

# CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: August 21, 2023 to  
August 27, 2023**

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

---

## Table of Contents

1.0	Project Management .....	4
1.1	Executive Summary .....	4
1.2	PMO .....	6
1.2.1	Highlights of the Reporting Period .....	6
1.2.2	Activities for the Next Reporting Period .....	6
1.3	BenefitsCal Collaboration Model (CM) .....	6
1.3.1	Highlights of the Reporting Period .....	6
1.3.2	Activities for the Next Reporting Period .....	7
2.0	Application Development and Test .....	8
2.1	Requirements and Design .....	8
2.1.1	Highlights of the Reporting Period – Requirements and Design .....	8
2.1.2	Activities for the Next Reporting Period – Requirements and Design .....	9
2.1.3	Highlights of the Reporting Period – User Centered Design (UCD) .....	9
2.1.4	Activities for the Next Reporting Period – UCD .....	10
2.2	Development .....	11
2.2.1	Highlights of the Reporting Period – Development .....	11
2.2.2	Activities for the Next Reporting Period – Development .....	12
2.3	System Test Execution .....	13
2.3.1	Highlights of the Reporting Period – System Test Execution .....	13
2.4	Activities for the Next Reporting Period – System Test Execution .....	13
2.5	User Acceptance Test (UAT) Planning .....	13
2.5.1	Highlights of the Reporting Period – User Acceptance Test Planning .....	13
2.5.2	Activities for the Next Reporting Period – User Acceptance Test Planning .....	13
3.0	Performance Test .....	13

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

---

3.1	Highlights of the Reporting Period – Performance Test .....	13
3.2	Activities for the Next Reporting Period – Performance Test.....	14
4.0	Security .....	14
4.1	User Conversion .....	14
4.1.1	Highlights of the Reporting Period – User Conversion Testing .....	14
4.1.2	Activities for the Next Reporting Period – User Conversion Testing .....	14
4.2	Security .....	14
4.2.1	Highlights of the Reporting Period – Security .....	14
4.2.2	Activities for the Next Reporting Period – Security .....	15
5.0	Communications .....	15
5.1	Highlights of the Reporting Period .....	15
5.2	Activities for the Next Reporting Period .....	15
6.0	Appendices .....	15
6.1	Appendix A – Deliverable Summary .....	15
6.2	Appendix B – Risks and Issues Summary .....	17
6.3	CRFI/CIT/CalSAWS CR Communications Information.....	21
6.4	Appendix C – Project Work Plan Reports .....	22

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

# 1.0 Project Management

## 1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
August Enhancements	<ul style="list-style-type: none"> <li>➤ Release 23.08 deployed to production as planned on 08/24/23:               <ul style="list-style-type: none"> <li>○ Eleven (11) enhancements were delivered with the 23.08.24 Release</li> </ul> </li> </ul>
CalWIN ISS Support	<p><b>Wave 4</b></p> <ul style="list-style-type: none"> <li>➤ M&amp;O service management is in progress.</li> <li>➤ Health Metrics generation is in progress.</li> </ul> <p><b>Wave 5</b></p> <ul style="list-style-type: none"> <li>➤ Email (3) campaign launch was completed on 08/23/23.               <ul style="list-style-type: none"> <li>○ Total e-mails delivered: 13,522</li> </ul> </li> <li>➤ SMS (2) campaign launch was completed on 08/24/23.               <ul style="list-style-type: none"> <li>○ Total SMS delivered: 13,685</li> </ul> </li> <li>➤ Email (4) campaign launch prep is in progress</li> <li>➤ Production extract of CBO user conversion list is complete, final listing review is in progress.</li> </ul> <p><b>Wave 6</b></p> <ul style="list-style-type: none"> <li>➤ Wave 6 Process Simulation support is in progress</li> <li>➤ CBO user conversion mock-run is complete and exception report generated. No exceptions identified.</li> </ul>
UCD Research Activities	<p><b>Customer Experience (CX) Measurements Data</b></p> <ul style="list-style-type: none"> <li>➤ 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 08/21/23.</li> </ul> <p><b>User Engagement</b></p> <ul style="list-style-type: none"> <li>➤ Completed development of the usability testing protocol for Chatbot during the week of 08/21/23.</li> <li>➤ Facilitated four (4) Chatbot usability testing sessions during the week of 08/21/23.</li> <li>➤ Finalized chatbot copy based on UT sessions, advocate/CWDA feedback, and internal review sessions.</li> </ul> <p><b>Enhancements</b></p> <ul style="list-style-type: none"> <li>➤ Reviewed the list of CM requested enhancements with the functional and client team and continued to review the replies</li> </ul>

