CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: March 13, 2023 to March 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	➢ Development continued based on the current State policy and design. SIT is also in progress. ➢ Independent testing is planned to start during the week of 03/20/23. ➢ Target Production implementation date is 05/26/23.
Continuous Coverage Unwind (CCU) Enhancements	➢ Conducted a Design Review during the UCD Monthly Meeting with State and Advocate partners to discuss BenefitsCal enhancements related to the Medi-Cal Continuous Coverage Unwinding on 03/16/23. ➢ Continued working on the Continuous Coverage Unwind (CCU) enhancements targeted for the March 2023 (1 enhancement) and April 2023 releases (13 enhancements).
March Enhancements	➢ Continued working on the 12 enhancements and 2 technical POCs targeted for the March Release
Training Environment	➢ Teams continued setting up the environment. Technical activities including Batch Server and cron scheduler, building deployment pipeline, and redirecting URL and FR authorizers are complete. Task to enable APIs is targeted for 03/24/23 by the Network/TechOps. Connectivity testing is going to follow that task.

CalWIN ISS Support	**Wave 3**
	➢ Tier-1 training prep complete. Tier-1 Training dates as follows,
	    o Orange (plus 45 counties): 03/21/23.
	    o Santa Barbara (plus 45 counties): 03/23/23.
	    o Ventura (plus 45 counties): 03/28/23.
	➢ CBO training prep in progress. CBO training date: 03/29/23.
	➢ Customer communication - email (1) distribution template readiness complete.
	    o Email (1) distribution date: 03/22/23.
	    o Awaiting email (1) CalWIN extract from Gainwell. ETA: 03/20/23.
	➢ Conversion:
	    o Mock run feedback resolution complete with the counties for the CBO converted data.
	    o Prod extract of CBO user information in progress.

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
	Wave 4 ➢ MyBCW CBO user information extract provided for wave 4 county review. County review in-progress. ➢ Training materials update in progress. ➢ Conversion mock run completed, and CBO user data validated with the counties in preparation for final production listing. **Wave 4** ➢ CBO User information extracted from MyBCW for the Wave 4 Counties. ➢ CBO user information extract is provided to the respective county PPOC for review. ➢ Wave 3 training prep in-progress. ➢ Training sessions scheduled.
CW Timeclocks Design	➢ Met with CalSAWS to discuss revised the Time Clocks Requirements scope and assumptions on 03/02/23. ➢ Conducted a meeting with Consortium Finance, Consortium and CalSAWS on 03/14/23 to review the timeline and options.
GetCalFresh (GCF) Parity List Items	➢ 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. The CDSS to review and provide confirmation on the SCERFRA and priorities to establish a roadmap. ➢ Pending direction from CDSS on the SCERFRA response provided with estimates for GCF parity list items ➢ Met with CDSS, CWDA and Consortium on 03/15/23 or GCF parity list items. CDSS presented planned timeline for the functionalities to be decommissioned until 2025

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:**
  o   None for the reporting period.

1.2.2 Activities for the Next Reporting Period

➢ **Deliverable and Work Product submissions for next week:**
  o   FWP 25.13: Monthly M&O Report – February 2023 on 03/20/23.

1.3   BenefitsCal Collaboration Model (CM)

1.3.1 Highlights of the Reporting Period

➢ Continued to prepare a roadmap for the CM model prioritized items.
➢ Identified Collaboration Model priorities as enhancements versus 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.	Analysis in Progress	Conducted internal design discussions to identify videos that need updates
CSPM-41363	Provide a nudge for customers to verify their mailing address.	SIT Deployed	Development Complete
CSPM-64319	Add direct links to alternate options to apply for assistance on the outage page in BenefitsCal.	Ready for Prioritization	Followed up for approvals
CSPM-64320	Website Functionality: Move the search bar to the main page of the BenefitsCal website.	Ready for Prioritization	N/A - tagged for May 2023 Release
CSPM-64321	Report a Change: address the problem of people not being able to upload a verification for a new HH member.	Analysis in Progress	Designs Completed
CSPM-41222	Several enhancements logged where the word "application" in the document upload just	Analysis In Progress	Development in Progress

ID	Summary	Status	Update this Week
	needs to be changed to "renewal."		

