

CalSAWS BenefitsCal  
(Portal/Mobile) Weekly  
Status Report

**Reporting Period: May 22, 2023 to May 28, 2023**

# CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, May 31, 2023

Period: May 22, 2023 to May 28, 2023

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### 1.0 Project Management

#### 1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
May Enhancements	<p>Release 23.05 is deployed to production on 05/25/23 as planned.</p> <ul style="list-style-type: none"> <li>➤ <b>Release 23.05.25:</b> Eighteen (18) Enhancements deployed to Production on 05/25/23.</li> <li>➤ <b>Priority Release 23.05.09:</b> One (1) Enhancement was deployed to Production on 05/09/23.</li> <li>➤ <b>Action Items:</b> Researched four (4) items for Collaboration Model Enhancements.</li> </ul>
CalWIN ISS Support	<p><b>Wave 3</b></p> <ul style="list-style-type: none"> <li>➤ Health metrics generation and M&amp;O service management support are in-progress.</li> </ul> <p><b>Wave 4</b></p> <ul style="list-style-type: none"> <li>➤ BenefitsCal Email (1) campaign launch is complete. <ul style="list-style-type: none"> <li>○ Total emails delivered: 38,005</li> </ul> </li> <li>➤ Wave 4 training sessions are complete. <ul style="list-style-type: none"> <li>○ Tier-1 training for staff in Santa Cruz and Solano Counties was completed on 05/23/23.</li> <li>○ CBO Awareness Training was completed on 05/25/23.</li> </ul> </li> </ul> <p><b>Wave 5</b></p> <ul style="list-style-type: none"> <li>➤ Finalization of Community Based Organization (CBO) listing for the mock run is in progress.</li> </ul>
UCD Research Activities	<ul style="list-style-type: none"> <li>➤ Facilitated the UCD Monthly Meeting on 05/24/23.</li> <li>➤ Analyzed and drafted responses to the Advocate and CBO comments on June enhancements to send by 06/02/23.</li> <li>➤ Performed research synthesis for the following Collaboration Prioritized enhancements: <ul style="list-style-type: none"> <li>○ CSPM-64316: Use/function of Announcements</li> <li>○ CSPM-64318: Add information/menu/point of access for non-app features</li> <li>○ CSPM-35858: Program Selection</li> <li>○ CSPM-64320: Global Search</li> </ul> </li> </ul>
Cash Assistance Program for	<ul style="list-style-type: none"> <li>➤ Participated in the meeting on 05/23/23 for the draft All County Letter (ACL) Intent to Automate CAPI Application Discussion.</li> </ul>

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STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
Immigrants (CAPI) Enhancement	
Region 1 Monthly Regional Meeting	<ul style="list-style-type: none"> <li>➤ Participated in Region 1 Monthly Regional Meeting and provided updates on the Request for Information (ROI) and previous Marketing Campaigns.</li> </ul>
GetCalFresh (GCF) Parity List Items	<ul style="list-style-type: none"> <li>➤ Next bi-weekly meeting is scheduled for 06/07/23.</li> <li>➤ The California Department of Social Services (CDSS) continued mapping the components planned for decommissioning to the parity list items.</li> </ul>
Training Environment	<ul style="list-style-type: none"> <li>➤ The environment is updated with the latest code from production.</li> <li>➤ Access URL and code is ready to be shared with County users.</li> <li>➤ A webinar is being scheduled for CBO users based on the latest extract from the ForgeRock PROD instance.</li> </ul>
Collaboration Model	<ul style="list-style-type: none"> <li>➤ Continued working on the next collaboration meeting agenda prep, which is scheduled for 06/23/23.</li> </ul>

**Table 1.1-1 – CalSAWS Executive Summary Agenda Topics**

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### 1.2 PMO

#### 1.2.1 Highlights of the Reporting Period

- **Deliverables and Work Products submitted:**
  - None for the reporting period.

