

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: March 6, 2023 to March 12, 2023

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 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	6
1.3	BenefitsCal Collaboration Model (CM)	6
1.3.1	Highlights of the Reporting Period	6
1.3.2	Activities for the Next Reporting Period	7
2.0	Application Development and Test	8
2.1	Requirements and Design	8
2.1.1	Highlights of the Reporting Period – Requirements and Design	8
2.1.2	Activities for the Next Reporting Period – Requirements and Design	8
2.1.3	Highlights of the Reporting Period – User Centered Design (UCD).....	8
2.1.4	Activities for the Next Reporting Period – UCD.....	9
2.2	Development	10
2.2.1	Highlights of the Reporting Period – Development	10
2.2.2	Activities for the Next Reporting Period – Development	10
2.2.3	Burndown.....	11
2.3	System Test Execution	12
2.3.1	Highlights of the Reporting Period – System Test Execution	12
2.3.2	Activities for the Next Reporting Period – System Test Execution.....	13
2.3.3	User Acceptance Test (UAT) Planning	13
2.3.4	Highlights of the Reporting Period – User Acceptance Test Planning	13
2.3.5	Activities for the Next Reporting Period – User Acceptance Test Planning	13
3.0	Performance Test.....	14

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 2023

3.1	Highlights of the Reporting Period – Performance Test	14
3.2	Activities for the Next Reporting Period – Performance Test	14
4.0	Security	16
4.1	User Conversion	16
4.1.1	Highlights of the Reporting Period – User Conversion Testing.....	16
4.1.2	Activities for the Next Reporting Period – User Conversion Testing	16
4.2	Security	16
4.2.1	Highlights of the Reporting Period – Security	16
4.2.2	Activities for the Next Reporting Period – Security	16
5.0	Communications	17
5.1	Highlights of the Reporting Period.....	17
5.2	Activities for the Next Reporting Period	17
6.0	Appendices.....	17
6.1	Appendix A – Deliverable Summary.....	17
6.2	Appendix B – Risks and Issues Summary.....	18
6.3	Appendix C – Project Work Plan Reports.....	21

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 2023

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 based on the current State policy and design. SIT is also in progress.➤ Shared ROI usability report with Advocates during the week of 03/06/23➤ Target Production implementation date is 05/26/23.
Continuous Coverage Unwind (CCU) Enhancements	<ul style="list-style-type: none">➤ Continued working on the Continuous Coverage Unwind (CCU) enhancements targeted for the March 2023 (1 enhancement) and April 2023 releases (13 enhancements).
March Enhancements	<ul style="list-style-type: none">➤ Continued working on the 12 enhancements and 2 technical POCs targeted for the March Release
CalWIN ISS Support	<p>Wave 3</p> <ul style="list-style-type: none">➤ Customer communication(email/SMS) preparation 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. <p>Wave 4</p> <ul style="list-style-type: none">➤ 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	<ul style="list-style-type: none">➤ Conducted a Requirement Discovery Activity with Advocates and CBOs to collect their feedback for timeclock requirements (FN-135 and FN-105.1) during the UCD Monthly Meeting on 02/16/23.➤ Conducted a Requirement Discovery Activity with the Time Limit Committee on 02/21/23.➤ Met with CalSAWS to discuss revised the Time Clocks Requirements scope and assumptions on 03/02/23.➤ Meeting is scheduled for 03/14/23 to review the timeline and options.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 2023

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Standard Operating Procedures	<ul style="list-style-type: none">➤ Facilitated a meeting for Standard Operating Procedures on BenefitsCal SCR process on 03/09/23 with the Consortium leadership and QA
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. The CDSS to review and provide confirmation on the SCERFRA and priorities to establish a roadmap.➤ The CDSS to provide SCERFRA for the Social Security Administration (SSA) flow.➤ Pending direction from CDSS on the SCERFRA response provided with estimates for GCF parity list items

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:**
 - DWP 25.13: Monthly M&O Report – February 2023 on 03/09/23.
 - FWP 28.11: BenefitsCal Work Plan Monthly Updates – February 2023 on 03/07/23.
 - FWP 29.11: BenefitsCal Monthly Status Report – February 2023 on 03/07/23.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 2023

1.2.2 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next week:**
 - None for the reporting period.

