

# CalSAWS BenefitsCal (Portal/Mobile) Weekly Status Report

**Reporting Period: September 25, 2023 to  
October 1, 2023**

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

Weekly Status Report, October 4, 2023

Period: September 25, 2023 to October 1, 2023

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### 1.0 Project Management

#### 1.1 Executive Summary

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
September Enhancements	<ul style="list-style-type: none"><li>➤ One (1) enhancement was delivered with the 23.09.24 Release (Aligned with CalSAWS Baseline Release 23.09):<ul style="list-style-type: none"><li>○ One (1) Partner Support Enhancement (CSPM-61588)</li></ul></li><li>➤ Six (6) enhancements were delivered with the 23.09.28 Release (Regular BenefitsCal Release):<ul style="list-style-type: none"><li>○ Four (4) Production Priority Enhancements</li><li>○ Two (2) Policy Enhancements</li></ul></li></ul>
CalWIN Implementation Support Services (ISS) Support	<p><b>Wave 5</b></p> <ul style="list-style-type: none"><li>➤ Maintenance &amp; Operations (M&amp;O) service management is in progress.</li><li>➤ Health Metrics generation is in progress.</li></ul> <p><b>Wave 6</b></p> <ul style="list-style-type: none"><li>➤ Email-1 campaign distribution is complete.<ul style="list-style-type: none"><li>○ Distribution date: 09/28/2023.</li><li>○ Total emails delivered across the wave 6 participants: 64,656</li></ul></li><li>➤ Email-2 campaign preparation is in progress.</li><li>➤ Tier-1 staff training completed for the following:<ul style="list-style-type: none"><li>○ Sacramento County + 55 supported counties completed on 09/19/23.</li><li>○ San Francisco County + 55 supported counties completed on 09/21/23.</li><li>○ San Luis Obispo County + 55 supported counties completed on 09/26/23.</li></ul></li><li>➤ CBO awareness training completed on 09/28/2023.</li><li>➤ The CBO user conversion mock-run is complete, and the exception report has been generated. No exceptions were identified.</li><li>➤ Production data extract for the CBOs is in progress.</li></ul>
UCD 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.</li><li>➤ Collaborated with the M&amp;O team to prepare for the upcoming Quarterly Report due in October.</li></ul>

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STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
	<p><b>User Engagement</b></p> <ul style="list-style-type: none"> <li>➤ Synthesized four (4) customer and six (6) county staff Generative Research sessions for Document Type.</li> <li>➤ Synthesized four (4) customer and four (4) county staff Generative Research sessions for Application Status Tracker.</li> <li>➤ Synthesized four (4) customer UT sessions for Anonymous document upload.</li> </ul> <p><b>Enhancements</b></p> <ul style="list-style-type: none"> <li>➤ Finalized designs for CSPM-67119 (Anon Doc Upload)</li> <li>➤ Logged CSPM-67785 (Update document type/ upload feature) based on Document type research synthesis.</li> <li>➤ Logged CSPM-67761 (CM: Update Application and RE/SAR7 tracker) based on Application Status Tracker research synthesis.</li> <li>➤ Started design work on Chatbot expansion for CSPM-66583.</li> </ul> <p><b>Advocate Engagement</b></p> <ul style="list-style-type: none"> <li>➤ Anonymous document upload comments ready for Consortium review.</li> <li>➤ Prep work for upcoming UCD Monthly meeting (Chatbot expansion and Time Clocks).</li> </ul>
Communication and Marketing Campaign Phase 2	<ul style="list-style-type: none"> <li>➤ Metrics reporting continues.</li> <li>➤ Preparing estimate for potential Wave 6 email campaign.</li> </ul>
Collaboration Model	<ul style="list-style-type: none"> <li>➤ Participated in the September Quarterly Meeting.</li> <li>➤ The following CM Enhancements/Research activities will be performed in the month of October: <ul style="list-style-type: none"> <li>○ CSPM-43163: Collaboration Model: Restrict the user to create multiple Redeterminations and Periodic reports associated with particular case number (Part 2).</li> <li>○ CSPM-67150: Identify user journeys and research Authorized representative user type in BenefitsCal.</li> <li>○ CSPM-67600: Update location of where YouTube Videos are located.</li> </ul> </li> </ul>

**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:**
  - None for the reporting period.

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### 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 Quarter 2 Prioritization Results for the seven (7) enhancements prioritized in the last CM survey which closed on 07/05/23.
- Logged Research Items/SCRs (Enhancements) based on the above analysis and prioritized them for upcoming months.
- Identified Collaboration Model priorities as enhancements versus action items to perform additional research.

