CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

Reporting Period: April 17, 2023 to April 23, 2023

04/19/23

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Release of Information (ROI) Enhancement	➢ Continued supporting County Validation testing for the ROI functionality. ➢ County Validation period 04/10/23–04/21/23. ➢ Continued providing support to independent testing which started during the week of 03/20/23. ➢ Target Production release 23.05 (based on draft ACL, and design). Will review the final ACL for potential downstream design implications.
Continuous Coverage Unwind (CCU) Enhancements	➢ Deployed the Continuous Coverage Unwind (CCU) enhancements to production on 04/18/23 (13 enhancements).
Training Environment	➢ End-to-end Functional testing continued during the week of 04/17/23. ➢ Continued working on communication logistics. o Extracting the active CBO Managers from FR is complete o Creation of pre-approved accounts for CBOs in ForgeRock is complete.
CalWIN ISS Support	**Wave 3** ➢ Wave 3 Counties cutover to BenefitsCal is complete. Counties enabled: Orange, Santa Barbara, and Ventura. ➢ Completed Wave 3 Email-4 customer communication campaigns on 04/24/23. o Total emails delivered across the three (3) Wave 3 Counties: **58,220** (unique email IDs). ➢ CBO account conversion complete in the production environment: o Number of CBO organizations converted: **83** o Number of CBO accounts converted: **557** **Wave 4** ➢ Enabled the Wave 4 Counties (San Diego, San Mateo, Santa Cruz, are Solano) in the lower environment in preparation for Process Simulation. ➢ The mock run was completed successfully, and the exception report was reviewed. The team will work with the counties to address feedback from the exception report and prepare for production load.

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Collaboration Model	➢ Deployed the Collaboration Model prioritized enhancements to production on 04/18/23. o CSPM-64321: Collaboration Model: Prompt customers to upload relevant documents after they submit RAC. o CSPM-64319: Collaboration Model: Add direct links to alternate options to apply for assistance on the outage page in BenefitsCal. o CSPM-64317: Collaboration Model: Modify YouTube videos to address modified or new changes to BenefitsCal. o CSPM-41222: Replace word "application" with "renewal" in the document upload pop-up to align with the report the user is completing.
Monthly UCD Meeting	➢ Monthly UCD meeting is scheduled for 04/26/23.
GetCalFresh (GCF) Parity List Items	➢ Participated to b-weekly meeting is scheduled on 04/19/23. ➢ CDSS will confirm the mapping of the components planned for decommissioning to parity list items and confirm the funding to establish a roadmap.

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 24.17: CX Report – Feb/March 2023 on 04/20/23.
  - FWP 25.14: Monthly M&O Report – March 2023 on 04/19/23.

1.2.2 Activities for the Next Reporting Period

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

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.	Closed	Deployed to Production
CSPM-64319	Add direct links to alternate options to apply for assistance on the outage page in BenefitsCal.	Closed	Deployed to Production
CSPM-64320	Website Functionality: Move the search bar to the main page of the BenefitsCal website.	Design Update Needed	Continued Design Research
CSPM-64321	Report a Change: address the problem of people not being able to upload a verification for a new household member.	Closed	Deployed to Production
CSPM-41222	Several enhancements logged where the word "application" in the document upload just needs to be changed to "renewal."	Closed	Deployed to Production

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 the next week.

ID	Summary	Activity for Next Week	Target Delivery Date
CSPM-64320	Website Functionality: Move the search bar to the main page of the BenefitsCal website.	Continue with Research & Design Updates	May 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.
  - Continued working on the YouTube videos enhancements.
  - Continued working on the May 2023 release enhancements.
  - Started working on June 2023 enhancements.
  - Met with CalSAWS and Consortium to discuss BenefitsCal enhancement CSPM-61261 to display Termination Reasons in Customer Dashboard on 04/20/22.

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 May 2023 release enhancements.
  - Continue working on the June 2023 enhancements.
  - Meet with CDSS to discuss enhancement CSPM-57458: Language Updates for RCA and TCVAP on 04/27/23.
  - Present Release of Information (ROI) Demo to Advocate and CBO Community during the UCD Monthly Meeting on 04/26/23.
  - Start pre-design work on CalWORKs Time Clocks for requirements FN-105.1 and FN-135.