#### 1.2.2 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next week:**
  - None for the reporting 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-64320 (Enhancement)	Collaboration Model: Create a global search bar on BenefitsCal	Request for Estimation	Estimation Effort was conducted
CSPM-64316 (Action Item)	Research for CM Enhancement: Use/function of Announcements	In Progress	Research Synthesis was performed
CSPM-64318 (Action Item)	Research for CM Enhancement: Add information/menu/point of access for non-app features	In Progress	Research Synthesis was performed
CSPM-65610 (Action Item)	Collaboration Model: May Research Items CSPM-35858: Program Selection CSPM-64320: Global Search	Closed	Research Completed; Updated Feature and Business Value in JIRA to make them estimation ready
CSPM-64323 (Action Item)	Research for CM Enhancement: Public dashboard of BenefitsCal data	In Progress	Research In Progress
CSPM-35858 (Enhancement)	Add an option for Primary Applicant to apply for No Programs	Request for Estimation	Estimation Effort was conducted

**Table 1.3-1 – Enhancements Updates, Prioritized by CM**

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### 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	Complete the Effort Estimation & Capture Consortium Approval	July 2023
CSPM-64316 (Action Item)	Research for CM Enhancement: Use/function of Announcements	Log enhancements based on Research Synthesis	May 2023
CSPM-64318 (Action Item)	Research for CM Enhancement: Add information/menu/point of access for non-app features	Log enhancements based on Research Synthesis	May 2023
CSPM-64323 (Action Item)	Research for CM Enhancement: Public dashboard of BenefitsCal data	Continue Research	June 2023
CSPM-35858 (Enhancement)	Add an option for Primary Applicant to apply for No Programs	Complete the Effort Estimation & Capture Consortium Approval	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 design work for the June 2023 enhancements.
  - Continued pre-design work for the CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
  - Attended and provided support during the Community-Based Organization (CBO) Release of Information (ROI) to BenefitsCal Demo – Rerun for Counties hosted by CalSAWS Consortium Business Analysts on 05/25/23.
  - Participated in the BenefitsCal User-Centered Design (UCD) Monthly Meeting with CBO partners and Advocates on 05/24/23.

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### 2.1.2 Activities for the Next Reporting Period – Requirements and Design

#### ➤ **Designs**

- 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.
- Conduct a CalWORKs Timeclocks API (for FN-105.1 and FN-135) session with CalSAWS and the Consortium on 05/30/23.

### 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 05/22/23.

#### ➤ **Enhancements**

- Synthesized the feedback from the enhancement clarification sessions in order to write enhancement requirements.

#### ➤ **Advocate Engagement**

- Facilitated the UCD Monthly Meeting on 05/24/23.
- Analyzed and drafted responses to Advocate and CBO comments on June enhancements to send by 06/02/23.

#### ➤ **Customer Engagement**

- Completed the synthesis of customer focus group data to inform the design of enhancements.

### 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 05/29/23.
- Prepare Enhancement Request for Collaboration Model, based on CX data, by 05/31/23 for review at the June quarterly meeting.
- Begin the draft of DWP 24.18 CX Report – June 2023 for submission on 06/08/23.

#### ➤ **Advocate Engagement**

- Send responses to Advocate & CBO comments on June enhancements to send by 06/02/23.