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
	<p>from the client for 2023-Q3 CM Enhancement requests during the week of 08/21/23.</p> <ul style="list-style-type: none"> <li>➤ Reviewed and refined CM Enhancement request process with the Consortium.</li> <li>➤ Synthesize qualitative data collected from the Chatbot User Testing sessions.</li> <li>➤ Finalize Chatbot designs during the week of 08/21/23.</li> </ul> <p><b>Advocate Engagement</b></p> <ul style="list-style-type: none"> <li>➤ Met with stakeholders to plan for the CM – September session.</li> <li>➤ Returned the September enhancements comment log responses to Advocates.</li> <li>➤ Returned the time clocks comment log responses to Advocates and CWDA.</li> </ul>
Communication and Marketing Campaign Phase 2	<ul style="list-style-type: none"> <li>➤ Final revisions to the animated video were completed by the BenefitsCal Team and approved by BenefitsCal Consortium.</li> <li>➤ Folders for final deliverables are being updated to include the revised video and updated email.</li> <li>➤ Email templates in 20 languages are completed.</li> <li>➤ Marketing site landing pages for translated emails have been completed.</li> <li>➤ Email campaign lists continue to be segmented by criteria for audience.</li> <li>➤ The BenefitsCal Team completed resolving comments from the QA and Consortium.</li> </ul>
Collaboration Model	<ul style="list-style-type: none"> <li>➤ New enhancement requests are being collected for the upcoming September Quarterly Meeting.</li> <li>➤ The following CM enhancements are delivered with the August 2023 Release (23.08):               <ul style="list-style-type: none"> <li>○ CSPM-35858: Add help text for ineligible primary applicants.</li> <li>○ CSPM-66157: Redesign the BenefitsCal announcements.</li> <li>○ CSPM-66213: Redesign the BenefitsCal homepage to create additional points of access for existing and new users.</li> </ul> </li> </ul>

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

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

---

### 1.2 PMO

#### 1.2.1 Highlights of the Reporting Period

- **Deliverables and Work Products submitted:**
  - 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.

#### 1.2.2 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next reporting period:**
  - 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.
- Analyzed the Q2 Prioritization Results for the seven (7) enhancements prioritized in the last CM survey that closed on 07/05/23.
- Logged Research Items/SCRs (Enhancements) based on the above analysis.
- 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	Closed	Deployed to Production
CSPM-66157 (Enhancement)	Redesign the BenefitsCal announcements	Closed	Deployed to Production
CSPM-66213 (Enhancement)	Redesign the BenefitsCal homepage to create additional points of access for existing and new users	Closed	Deployed to Production
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

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

ID	Summary	Status	Update this Week
CSPM-67119 (Enhancement)	Collaboration Model: Document Upload for Users with No Account	Request for Estimation	Enhancement logged from CM Q2 meeting in held in June 2023
CSPM-67105 (Research Item)	Research for CM Enhancement: Doc Upload Type Assistance	Not Started	Research Item logged from CM Q2 meeting in held in June 2023
CSPM-67149 (Research Item)	Research for CM Enhancement: Application Status Tracker	Not Started	Research Item logged from CM Q2 meeting in held in June 2023
CSPM-67106 (Enhancement)	Collaboration Model: Display Primary Applicant Status on a Case	Prioritization Needed	Enhancement logged from CM Q2 meeting in held in June 2023
CSPM-67150 (Research Item)	Research for CM Enhancement: Authorized Representative	Not Started	Research Item logged from CM Q2 meeting in held in June 2023
CSPM-67104 (Research Item)	Research for CM Enhancement: Leverage Email Communications and Interactions	Not Started	Research Item logged from CM Q2 meeting in held in June 2023
CSPM-67103 (Research Item)	Collaboration Model: Link to YouTube Videos on the dashboard and banner	Not Started	Research Item logged from CM Q2 meeting in held in June 2023

**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-64323 (Action Item)	Research for CM Enhancement: Public dashboard of BenefitsCal data	Continue Research	TBD
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
CSPM-67119 (Enhancement)	Collaboration Model: Document Upload for Users with No Account	Conduct Effort Estimation	October 2023