The table below contains the 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 is in progress.
CSPM-43163 (Enhancement)	Restrict the user to create multiple Redeterminations and Periodic reports associated with a particular case number	Analysis In Progress	Development In Progress
CSPM-67119 (Enhancement)	Collaboration Model: Document Upload for Users with No Account	Design Update Needed	Awaiting CalSAWS confirmation on revised timeline for implementation of a new API endpoint to validate DOB entered by the customer with household members in CalSAWS
CSPM-67105 (Research Item)	Research for CM Enhancement: Doc Upload Type Assistance	Ready for Review	Performed generative research synthesis and logged the enhancement CSPM-67785 as on outcome of the research.
CSPM-67149 (Research Item)	Research for CM Enhancement: Application Status Tracker	Ready for Review	Performed generative research synthesis and logged the enhancement CSPM-67761 as on outcome of the research.
CSPM-67150 (Research Item)	Research for CM Enhancement: Authorized Representative	Not Started	Research Item logged from CM Q2 meeting in held in June 2023

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ID	Summary	Status	Update this Week
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-67600 (Research Item)	Research for CM Enhancement: Link to YouTube Videos on the dashboard and banner	Not Started	Research Item logged from CM Q2 meeting in held in June 2023.
CSPM-67189 (Enhancement)	Research for CM Enhancement: Display Primary Applicant Status on a Case	In Progress	Generative Research planned in November 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	October 2023
CSPM-43163 (Enhancement)	Restrict the user to create multiple Redeterminations and Periodic reports associated with a particular case number	Continue Development	October 2023
CSPM-67119 (Enhancement)	Collaboration Model: Document Upload for Users with No Account	Coordinate with CalSAWS to finalize the revised timeline	November 2023 (TBD)
CSPM-67105 (Research Item)	Research for CM Enhancement: Doc Upload Type Assistance	Close the research item after review	September 2023
CSPM-67149 (Research Item)	Research for CM Enhancement: Application Status Tracker	Close the research item after review	September 2023
CSPM-67150 (Research Item)	Research for CM Enhancement: Authorized Representative	Create Research plan for October Research Items	October 2023
CSPM-67104 (Research Item)	Research for CM Enhancement: Leverage Email Communications and Interactions	Create Research plan for October Research Items	November 2023
CSPM-67600 (Research Item)	Research for CM Enhancement: Link to YouTube Videos on the dashboard and banner	N/A	October 2023
CSPM-67189 (Enhancement)	Research for CM Enhancement: Display Primary Applicant Status on a Case	N/A	November 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 and Design Meetings**

- Continued working with development and testing teams for the September 2023 enhancements.
- Continued design work for the October 2023 enhancements.
- Continued working with the development and testing teams for Release 23.11.19 CalWORKs Time Clocks.
- Continued working with development and testing teams for the Social Security Administration (SSA) Application on BenefitsCal enhancement CSPM-65292.
- Hosted CWDA Weekly Discussion meeting on 09/25/23.
- Hosted Homeless Assistance Prep Meeting on 09/27/23.
- Hosted Discussion with CalSAWS for Document Upload for users with no account on 09/28/23.
- Hosted Enhancements Roadmap discussion with Consortium on 09/29/23.

#### **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 October 2023.
- Start design work for the November 2023 enhancements.
- Continue working with the development and testing teams for Release 23.11.19 CalWORKs Time Clocks.
- Continue working with development and testing teams for SSA Application on BenefitsCal enhancement CSPM-65292.
- Co-Host SSP Committee Prep Meeting on 10/03/23.
- Attend App Dev Meeting Hosted by Consortium 10/03/23.
- Co-host SCERFRA Touchpoint with CalSAWS to discuss weekly SCERFRA updates on 10/4/23.
- Host CWDA Weekly Discussion meeting on 10/04/23.
- Attend GCF Parity List Discussion Meeting hosted by CDSS CF on 10/4/23.
- Host ABAWD Phased Approach Meeting on 10/05/23.



