

CalSAWS BenefitsCal
(Portal/Mobile) Weekly
Status Report

Reporting Period: June 26, 2023 to July 2, 2023

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, July 5, 2023

Period: June 26, 2023 to July 2, 2023

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
July Enhancements	<p>BenefitsCal has following M&E items planned for the month of July 2023:</p> <ul style="list-style-type: none"> ➤ Enhancements with Deployment Dependency: Eight (8) enhancements will be delivered with 23.07.27 release. ➤ Action Items: Four (4) Research Items will be concluded with a due date of 07/31/23.
CalWIN ISS Support	<p>Wave 4</p> <ul style="list-style-type: none"> ➤ Email (4) campaign launch preparations are in progress. Campaign will be launched on 07/03/23 post the cut-over. ➤ Wave 4 roll out approvals received. ➤ The final CBO conversion listing was handed over to FR for the cut-over conversion process. <p>Wave 5</p> <ul style="list-style-type: none"> ➤ Community Based Organization (CBO) mock run cutover exception report review is complete.
UCD Research Activities	<p>Customer Experience (CX) Measurements Data</p> <ul style="list-style-type: none"> ➤ Responded to comments and submitted FWP 24.18 CX Report – June 2023 for approval on 06/28/23. <p>Customer Engagement</p> <ul style="list-style-type: none"> ➤ Conducted two (2) usability testing sessions for the Homepage and Announcement design changes during the week of 06/26/23. <p>Advocate Engagement</p> <ul style="list-style-type: none"> ➤ Facilitated a prep meeting with Consortium and State Partners for the UCD Monthly Meeting on 06/26/23. ➤ Facilitated the UCD Monthly Meeting on 06/28/23. <p>Enhancements</p> <ul style="list-style-type: none"> ➤ Sent Homepage and Announcements enhancements to the State Partners, CWDA, and Advocates & CBO for review and feedback by 07/12/23.
Communication and Marketing Campaign Phase 2	<ul style="list-style-type: none"> ➤ Comments closed on Final Work Plan for Phase 2 (WP 32.01: Communications and Marketing Plan) on 06/19/23; two comments are being addressed by PMO (in progress).

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STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> ➤ Survey to internal stakeholders and advocate Co-Leads to prioritize campaign marketing activities closed on 06/27/23. ➤ A survey report with all selections and stakeholder emails were sent to BenefitsCal Consortium on 06/29/23. ➤ The BenefitsCal and BenefitsCal Consortium teams met on 06/27/23 to review results and finalize plan activities. ➤ Communications and Marketing Campaign selections finalized 06/27/23. ➤ Draft emails with Communications and Marketing Campaign selections and accompanying deck, provided to the BenefitsCal Consortium for review; plan is to distribute to stakeholders on 06/30/23. ➤ Draft work product creation and production started on 06/29/23.
Collaboration Model	<ul style="list-style-type: none"> ➤ Collaboration meeting conducted on 06/23/23 with participation from stakeholders.

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 24.18: CX Report – April/May 2023 on 06/21/23.
 - FWP 25.16: Monthly M&O Report – May 2023 on 06/21/23.

1.2.2 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next reporting period:**
 - FWP 26.05: BOM Review and License Renewals on 07/07/23.
 - FWP 27.05: Certificate Review 07/07/23.

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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	Analysis In Progress	Started on analyzing the enhancement features to be implemented
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	Design Update Needed	Needs clarification from the state; moved to August release
CSPM-66157 (Enhancement)	Redesign the BenefitsCal announcements	Ready for Prioritization	Sent for Consortium Approval; Presented in UCD Monthly meeting; Awaiting Advocate Feedback by 7/12
CSPM-66213 (Enhancement)	Redesign the BenefitsCal homepage to create additional points of access for existing and new users	Ready for Prioritization	Sent for Consortium Approval; Presented in UCD Monthly meeting; Awaiting Advocate Feedback by 7/12

