

CalSAWS BenefitsCal
(Portal/Mobile) Weekly
Status Report

Reporting Period: May 8, 2023 to May 14, 2023

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 17, 2023

Period: May 8, 2023 to May 14, 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"> ➤ County Validation defect retest phase is complete. ➤ State Partner and Advocate validation period is from 04/24/23 through 05/05/23. ➤ During the Joint Powers Authorities (JPA) meeting on 05/11/23, the board provided the direction to hold the release.
CalWIN ISS Support	<p>Wave 3</p> <ul style="list-style-type: none"> ➤ Health metrics generation and M&O service management support are in-progress. <p>Wave 4</p> <ul style="list-style-type: none"> ➤ Monitored and validated for new Community Based Organizations (CBOs) which were added after the mock conversion run. ➤ BenefitsCal Tier-1 training preparations are complete. ➤ Training invites and corresponding CITs have been distributed: <ul style="list-style-type: none"> ○ San Diego County and San Mateo County – 05/18/23 ○ Solano County and Santa Cruz County – 05/23/23 ○ CBO Awareness Training – 05/25/23 <p>Wave 5</p> <ul style="list-style-type: none"> ➤ CBO User information extract from MyBCW is complete. ➤ County review of CBO listing is in progress.
UCD Research Activities	<ul style="list-style-type: none"> ➤ Continued UCD research for Collaboration Prioritized enhancements: <ul style="list-style-type: none"> ○ CSPM-64316: Use/function of Announcements ○ CSPM-64318: Add information/menu/point of access for non-app features ○ CSPM-35858: Program Selection ○ CSPM-64320: Global Search
GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none"> ➤ Next bi-weekly meeting is 05/17/23. ➤ Participated in the meeting on 05/09/23 for the September plan. ➤ CDSS informed the group about the funding confirmation for SCERFRA 23-512 and CF 303 components. ➤ The California Department of Social Services (CDSS) continued mapping the components planned for decommissioning to the parity list items.

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STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Training Environment	<ul style="list-style-type: none"> ➤ End-to-end Functional testing completed. ➤ Participated in the Training committee meeting on 05/03/23 for the communication logistics for the counties. The Training Committee gave direction to send access logistics to the Regional Managers (RMs) and Training Committee members
Collaboration Model	<ul style="list-style-type: none"> ➤ Continued working on the next collaboration meeting agenda prep, which is scheduled for June 2023.

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 25.15: Monthly M&O Report – April 2023 on 05/09/23.

1.2.2 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next week:**
 - FWP 25.15: Monthly M&O Report – April 2023 on 05/19/23.

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-64320 (Enhancement)	Collaboration Model: Create a global search bar on BenefitsCal	Design Update Needed	Continued Design Research
CSPM-64316 (Action Item)	Research for CM Enhancement: Use/function of Announcements	In Progress	Research In Progress

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ID	Summary	Status	Update this Week
CSPM-64318 (Action Item)	Research for CM Enhancement: Add information/menu/point of access for non-app features	In Progress	Research In Progress
CSPM-65610 (Action Item)	Collaboration Model: May Research Items CSPM-35858: Program Selection CSPM-64320: Global Search	In Progress	Hosted session with the Collaboration Model on 05/08/23
CSPM-64323 (Action Item)	Research for CM Enhancement: Public dashboard of BenefitsCal data	Not Started	N/A

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 (Enhancement)	Collaboration Model: Create a global search bar on BenefitsCal	Research Synthesis & Design Updates	July 2023
CSPM-64316 (Action Item)	Research for CM Enhancement: Use/function of Announcements	Collaboration Model Clarification Session scheduled for 05/19/23	May 2023
CSPM-64318 (Action Item)	Research for CM Enhancement: Add information/menu/point of access for non-app features	Collaboration Model Clarification Session scheduled for 05/15/23	May 2023
CSPM-65610 (Action Item)	Collaboration Model: May Research Items CSPM-35858: Program Selection CSPM-64320: Global Search	Research Synthesis & Design Updates	May 2023
CSPM-64323 (Action Item)	Research for CM Enhancement: Public dashboard of BenefitsCal data	Begin Research	June 2023

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.
- Continued design work for the enhancements for the May 2023 release and the June 2023 release.
- Continued pre-design work for the CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
- Facilitated a Discovery Research Session with the Collaboration Model members to clarify the User Stories and Requirements for enhancements CSPM-35858 and CSPM-64320 on 05/08/23.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

➤ **Designs**

- Continue providing functional and design support for ROI and enhancements development.
- Continue design work for the June 2023 enhancements.
- Continue pre-design work for the CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
- Facilitate a Discovery Research Session with the Collaboration Model members to clarify the User Stories and Requirements for enhancement requests on 05/15/23.
- Review the BenefitsCal Enhancement Request (ER) & System Change Request (SCR) Process with the Consortium on 05/17/23.
- Facilitate a Discovery Research Session with the Collaboration Model members to clarify the User Stories and Requirements for enhancements CSPM-64316 on 05/19/23.