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 04/17/23.
  - Responded to comments received for DWP 24.17: CX Report – Feb/March 2023.
- **Enhancements**
  - Continued planning and scheduling for Collaboration Model enhancements that require additional clarification to define requirements and make estimations.
- **Advocate Engagement**
  - Prepared materials for the UCD Monthly Meeting on 04/26/23.
- **Customer Engagement**
  - Conducted four (4) sessions with customers to inform the design of enhancements the week of 04/17/23.

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 04/24/23.
- **Advocate Engagement**
  - Facilitate the UCD Monthly Meeting on 04/26/23.
- **Enhancements**
  - Continue to draft materials and prepare for Collaboration Model enhancements that require additional clarification to define requirements and make estimations.
- **Customer Engagement**
  - Conduct one (1) focus group with customers to inform the design of enhancements by 04/26/23.

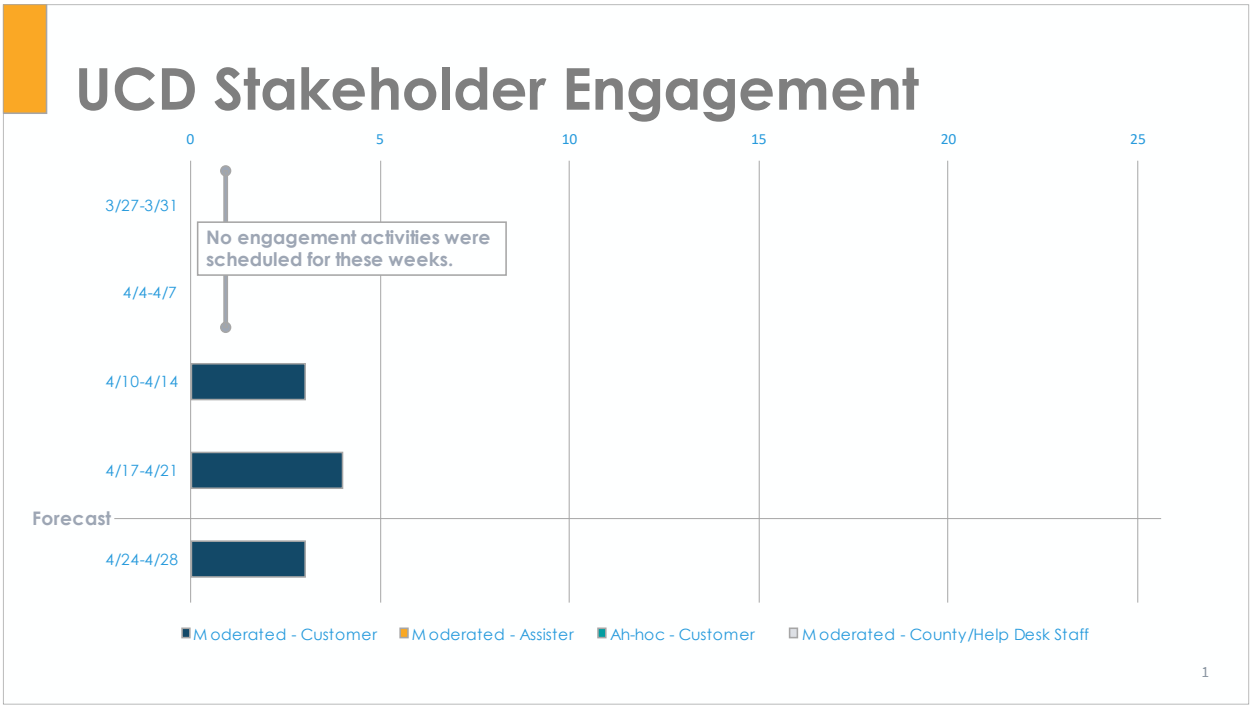


Figure 2.1-1 – UCD Stakeholder Engagement

2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 04/21/23	Actual for Week Ending 04/21/23	Total Planned for the Release	Comments
23.04.18	21	21	21	Release 23.04.18 was deployed to production
23.04.24	1	1	1	Release 23.04.24 was deployed to production (CALWIN Wave 3)
23.05.25	5	3	19	CSPM-64320 probably to get moved out of May release. CSPM-62201 got reopened and scope for CSPM-64229 was increased hence moved to future build

Table 2.2-1– Enhancement Actuals for Reporting Period

- **Release of Information [DDI]**
  - Completed three (3) widgets.
  - Support for UAT testing is in progress.