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

ID	Summary	Activity for Next Week	Target Delivery Date
CSPM-67105 (Research Item)	Research for CM Enhancement: Doc Upload Type Assistance	Plan what month the research would be conducted	TBD
CSPM-67149 (Research Item)	Research for CM Enhancement: Application Status Tracker	Plan what month the research would be conducted	TBD
CSPM-67106 (Enhancement)	Collaboration Model: Display Primary Applicant Status on a Case	Plan what month the enhancement would be implemented	TBD
CSPM-67150 (Research Item)	Research for CM Enhancement: Authorized Representative	Plan what month the research would be conducted	TBD
CSPM-67104 (Research Item)	Research for CM Enhancement: Leverage Email Communications and Interactions	Plan what month the research would be conducted	TBD
CSPM-67103 (Research Item)	Collaboration Model: Link to YouTube Videos on the dashboard and banner	Plan what month the research would be conducted	TBD

**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 and Design Meetings

- Continued working with the 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
- Continued design activities for the SSA Application on BenefitsCal enhancement CSPM-65292.
- Resolved BenefitsCal Jira Access Issue for Region 6 by providing guidance for their Tech Team to add the testers to the group “APP-Atlassian-DPSS\_Users” in their Active Directory.
- Hosted review sessions for SSA/GetCalFresh Benefits Portal changes on 08/21/23.
- Hosted a Prep Meeting for EBT 2259 on 08/22/23.



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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

---

- Co-hosted the Get CalFresh Parity List meeting with CDSS on 08/23/23.
- Hosted Meeting with CalSAWS for CSPM-66691 Swagger Updates on 08/24/23.

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

#### ➤ Designs and Design Meetings

- 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 design activities for the SSA Application on BenefitsCal enhancement CSPM-65292.
- Host Release 23.11.19 CW Time Clocks Resolution Session with Region 6 on 08/28/23.
- Attend Design Discussion for CAPI changes hosted by Consortium on 08/28/23.
- Submit Designs for SSA Application on BenefitsCal enhancement CSPM-65292 on 08/29/23.
- Finalize the Release 23.11.19 CW Time Clocks Designs and RTM for final approval by 08/29/23.

### 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 08/21/23.

#### ➤ User Engagement

- Completed development of the usability testing protocol for Chatbot during the week of 08/21/23.
- Facilitated four (4) Chatbot usability testing sessions during the week of 08/21/23.
- Finalized chatbot copy based on UT sessions, advocate/CWDA feedback, and internal review sessions.

#### ➤ Enhancements

- Reviewed 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 08/21/23.
- Reviewed and refined CM Enhancement request process with the Consortium.
- Synthesized qualitative data collected from the Chatbot User Testing sessions.
- Finalized Chatbot designs during the week of 08/21/23.

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

---

### ➤ **Advocate Engagement**

- Prepared and facilitated the CWDA weekly check-in meeting on 08/28/23.
- Met with stakeholders to plan for the CM – September session.
- Returned the September enhancements comment log responses to Advocates.
- Returned time clocks comment log responses to Advocates and CWDA.

## 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 08/28/23.
- Collaborate with the M&O team to prepare for the upcoming Quarterly Report due in October.

### ➤ **User Engagement**

- Conduct research for the August enhancements to be determined by the research plan.
- Analyze the Always On survey results to understand areas with potential for research.

### ➤ **Enhancements**

- Continue enhancement planning with the functional team and continue to review the list of CM Enhancement requests during the week of 08/28/23.
- Start the October enhancements design.
- Finish providing chatbot comment log responses and return to Advocates.
- Incorporate remaining chatbot comments received from CWDA.
- Finalize Chatbot designs during the week of 08/28/23.