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 05/08/23.

➤ **Enhancements**

- Finalized materials for the Collaboration Model enhancement clarification sessions 2 and 3, scheduled for the week of 05/15/23.

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- Facilitated the first of three sessions with Collaboration Model participants to clarify enhancement requests on 05/08/23.
- **Advocate Engagement**
 - Analyzed and draft responses to Advocate & CBO comments on ROI functionality to send by 05/16/23.
- **Customer Engagement**
 - Conducted two (2) focus groups with customers to inform the design of enhancements by 05/12/23.

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 05/15/23.
 - Prepare Enhancement Request for Collaboration Model, based on CX data, by 05/19/23 for review at the June quarterly meeting.
 - Redesign the CX Monthly Public Report based on feedback from stakeholders.
- **Advocate Engagement**
 - Prepare materials for the UCD Monthly Meeting on 05/24/23.
- **Enhancements**
 - Facilitate two sessions with Collaboration Model participants to clarify enhancement requests on 05/15/23 and 05/19/23.
 - Begin synthesizing the feedback from the enhancement clarification sessions in order to write enhancement requirements.
- **Customer Engagement**
 - Synthesize customer focus group data to inform the design of enhancements.

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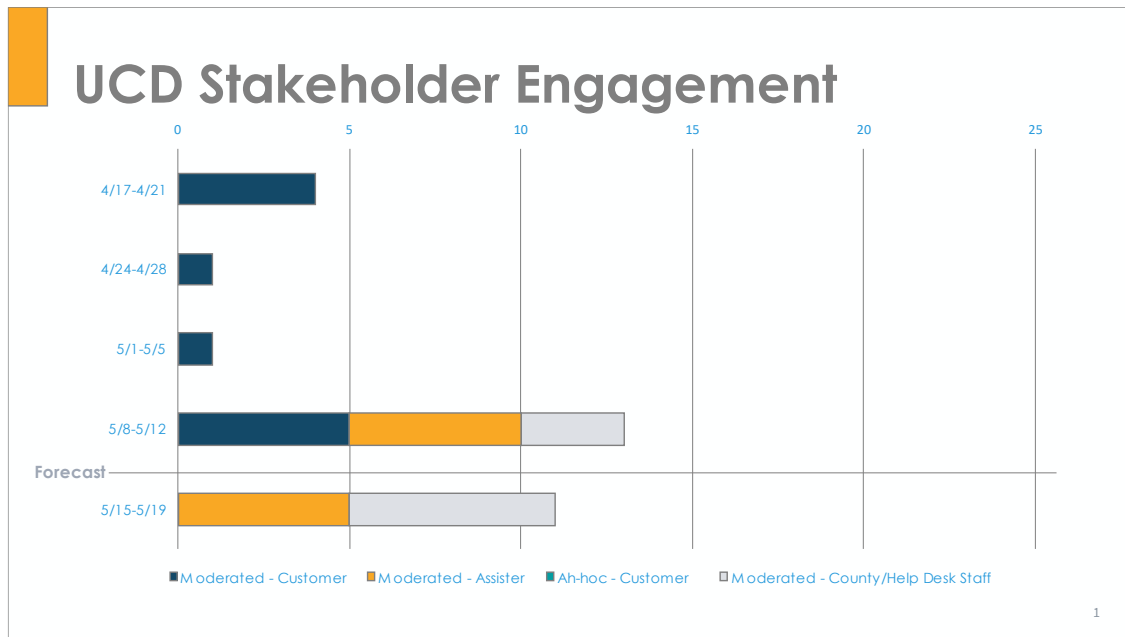


Figure 2.1-1 – UCD Stakeholder Engagement

2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 05/12/23	Actual for Week Ending 05/12/23	Total Planned for the Release	Comments
23.05.09	2	2	2	CSPM-65179 and CSPM-65624 deployed as part of Release 23.05.09
23.05.25	5	5	18	The Consortium Team approved CSPM-64229. CSPM-63247 is not tagged for the May release because it will not be deployed to Production since the intent of this enhancement is to test in the PERF environment only.
23.06.22	1	0	17	CSPM-65521 remains on hold pending updates from the Advocate comments.

Table 2.2-1– Enhancement Actuals for Reporting Period

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

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2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 05/19/23	Total Planned for the Release	Total Completed for the Release	Comments
23.05.25	0	18	18	
23.06.22	2	17	0	

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.

