

CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: August 14, 2023 to
August 20, 2023**

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, August 23, 2023

Period: August 14, 2023 to August 20, 2023

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
August Enhancements	<ul style="list-style-type: none"> ➤ Release 23.08 will be deployed to production as planned on 07/27/23: <ul style="list-style-type: none"> ○ Twelve (12) enhancements will be delivered with the 23.08.24 Release
CalWIN ISS Support	<p>Wave 4</p> <ul style="list-style-type: none"> ➤ M&O service management is in progress. ➤ Health Metrics generation is in progress. <p>Wave 5</p> <ul style="list-style-type: none"> ➤ Email (2) campaign launch was completed on 08/16/23. <ul style="list-style-type: none"> ○ Total e-mails delivered: 28,287 ➤ SMS (1) campaign launch was completed on 08/17/23. <ul style="list-style-type: none"> ○ Total SMS delivered: 11,601 ➤ Production cutover checklist and roll back checklist submitted to the consortium. ➤ Email (3), SMS (2) campaign launch prep is in progress ➤ Production extract of CBO user conversion list is complete, final listing review is in progress. <p>Wave 6</p> <ul style="list-style-type: none"> ➤ Wave 6 Counties enabled in UAT2 for process simulation activities ➤ CBO user conversion mock-run is complete and exception report generated. No exceptions identified.
UCD Research Activities	<p>Customer Experience (CX) Measurements Data</p> <ul style="list-style-type: none"> ➤ 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 08/14/23. ➤ Conducted security discussions regarding the CX Pod. Met with the onshore/offshore teams to align on the effort to pull and obfuscate data on 08/17/23. Scheduled a follow up during the week of 08/21/23. ➤ Met with the CX team on a plan forward for the manual quarterly data pull as well as on a plan on how to best automate the biweekly data pull.

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STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> ➤ Met with the functional team on 08/16/23 to gain a deeper understanding of user journeys and flows pertaining to multiple processes. ➤ Understood the presented problem themes by going through the user journeys and getting additional context from the functional team. ➤ Analyzed the available data provided through the June-July excel that you shared to summarize our observations, formulate potential hypothesis and shared queries with the functional team to get additional context. <p>User Engagement</p> <ul style="list-style-type: none"> ➤ Completed development of the usability testing protocol for Chatbot during the week of 08/14/23. ➤ Complete recruitment and development of the usability testing protocol for Chatbot during the week of 08/14/23. ➤ Facilitated two (2) Chatbot usability testing sessions during the week of 08/14/23. ➤ Assist in planning of the meeting on 08/21 with SSA stakeholders to host a design session with SSA to review changes to the dashboard and to conduct a comparison between GCF and BC to capture preferences and what works well in both flows to incorporate into BC. <p>Enhancements</p> <ul style="list-style-type: none"> ➤ Reviews the list of CM requested enhancements with the functional and client team and continued to review the replies from the client for 2023-Q3 CM Enhancement requests during the week of 08/14/23. ➤ Reviewed and refined CM Enhancement request process with the Consortium. ➤ Submitted content and copy for the chatbot enhancement. ➤ Synthesized qualitative data for SSA. ➤ Completed the Chatbot design draft per feedback received. ➤ Updated Time Clocks designs for FDEL submission during the week of 08/14/23. ➤ Updated the “apply for benefits” flow for SSA during the week of 08/14/23. <p>Advocate Engagement</p> <ul style="list-style-type: none"> ➤ Prepared and facilitated the CWDA weekly check-in meeting on 08/14/23.