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	Begin Development	July 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	Begin Design work after getting clarification from the state	August 2023
CSPM-66157 (Enhancement)	Redesign the BenefitsCal announcements	Capture Consortium Approval and start working on draft design	August 2023
CSPM-66213 (Enhancement)	Redesign the BenefitsCal homepage to create additional points of access for existing and new users	Capture Consortium Approval and start working on draft design	August 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 activities for the July 2023 enhancements.
 - Continued design activities for the August 2023 enhancements.
 - Continued design activities for the CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
 - Completed requirements and estimation for CSPM-65844, initially prioritized for August 2023 based on request from CalSAWS, but will be delayed until October based on their latest communication
 - Hosted the BenefitsCal Monthly UCD Meeting with CBO partners and Advocates on 06/28/2023

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- Hosted the BenefitsCal/CalSAWS Design Session for CalWORKs Time Clocks in BenefitsCal on 06/30/23.
- Worked on SSA application enhancement (CSPM-65292) analysis.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

➤ **Designs**

- Continue design activities for the July 2023 enhancements.
- Continue design activities for the August 2023 enhancements.
- Continue design activities for the CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
- Meet with Consortium to review outcome of the GetCalFresh SSA application analysis and discuss SSA application enhancement (CSPM-65292) for BenefitsCal on 07/06/23.

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 06/26/23.
- Responded to comments and submit FWP 24.18 CX Report – June 2023 for approval on 06/28/23.

➤ **Customer Engagement**

- Confirmed (2) Spanish-language translators to plan for customer focus groups to learn more about the experience of customers who want a BenefitsCal account but do not use email. Met with the backup translator on 06/30/23.
- Conducted two (2) usability testing sessions for the Homepage and Announcement design changes during the week of 06/26/23.

➤ **Enhancements**

- Collaborated with the Design/Functional team to create mockups for August enhancements.
- Sent Homepage and Announcements enhancements to the State Partners, CWDA, and Advocates & CBO for review and feedback by 07/12/23.

➤ **Advocate Engagement**

- Facilitated a prep meeting with Consortium and State Partners for the UCD Monthly Meeting on 06/26/23.
- Facilitated the UCD Monthly Meeting on 06/28/23.

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 07/05/23.

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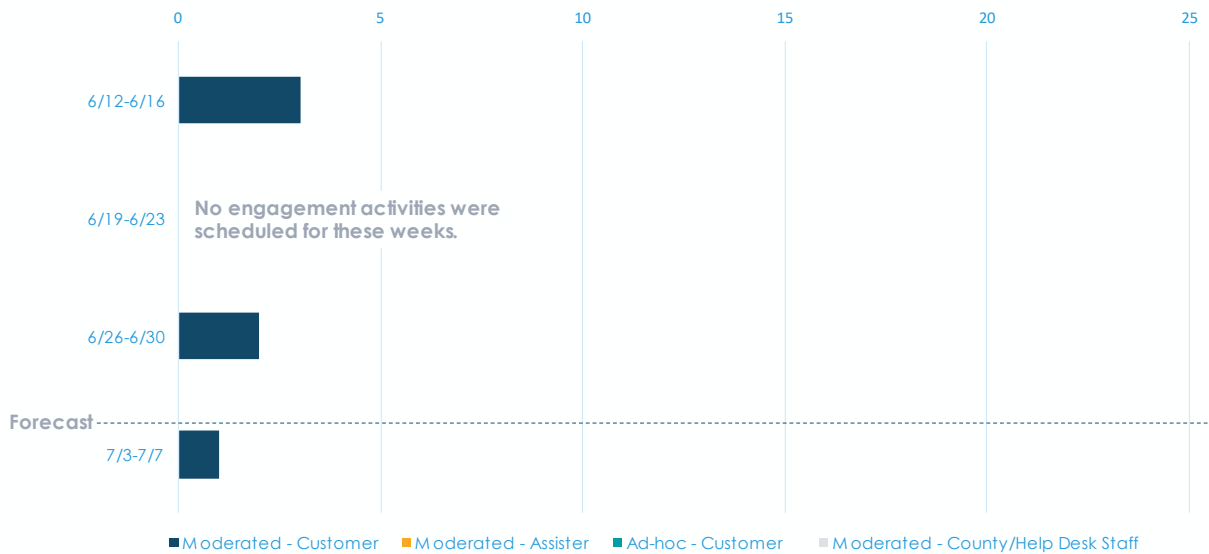
➤ **Customer Engagement**

- Continue planning for customer focus groups to learn more about the experience of customers who want a BenefitsCal account but do not use email.
- Conduct one (1) usability testing sessions for the Homepage and Announcement design changes during the week of 06/26/23.