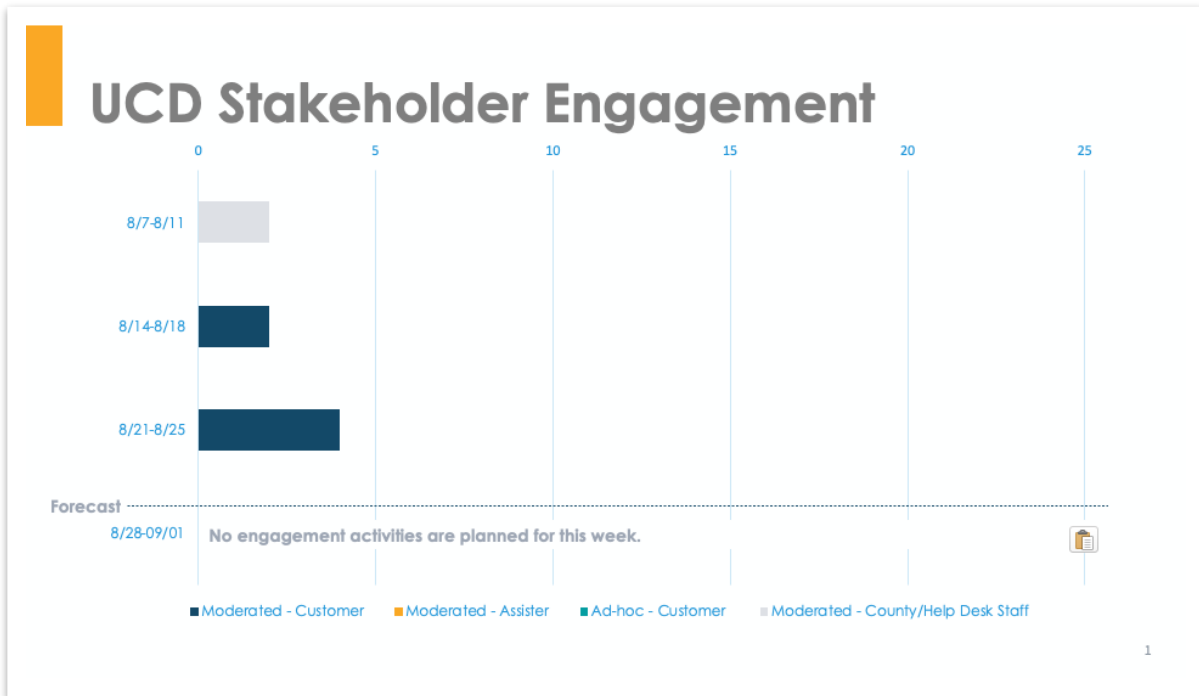
### ➤ **Advocate Engagement**

- Prepare and facilitate the CWDA weekly check-in meeting on 09/04/23.
- Meet with stakeholders to prepare for the CM September Quarterly meeting.

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023



**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 was deployed to production on August 24, 2023
23.09.24	3	3	3	
23.09.28	1	1	5	

**Table 2.2-1 – Enhancement Actuals for Reporting Period**

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

---

### 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	Remaining enhancements are still being developed since as per the estimates, it will need more than a week to complete them. Therefore, there is no change in planned status for next week.

**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 at the end of August to obtain the 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 at the end of August to obtain the latest status.
- The POC for chatbot is completed and CSPM-65313 is planned for September release.

➤ **Time Clock**

- Planned for Go-live in November and System Test to be started on 09/18/23.

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

---

### 2.3 System Test Execution

#### 2.3.1 Highlights of the Reporting Period – System Test Execution

- **Release 23.08.24 – August Monthly Release**
  - Deployed the August Monthly Release on 08/24/23.
- **Release 23.09.24 – September Baseline Release**
  - QA and the Consortium are testing the tickets.
- **Release 23.09.28 – September Monthly Release**
  - Started validating the September Monthly Release Tickets and co-ordinate with the partners for any end-to-end validation.

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

- **Release 23.09.28 - September Monthly Release**
  - Continue validating the September Monthly Release Tickets and co-ordinate with the partners for any end-to-end validation.
  - Plan first UAT build on UAT2 on 08/28/23.

### 2.5 User Acceptance Test (UAT) Planning

#### 2.5.1 Highlights of the Reporting Period – User Acceptance Test Planning

- **UAT Test Execution**
  - None for the period.

#### 2.5.2 Activities for the Next Reporting Period – User Acceptance Test Planning

- **Test Support**
  - None for the period.

### 3.0 Performance Test

#### 3.1 Highlights of the Reporting Period – Performance Test

- **Release 23.09.24 – September Baseline Release**
  - The BenefitsCal team has identified four (4) enhancements as the scope for September release. The performance testing team is working to update the existing six (6) Document upload scripts and will also develop a new Redet TNB4 script. The team has sent communications to CalSAWS team for environment availability and will plan isolated performance test execution accordingly.