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2.2.3 Burndown

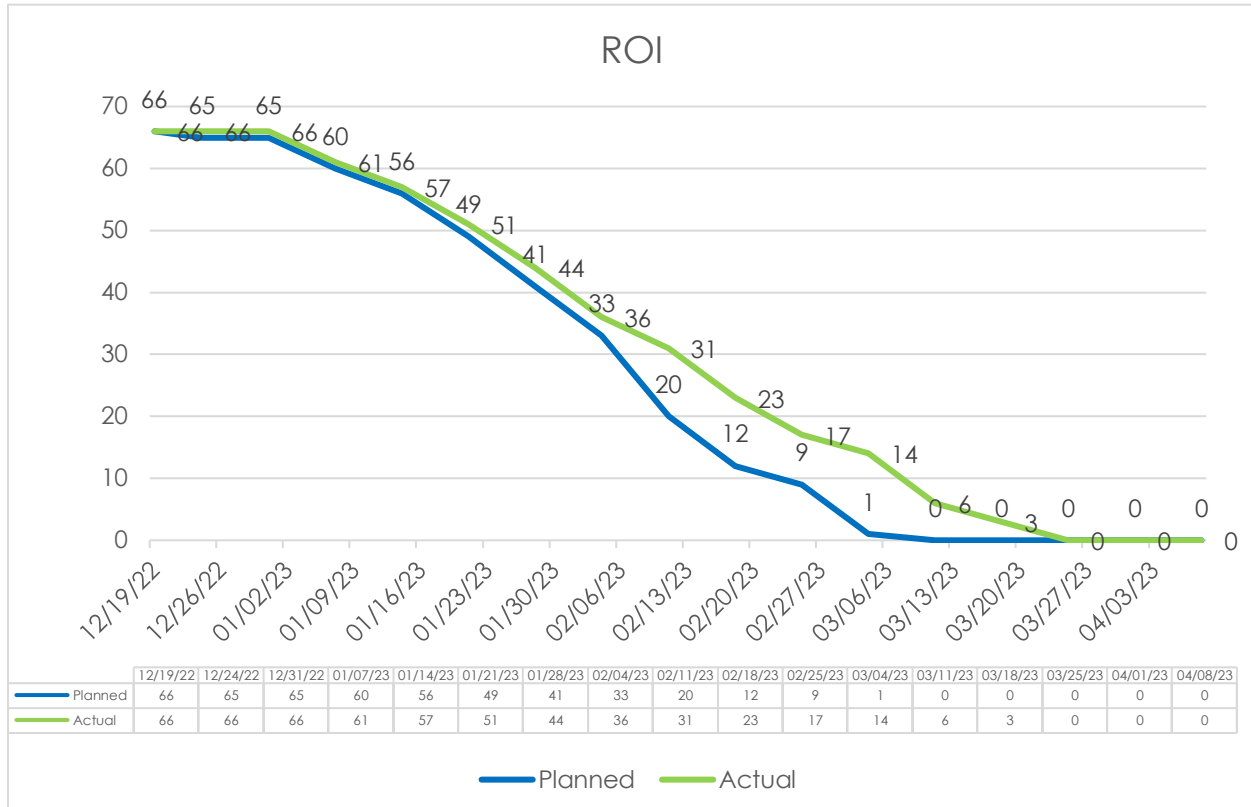


Figure 2.2-1 – Development: ROI

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- **Release 23.05.09 – Priority Release**
 - Deployed the Priority Release 23.05.09 into the PRD environment.
- **Release 23.04.25 – May Enhancements**
 - Continued validating the enhancements planned for the May Release.
- **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.
 - Implemented and validated the new changes related to the FormsAPI and Termination Reasons.