Table 1.3-1 – Enhancements Updates, Prioritized by CM

1.3.2 Activities for the Next Reporting Period

➢ Perform design, development. and implementation analysis for enhancements and research action items identified in the 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.	Finish Design and Identify Scope	April 2023
CSPM-41363	Provide a nudge for customers to verify their mailing address	Complete SIT	March 2023
CSPM-64319	Add direct links to alternate options to apply for assistance on the outage page in BenefitsCal.	Finish Design	April 2023
CSPM-64320	Website Functionality: Move the search bar to the main page of the BenefitsCal website.	N/A	May 2023
CSPM-64321	Report a Change: address the problem of people not being able to upload a verification for a new HH member.	Continue Development	April 2023
CSPM-41222	Several enhancements logged where the word "application" in the document upload just needs to be changed to "renewal."	Continue Development	April 2023

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**
- o Continued providing functional and design support for ROI and enhancements development.
- o Continued working on the enhancements for March and April releases.
- o Continued working on the Continuous Coverage Unwind enhancements targeted for the March 2023 and April 2023 releases.
- o Continued working on the YouTube videos enhancements for the April release.
- o Conducted a Design Review during the UCD Monthly Meeting with State and Advocate partners to discuss BenefitsCal enhancements related to the Medi-Cal Continuous Coverage Unwinding on 03/16/23.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

➢ **Designs**
- o Continue providing functional and design support for ROI and enhancements development.
- o Incorporate Advocate/CBO suggestions and finalize designs of the Continuous Coverage Unwind enhancements targeted for the March 2023 and April 2023 releases
- o Continue working on the YouTube videos enhancements for the April release.
- o Work on April 2023 release enhancements.
- o Start pre-work on of the BenefitsCal chatbot enhancement targeted for May 2023.

2.1.3 Highlights of the Reporting Period – User Centered Design (UCD)

➢ **Customer Experience (CX) Measurements Data**
- o 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 03/13/23.
- o Prepared the CX Measurement report slide to be share at upcoming JPA and PSC meetings.
- o Started preparing draft the new CX report outline to prepare for the April 2023 CX Report.
➢ **Advocate Engagement**
- o Facilitated UCD Monthly Meeting on 03/16/23.
➢ **Enhancements**
- o Collaborated with the Design/Functional on Continuous Coverage Unwind (CCU) enhancements for April 2023.

2.1.4 Activities for the Next Reporting Period – UCD

➢ **CX Measurements Data**
  o 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 03/20/23.
  o Continue preparing the draft for the new CX report outline to prepare for the April 2023 CX Report.
➢ **Advocate Engagement**
  o Integrate Advocate feedback into April enhancements 2023.
➢ **Enhancements**
  o Collaborate with the Design/Functional on enhancements for May 2023.
  o Facilitate a brainstorming session with technical help desk staff to identify common customer questions/issues to inform the design of the chatbot expansion.
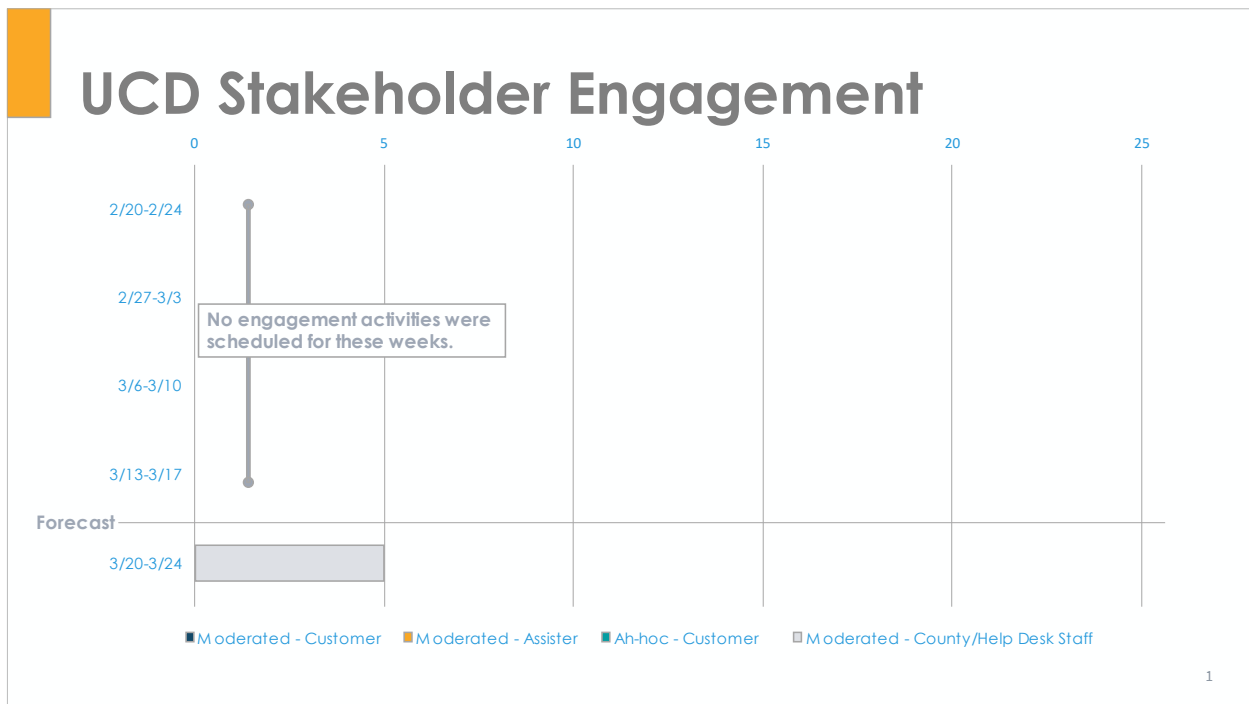
Figure 2.1-1 – UCD Stakeholder Engagement