### **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.
- Collaborated with the M&O team to prepare for the upcoming Quarterly Report due in October.
- Pulled monthly data metrics for the month of August.
- Updated the reporting template based on guidelines for better visualization of data and content.
- Resumed the creation of a detailed bi-monthly data analysis sheet with process documentation and hard coded formulas for chart generation.

➤ **User Engagement**

- Facilitated 3-5 research and usability testing “combo” sessions document-related items.
- Finalized synthesis of the application tracker enhancement.
- Finalized synthesis on document type data insights.
- Planned and recruited for primary applicant focus groups.
- Conducted primary applicant focus groups.
- Synthesized primary applicant focus group insights and data.

➤ **Enhancements**

- Finalized designs for the Anonymous Doc Upload enhancement.
- Began design development on upcoming November enhancements.
- Finalized document type design updates.

➤ **Advocate Engagement**

- Responded to stakeholder comments on Anonymous Document Upload.
- Prepared and facilitated the CWDA weekly check-in meeting on 09/25/23.

### **2.1.4 Activities for the Next Reporting Period – UCD – during the week of 09/25/23.**

➤ **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.
- Collaborate with the M&O team to prepare for the upcoming Quarterly Report due in October.
- Pull monthly data metrics for the month of August.
- Update the reporting template based on guidelines for better visualization of data and content.

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- Resume the creation of a detailed bi-monthly data analysis sheet with process documentation and hard coded formulas for chart generation.
- **User Engagement**
  - Facilitation of 3-5 research and usability testing “combo” sessions document-related items.
  - Finalize synthesis of the application tracker enhancement.
  - Finalize synthesis on document type data insights.
  - Plan and recruit for primary applicant focus groups.
  - Conduct primary applicant focus groups.
  - Synthesize primary applicant focus group insights and data.
- **Enhancements**
  - Finalize designs for the Anonymous Doc Upload enhancement.
  - Begin design development on upcoming November enhancements.
  - Finalize document type design updates.
- **Advocate Engagement**
  - Respond to stakeholder comments on Anonymous Document Upload.