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

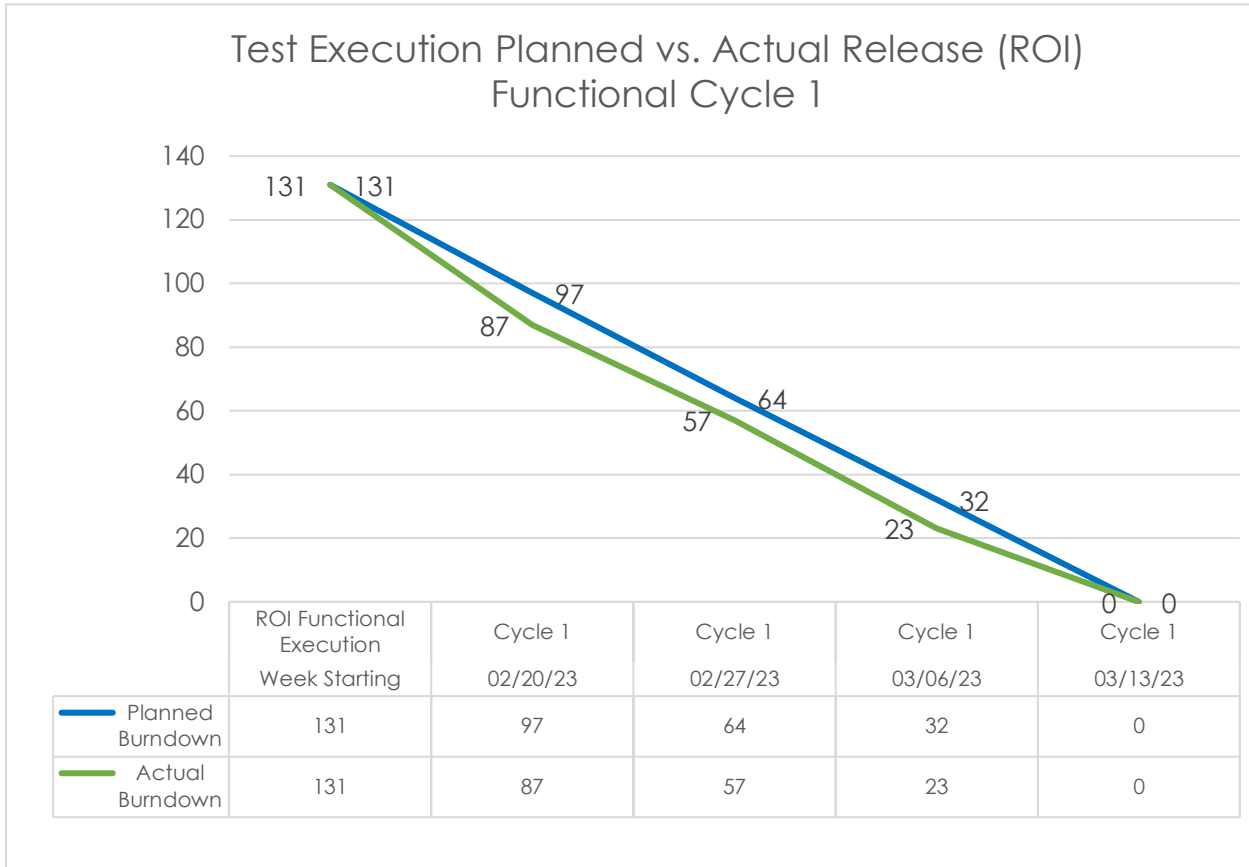


Figure 2.3-1 – ROI Functional Test Execution – Cycle 1 Burndown

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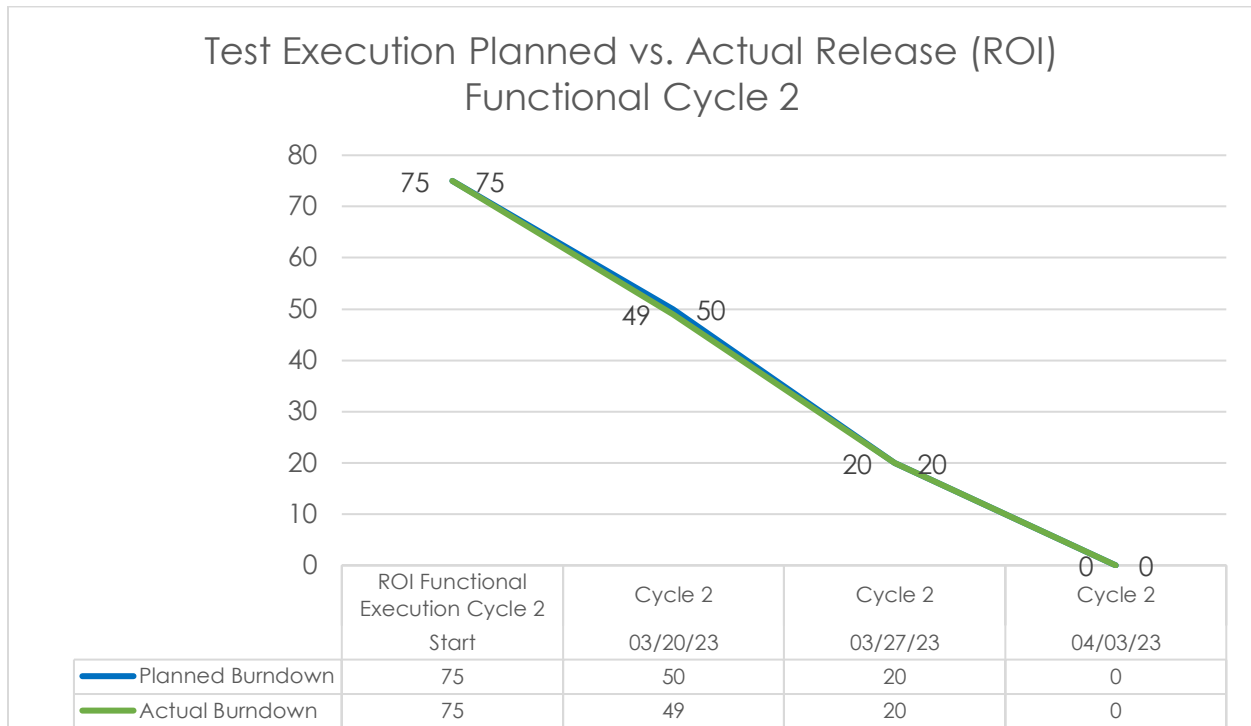