2.2   Development

2.2.1   Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 03/17/23	Actual for Week Ending 03/17/23	Total Planned for the Release	Comments
23.03.30	2	3	10	

Table 2.2-1– Enhancement Actuals for Reporting Period

➢ **Release of Information [DDI]**
   o Completed three (3) widgets.

2.2.2   Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 03/24/23	Total Planned for the Release	Total Completed for the Release	Comments
23.03.30	2	10	8	CSPM-62356 is now moved to Release 23.05.25 based on discussion with trend micro team.

Table 2.2-2 – Planned Enhancement Work

➢ **Release of Information [DDI]**
   o Develop three (3) widgets.
      ▪ Three (3) widgets are planned for this week. Two (2) are Development Integration tasks and one (1) is an API task, which will start once Notices API is available from CalSAWS.

Unscheduled Release Updates

➢ **Chatbot**
  o 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 March 2023.
  o 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.

2.2.3 Burndown

ROI

	12/19/22	12/24/22	12/31/22	01/07/23	01/14/23	01/21/23	01/28/23	02/04/23	02/11/23	02/18/23	02/25/23	03/04/23	03/11/23	03/18/23
Planned	66	65	65	60	56	49	41	33	20	12	9	1	0	0
Actual	66	66	66	61	57	51	44	36	31	23	17	14	6	3
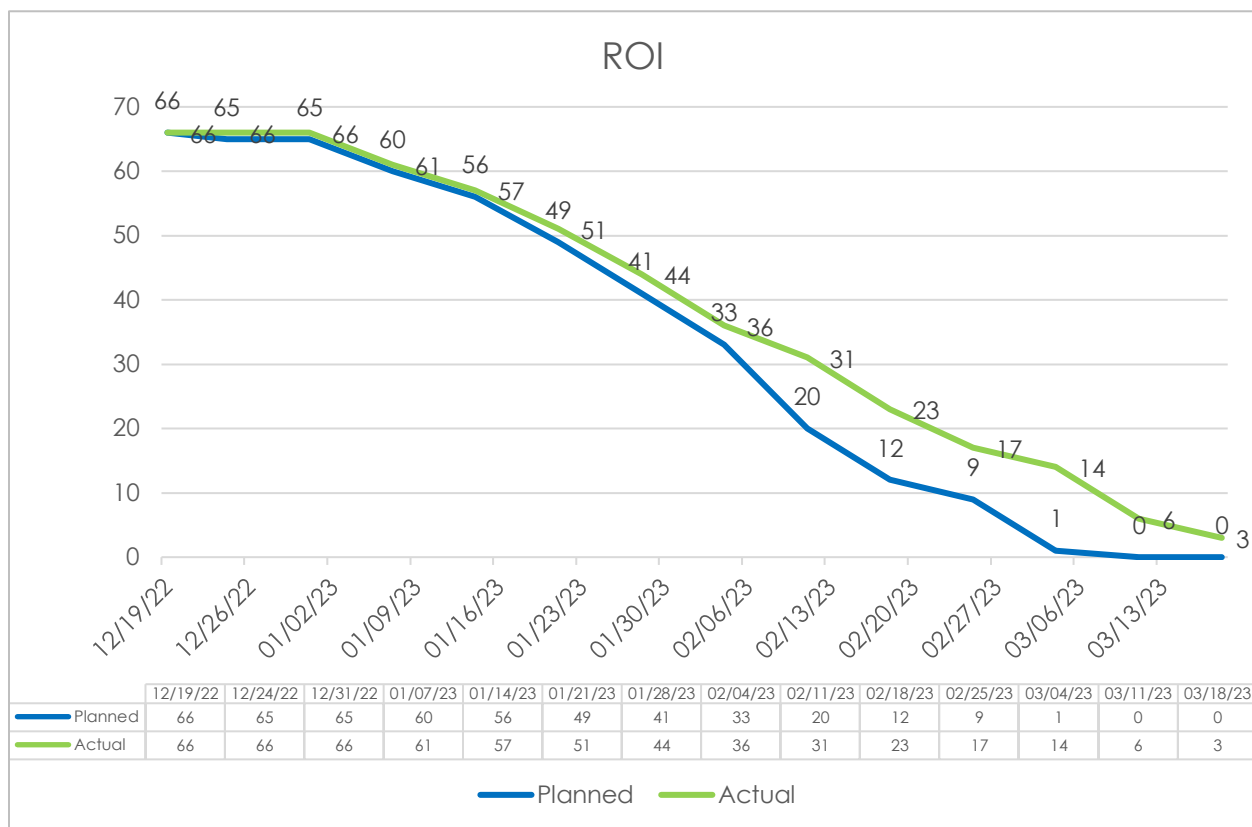
Figure 2.2-1 – Development: ROI

2.3   System Test Execution

2.3.1   Highlights of the Reporting Period – System Test Execution

➢ **Release 23.03.30 - March Enhancements**
  o Continued validating Enhancements for March Release and conducted Partner Integration calls for any tickets that require E2E validation.
➢ **Release ROI – 23.05.25**
  o Completed Cycle 1 for Functional Execution. Below are the details of the 11 cases that were removed and the 5 TCs that are blocked for execution.
    ▪ 11 Test Case related 5xx and 408 error code/API Down Scenarios are removed from test cycle after getting email confirmation from CalSAWS
    ▪ 3 Test Cases are Block due to CalSAWS not being ready with UI changes to update the status of the ROIID. On trying to approve the ROIID through Postman it is generating new ROI ID.
    ▪ 1 of the ForgeRock Test Case is blocked due to Verified CBOs not being set up in their DEV environment yet.
    ▪ 1 ForgeRock TC is blocked due to data unavailability for active/ inactive users. BenefitsCal will work on checking the changes in the API post the call with the CalSAWS Team.
  o Continued Execution for Non-Functional Execution.
  o Below are the burndown charts used to track the progress for the Functional and Non-Functional execution.