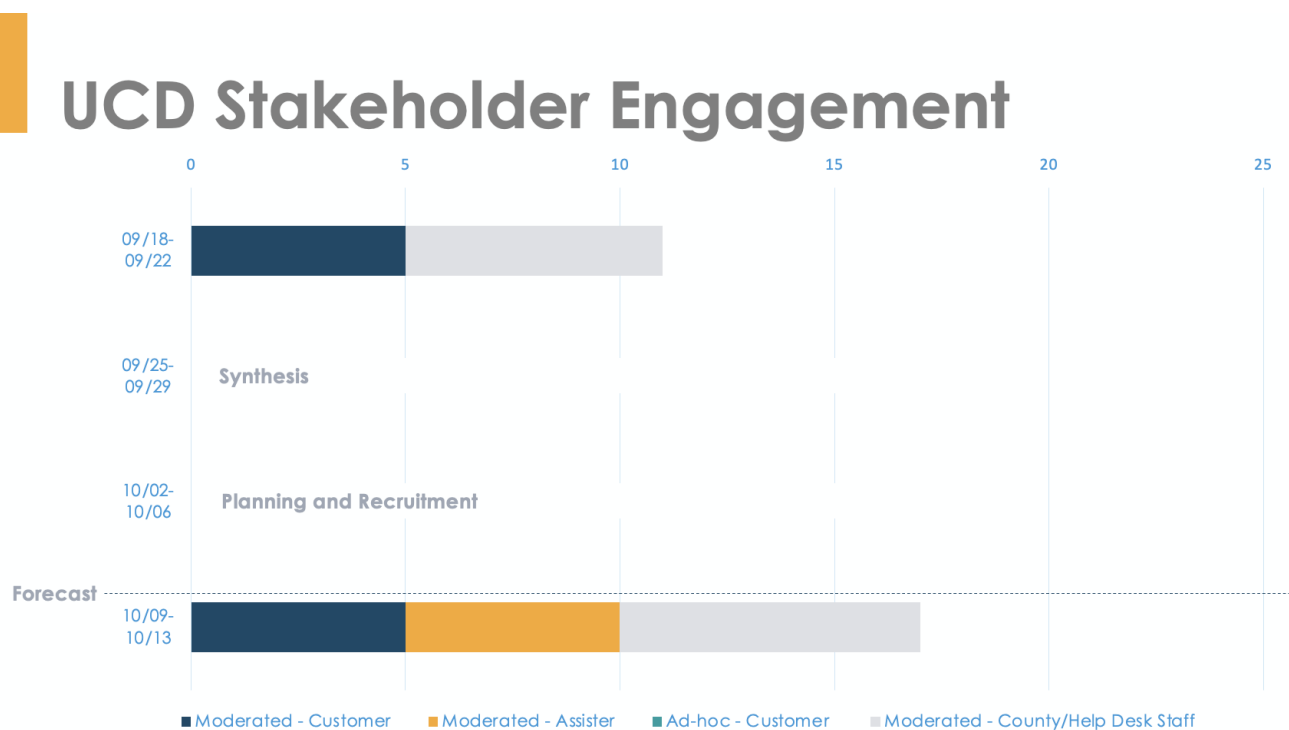


Figure 2.1-1 – UCD Stakeholder Engagement

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## 2.2 Development

### 2.2.1 Highlights of the Reporting Period – Development

#### Enhancements (M&E)

Release	Planned for Week Ending 09/29/23	Actual for Week Ending 09/22/23	Total Planned for the Release	Comments
23.09.28	0	7	7	Release 23.09.24 was deployed to Production on 09/23/28.
23.10.19	1	1	9	

Table 2.2-1 – Enhancement Actuals for Reporting Period

### 2.2.2 Activities for the Next Reporting Period – Development

#### Enhancements (M&E)

Release	Planned for Week Ending 10/06/23	Total Planned for the Release	Total Completed for the Release	Comments
23.09.28	1	7	6	Release 23.09.24 was deployed to Production on 09/23/28.
23.10.19	4	9	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 Amazon Web Services (AWS) team is updating the Language model at their end and the provided ETA for those fixes is June 2023 – Awaiting response from AWS team. Post the confirmation from AWS will decide on next steps.
- The Amazon Web Services (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 from the AWS team. After confirmation from AWS, next steps will be defined.
- Point of Contact (POC) for chatbot is completed and CSPM-65313 is planned for September release. This was deployed to production as part of Release 23.09.28.

##### ➤ Time Clock

- Go-Live for Time clock to be finalized in the coming weeks.

## **2.3 System Test Execution**

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

- **Release 23.09.28 – September Monthly Release**
  - The September Monthly Release Tickets were deployed to PRDSTG on 09/25/2023. All the validations were completed on STG.
- **Release 23.10.19 – October Monthly Release**
  - The first build into SIT was deployed on 09/26/23. Co-ordinated with the partners for E2E tickets.

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

- **Release 23.10.19 – October Monthly Release**
  - Validate tickets deployed to SIT for this release. Coordinate with the partners for any E2E tickets.

## **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 23.10.19– October Monthly Release**
  - The BenefitsCal team has identified and determined three (3) key features as the scope for October release. As part of this release, the performance team will develop 1 new inbound API script and minor updates to existing scripts based on the latest code base factoring in enhancements to BenefitsCal application. Regarding the performance test execution, the isolated performance tests with the Mock services will be executed based on script updates and code migration to perf environment.

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Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
13	08/21/23	09/20/23	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> BenefitsCal isolated performance tests leveraging Partners Perf infra. Tuesday, 09/12/23 Wednesday, 09/20/23	100%
13	09/25/23	10/13/23	Release 23.10.19 - October Monthly Release	<b>Scope:</b> Three (3) BenefitsCal enhancements for October release requires 1 new inbound API script development and potentially minor updates to existing scripts. <b>Executions:</b> BenefitsCal isolated performance tests plan TBD	20%

Table 3.1-1 – 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**
  - None for this reporting period.

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

- **Perform CBO User Data Validation**
  - Continue preparation of Wave 6 CBO users.
  - Transform the Wave 6 CBO user extract.

### 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 09/29/23.

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### 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 and Training

### 5.1 Highlights of the Reporting Period

- The following communication was distributed to the customers across Wave 6 Counties – Sacramento, San Francisco, and San Luis Obispo.