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STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> ➤ SSA debrief to CWDA on 08/14/23. ➤ SSA debrief to CDSS on 08/17/23. ➤ Conducted the Prep for the UCD Monthly Meeting on 08/14/23. ➤ Conducted the UCD Monthly Meeting with Advocates on 08/16/23. ➤ Met with stakeholders to plan for the CM – September session on 08/17/23.
Communication and Marketing Campaign Phase 2	<ul style="list-style-type: none"> ➤ Additional revisions have been made on the animation video based on the feedback received from the Stakeholders. ➤ Email Templates in 20 languages have been prepared for setup (ongoing). ➤ All translated materials have been received. ➤ The brochure, letter, promo card, poster have been uploaded in the 20 threshold languages to the Awareness Toolkit 2023 for counties. ➤ The Awareness Poster (English) has been uploaded to the Awareness Toolkit 2023. ➤ The brochure, letter, promo card, have been uploaded in the 20 threshold languages to the Awareness Toolkit 2023 for counties. ➤ The video will be uploaded next week when the revisions are completed. ➤ Fact sheet approved by ISS and is ready to be uploaded to Training/Fact Sheet folder on SharePoint site for Go-Live Packets distributed on or before 09/05/23. ➤ Marketing site landing pages for translated emails have been prepared (ongoing). ➤ The BenefitsCal Team continues to work through comments.
Collaboration Model	<ul style="list-style-type: none"> ➤ New enhancement requests are being collected for the upcoming September Quarterly Meeting. ➤ The following CM enhancements will be delivered with the August 2023 Release (23.08): <ul style="list-style-type: none"> ○ CSPM-35858: Add help text for ineligible primary applicants. ○ CSPM-66157: Redesign the BenefitsCal announcements. ○ CSPM-66213: Redesign the BenefitsCal homepage to create additional points of access for existing and new users.

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:**
 - FDEL 05.10 General Systems Design (GSD) – Release 23.11.19 (CalWORKs Time Clocks) on 08/18/23.

1.2.2 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next reporting period:**
 - FWP 24.19: CX Report – June/July 2023 on 08/23/23.
 - FWP 25.18: Monthly M&O Report – July 2023 on 08/21/23.

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-64323 (Action Item)	Research for CM Enhancement: Public dashboard of BenefitsCal data	In Progress	Research in progress
CSPM-35858 (Enhancement)	Collaboration Model: Add help text for ineligible primary applicants	Ready for PRD Deployment	N/A
CSPM-66157 (Enhancement)	Redesign the BenefitsCal announcements	Ready for PRD Deployment	Supported QA/Consortium with their validation, marked as Ready for PRD.
CSPM-66213 (Enhancement)	Redesign the BenefitsCal homepage to create additional points of access for existing and new users	UAT Deployed	Fixed issues identified in SIT, retested, and deployed to UAT.
CSPM-43163 (Enhancement)	Restrict the user to create multiple Redeterminations and Periodic reports associated with a particular case number	Design Update Needed	Incorporated Advocate Feedback, worked on Design Update

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-64323 (Action Item)	Research for CM Enhancement: Public dashboard of BenefitsCal data	Continue Research	TBD
CSPM-35858 (Enhancement)	Collaboration Model: Add help text for ineligible primary applicants	Deploy to Production	August 2023
CSPM-66157 (Enhancement)	Redesign the BenefitsCal announcements	Deploy to Production	August 2023
CSPM-66213 (Enhancement)	Redesign the BenefitsCal homepage to create additional points of access for existing and new users	Support QA/Consortium Testing Deploy to Production	August 2023
CSPM-43163 (Enhancement)	Restrict the user to create multiple Redeterminations and Periodic reports associated with a particular case number	Finish off Design Updates and assign to Dev team for implementation	September 2023
N/A	N/A	Analyze the Q2 Prioritization Results for the 7 enhancements prioritized in the last CM survey that closed on 07/05/23. Log Research Items/SCRs based on the above analysis.	N/A

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 working with development and testing teams for the August 2023 enhancements.
- Continued design activities for the September 2023 enhancements.
- Continued design activities for the CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
- Continued assisting County Validation efforts daily
- Finished responding to comments from stakeholder groups on BenefitsCal Release 23.11.19 (CalWORKs Time Clocks) submissions and 04.12 RTM Update 12 - Release 23.11.19.
- Submitted FDEL 05.10 BenefitsCal Release 23.11.19 (CalWORKs Time Clocks) and 04.12 RTM Update 12 - Release 23.11.19.
- Continued work on SSA Application on BenefitsCal enhancement CSPM-65292.
- Hosted UCD Monthly Meeting with Advocates and State Partners on 08/16/23.
- Attended Release of Information work group kickoff meeting on 08/14/2023
- Attended scope review of upcoming releases (Disaster CalFresh and Homeless Assistance) on 08/14/2023
- Attended SCERFRA call for non-minor dependent populations on 08/14/2023
- Discussed restricting Report-A-Change on BenefitsCal with CalSAWS and Consortium on 08/14/2023
- Co-hosted Release of Information feedback session with Consortium and CalSAWS on 08/15/2023
- Attended App Dev meeting on 08/15/2023
- Attended meeting with CDSS for ABAWD automation on 08/17/2023
- Hosted County Focus Group Debrief with CDSS on 08/17/2023

2.1.2 Activities for the Next Reporting Period – Requirements and Design

➤ Designs

- Continue working with development and testing teams for the August 2023 enhancements.
- Continue design activities for the September 2023 enhancements.
- Continue design activities for the CalWORKs Time Clocks for requirements FN-105.1 and FN-135.
- Continue assisting County Validation efforts daily
- Continue work on SSA Application on BenefitsCal enhancement CSPM-65292.