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

---

### 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	08/21/23	09/15/23	Release 23.09.24 – September Baseline Release	<b>Scope:</b> Four (4) BenefitsCal enhancements for September release requires updates to existing six (6) Document upload scripts and develop a new Redet TNB4 script. <b>Executions:</b> Tentative plan as below, awaiting CalSAWS environment availability and confirmation. Friday, 09/15/23 Wednesday, 09/20/23	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**
  - Corrected errors noted in the Wave 5 Prod CBO User Listing.

#### 4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- **Perform CBO User Data Validation**
  - Provide the Wave 5 Prod CBO User Listing to the ForgeRock Team.

### 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 08/25/23.

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

### 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); including DEL 04.12: Requirement Traceability Matrix (RTM) Update – Release 23.11.19 (CalWORKs Time Clocks)	N/A	N/A	07/28/23	08/18/23	08/29/23	

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

#### 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 08/29/23

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

**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
25.18	Monthly M&O Report – July 2023	08/09/23	08/21/23	08/28/23
25.19	Monthly M&O Report – August 2023	09/11/23	09/21/23	09/28/23
28.16	BenefitsCal Work Plan Monthly Updates – July 2023	N/A	08/07/23	08/16/23
28.17	BenefitsCal Work Plan Monthly Updates – August 2023	N/A	09/05/23	09/14/23
29.16	BenefitsCal Monthly Status Report – July 2023	N/A	08/07/23	08/16/23
29.17	BenefitsCal Monthly Status Report – August 2023	N/A	09/05/23	09/14/23
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
25.19	Monthly M&O Report – August 2023	On Track	DWP submission 09/11/23 FWP submission 09/21/23 FWP approval 09/28/23
28.17	BenefitsCal Work Plan Monthly Updates – August 2023	On Track	FWP submission 09/05/23 FWP approval 09/14/23
29.17	BenefitsCal Monthly Status Report – August 2023	On Track	FWP submission 09/05/23 FWP approval 09/14/23

**Table 6.1-4 – Upcoming Work Product Deadlines**



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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

### 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"> <li>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</li> </ul> <p>September 30, 2022:</p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p>January 6, 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). Targeting to complete the estimations by 01/16 and propose prioritization. CDSS.</li> </ul>	Open	Low	Medium	05/10/21

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 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"> <li>• Prioritization is requested by end of month so it can be incorporated into the roadmap</li> </ul> <p>February 2, 2023:</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p>February 3, 2023:</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p>March 3, 2023:</p> <ul style="list-style-type: none"> <li>• 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</li> </ul> <p>April 7, 2023</p> <ul style="list-style-type: none"> <li>• 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</li> </ul> <p>April 28, 2023:</p> <ul style="list-style-type: none"> <li>• 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</li> </ul>				

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 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"> <li>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.</li> </ul> <p>June 9, 2023:</p> <ul style="list-style-type: none"> <li>BenefitsCal and CalSAWS teams connected with ODI on Friday 06/09/23. Next steps identified for ODI to provide the raw data from GCF to begin the analysis.</li> </ul> <p>June 30, 2023:</p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p>July 28, 2023:</p> <ul style="list-style-type: none"> <li>A working session is scheduled for 08/02/23 to talk about SCERFRA 23-500, SCERFRA 23-512 (SSA flow) and CF 303 – Benefit Replacement with CDSS, CWDA, Consortium and CalSAWS.</li> </ul>				
290	Recently released ROI policy lacks clarity which may	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	Open	Medium	High	05/19/23

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

ID	Title	Details	Status	Risk Level	Severity	Date Logged
	create privacy and liability exposure for counties and customers	<p>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 16, 2023:</p> <ul style="list-style-type: none"> <li>Responded to SIRFRA 1270/1271 regarding Expanding the Release of Information Feature with set of questions to DHCS from BenefitsCal, CalSAWS, and CWDA on 06/12/23.</li> </ul> <p>June 30, 2023:</p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p>July 28, 2023:</p> <ul style="list-style-type: none"> <li>Workgroup member names are being collected including representatives from CDSS, DHCS, OSI, CWDA, Counties, Advocates</li> </ul>				

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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		and CalSAWS. Draft topics are also being reviewed, Preliminary categories including, Policy Guidance Considerations/ Questions, Processes, System Functionality/Automation. Meeting Schedule and cadence is in progress				