Figure 2.3-2 – ROI Functional Test Execution – Cycle 2 Burndown

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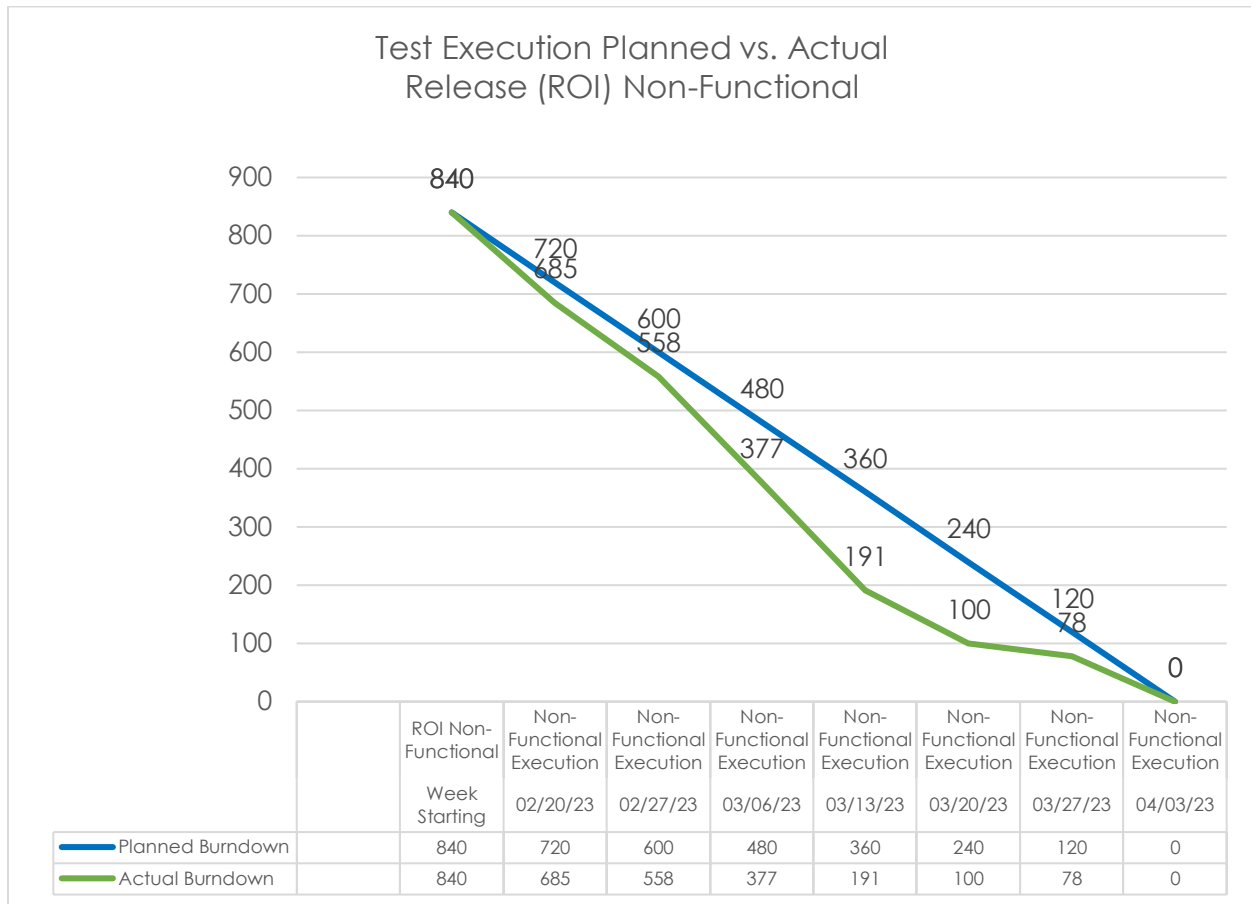


Figure 2.3-3 – ROI Non-Functional Test Execution Burndown

2.4 Activities for the Next Reporting Period – System Test Execution

- **Release ROI – 23.05.21**
 - Deploy the auto-download restriction of PDF for CBO changes to UAT.
- **Release ROI – 23.05.25**
 - Continue validating the May Release Enhancements and coordinate with the partners for any end-to-end validation. Deploy the last build into UAT on 05/15/23.