	ROI Functional Execution	Cycle 1	Cycle 1	Cycle 1	Cycle 1
	Week Starting	02/20/23	02/27/23	03/06/23	03/13/23
Planned Burndown	131	97	64	32	0
Actual Burndown	131	87	57	23	5
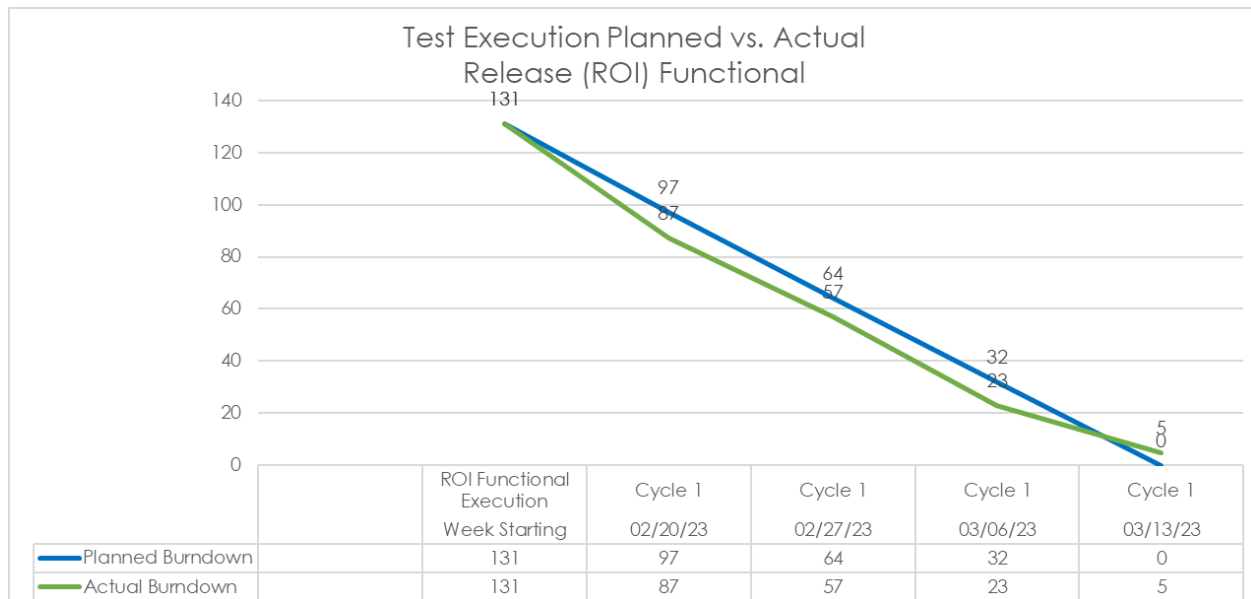
Figure 2.3-1 – ROI Functional Test Execution Burndown
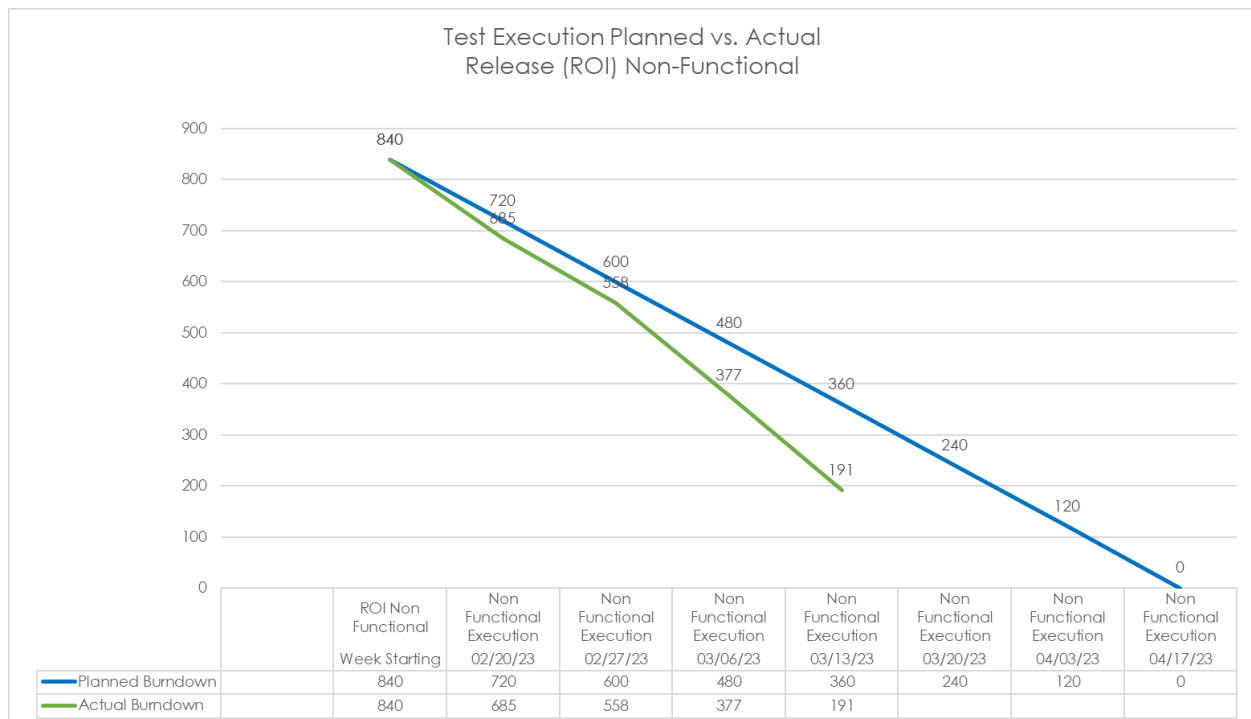
Figure 2.3-2 – ROI Non-Functional Test Execution Burndown