**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
23-107	PPOCs (Sacramento, San Francisco, San Luis Obispo); Regional Managers (R1, R2, R4)	Wave 6 Counties – BenefitsCal Features Training – Request to Identify Participant Information	08/21/23	Open	09/05/23	Marsale Eramya	Carlos Zepeda
23-109	PPOCs (Sacramento, San Francisco, San Luis Obispo); Regional Managers (R1, R2, R4)	CalWIN Counties BenefitsCal Options – Wave 6	08/21/23	Open	09/05/23	Marsale Eramya	Carlos Zepeda

**Table 6.3-2 – CRFIs**

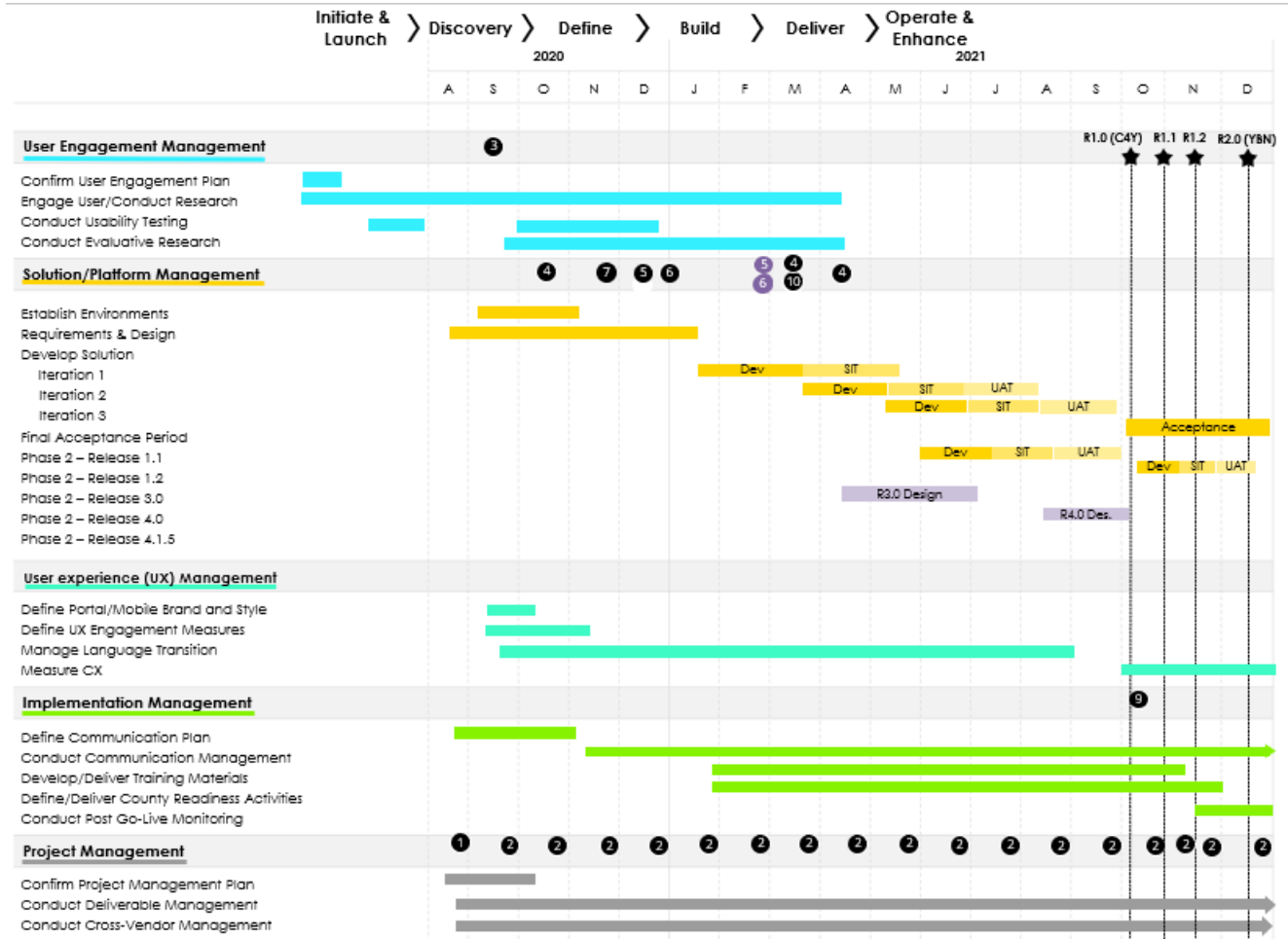
# CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 2023