Communication Channel	Description	Distribution Date	Status
Email 1	Information on upcoming transition.	09/28/23	Completed

- The following Tier1 helpdesk staff training was conducted for the wave 6 county staff + 55 BenefitsCal supported counties staff members.

Training Session	Date
BenefitsCal Training (Session 1) - Sacramento + BenefitsCal supported counties (55)	09/19/23
BenefitsCal Training (Session 1) - San Francisco + BenefitsCal supported counties (55)	09/21/23
BenefitsCal Training (Session 1) - San Luis Obispo + BenefitsCal supported counties (55)	09/26/23

- The following training was conducted for CBO staff of wave 6 counties + CBO staff of the 55 BenefitsCal supported counties.

Training Session	Date
CBO Awareness Training	09/28/23

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### 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	FD	DDEL	FDEL	Final Approval
	None for the reporting period.					

Table 6.1-1 – Deliverable Status for Current Reporting Period

#### Upcoming Deliverable Deadlines

DEL #	Deliverable Name	Status	Next Deadline
	None for the reporting period.		

Table 6.1-2 – Upcoming Deliverable Deadlines

#### Work Product Status by Submission

		Complete	Coming Soon	WAC Approval Pending	
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	08/24/23	08/30/23	
25.19	Monthly M&O Report – August 2023	09/11/23	09/21/23	09/28/23	
28.17	BenefitsCal Work Plan Monthly Updates – August 2023	N/A	09/08/23	09/19/23	
29.17	BenefitsCal Monthly Status Report – August 2023	N/A	09/08/23	09/19/23	

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 submitted 09/11/23 FWP submitted 09/21/23 FWP approval 09/28/23

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WP #	Work Product Name	Status	Next Deadline
28.17	BenefitsCal Work Plan Monthly Updates – August 2023	On Track	FWP submitted 09/08/23 FWP approval 09/19/23
29.17	BenefitsCal Monthly Status Report – August 2023	On Track	FWP submitted 09/08/23 FWP approval 09/19/23

**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	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, CWDA and Consortium will</li></ul>	Open	Low	Medium	05/10/21

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ID	Title	Details	Status	Risk Level	Severity	Date Logged
		<p>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 SCERFRA approval for SCERFRA 23-512, CDSS is also confirming the funding source to establish a</li></ul>				

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

Weekly Status Report, October 4, 2023

Period: September 25, 2023 to October 1, 2023

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		<p>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> <p>September 1, 2023:</p> <ul style="list-style-type: none"> <li>Multiple working sessions have been facilitated by CDSS with participation by CWDA, Consortium, BenefitsCal, and CalSAWS. Since August 02, 2023, Out of 26 items, 4 items have been closed, 4 items are in-plan. 9 items are awaiting confirmation/response by CDSS and another 9</li> </ul>				

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

Weekly Status Report, October 4, 2023

Period: September 25, 2023 to October 1, 2023

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		<p>are scheduled to be discussed with CDSS during the next working session on September 06, 2023. In plan items include the SSA Application flow in BenefitsCal, design activities for SCERFRA 23-512 (SSA flow) is on track to be completed by 09/08/23.</p> <p>September 8, 2023:</p> <ul style="list-style-type: none"> <li>Working session facilitated by CDSS with participation by CWDA, Consortium, BenefitsCal and CalSAWS on 09/06/23. CDSS is going to provide offline response for the remaining items. Next working session is schedule on 10/04/23. Also working with ODI on recommender widget analysis. Next meeting is on 09/12/23.</li> </ul>				
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</p>	Open	Medium	High	05/19/23

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

Weekly Status Report, October 4, 2023

Period: September 25, 2023 to October 1, 2023

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		<p>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 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.</li></ul> <p>September 1, 2023:</p> <ul style="list-style-type: none"><li>Kickoff meeting conducted during the week of 8/14. Primary objective was the member introductions and review of the agenda topics, gathering topics for upcoming meetings in the areas of Policy, Processes and Automation. Next meeting is scheduled on 9/11 as a working session.</li></ul> <p>September 22, 2023:</p> <ul style="list-style-type: none"><li>ROI Workgroup met on Sept 11 and Sept 18, 2023. Group discussed policy questions and clarifications. Next meeting scheduled for Oct 2, 2023, to discuss draft applicant/recipient roles/responsibilities (e.g.,</li></ul>				

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

Weekly Status Report, October 4, 2023

Period: September 25, 2023 to October 1, 2023

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		Authorized Representatives, Power of Attorney, CBOs, etc.)				