#### ➤ **Customer Engagement**

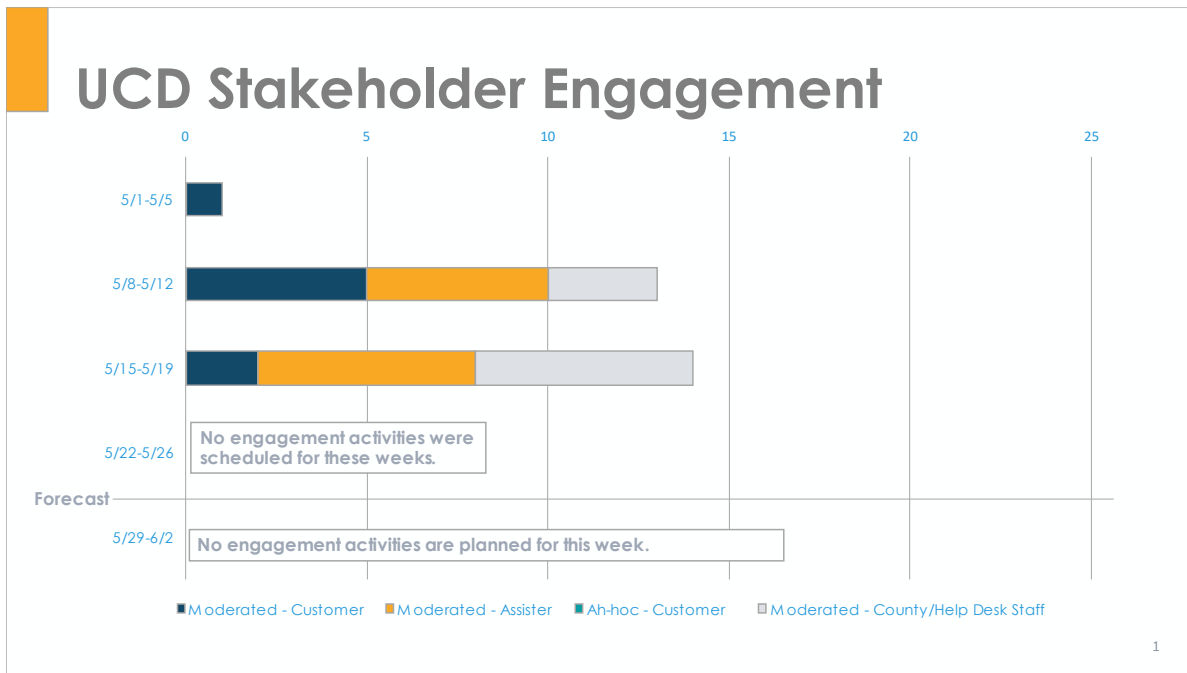
- Begin planning for customer focus groups to learn more about the experience of customers who want a BenefitsCal account but do not use email.



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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 05/26/23	Actual for Week Ending 05/26/23	Total Planned for the Release	Comments
23.05.25	0	0	18	CSPM-65900 was created to disable ROI functionality in Release 23.05.25
23.06.22	2	4	18	CSPM-65885 got added to the list of June release 23.06.22

**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 05/26/23	Total Planned for the Release	Total Completed for the Release	Comments
23.05.25	0	18	18	CSPM-65900 was created to disable ROI functionality in Release 23.05.25
23.06.22	6	18	4	CSPM-65885 got added to the list of June release 23.06.22