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.

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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**
 - The BenefitsCal team executed one (1) isolated performance test on 05/11/23 with 39 scripts, 1,649 Users at 100% volume load. One (1) new ROI CBO View notice script was not included due to the CalSAWS side performance issue, tracked under CA-261280. The CalSAWS team has acknowledged this issue and is planning to apply indexing to fine tune the database query. Few other low-volume scripts like Redets SAR 7 and Redets CW, receive messages, request appointment and view notices were not included due to the CalSAWS data setup issues. Two (2) scripts, password reset, and customer login were decommissioned as we executed a 100% volume test, and no additional customer login load is necessary.
 - Overall, the test execution was successful, and results are comparable to the baseline results in terms of Average Response time and errors. Regarding the new ROI capabilities and related scripts with new downstream APIs, no performance issues were observed. The errors observed in this test are related to the RAC student application script, caused due to blank response for the data exchange case details API, potentially due to data setup issues as the same API is called multiple time across many scripts and worked fine. The detailed JMeter report is 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)	07/05/22 06:12 am– 07:59 am	01/11/23 03:48 am– 05:50 am	01/19/23 10:09 am– 12:12 pm	05/11/23 01:51 am– 03:47 am
Performance Test Cycle/ Build/Code Base	Cycle 11 R4.00_0110	Cycle 12 R5.00_0190	Cycle 12 R5.00_0190	Cycle 13 R23.05.21_0180
Total Scripts	42	42	43	39
Total vUsers	1,334	1,844	1,872	1,649
Total Hits	5,192,123	8,800,673	8,910,537	7,634,224
Avg Hits/sec	811.87	1,202.16	1,203.30	1,098.40

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Load tests summary (PTC)	07/05/22 06:12 am– 07:59 am	01/11/23 03:48 am– 05:50 am	01/19/23 10:09 am– 12:12 pm	05/11/23 01:51 am– 03:47 am
Avg Response time (ms)	66.11	64.08	66.77	59.24
Total errors	136	124	133	3,853
Error Rate (%)	0.00%	0.00%	0.00%	0.05%

Table 3.1-1 – Performance Tests Result Summary and Comparison

- **CalWIN ISS Support and BenefitsCal May monthly release Integrated performance test plan**
 - The next/second round of Integrated performance test inclusive of Load, Endurance, and Stress tests with the BenefitsCal, CalSAWS and Hyland teams is planned to start on the revised date, 05/19/23.

3.2 Activities for the Next Reporting Period – Performance Test

- **Release ROI – 23.05.25 performance test plan**
 - Continuing validating new ROI scenarios and other BenefitsCal performance scripts and execute latest release performance tests.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
13	04/10/23	05/17/23	Release of Information (ROI) Enhancement And BenefitsCal May monthly release	Scope: Isolated BenefitsCal performance test with three (3) new scripts and enhancements to existing Apply for Benefits scripts. Executions: Round 1 execution: Monday, 05/08/23 - Smoke test Thursday, 05/11/23 - Isolated performance test Round 2 execution: Monday, 05/15/23 - Isolated performance test Tuesday, 05/16/23 - Isolated performance test	75%

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Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
13	05/19/23	06/07/23	CalWIN Statewide rollout	<p>Scope: The BenefitsCal team has identified 32 scripts leveraging and exercising Hyland Imaging APIs for the second round of Integrated testing with the CalSAWS and Hyland teams.</p> <p>Executions: Friday, 05/19/23 – Integrated full load Performance Pre-Test Monday, 05/22/23 – Integrated Performance Test Wednesday, 05/24/23 – Endurance Test Wednesday, 05/31/23 – Stress Test Friday, 06/02/23 – Contingency Test Day 1 Wednesday, 06/07/23 – Contingency Test Day 2</p>	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**
 - No updates for this reporting period

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.

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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 05/12/23.