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- Host review sessions for SSA/GetCalFresh Benefits Portal changes on 08/21/2023 and 08/22/2023
- Attend the CM Enhancement Request session on 08/21/2023
- Attend the USDS/DHCS BenefitsCal Walkthrough on 08/21/2023
- Attend the CFAP expansion meeting hosted by State partners on 08/22/2023
- Attend the EBT 2259 form discussion on 08/23/2023
- Co-host the GCF Parity List meeting with CDSS on 08/23/2023

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 08/14/23.
- Conducted security discussions regarding the CX Pod. Met with the onshore/offshore teams to align on the effort to pull and obfuscate data on 08/17/23. Scheduled a follow up during the week of 08/21.
- Met with the CX team on a plan forward for the manual quarterly data pull as well as on a plan on how to best automate the biweekly data pull.
- Met with the functional team on 08/16/23 to gain a deeper understanding of user journeys and flows pertaining to multiple processes.
- Understood the presented problem themes by going through the user journeys and getting additional context from the functional team.
- Analyzed the available data provided through the June-July excel that you shared to summarize our observations, formulate potential hypothesis and shared queries with the functional team to get additional context.

○

➤ User Engagement

- Completed development of the usability testing protocol for Chatbot during the week of 08/14/23.
- Complete recruitment and development of the usability testing protocol for Chatbot during the week of 08/14/23.
- Facilitated two (2) Chatbot usability testing sessions during the week of 08/14/23.
- Assist in planning of the meeting on 08/21 with SSA stakeholders to host a design session with SSA to review changes to the dashboard and to conduct a comparison between GCF and BC to capture preferences and what works well in both flows to incorporate into BC.

○

➤ Enhancements

- Reviews the list of CM requested enhancements with the functional and client team and continued to review the replies from the client for 2023-Q3 CM Enhancement requests during the week of 08/14/23.
- Reviewed and refined CM Enhancement request process with Consortium.

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- Submitted content and copy for the chatbot enhancement.
- Synthesized qualitative data for SSA.
- Completed the Chatbot design draft per feedback received.
- Updated Timeclocks designs for FDEL submission during the week of 08/14/23.
- Updated the “apply for benefits” flow for SSA during the week of 08/14/23.
- **Advocate Engagement**
 - Prepared and facilitated the CWDA weekly check-in meeting on 08/14/23.
 - SSA debrief to CWDA on 8/14/23.
 - SSA debrief to CDSS on 8/17/23.
 - Conducted the Prep for the UCD Monthly Meeting on 08/14/23
 - Conducted the UCD Monthly Meeting with Advocates on 08/16/23
 - Met with stakeholders to plan for the CM – September session on 08/17.