**Table 2.2-2 – Planned Enhancement Work**

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

#### Unscheduled Release Updates

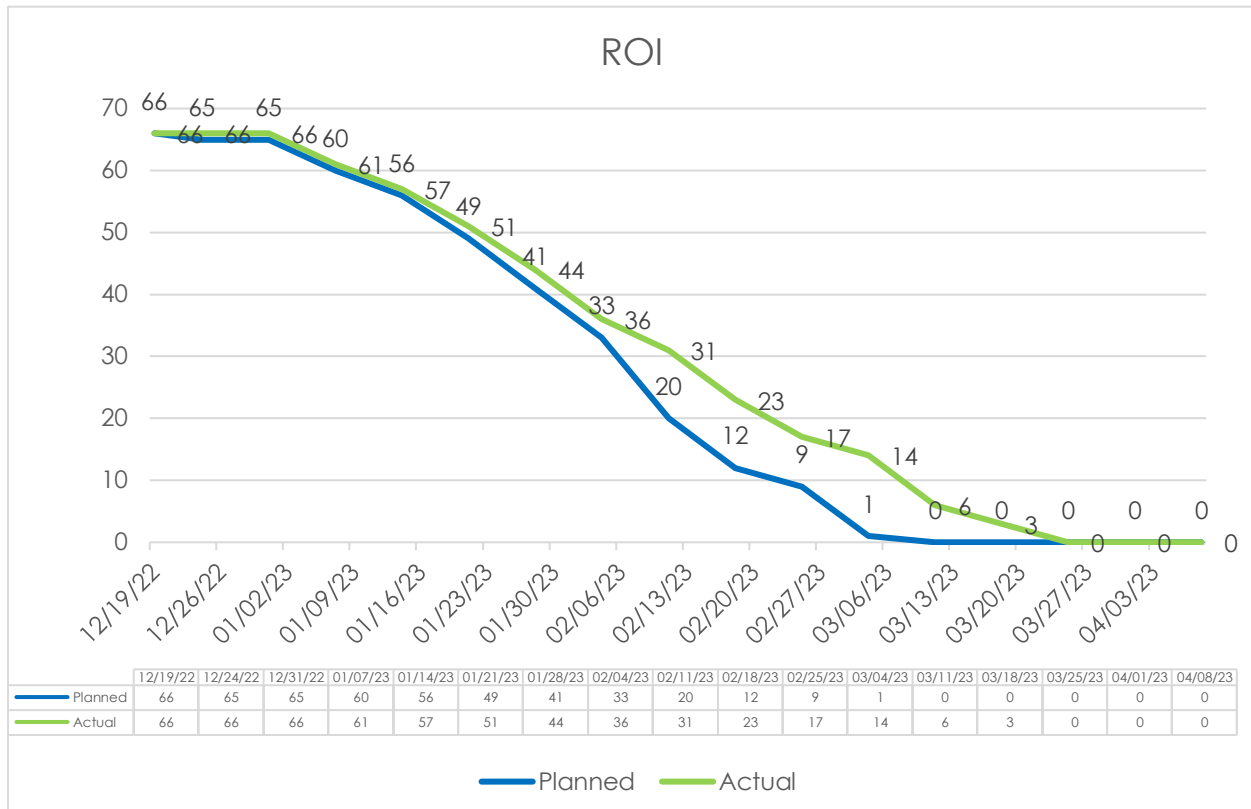
- **Chatbot**
  - For the 25 issues that we have reported earlier related to Currency Slot and Custom Slot for Chinese, Japanese, and Korean languages, the AWS team is updating the Language model at their end and the provided ETA for those fixes is May 2023.
  - The AWS team stated they have rolled out 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 23.05.25 – May Monthly Release**
  - Deployed the build into PRD.
- **Release 23.06.22 – June Monthly Release**
  - Continued deploying the code to SIT. Planned first build to UAT – 05/29/23.

**2.4 Activities for the Next Reporting Period – System Test Execution**

- **Release 23.06.22 – June Monthly Release**
  - Continue validating the June Release Enhancements and coordinate with the partners for any end-to-end validation.

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### 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

- **CalWIN ISS Support Integrated performance test plan**
  - The BenefitsCal team successfully executed several rounds of integrated performance tests, including pre-tests, 90% and 100% volume load and 100% volume endurance tests so far. The observation and results from these tests are shared with CalSAWS and Hyland teams and the detailed Jmeter reports are uploaded to CalSAWS SharePoint.

#### 3.2 Activities for the Next Reporting Period – Performance Test

- **CalWIN Statewide rollout performance test plan**
  - Continuing executing the Document upload/store related scripts for the Integrated performance tests.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
13	04/10/23	05/18/23	Release of Information (ROI) Enhancement And BenefitsCal May monthly release	<b>Scope:</b> Isolated BenefitsCal performance test with three (3) new scripts and enhancements to existing Apply for Benefits scripts. <b>Executions:</b> Round 1 execution: Monday, 05/08/23 – Smoke test Thursday, 05/11/23 – Isolated performance test Round 2 execution:	100%

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Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
				Thursday, 05/18/23 – Isolated performance test1 Thursday, 05/18/23 – Isolated performance test2	
13	05/19/23	06/07/23	CalWIN Statewide rollout	<p><b>Scope:</b> 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><b>Executions:</b> 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>	50%

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**

- Reviewed the Wave 5 County CBO User Validation in preparation for the Wave 5 Mock Run.

#### 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.
- Generate Wave 5 Mock Run CBO User Listing and provide to ForgeRock Team.

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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 05/25/23.

#### 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
	There are currently no Deliverables scheduled.					

**Table 6.1-1 – Deliverable Status for Current Reporting Period**

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### Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
There are currently no Deliverables scheduled.			