➤ **Enhancements**

- Plan for discovery research to learn more about the Assister experience for SSA applications.

UCD Stakeholder Engagement



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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 06/30/23	Actual for Week Ending 06/30/23	Total Planned for the Release	Comments
23.07.03	0	0	1	CSPM-65483 & CSPM-65639: CalWIN Wave 4 rollout planned for 07/03/23.
23.07.27	1	1	10	

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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 07/07/23	Total Planned for the Release	Total Completed for the Release	Comments
23.07.27	2	10	2	

Table 2.2-2 – Planned Enhancement Work

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 June 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.

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- **Release 23.07.27 – July Monthly Release**
 - Continued validating the July Release Tickets and coordinated with the partners for any end-to-end validation.
 - Planned first UAT Build – 06/26/23.

2.4 Activities for the Next Reporting Period – System Test Execution

- **Release 23.07.27 – July Monthly Release**
 - Continue validating the July Release Tickets 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

- **Release 23.07.27 – July Monthly Release**
 - BenefitsCal performance team is gathering details on the July monthly release performance testing scope and enhancements and would plan the isolated performance testing activities accordingly.

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3.2 Activities for the Next Reporting Period – Performance Test

- **Release 23.07.27 – July Monthly Release**
 - Continue working on requirements for July release and plan and execute the performance testing activities.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
13	05/19/23	06/16/23	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 #1 Wednesday, 05/31/23 – Stress Test Friday, 06/02/23 – Endurance Test #2 Wednesday, 06/07/23 – Endurance Test #3 Thursday, 06/15/23 – Endurance Test #4 Friday, 06/16/23 – Endurance Test #5</p>	100%
13	06/19/23	07/21/23	Release 23.07.27 – July Monthly Release	<p>Scope: BenefitsCal enhancements and updated features for July release</p> <p>Executions: TBD</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**
 - Provided the Wave 4 Production CBO User Listing to the ForgeRock team to perform the Wave 4 Production Load

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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.
- Validate the Wave 4 Production CBO User Cutover Exception List

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 06/23/23.

➤ Change

- Spoke to and received approval for the Changes CHG0041780 and CHG0041781 to re-enable AWS Inspector on the lower and production environments.

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.

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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

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

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		Complete	Coming Soon	WAC Approval Pending
ID	Work Product Name	DWP	FWP	Final Approval
24.18	CX Report – April/May 2023	06/09/23	06/21/23	06/28/23
25.16	Monthly M&O Report – May 2023	06/09/23	06/21/23	06/28/23
25.17	Monthly M&O Report – June 2023	07/11/23	07/21/23	07/28/23
26.05	BOM Review and License Renewals	N/A	07/07/23	07/18/23
27.05	Certificate Review	N/A	07/07/23	07/18/23
28.14	BenefitsCal Work Plan Monthly Updates – May 2023	N/A	06/05/23	06/14/23
28.15	BenefitsCal Work Plan Monthly Updates – June 2023	N/A	07/10/23	07/18/23
29.14	BenefitsCal Monthly Status Report – May 2023	N/A	06/05/23	06/14/23
29.15	BenefitsCal Monthly Status Report – June 2023	N/A	07/10/23	07/18/23
32.01	Communications and Marketing Plan	05/31/23	06/13/23	06/21/23

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
25.17	Monthly M&O Report – June 2023	On Track	DWP submission 07/11/23 FWP submitted 07/21/23 FWP approval 07/28/23
26.05	BOM Review and License Renewals	On Track	FWP submission 07/07/23 FWP approval 07/18/23
27.05	Certificate Review	On Track	FWP submission 07/07/23 FWP approval 07/18/23
28.15	BenefitsCal Work Plan Monthly Updates – June 2023	On Track	FWP submission 07/10/23 FWP approval 07/19/23
29.15	BenefitsCal Monthly Status Report – June 2023	On Track	FWP submission 07/10/23 FWP approval 07/19/23