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.	Design Update Needed	Effort Estimation was conducted and sent to Consortium for approval; Approval Received
CSPM-41363	Provide a nudge for customers to verify their mailing address.	Development Review In Progress	Development started
CSPM-64319	Add direct links to alternate options to apply for assistance on the outage page in BenefitsCal.	Ready for Prioritization	Effort Estimation was conducted and sent to Consortium for approval
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.	Design Update Needed	Effort Estimation was conducted and sent to Consortium for approval; Approval Received
CSPM-41222	Several enhancements logged where the word "application" in the document upload just needs to be changed to "renewal."	Analysis In Progress	Consortium Approval received; Design Updated; Analysis In Progress

Table 1.3-1 – Enhancements Updates, Prioritized by CM

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 2023

1.3.2 Activities for the Next Reporting Period

- Perform design, development, and implementation analysis for enhancements and research on 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.	Begin Design	April 2023
CSPM-41363	Provide a nudge for customers to verify their mailing address	Complete Development	March 2023
CSPM-64319	Add direct links to alternate options to apply for assistance on the outage page in BenefitsCal.	Seek Consortium Approval and begin 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.	Begin Design	April 2023
CSPM-41222	Several enhancements logged where the word “application” in the document upload just needs to be changed to “renewal.”	Continue Analysis & begin 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**
 - Continued providing functional and design support for ROI and enhancements development.
 - Worked on the enhancements for the March release.
 - Worked on the Continuous Coverage Unwind enhancements targeted for the March 2023 and April 2023 releases.
 - Worked on the YouTube videos enhancements for the April release.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

- **Designs**
 - Continue providing functional and design support for ROI and enhancements development.
 - Continue working on the enhancements for March and April releases.
 - Continue working on the Continuous Coverage Unwind enhancements targeted for the March 2023 and April 2023 releases.
 - Continue working on the YouTube videos enhancements for the April release.
 - Conduct 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.

2.1.3 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 03/06/23.
- **Advocate Engagement**
 - Reviewed materials for UCD process discussion with Consortium on 03/07/23.
 - Finalized materials for March UCD Monthly Meeting and distributed for review on 03/10/23.
- **Usability Testing**
 - Shared ROI usability report with Advocates during the week of 03/06/23.
- **Enhancements**
 - Collaborated with the Design/Functional on Continuous Coverage Unwind (CCU) enhancements for April 2023.
 - Collaborated with the Design/Functional to document a proposed enhancement request and approval process for all enhancements.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 2023

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 03/13/23.
- Prepare CX Measurement report slide to be share at upcoming JPA and PSC meetings.
- Draft the new CX report outline to prepare for the April 2023 CX Report.

➤ Advocate Engagement

- Facilitate UCD Monthly Meeting on 03/16/23.

➤ Enhancements

- Collaborate with the Design/Functional to integrate Advocate feedback on Continuous Coverage Unwind (CCU) enhancements for April 2023.