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 04/28/23	Total Planned for the Release	Total Completed for the Release	Comments
23.05.25	6	19	5	CSPM-64320 probably to get moved out of May release.

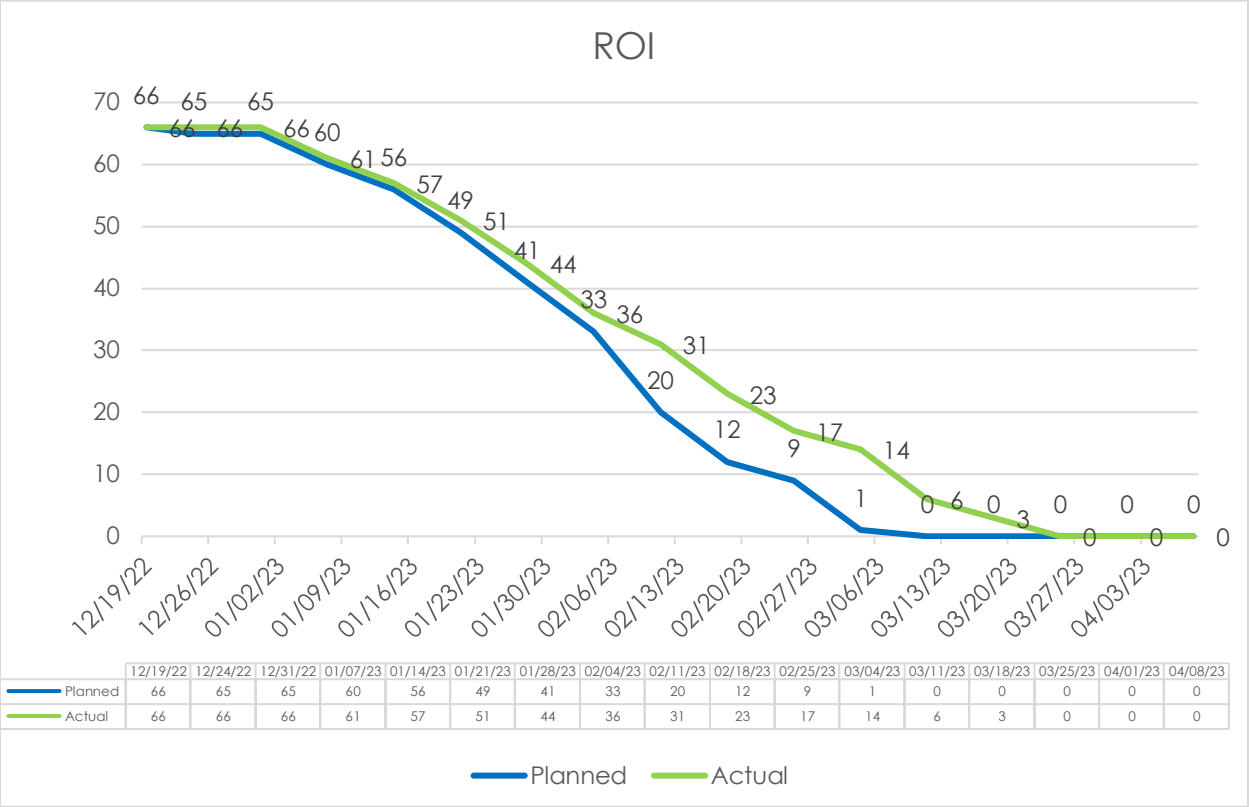
Table 2.2-2 – Planned Enhancement Work

- **Release of Information [DDI]**
  - Support for UAT testing is in progress.

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 May 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.