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

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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
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ID	Work Product Name	DWP	FWP	Final Approval
24.17	CX Report – Feb/March 2023	04/10/23	04/20/23	04/27/23
25.14	Monthly M&O Report – March 2023	04/07/23	04/19/23	04/26/23
25.15	Monthly M&O Report – April 2023	05/09/23	05/19/23	05/26/23
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
28.13	BenefitsCal Work Plan Monthly Updates – April 2023	N/A	05/05/23	05/15/23
29.12	BenefitsCal Monthly Status Report – March 2023	N/A	04/05/23	04/14/23
29.13	BenefitsCal Monthly Status Report – April 2023	N/A	05/05/23	05/15/23

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
28.13	BenefitsCal Work Plan Monthly Updates – April 2023	On-Track	FWP submitted 05/05/23 FWP approval 05/15/23
29.13	BenefitsCal Monthly Status Report – April 2023	On-Track	FWP submitted 05/05/23 FWP approval 05/15/23
25.15	Monthly M&O Report – April 2023	On-Track	DWP submitted 05/09/23 FWP submission 05/09/23 FWP approval 05/15/23

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>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. <p>May 05, 2023</p> <ul style="list-style-type: none"> ▶ Participated in bi-weekly meeting on 05/03/23. ▶ CDSS informed the group about the funding confirmation for SCERFRA 23-512 and CF 303 components. There is a follow up meeting on 5/9/23 for the plan 	Open	2	Medium	05/10/21

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ID	Title	Details	Status	Impact	Probability	Date Logged
		<ul style="list-style-type: none"> ▶ CDSS continued the mapping of the components planned for decommissioning to parity list items 				

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

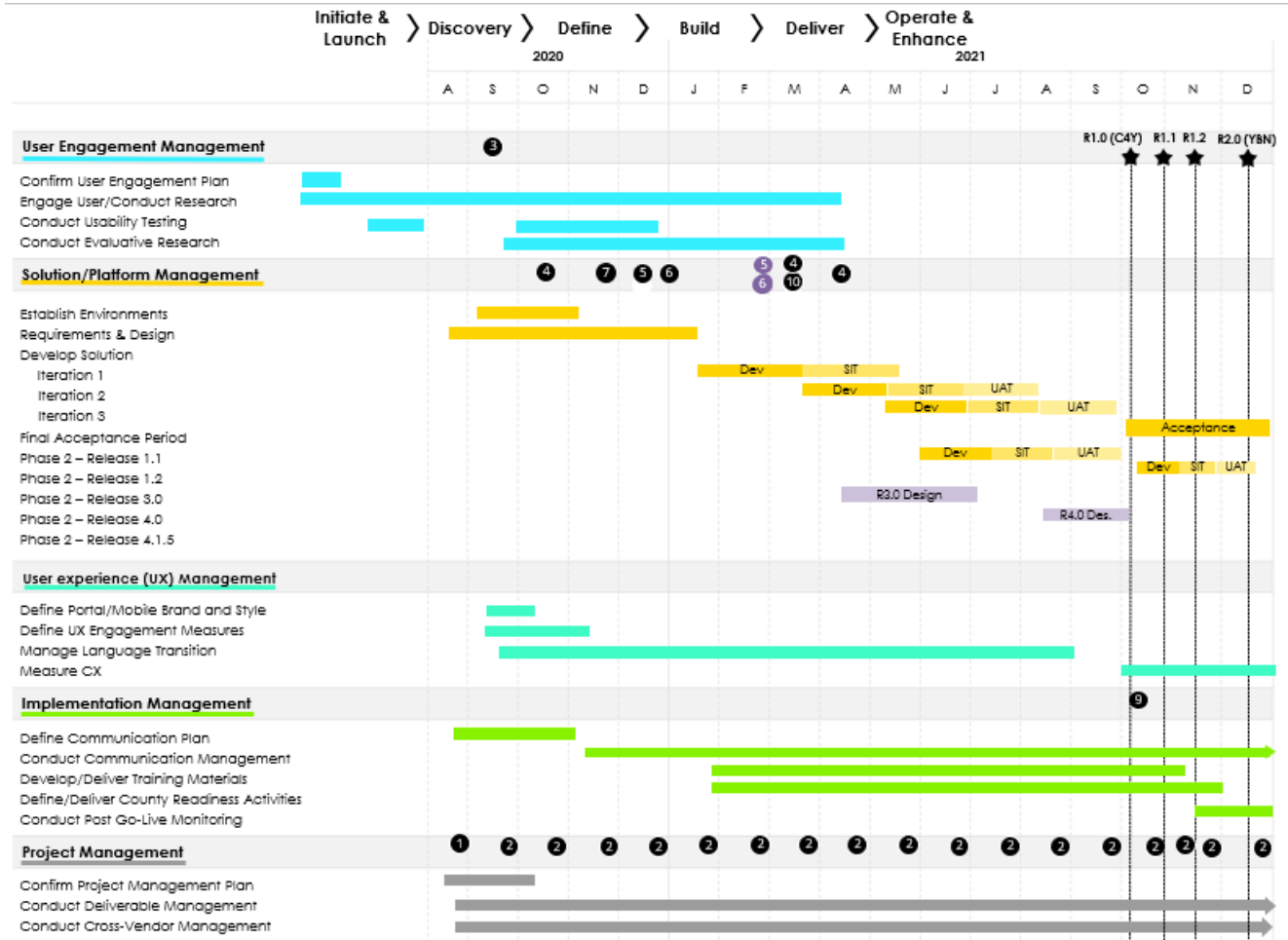
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 17, 2023