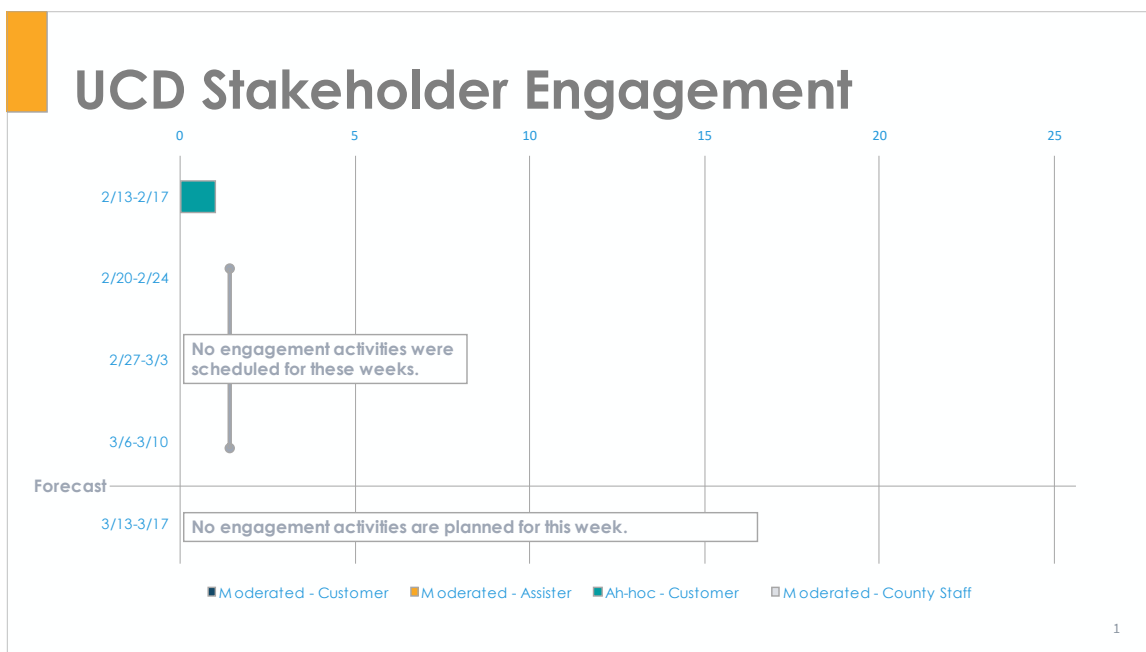


Figure 2.1-1 – UCD Stakeholder Engagement

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 2023

2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 03/10/23	Actual for Week Ending 03/10/23	Total Planned for the Release	Comments
23.03.30	1	1	10	

Table 2.2-1– Enhancement Actuals for Reporting Period

- **Release of Information [DDI]**
 - Develop Four (4) widgets.
 - Four (4) widgets are completed

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 03/17/23	Total Planned for the Release	Total Completed for the Release	Comments
23.03.30	2	10	5	The technical enhancements were moved out of Release 23.03.30 since they were part of POC (CSPM-63248, CSPM-62918). And CSPM-62356 is clubbed together for Encrypted and corrupted files.

Table 2.2-2 – Planned Enhancement Work

- **Release of Information [DDI]**
 - Develop six (6) widgets.
 - Six (6) widgets are planned for this week. Two (2) are Development Integration tasks, three (3) are multi-lang task, and one (1) is an API task, which will start once APIs are available from CalSAWS.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 2023