2.1.4 Activities for the Next Reporting Period – UCD

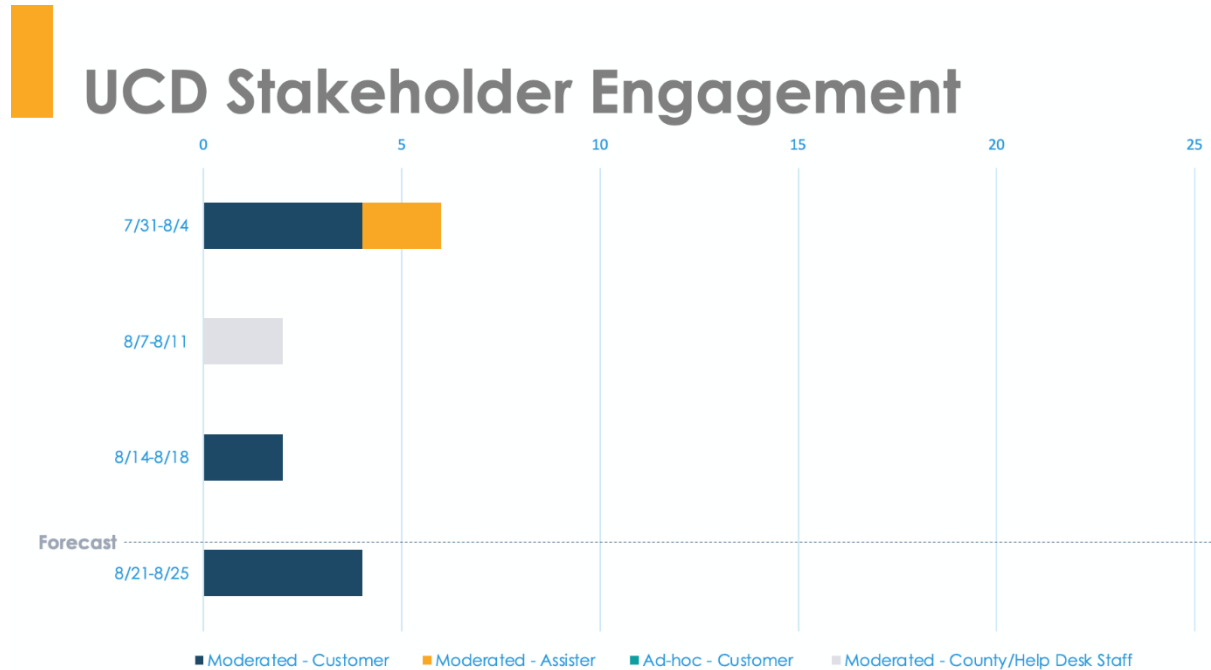
- **CX Measurements Data**
 - Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues during the week of 08/14/23.
 - Attend the Amplitude Monthly Connect on 08/14/23.
 - Collaborate with the M&O team to prepare for the upcoming Quarterly Report due in October.
 - Collaborate with the onshore CX team during the CX Investigating Weekly Working Session to gather helpdesk ticket feedback.
 - Continue to look at the excel data for June-July.
 - Conduct a follow-up meeting with both CX teams and security to understand the level of effort it takes to pull and obfuscate data to hand offshore for analysis.
- **User Engagement**
 - Facilitate usability testing sessions for Chatbot during the week of 08/21/23.
 - Meet with SSA stakeholders to host a design session to review changes to the dashboard and to conduct a comparison between GCF and BC to capture preferences and what works well in both flows to incorporate into BC.
- **Enhancements**
 - Work on enhancement planning with the functional team and continued to review the list of CM Enhancement requests during the week of 08/14/23.
 - Conduct four (4) Chatbot Usability Testing sessions.
 - Synthesize the data collected from the Chatbot UT sessions.
 - Finalize Chatbot designs during the week of 08/21/2023.
 - Address advocate comments after they come in for Chatbot designs during the week of 08/21/23.
- **Advocate Engagement**
 - Prepare and facilitate the CWDA weekly check-in meeting on 08/28/23.

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- Meet with stakeholders to review the CM Enhancement request process flow.
- Meet with stakeholders to prepare for the CM September Quarterly meeting.



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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 08/25/23	Actual for Week Ending 08/25/23	Total Planned for the Release	Comments
23.08.24	0	11	11	Release 23.08.24 to be deployed on August 24, 2023
23.09.24	3	3	3	
23.09.28	0	0	5	

Table 2.2-1– Enhancement Actuals for Reporting Period

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2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 09/01/23	Total Planned for the Release	Total Completed for the Release	Comments
23.09.24	3	3	3	
23.09.28	1	5	1	

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 – Awaiting response. Deloitte to set up a call till August end for latest status.
- 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 – Awaiting response. Deloitte to set up a call till August end for latest status.
- The POC for chatbot is completed and CSPM-65313 is planned for September release.

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2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

- **Release 23.08.24 - August Monthly Release**
 - Continued validating the August Monthly Release Tickets and coordinated with the partners for any end-to-end validation.
- **Release 23.09.24 - September Baseline Release**
 - Updated the comments on the tickets based on the QA and Consortium team's comments.