**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 for the reporting period						

**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 for the reporting period							

**Table 6.3-2 – CRFIs**

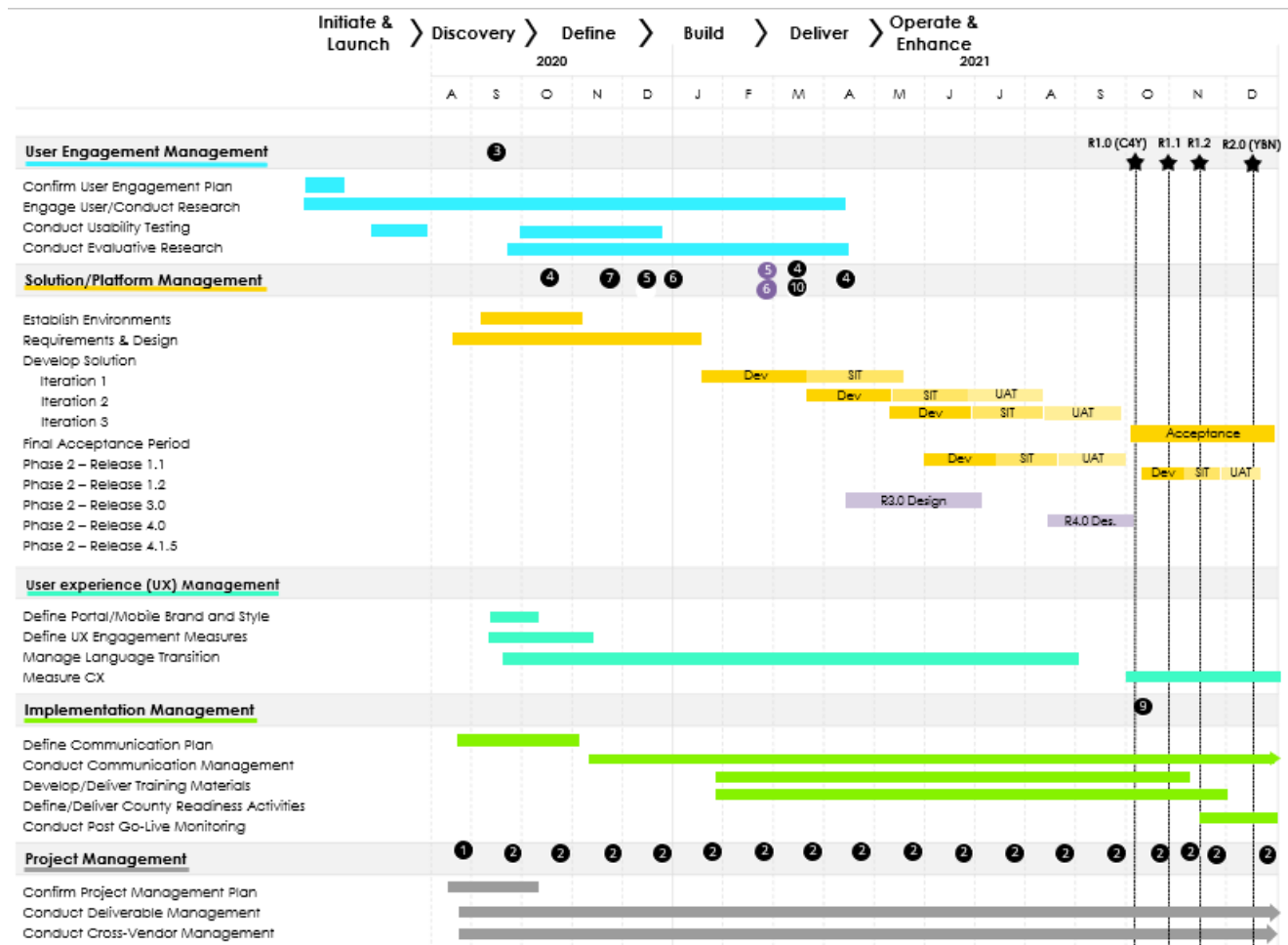
## CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, October 4, 2023