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

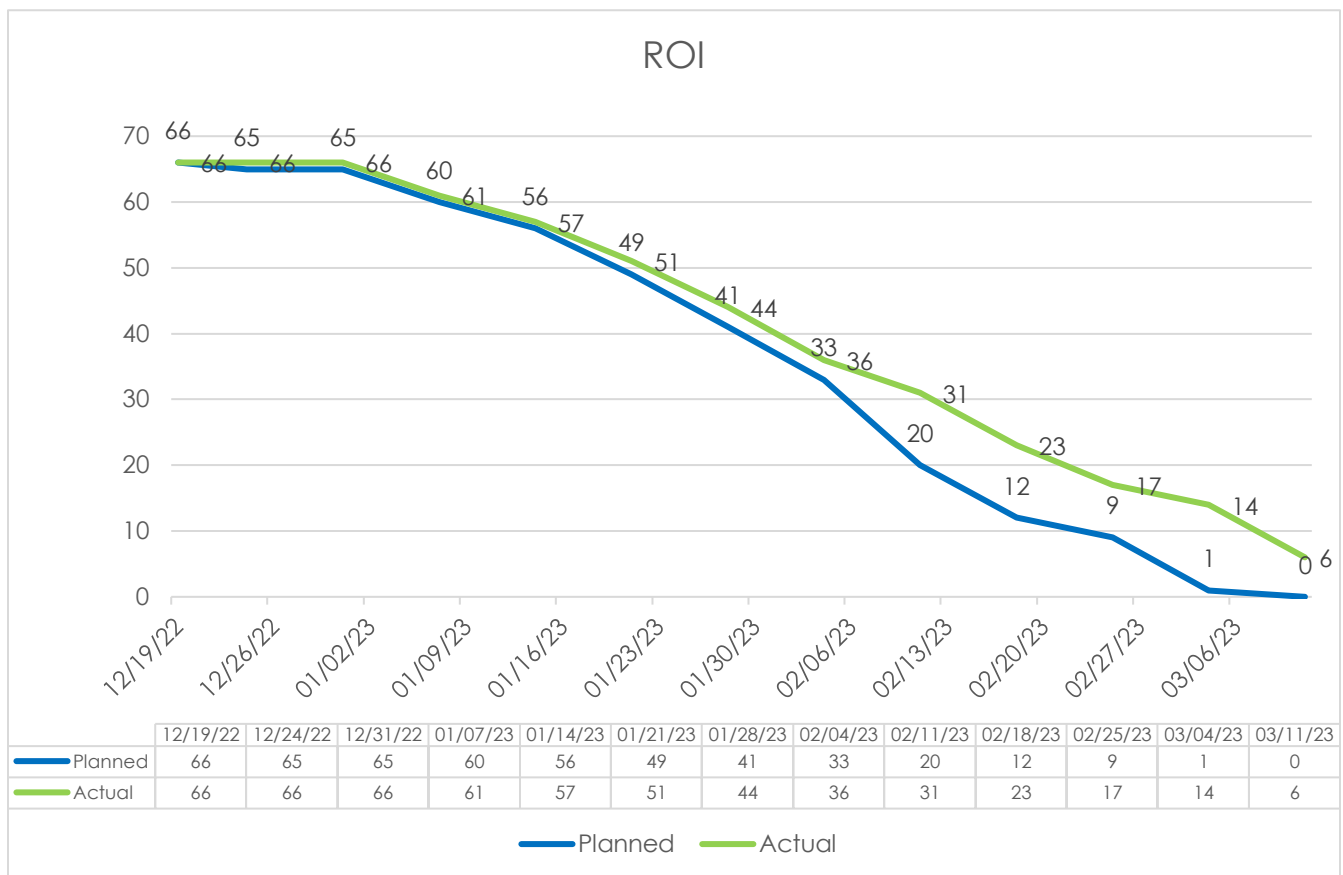


Figure 2.2-1 – Development: ROI

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 2023

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- **Release 23.03.30 - March Enhancements**
 - Continued validating Enhancements for March Release and conducted Partner Integration calls for any tickets that require E2E validation.
- **Release ROI – 23.05.25**
 - Continued functional and non-functional execution.
 - Below are the burndown charts used to track the progress for the Functional and Non-Functional execution.