2.4 Activities for the Next Reporting Period – System Test Execution

- **Release 23.08.24 – August Monthly Release**
 - Planned deployment to PRD on 08/24/2023.
- **Release 23.09.24 - September Monthly Release**
 - Started validating the September Monthly Release Tickets and co-ordinate with the partners for any end-to-end 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.

3.0 Performance Test

3.1 Highlights of the Reporting Period – Performance Test

- **Release 23.09.24 – September Baseline Release**
 - The BenefitsCal performance team is working with development and M&O team to identify the scope for September release performance testing and plan the scripting and test execution activities accordingly.

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3.2 Activities for the Next Reporting Period – Performance Test

- **Release 23.09.24 – September Baseline Release**
 - Continue working on the September baseline release enhancements performance testing activities and plan the test executions accordingly.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
13	07/24/23	08/18/23	Release 23.08.24 – August Monthly Release	Scope: Five (5) BenefitsCal enhancements and updated features for August release requiring updates to existing CBO manager and assistor, Document upload and add announcement scripts. AWS Lambda inspector requires no script change but will monitor the performance of all lambdas. Executions: Friday, 08/11/23 – Isolated performance test with Mock services testing few enhancements	100%
13	08/21/23	09/15/23	Release 23.09.24 – September Baseline Release	Scope: TBD Executions: TBD	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**
 - Created the Wave 5 Prod CBO User listing using the extract provided by the Gainwell team.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- **Perform CBO User Data Validation**
 - Follow up with the Wave 5 PPOCs for any errors noted in the Wave 5 Prod User Listing

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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 08/18/23.

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			
05.10	General Systems Design (GSD) – Release 23.11.19 (CalWORKs Time Clocks)	N/A	N/A	07/28/23	08/18/23	08/25/23			

Table 6.1-1 – Deliverable Status for Current Reporting Period

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Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
05.10	General Systems Design (GSD) – Release 23.11.19 (CalWORKs Time Clocks); including DEL 04.12: Requirement Traceability Matrix (RTM) Update – Release 23.11.19 (CalWORKs Time Clocks)	On Track	DDEL submitted 07/28/23 FDEL submitted 08/18/23 FDEL approval 08/25/23

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			
24.18	CX Report – April/May 2023	06/09/23	06/21/23	06/28/23			
24.19	CX Report – June/July 2023	08/11/23	08/23/23	08/30/23			
25.17	Monthly M&O Report – June 2023	07/11/23	07/21/23	07/28/23			
25.18	Monthly M&O Report – July 2023	08/09/23	08/21/23	08/28/23			
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			
28.15	BenefitsCal Work Plan Monthly Updates – June 2023	N/A	07/10/23	07/19/23			
28.16	BenefitsCal Work Plan Monthly Updates – July 2023	N/A	08/07/23	08/15/23			
29.15	BenefitsCal Monthly Status Report – June 2023	N/A	07/10/23	07/19/23			
29.16	BenefitsCal Monthly Status Report – July 2023	N/A	08/07/23	08/15/23			
32.01	Communications and Marketing Plan	05/31/23	06/13/23	06/21/23			
33.01	Communications and Marketing Materials	07/13/23	08/11/23	08/18/23			

Table 6.1-3 – Upcoming Work Product Deadlines

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
24.19	CX Report – June/July 2023	On Track	DWP submitted 08/11/23 FWP submission 08/23/23 FWP approval 08/30/23
25.18	Monthly M&O Report – July 2023	On Track	DWP submitted 08/09/23 FWP submission 08/21/23 FWP approval 08/28/23
28.16	BenefitsCal Work Plan Monthly Updates – July 2023	On Track	FWP submitted 08/07/23 FWP approval 08/15/23

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WP #	Work Product Name	Status	Next Deadline
29.16	BenefitsCal Monthly Status Report – July 2023	On Track	FWP submitted 08/07/23 FWP approval 08/15/23
33.01	Communications and Marketing Materials	On Track	DWP submitted 07/13/23 FWP submitted 08/11/23 FWP approval 08/18/23

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	Risk Level	Severity	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>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. Teams are going to continue having working sessions to decide any of these must have or nice to have <p>September 30, 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 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>January 6, 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). Targeting to complete the estimations by 01/16 and propose prioritization. CDSS, 	Open	Low	Medium	05/10/21

