test Cases for ROI and packaged them for Consortium Review.
 - Created scripts for Automation for ROI functionality.
- **Partner Integration Calls**
 - Conducted need-basis Partner Integration calls to triage cross-partner defects.

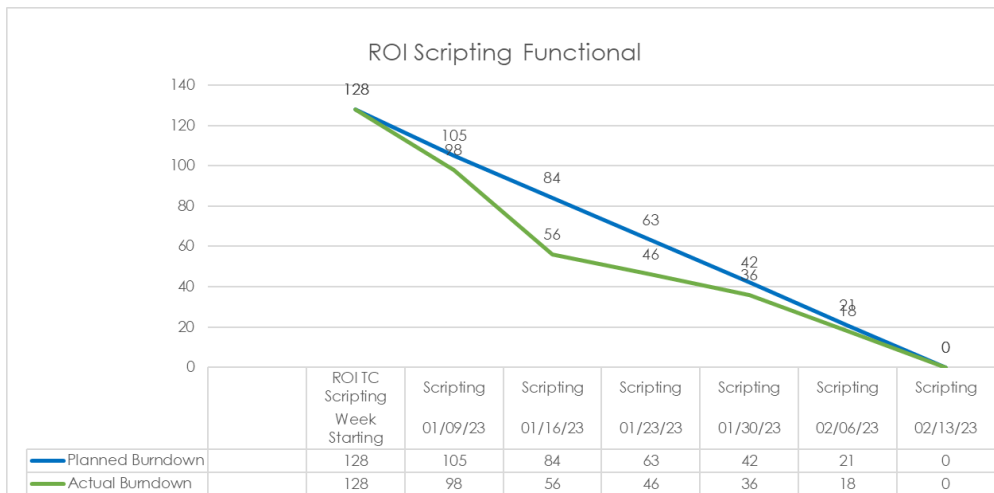


Figure 2.3-1 – ROI Test Scripting Burndown for Functional

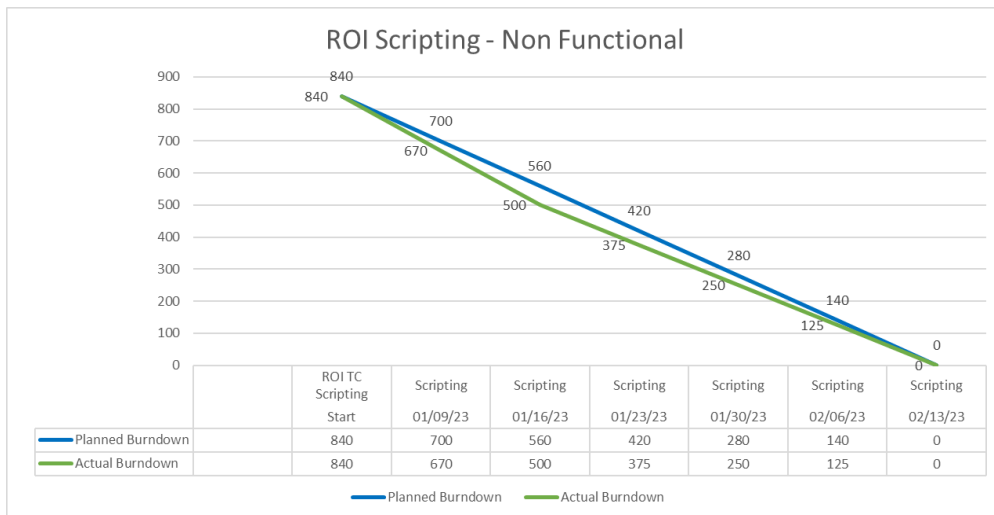


Figure 2.3-2 – ROI Test Scripting Burndown for Non-Functional

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2.3.2 Activities for the Next Reporting Period – System Test Execution

- Release ROI – 23.05.25
 - Start executing the Test Cases as per the SIT Schedule.

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 onwards Performance Testing Activities
 - The discussion for the next round of Integration testing with CalSAWS and Hyland team in the month of April is progressing well. Team is planning to meet with partners in early March to discuss and confirm the preparation.

3.2 Activities for the Next Reporting Period – Performance Test

- ▶ The BenefitsCal team is planning to execute another round of Performance test on February 21st with limited scripts which are not dependent on the partner environment. The objective of this performance test is to analyze the impact of the Database/RDS, minor upgrade planned in March '23.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
12	02/20/23	02/24/23	Release 5.0 onward	Scope: Isolated BenefitsCal performance test with 18 scripts for the Database/RDS minor upgrade Execution: Tuesday, 02/21/23 – Isolated Performance Test	0%
13	04/03/23	04/14/23	Release 5.0 onward	Scope: The BenefitsCal team has identified 32 scripts leveraging and calling Hyland Imaging APIs for the	0%

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Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
				next round of Integrated testing with CalSAWS and Hyland teams. Executions: Monday, 04/03/23 – Smoke Test Tuesday, 04/04/23 – Integration Performance Test Thursday, 04/05/23 – Integration Performance Test Monday, 04/10/23 – Endurance Test Tuesday, 04/11/23 – Stress Test Wednesday, 04/12/23 – Optional Day	

Table 3.2-1 – Performance Test Cycles and Test Case Status

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4.0 Security

4.1 User Conversion

4.1.1 Highlights of the Reporting Period – User Conversion Testing

- CalWIN Conversion
 - Validated the Wave 2 CBO User Listing checking for new user variances to prepare for handoff to respective County PPOCs to finalize for the upcoming production CBO User 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.
 - Finalize the Wave 2 PROD Run 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 02/17/23.