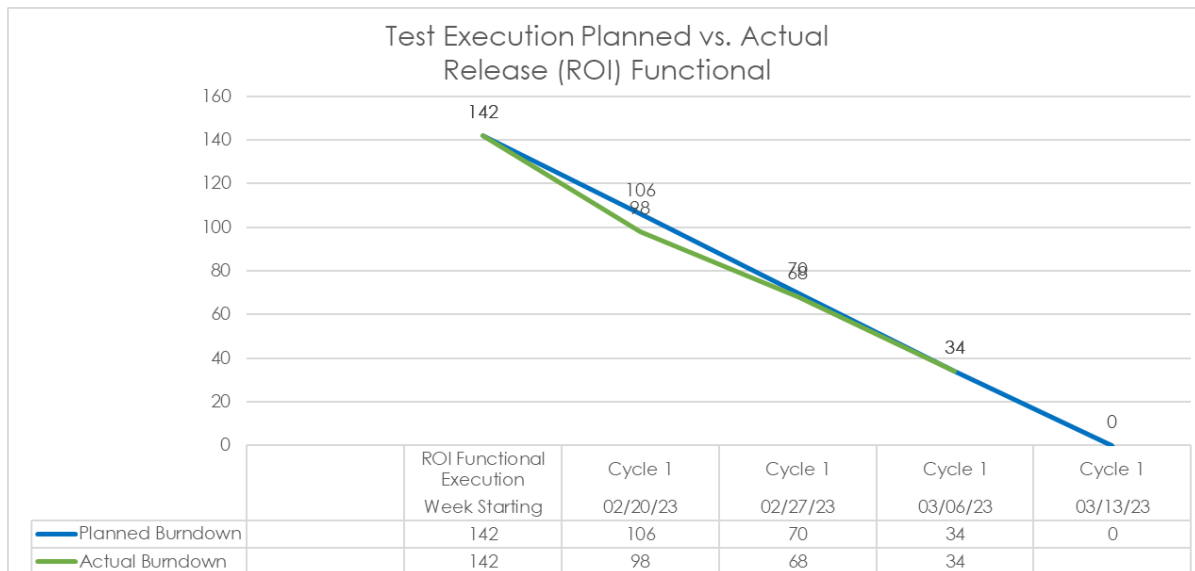


Figure 2.3-1 – ROI Functional Test Execution Burndown

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 2023

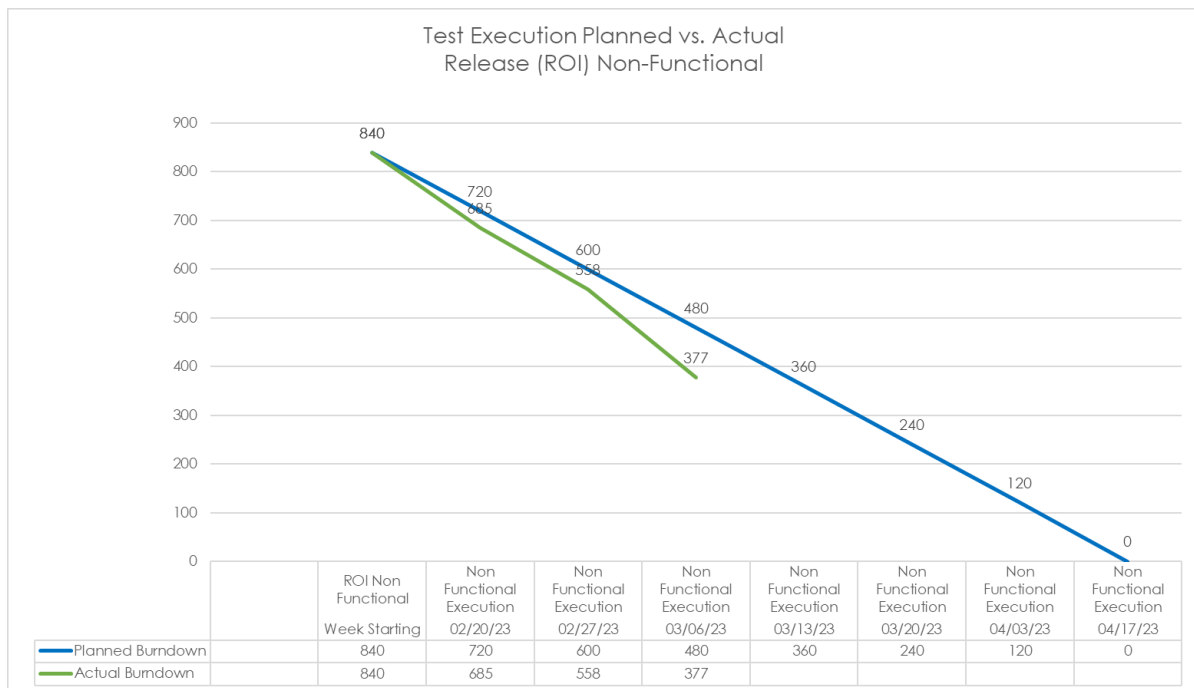


Figure 2.3-2 – ROI Non-Functional Test Execution Burndown

2.4 Activities for the Next Reporting Period – System Test Execution

- **Release ROI – 23.05.25**
 - Continue executing the Test Cases as per the SIT Schedule.
- **Release 23.03.30**
 - 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**
 - None for the period.

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

- **Test Support**
 - None for the period.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 2023

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- The BenefitsCal team is preparing and planning for the March maintenance release performance testing activities. March release build are planned to be migrated to Performance environment in the week of March 12 and performance tests are planned in the week of March 20.
- Release 5.0 onward 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 has finalized the scope and volume for the integration tests. 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	0%

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 2023

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
				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

4.0 Security

4.1 User Conversion

4.1.1 Highlights of the Reporting Period – User Conversion Testing

- **CalWIN Conversion**
 - Collaborated with the Consortium to send a CRFI out to the Wave 4 Counties to begin their validation process of CBO Users to be converted to BenefitsCal.

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.

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 03/10/23.

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.

Weekly Status Report, March 15, 2023
Period: March 6, 2023 to March 12, 2023

5.1 Highlights of the Reporting Period

- ## 5.2 Activities for the Next Reporting Period

- ## 6.0 Appendices

Deliverable Status by Submission

Table 6.1-1 – Deliverable Status for Current Reporting Period

DEL #	Deliverable Name	Status	Next Deadline
	None for the reporting period.		