2.2.3 Burndown



	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	03/25/23	04/01/23	04/08/23
Planned	66	65	65	60	56	49	41	33	20	12	9	1	0	0	0	0	0
Actual	66	66	66	61	57	51	44	36	31	23	17	14	6	3	0	0	0

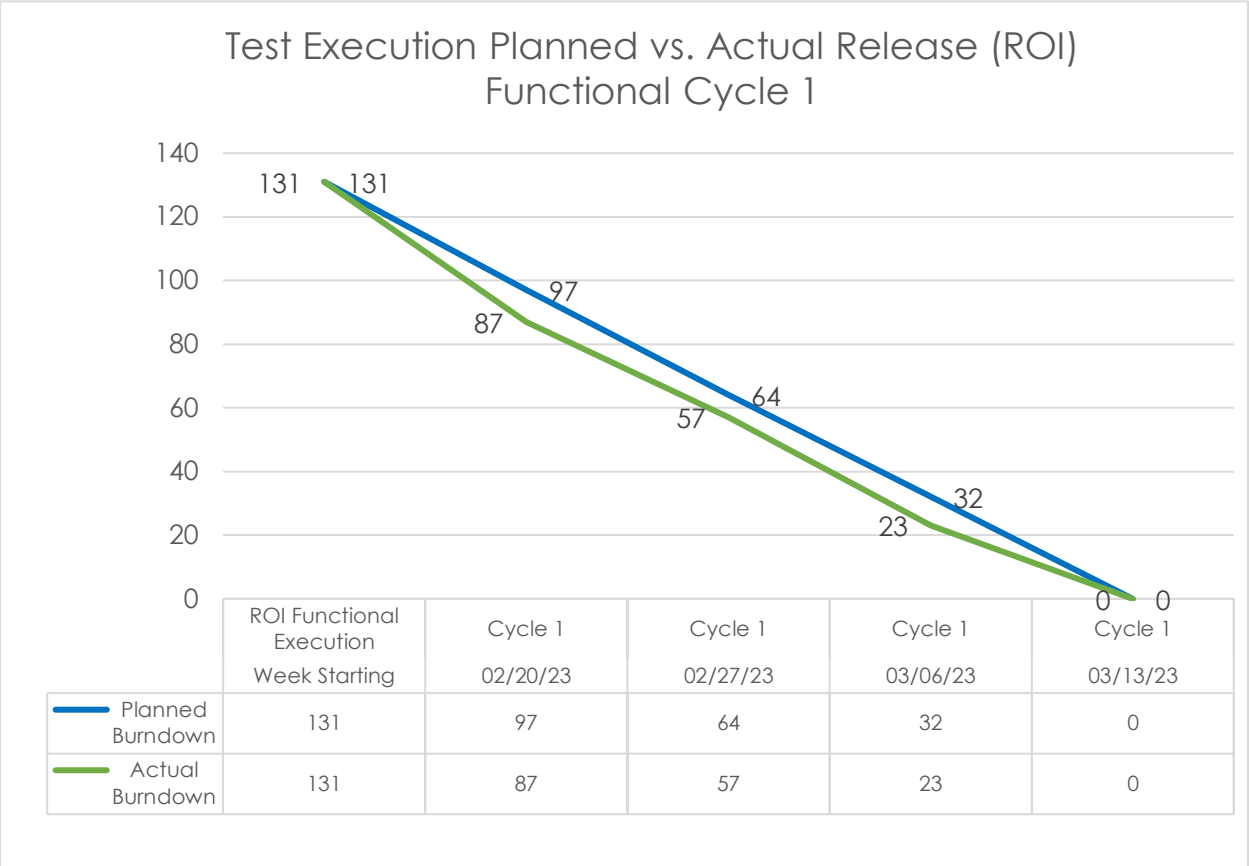
Figure 2.2-1 – Development: ROI

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- **Release 23.04.24 – CalWIN Wave 3**
  - Executed CalWIN Wave 3 Go-Live and Default Office scripts on PRDSTG.
- **Release 23.04.25 – May Enhancements**
  - Started validating the enhancements planned for May Release.
- **Release 23.04.18 – April Enhancements**
  - Deployed 23.04.18 into PRD.
- **Release ROI – 23.05.21**
  - Continued coordinating with CalSAWS for any partner related defects and deploying fixes for any issues found during UAT or Independent Testing.