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 8, 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 5, 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

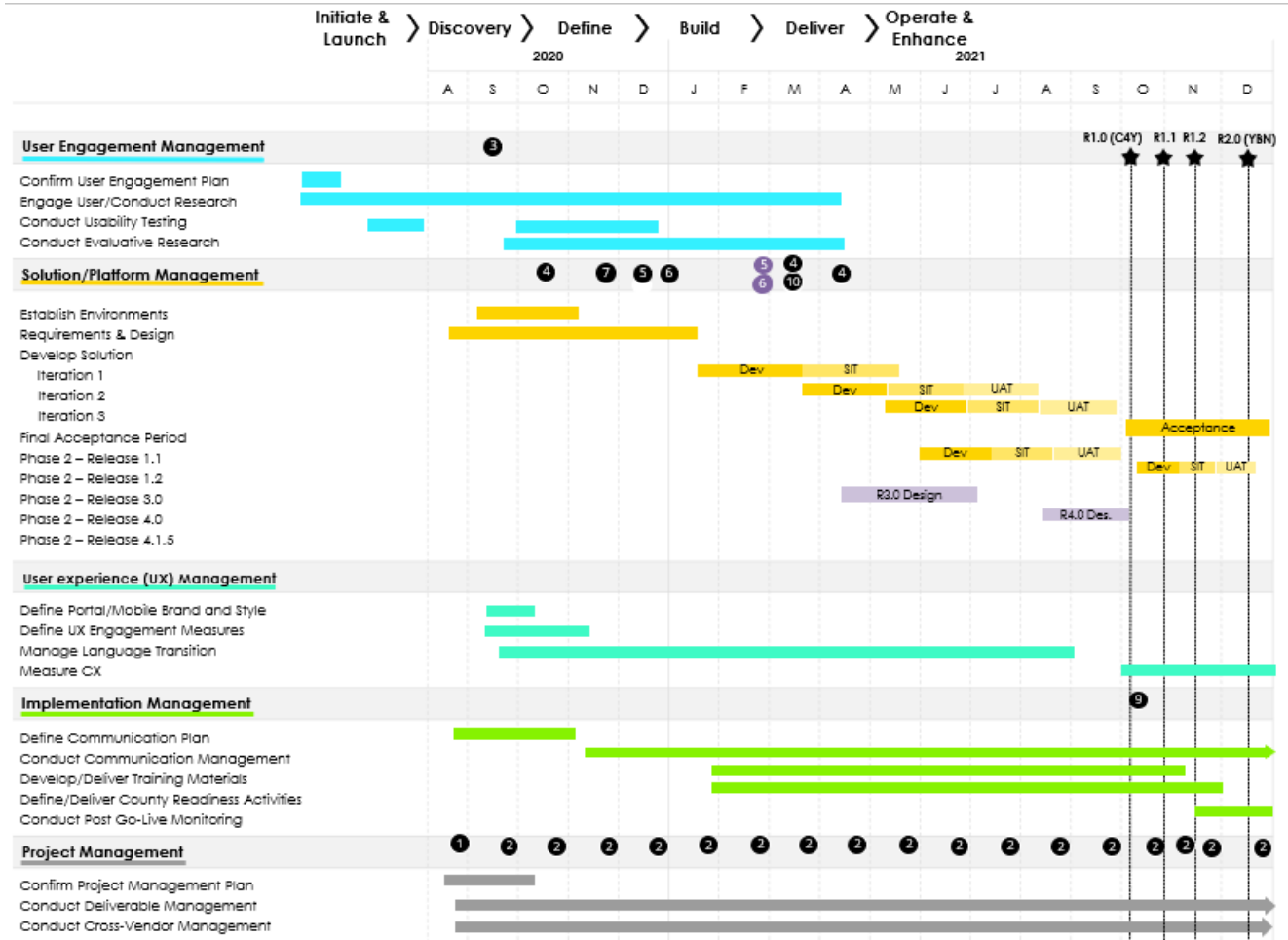
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6.4 Appendix C – Project Work Plan Reports