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, August 23, 2023

Period: August 14, 2023 to August 20, 2023

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		<p>CWDA, and Consortium will provide direction on the implementation schedule.</p> <p>January 11, 2023:</p> <ul style="list-style-type: none"> • Prioritization is requested by end of month so it can be incorporated into the roadmap <p>February 2, 2023:</p> <ul style="list-style-type: none"> • Provided responses to CDSS SCERFRA with estimates for GCF parity list items. CDSS to confirm the SCERFRA approval and prioritization to establish a roadmap for implementation. <p>February 3, 2023:</p> <ul style="list-style-type: none"> • Attended meeting with CDSS, CalSAWS, and CWDA for the GCF Parity List on 02/02/23. Provided responses to CDSS SCERFRA with estimates for GCF parity list items. <p>March 3, 2023:</p> <ul style="list-style-type: none"> • RMG: Attended meeting with CDSS, CalSAWS, and CWDA for the GCF Parity List on 03/01/23. CDSS to confirm the SCERFRA approval and prioritization to establish a roadmap for implementation <p>April 7, 2023</p> <ul style="list-style-type: none"> • Attended meetings with CDSS, CalSAWS, and CWDA for the GCF Parity List on 03/22/23 and 04/05/23. CDSS shared decommissioning timeline got GCF components/CDSS will map the components planned for decommissioning to parity list items to confirm the SCERFRA approval, funding source and prioritization to establish a roadmap for implementation <p>April 28, 2023:</p> <ul style="list-style-type: none"> • Attended meetings with CDSS, CalSAWS, and CWDA for the GCF Parity List on 03/22/23 and 04/19/23. CDSS is currently mapping the components planned for decommissioning to parity list items and will confirm the 				

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, August 23, 2023

Period: August 14, 2023 to August 20, 2023

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		<p>SCERFRA approval for SCERFRA 23-512, CDSS is also confirming the funding source to establish a roadmap for implementation. Next meeting is scheduled on 05/03/23</p> <p>June 2, 2023</p> <ul style="list-style-type: none"> Participated in the bi-weekly meetings on 05/03/23 and 05/17/23. Worked with the California Welfare Directors Association (CWDA) and the Consortium and provided line-item level analysis for a Legislative request on 05/19/23. Next bi-weekly meeting is scheduled for 06/07/23. The California Department of Social Services (CDSS) continued mapping the components planned for decommissioning to the parity list items. <p>June 30, 2023:</p> <ul style="list-style-type: none"> Bi-weekly meeting conducted with CDSS, CWDA, Consortium and CalSAWS on 06/21/23. CDSS to provide final list of excel extract of items based on legislative response. Also, teams continued to work with ODI team on the analysis and data needs/questions <p>June 9, 2023: BenefitsCal and CalSAWS teams connected with ODI on Friday 06/09. Next steps identified for ODI to provide the raw data from GCF to begin the analysis.</p> <p>June 2, 2023:</p> <ul style="list-style-type: none"> Participated in the bi-weekly meetings on 05/03/23 and 05/17/23. Worked with the California Welfare Directors Association (CWDA) and the Consortium and provided line-item level analysis for a Legislative request on 05/19/23. Next bi-weekly meeting is scheduled for 06/07/23. The California Department of Social Services (CDSS) continued mapping the components planned for 				

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, August 23, 2023

Period: August 14, 2023 to August 20, 2023

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		decommissioning to the parity list items.				
290	Recently released ROI policy lacks clarity which may create privacy and liability exposure for counties and customers	<p>Recently issued Release of Information (ROI) policy is not detailed enough, nor is it consistent between the two state Departments (CDSS and DHCS). The policy as written may create customer information privacy/security, safeguard and county operations concerns, and liabilities. As the policy was released after the completion of ROI design, development, and testing of the functionality in BenefitsCal and CalSAWS, counties have not had sufficient time to assess the ROI functionality with the high-level policy and to be able to determine impacts to their county operations and the associated alignment with the existing BenefitsCal/CalSAWS design. The policy as written does not give clear direction on County responsibilities associated with the establishment of CBO agreements, provisions of those agreements and monitoring of CBO compliance with the agreements. Counties also have not had sufficient time to be able to determine if their current CBO agreement language is adequate and includes provisions and protections to further protect customer information when being accessed by CBOs via BenefitsCal. BenefitsCal/CalSAWS initial design and implementation has been postponed until final/revised policy is issued by both CDSS and DHCS and there is operational clarity agreed to by all parties.</p> <p>June 30, 2023:</p> <ul style="list-style-type: none"> Risk was reduced to probability of 30% which brings it to an overall medium level. State partners to confirm the topics and agenda items for the workgroup discussions. Topic was also covered during the June JPA Board meeting on 6/29/23. <p>June 16, 2023:</p> <ul style="list-style-type: none"> Responded to SIRFRA 1270/1271 regarding Expanding the Release of Information Feature with set of questions to DHCS from 	Open	High	High	05/19/23

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, August 23, 2023

Period: August 14, 2023 to August 20, 2023

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		BenefitsCal, CalSAWS, and CWDA on 06/12/23.				