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.

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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

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Work Product Status by Submission

		Complete	Coming Soon	WAC Approval Pending
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
24.16	CX Monthly Report – January 2023	02/09/23	02/21/23	02/28/23
25.11	Monthly M&O Report – December 2022	01/09/23	01/20/23	01/27/23
25.12	Monthly M&O Report – January 2023	02/09/23	02/21/23	02/28/23
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	01/16/23
28.10	BenefitsCal Work Plan Monthly Updates – January 2023	N/A	02/07/23	02/15/23
29.09	BenefitsCal Monthly Status Report – December 2022	N/A	01/06/23	01/16/23
29.10	BenefitsCal Monthly Status Report – January 2023	N/A	02/07/23	02/15/23

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.16	CX Monthly Report – January 2023	On Track	DWP submitted 02/09/23 FWP submission 02/21/23 FWP approval 02/28/23
25.12	Monthly M&O Report – January 2023	On Track	DWP submitted 02/09/23 FWP submission 02/21/23 FWP approval 02/28/23
28.10	Monthly Work Plan Updates– January 2023	On Track	FWP submitted 02/07/23 FWP approval 02/15/23
29.10	Monthly Status Report– January 2023	On Track	FWP submitted 02/07/23 FWP approval 02/15/23

Table 6.1-4 – Upcoming Work Product Deadlines

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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. 32 of are logged as enhancements for prioritization and the remaining 9 will be discussed at upcoming working sessions. There is 	Open	2	Medium	05/10/21

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ID	Title	Details	Status	Impact	Probability	Date Logged
		<p>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. <p>January 08, 2023</p> <ul style="list-style-type: none"> ▶ 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

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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

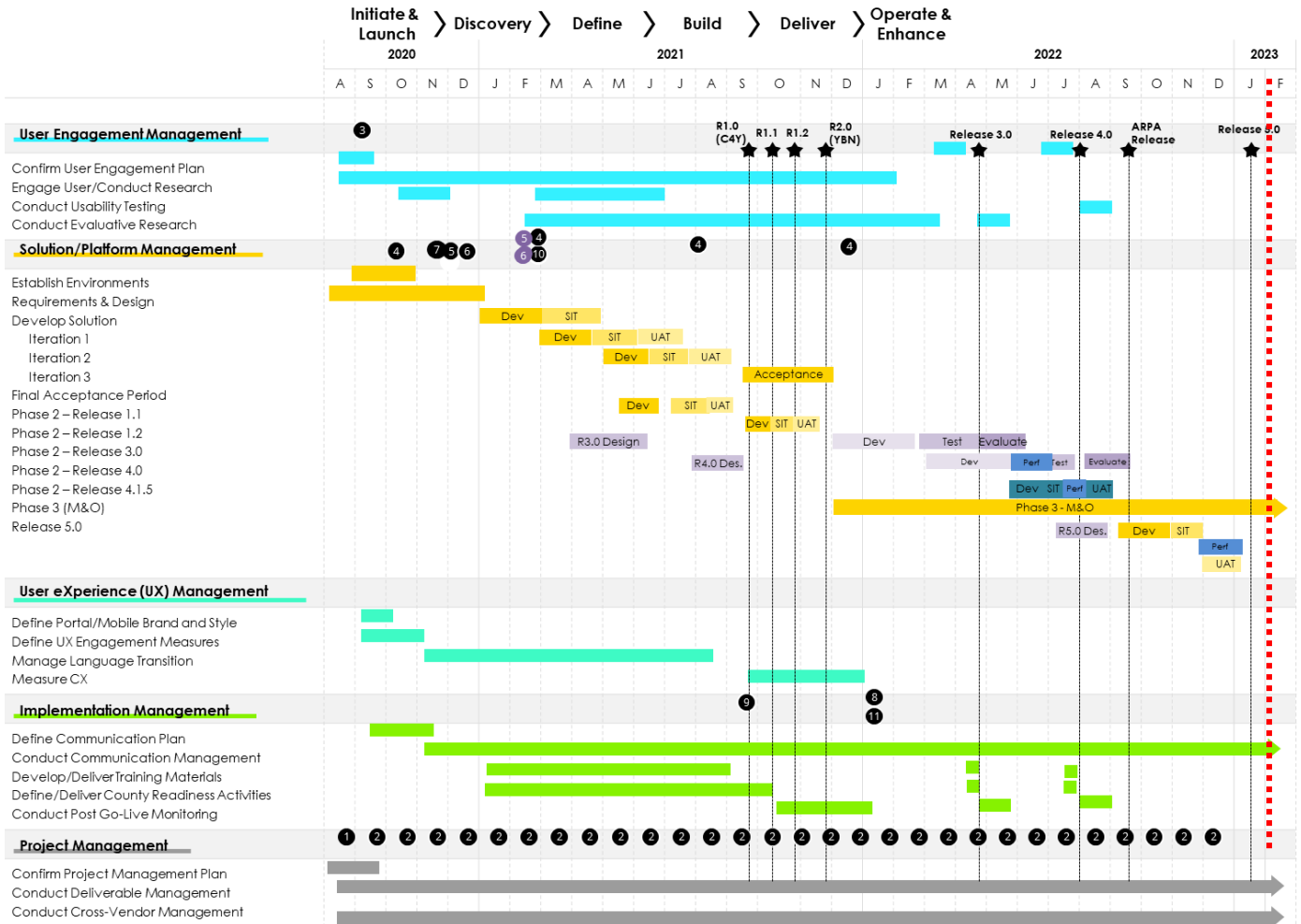
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6.3 Appendix C – Project Work Plan Reports

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