**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	05/16/23
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	05/16/23

**Table 6.1-3 – Upcoming Work Product Deadlines**

### Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
25.15	Monthly M&O Report – April 2023	On Track	DWP submitted 05/09/23 FWP submission 05/19/23 FWP approval 05/26/23

**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"> <li>▶ 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.</li> </ul> <p>January 8, 2023</p> <ul style="list-style-type: none"> <li>▶ 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.</li> </ul> <p>May 5, 2023</p> <ul style="list-style-type: none"> <li>▶ Participated in bi-weekly meeting on 05/03/23.</li> <li>▶ 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</li> </ul>	Open	2	Medium	05/10/21



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

**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**

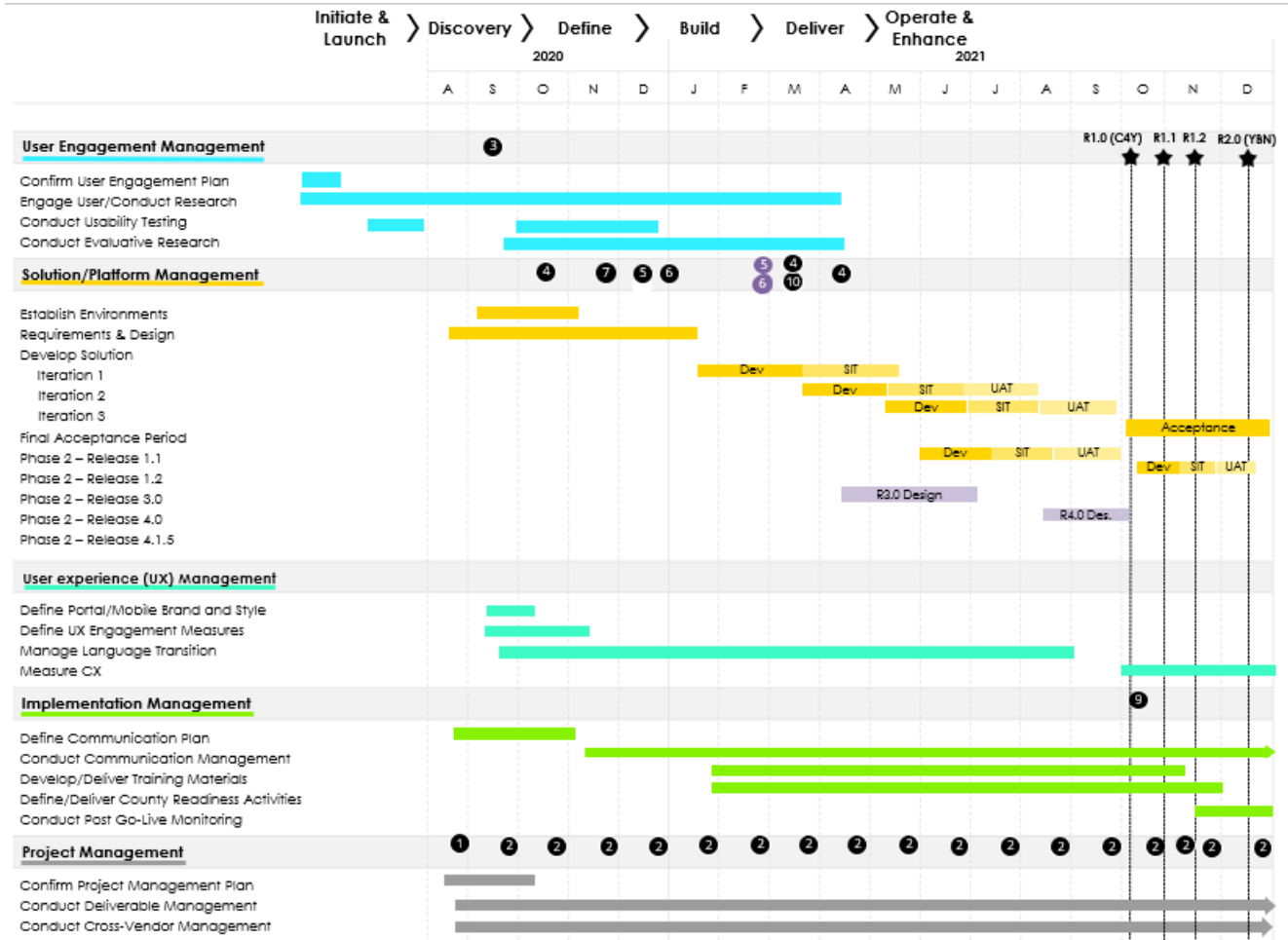
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## 6.4 Appendix C – Project Work Plan Reports