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

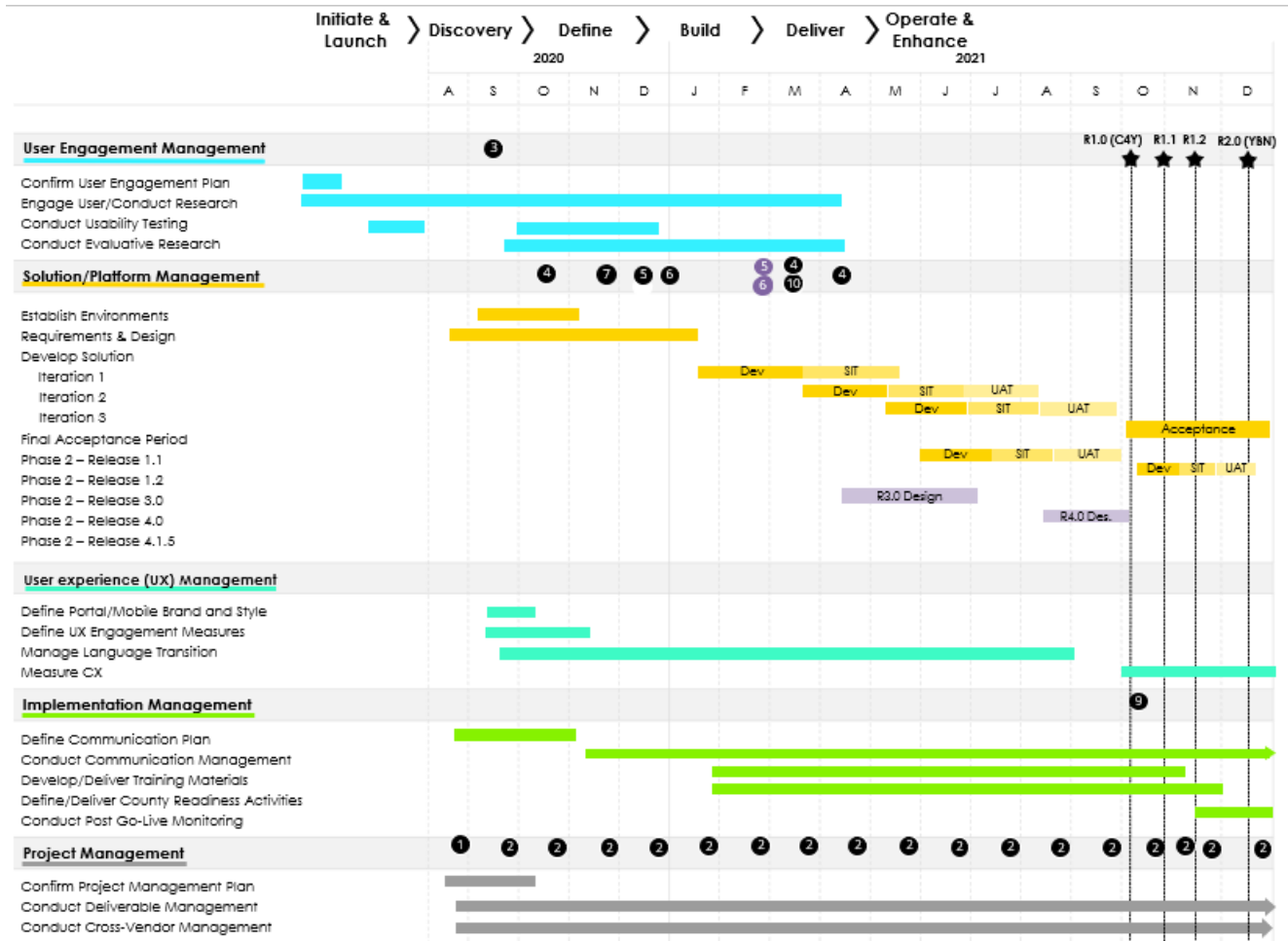
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, August 23, 2023