Period: May 8, 2023 to May 14, 2023

6.4 Appendix C – Project Work Plan Reports

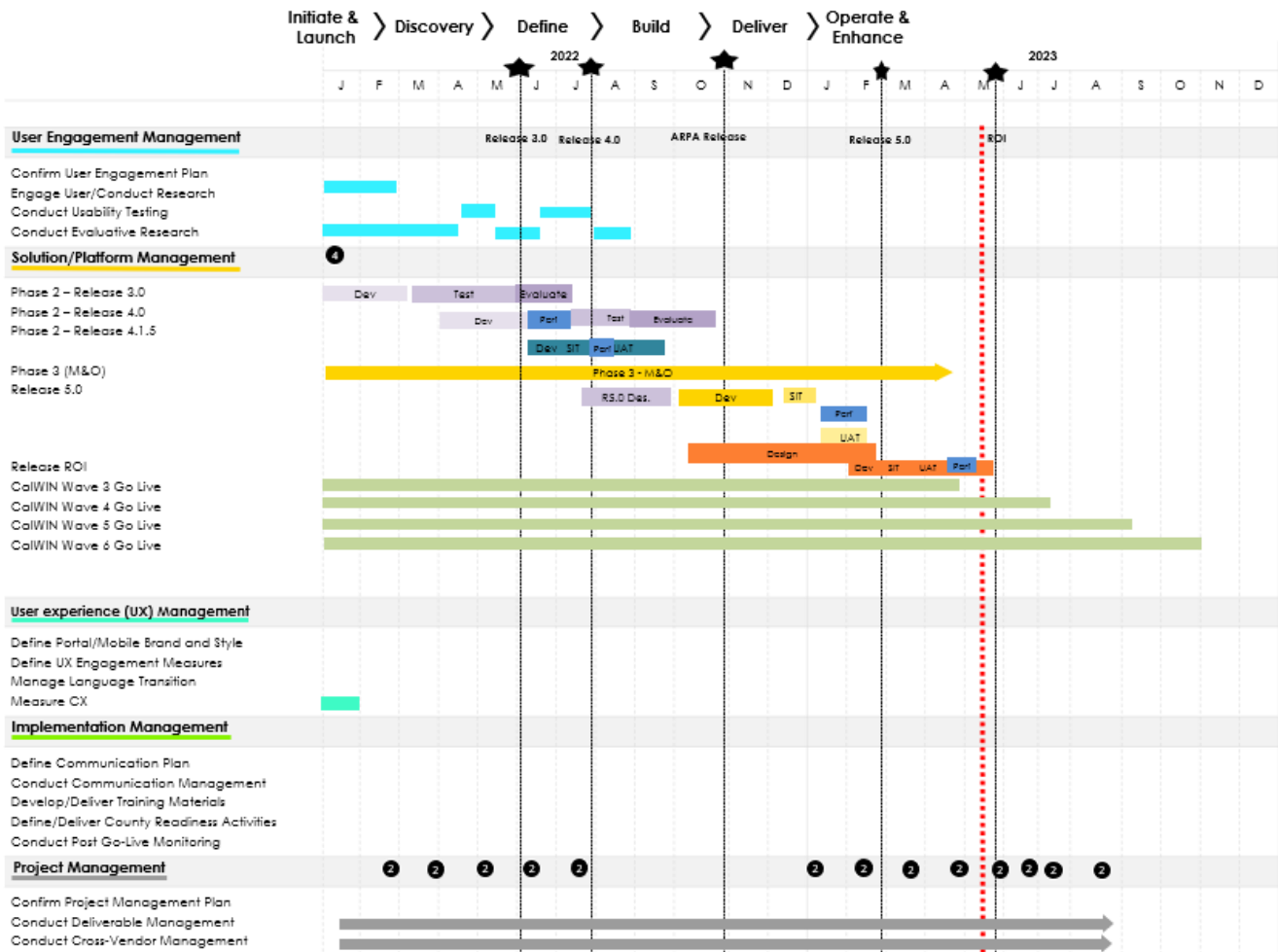
Project Timeline



CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 17, 2023

Period: May 8, 2023 to May 14, 2023



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