Below are the burndown charts used to track the progress for the Functional and Non-Functional execution.



ROI Functional Execution Week Starting	Cycle 1 02/20/23	Cycle 1 02/27/23	Cycle 1 03/06/23	Cycle 1 03/13/23
Planned Burndown	131	97	64	32	0
Actual Burndown	131	87	57	23	0

Figure 2.3-1 – ROI Functional Test Execution – Cycle 1 Burndown

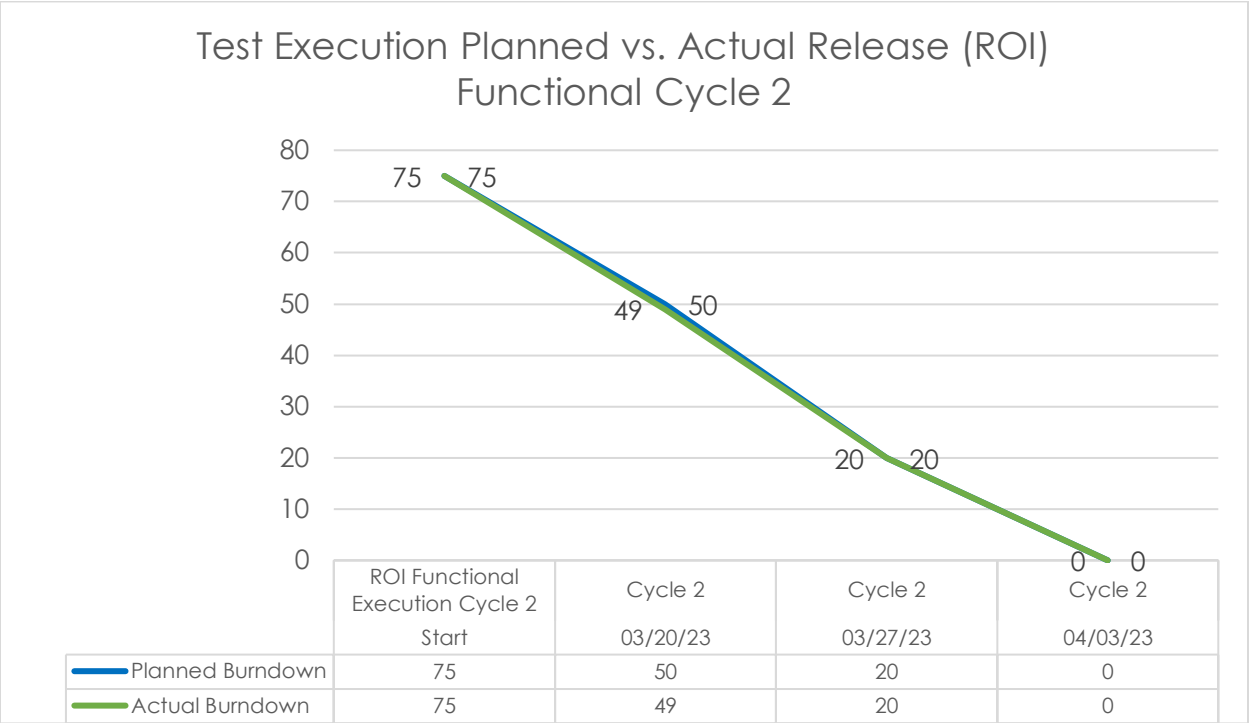
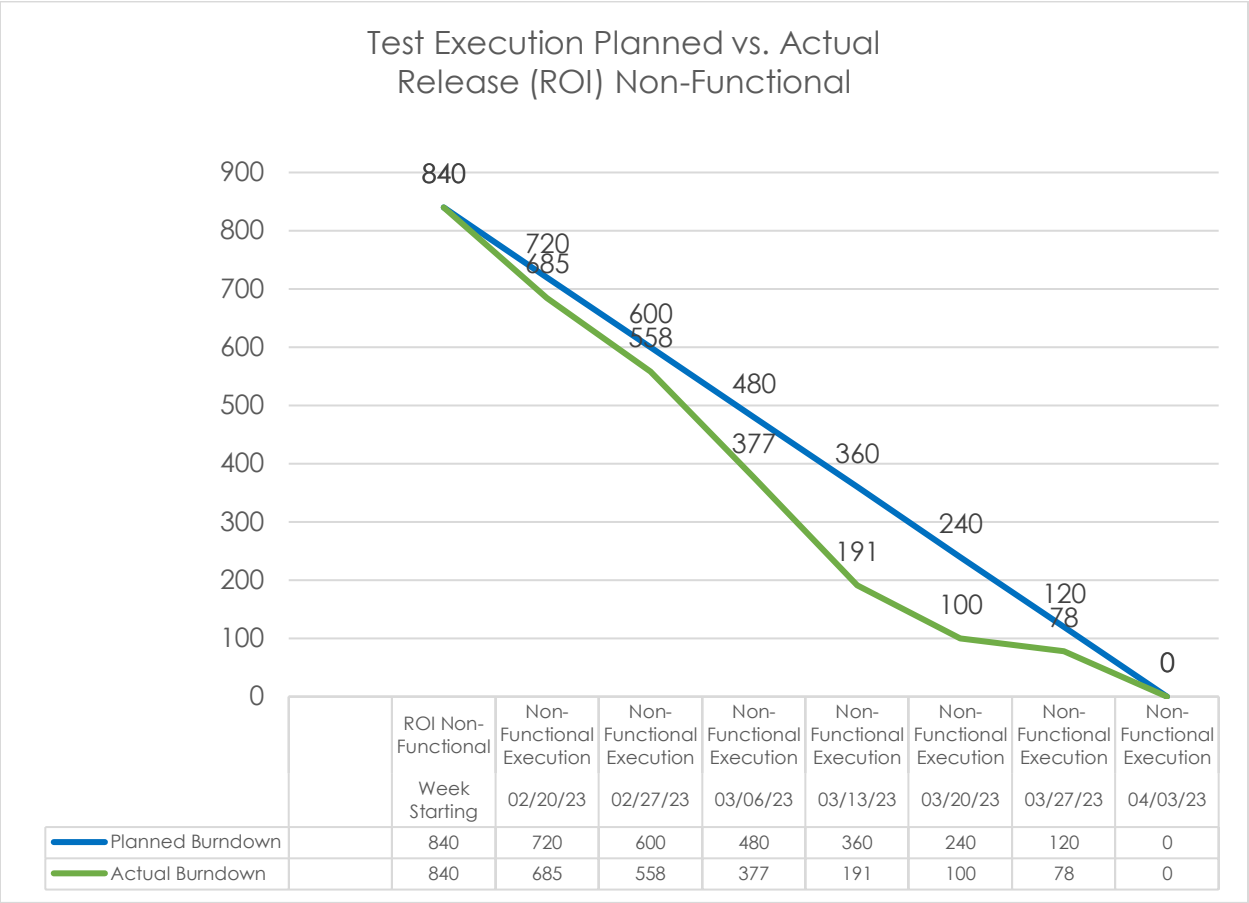