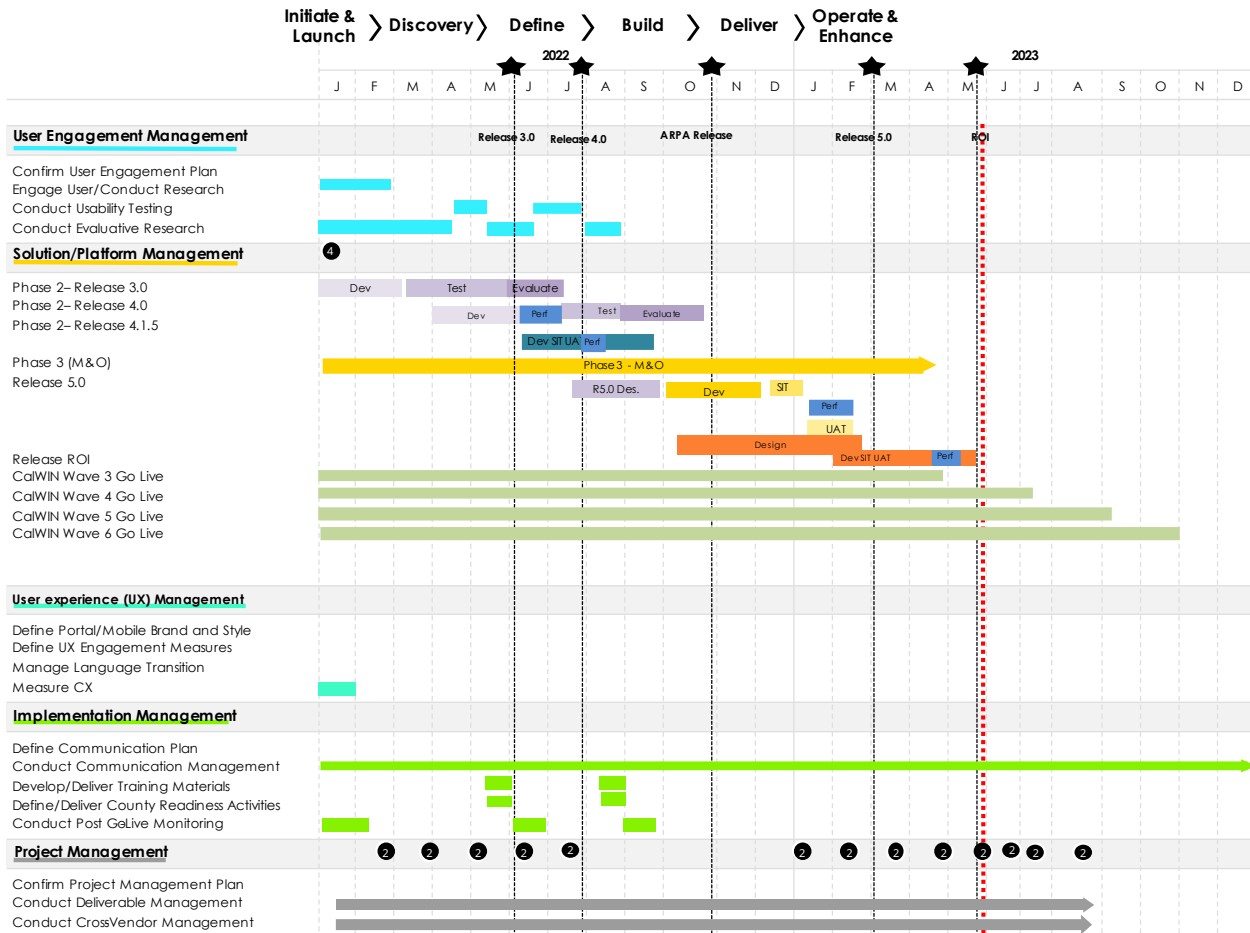
Project Timeline



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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