## 6.4 Appendix C – Project Work Plan Reports

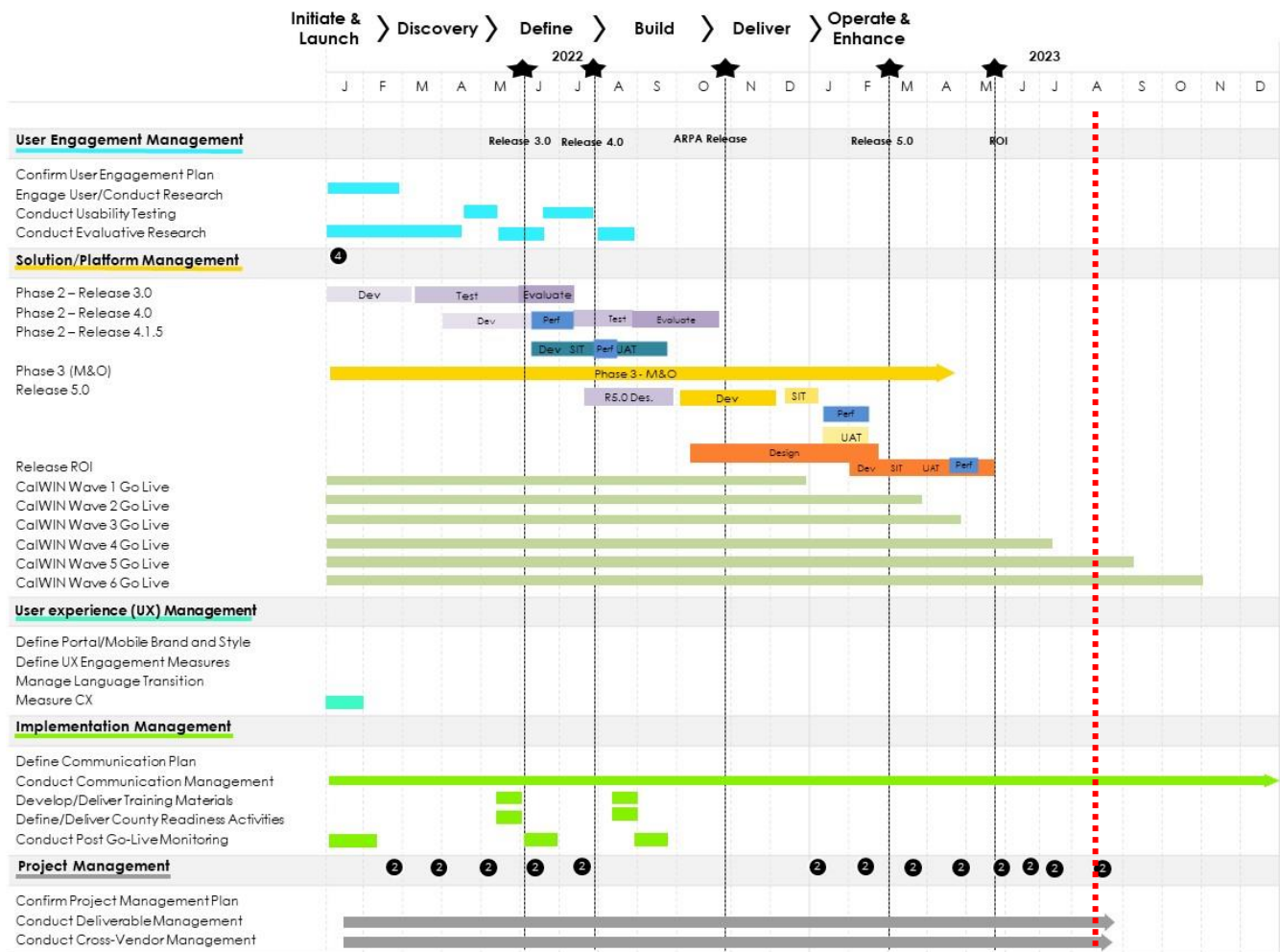
### Project Timeline



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

Weekly Status Report, August 30, 2023

Period: August 21, 2023 to August 27, 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