Figure 2.3-2 – ROI Functional Test Execution – Cycle 2 Burndown



	ROI Non-Functional	Non-Functional Execution	Non-Functional Execution	Non-Functional Execution	Non-Functional Execution	Non-Functional Execution	Non-Functional Execution	Non-Functional Execution
Week Starting		02/20/23	02/27/23	03/06/23	03/13/23	03/20/23	03/27/23	04/03/23
Planned Burndown	840	720	600	480	360	240	120	0
Actual Burndown	840	685	558	377	191	100	78	0

Figure 2.3-3 – ROI Non-Functional Test Execution Burndown

2.4 Activities for the Next Reporting Period – System Test Execution

- **Release ROI – 23.05.21**
  - Continue deploying fixes for ROI Execution based on the Independent Testing and UAT Testing defects (if any).
- **Release 23.04.24**
  - Deploy the priority release CalWIN Wave 3 Counties – 23.04.24 into PRD
- **Release ROI – 23.05.25**
  - Continue validating May Release Enhancements on SIT and deploy the first build into UAT on 04/24/23.

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.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- **Release ROI – 23.05.25 performance test plan**
  - Performance team is progressing well on developing 3 new scripts to performance test ROI capabilities. The scripts would cover the ROI submission both for applications and cases, the customer view and ROI revoke feature and ROI CBO view and case details. BenefitsCal team also discussed the scope and testing plan with CalSAWS and requested for the environment availability starting 05/05/23.

- **CalWIN ISS Support and BenefitsCal May monthly release Integrated performance test plan**
  - Next/Second round of Integrated performance test inclusive of Load, Endurance and Stress tests with BenefitsCal, CalSAWS and Hyland teams are planned to start 05/15/23. BenefitsCal team will plan to deploy the May monthly release codebase to execute the Integrated tests on latest build.

3.2 Activities for the Next Reporting Period – Performance Test

- **Release ROI – 23.05.25 performance test plan**
  - Continuing scripting new ROI scenarios and enhancing the BenefitsCal performance scripts to incorporate and performance test ROI capabilities.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
13	04/10/23	05/16/23	Release of Information (ROI) Enhancement	**Scope:** Isolated BenefitsCal performance test with three (3) new scripts and enhancements to existing Apply for Benefits scripts. **Execution**: Planned to start 05/05/23 until 05/16/23. Dates to be finalized with CalSAWS team based on their environment alignment.	25%

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
13	05/15/23	06/02/23	CalWIN Statewide rollout And BenefitsCal May monthly release	**Scope:** The BenefitsCal team has identified 32 scripts leveraging and exercising Hyland Imaging APIs for the 2nd round of Integrated testing with CalSAWS and Hyland teams. **Executions**: Monday, 05/15/23 – Smoke Test Wednesday, 05/17/23 – Integration Performance Test Thursday, 05/18/23 – Endurance Test Friday, 05/19/23 – Stress Test Monday, 05/22/23 – Contingency Test Day 1 Thursday, 05/25/23 – Contingency Test Day 2 Tuesday, 05/30/23 – Contingency Test Day 3 Wednesday, 05/31/23 – Contingency Test Day 4 Friday, 06/02/23 – Contingency Test Day 5	0%

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**
  - Assembled and provided the Wave 3 Prod CBO user list to the ForgeRock team for their use in the Wave 3 Go-Live 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.
  - Review the Exception Report generated from the Wave 3 Prod CBO user load

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 04/21/23.

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.

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	04/14/23
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	04/14/23

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
24.17	CX Report – Feb/March 2023	04/10/23	04/20/23	04/27/23
25.13	Monthly M&O Report – February 2023	03/09/23	03/21/23	03/28/23
25.14	Monthly M&O Report – March 2023	04/07/23	04/19/23	04/26/23
26.04	BOM Review and License Renewal	N/A	04/07/23	04/18/23
27.04	Certificate Review	N/A	04/07/23	04/18/23
28.12	BenefitsCal Work Plan Monthly Updates – March 2023	N/A	04/05/23	04/14/23
29.11	BenefitsCal Monthly Status Report – February 2023	N/A	03/07/23	03/16/23
29.12	BenefitsCal Monthly Status Report – March 2023	N/A	04/05/23	04/14/23

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.17	CX Report – Feb/March 2023	On-Track	DWP submitted 04/10/23 FWP submission 04/20/23 FWP approval 04/27/23

WP #	Work Product Name	Status	Next Deadline
25.14	Monthly M&O Report – March 2023	On-Track	DWP submitted 04/07/23 FWP submission 04/19/23 FWP approval 04/26/23
26.04	BOM Review and License Renewals	On-Track	FWP submitted 04/07/23 FWP approval 04/18/23
27.04	Certificate Review	On-Track	FWP submitted 04/07/23 FWP approval 04/18/23
28.12	BenefitsCal Work Plan Monthly Updates – March 2023	On-Track	FWP submitted 04/05/23 FWP approval 04/14/23
29.12	BenefitsCal Monthly Status Report – March 2023	On-Track	FWP submitted 04/05/23 FWP approval 04/14/23

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 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	Open	2	Medium	05/10/21