17 of 21

Weekly Status Report, March 15, 2023
Period: March 6, 2023 to March 12, 2023

Complete Coming Soon WAC Approval Pending

Table 6.1-3 – 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 03/20/23 FWP approval 03/28/23
28.11	BenefitsCal Work Plan Monthly Updates – February 2023	On-Track	FWP submitted 03/07/23 FWP approval 03/15/23
29.11	BenefitsCal Monthly Status Report – February 2023	On-Track	FWP submitted 03/07/23 FWP approval 03/15/23

6.2 Appendix B – Risks and Issues Summary

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	Open	2	Medium	05/10/21

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 2023

ID	Title	Details	Status	Impact	Probability	Date Logged
		<p>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 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				

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 2023

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

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

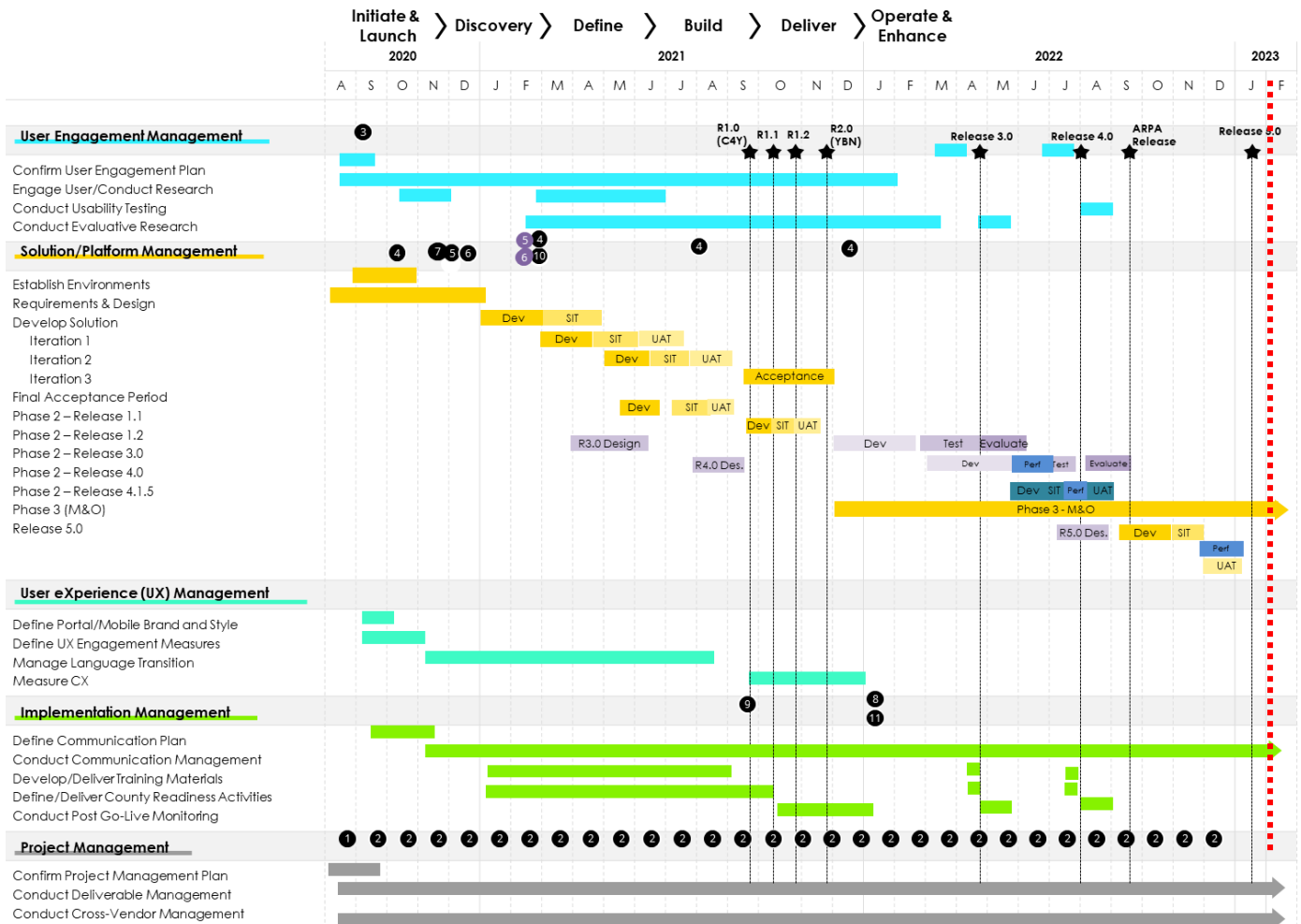
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 15, 2023

Period: March 6, 2023 to March 12, 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