2.4   Activities for the Next Reporting Period – System Test Execution

➢ **Release ROI – 23.05.25**
   o Continue executing the Non-Functional Test Cases as per the SIT Schedule.
   o Start Cycle 2 Functional Execution.
➢ **Release 23.03.30**
   o Continue validating Enhancements for March Release and conduct Partner Integration calls for any tickets that require E2E validation.

2.5   User Acceptance Test (UAT) Planning

2.5.1   Highlights of the Reporting Period – User Acceptance Test Planning

➢ **UAT Test Execution**
   o None for the period.

2.5.2   Activities for the Next Reporting Period – User Acceptance Test Planning

➢ **Test Support**
   o None for the period.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

➢ The BenefitsCal team is currently aligning perf scripts with march release build. once done, team to perform one round of test by 3/24 with partner dependent scenarios pointed to mock service.
➢ Hyland integrated tests Performance Testing Activities
  o Team is currently awaiting the data sets to be prepared from partner's end before the Hyland integration tests as the data is refreshed at partner's end for partner dependent scenarios.

3.2 Activities for the Next Reporting Period – Performance Test

➢ None for the period.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
12	03/13/23	03/24/23	March Maintenance Release	**Scope:** Isolated BenefitsCal performance test with 18 scripts for the March maintenance release **Execution:** Wednesday, 03/22/23 – Isolated Performance Test Thursday, 03/23/23 – Isolated Performance Test Friday, 03/24/23 – 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 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	0%

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
				Tuesday, 04/11/23 – Stress Test	
				Wednesday, 04/12/23 – Optional Day	

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**
  o No updates for Conversion for this reporting period.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

➢ **Perform CBO User Data Validation**
  o Identify Primary Points of Contact (PPOCs) for the rest of the CalWIN Counties to perform Community Based Organization (CBO) user data validation.
  o Notify Gainwell on the upcoming Prod extraction for Wave 3 CBO users.
  o Notify Wave 3 Counties of changes from the current CBO user listing to the Prod Wave 3 CBO user extract.

4.2 Security

4.2.1 Highlights of the Reporting Period – Security

➢ **SAST**
  o 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 03/17/23.

4.2.2 Activities for the Next Reporting Period – Security

➢ **Identified Vulnerabilities**
  o 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**
  o 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
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

Work Product Status by Submission

	Complete		Coming Soon		WAC Approval Pending

ID	Work Product Name	DWP	FWP	Final Approval
25.13	Monthly M&O Report – February 2023	03/09/23	03/21/23	03/30/23
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
28.11	BenefitsCal Work Plan Monthly Updates – February 2023	N/A	03/07/23	03/17/23
29.11	BenefitsCal Monthly Status Report – February 2023	N/A	03/07/23	03/17/23

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
25.13	Monthly M&O Report – February 2023	On-Track	DWP submitted 03/09/23 FWP submission 03/21/23 FWP approval 03/28/23
28.11	BenefitsCal Work Plan Monthly Updates – February 2023	On-Track	FWP submitted 03/07/23 FWP approval 03/17/23
29.11	BenefitsCal Monthly Status Report – February 2023	On-Track	FWP submitted 03/07/23 FWP approval 03/17/23

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 from GCF to BenefitsCal in 2022 is	Open	2	Medium	05/10/21

ID	Title	Details	Status	Impact	Probability	Date Logged
		at risk until features are added to BenefitsCal. Status Updates: September 2, 2022: ▶ 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. October 3, 2022: ▶ 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. November 11, 2022 ▶ 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. January 08, 2023				

ID	Title	Details	Status	Impact	Probability	Date Logged
		▶ 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.