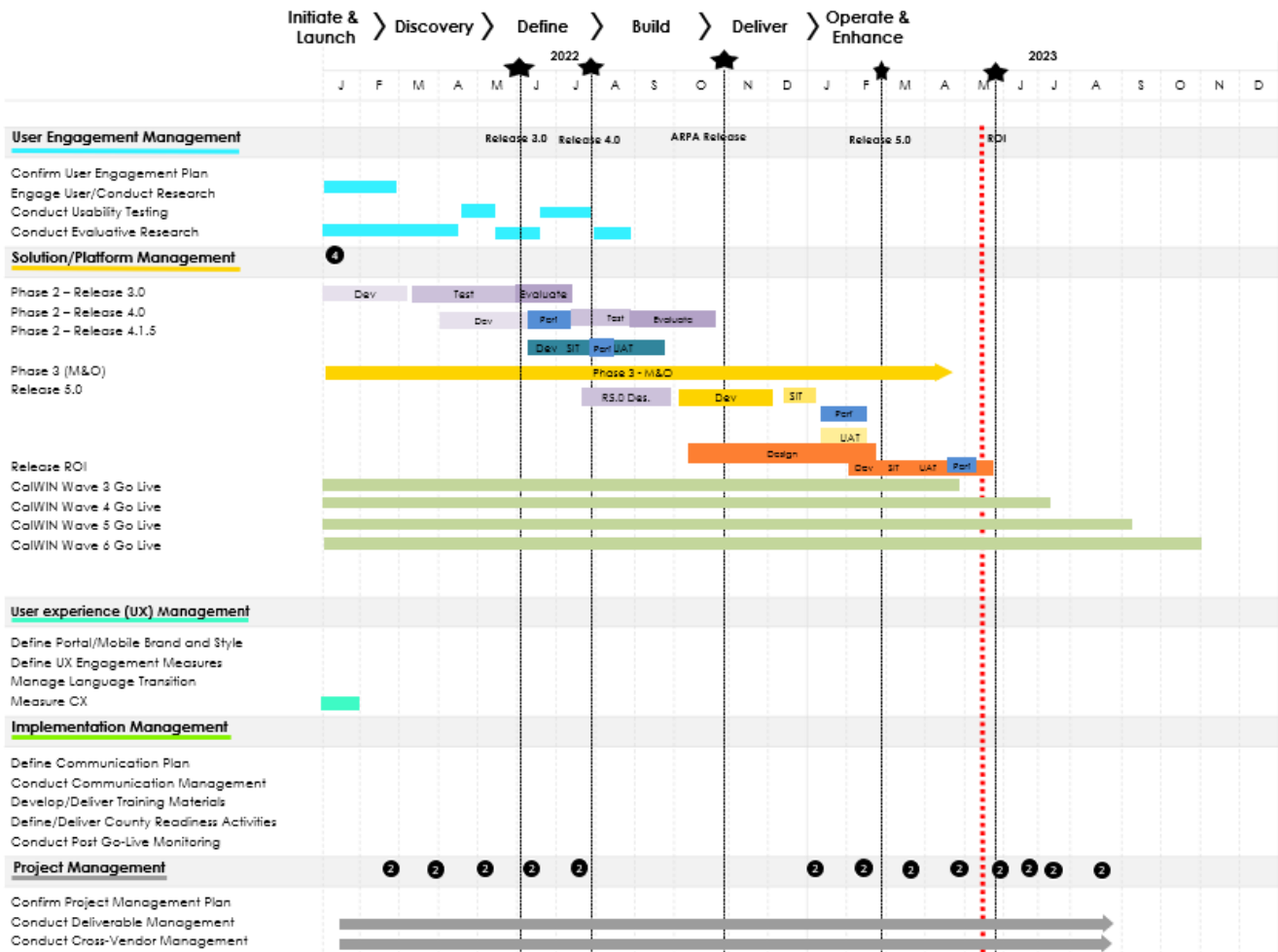
### Project Timeline



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## 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