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6.4 Appendix C – Project Work Plan Reports

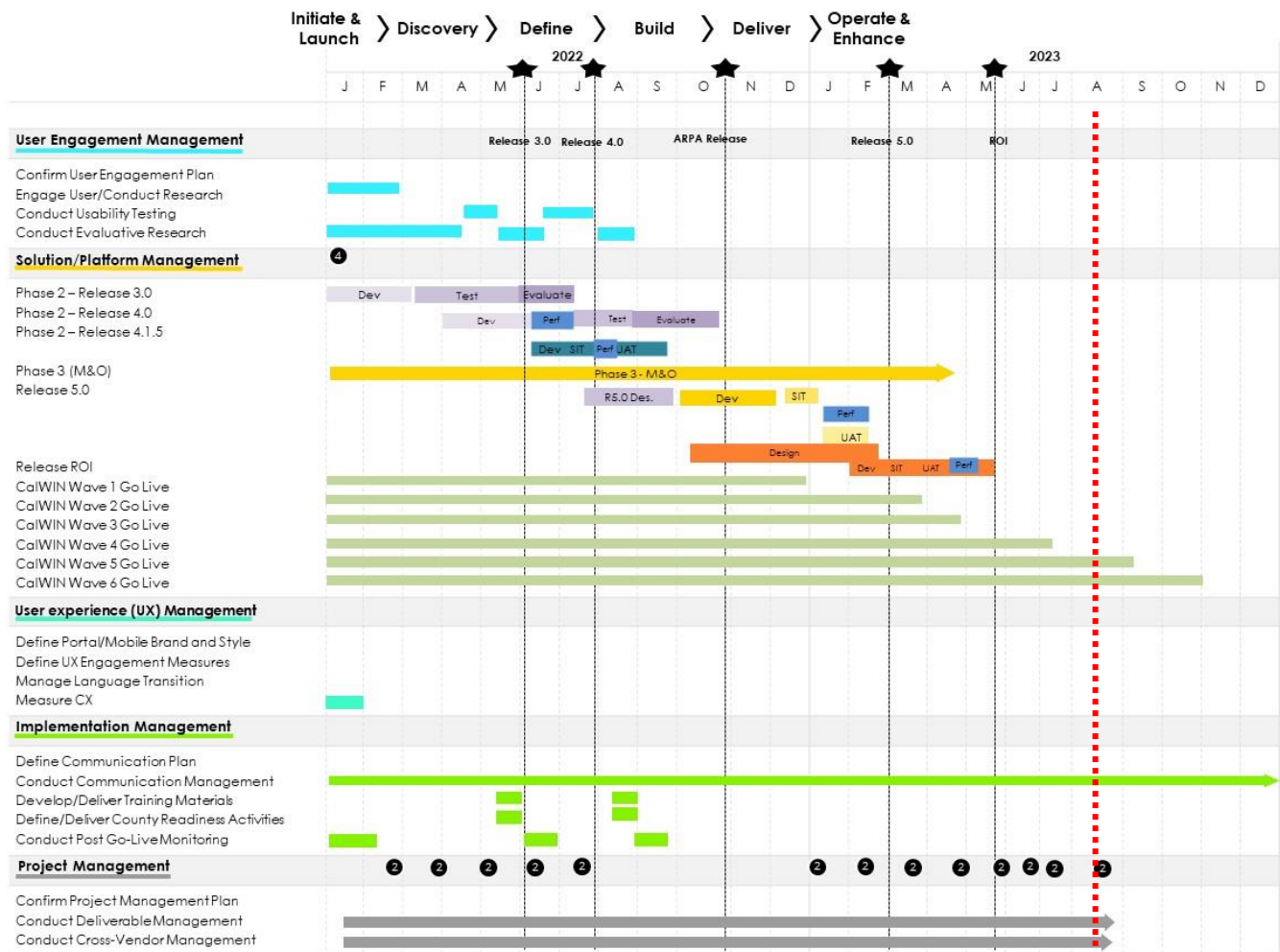
Project Timeline



CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

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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