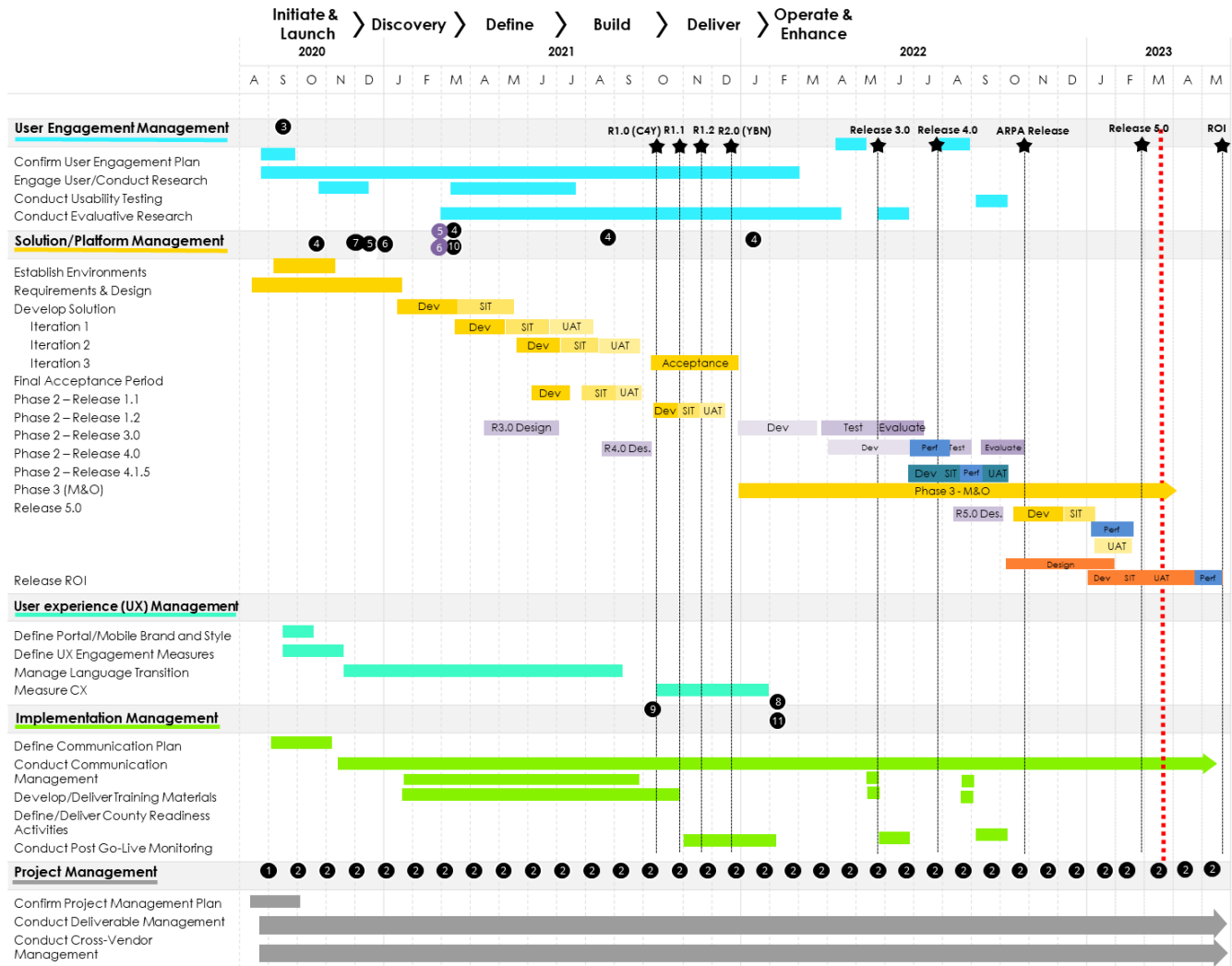| CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary BenefitsCal Contact	Backup BenefitsCal Contact
None.							

Table 6.2-3 – CRFIs

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