ID	Title	Details	Status	Impact	Probability	Date Logged
		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 ► 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

6.3 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 6.3-1 – CITs

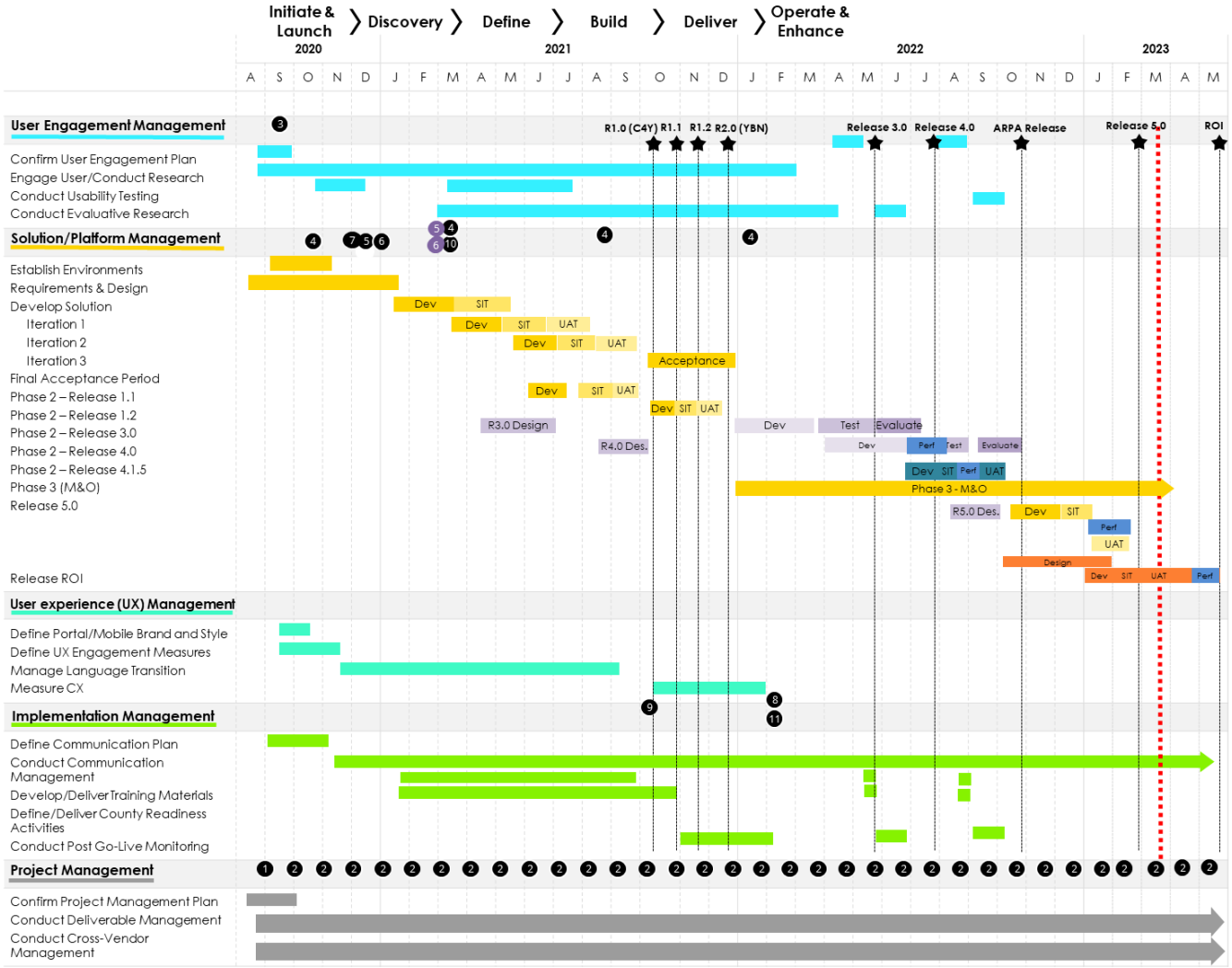
The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

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

Table 6.3-2 – CRFIs

6.4 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 6.4-1 – Overdue Action Items