Period: September 25, 2023 to October 1, 2023

### 6.4 Appendix C – Project Work Plan Reports

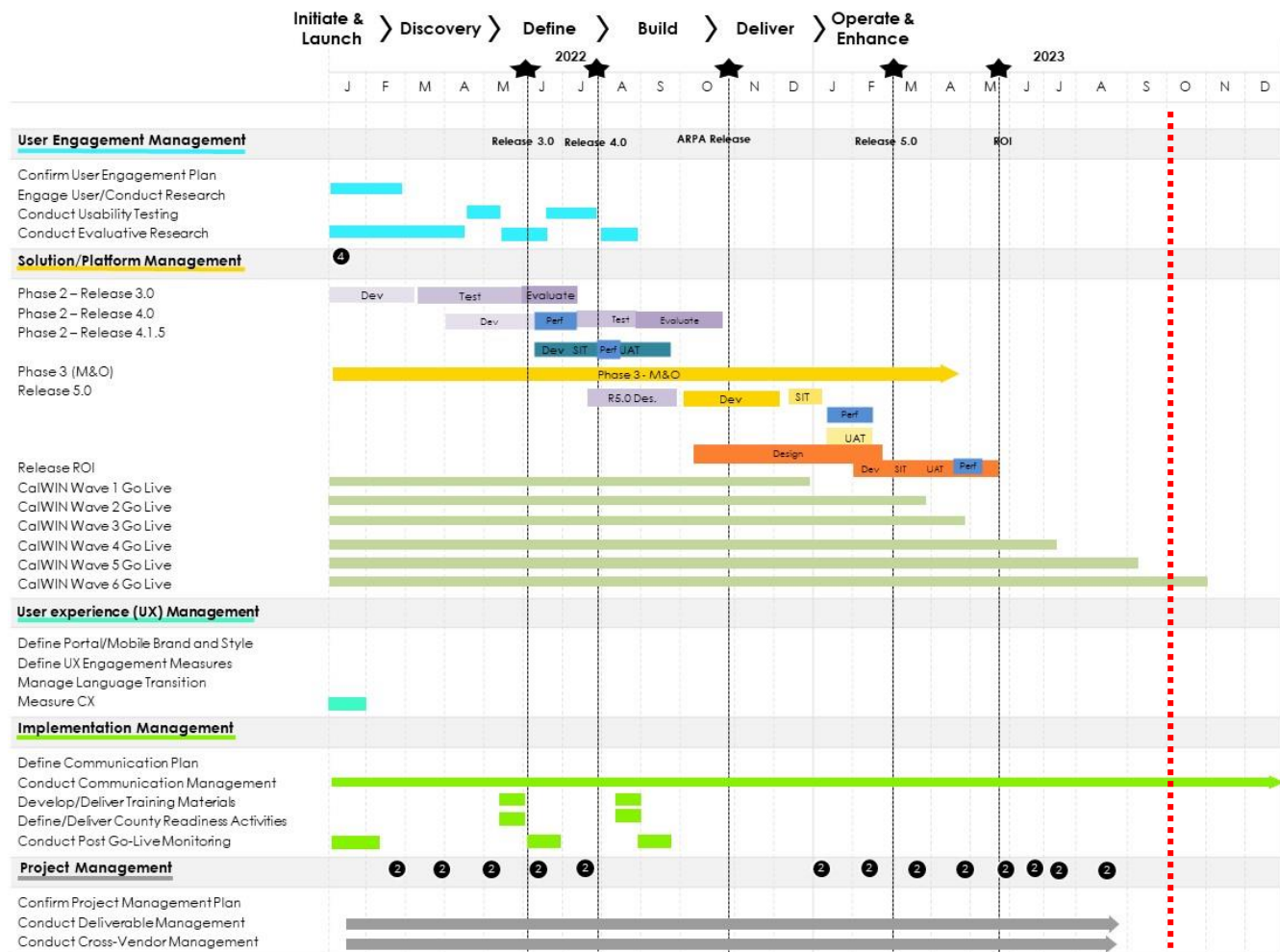
#### Project Timeline



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

Weekly Status Report, October 4, 2023

Period: September 25, 2023 to October 1, 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