

CalSAWS BenefitsCal (Portal/Mobile) Biweekly Status Report

**Reporting Period: March 11, 2024 to
March 24, 2024**

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

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) | 10 |
| 2.1.4 | Activities for the Next Reporting Period – UCD | 11 |
| 2.2 | Development | 12 |
| 2.2.1 | Highlights of the Reporting Period – Development | 12 |
| 2.2.2 | Activities for the Next Reporting Period – Development | 13 |
| 2.3 | System Test Execution | 13 |
| 2.3.1 | Highlights of the Reporting Period – System Test Execution | 13 |
| 2.3.2 | Activities for the Next Reporting Period – System Test Execution | 13 |
| 2.4 | User Acceptance Test (UAT) Planning | 14 |
| 2.4.1 | Highlights of the Reporting Period – User Acceptance Test Planning | 14 |
| 2.4.2 | Activities for the Next Reporting Period – User Acceptance Test Planning | 14 |
| 3.0 | Performance Test | 14 |
| 3.1 | Highlights of the Reporting Period – Performance Test | 14 |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

| | | |
|-------|--|----|
| 4.0 | Security | 15 |
| 4.1 | User Conversion | 15 |
| 4.1.1 | Highlights of the Reporting Period – User Conversion Testing | 15 |
| 4.1.2 | Activities for the Next Reporting Period – User Conversion Testing | 15 |
| 4.2 | Security | 15 |
| 4.2.1 | Highlights of the Reporting Period – Security | 15 |
| 4.2.2 | Activities for the Next Reporting Period – Security | 15 |
| 5.0 | Communications and Training | 16 |
| 5.1 | Highlights of the Reporting Period | 16 |
| 5.2 | Activities for the Next Reporting Period | 16 |
| 6.0 | Appendices | 16 |
| 6.1 | Appendix A – Deliverable Summary | 16 |
| 6.2 | Appendix B – Risks and Issues Summary | 18 |
| 6.3 | CRFI/CIT/CalSAWS CR Communications Information | 27 |
| 6.4 | Appendix C – Project Work Plan Reports | 28 |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

1.0 Project Management

1.1 Executive Summary

| STATUS REPORT SUBSECTION | STATUS AGENDA TOPIC |
|--|--|
| <p>March Enhancements (Release 24.03)</p> | <ul style="list-style-type: none"> ➤ Four (4) enhancements were part of the March Baseline Release 24.03 including: <ul style="list-style-type: none"> ○ Three (3) Policy enhancements <ul style="list-style-type: none"> ▪ CSPM-65744: Digitize Form EBT 2259. ▪ CSPM-36812: Digitize Form CF 303 (GCF Parity #31). ▪ CSPM-66525: Implement the time limits feature in Production with a flag (with flag turned off to keep the feature disabled). ○ One (1) Security enhancement: <ul style="list-style-type: none"> ▪ CSPM-71735 – Enable Multi-Factor Authentication (MFA) for Login in BenefitsCal to allow customers to select MFA preferences. |
| <p>April Enhancements (Release 24.04)</p> | <ul style="list-style-type: none"> ➤ Four (4) enhancements will be deployed to production across multiple releases in April 2024 including: <ul style="list-style-type: none"> ○ One (1) Collaboration Model Enhancement <ul style="list-style-type: none"> ▪ CSPM-67785 – Update Document Type/ Upload feature ○ Three (3) Security Enhancements <ul style="list-style-type: none"> ▪ CSPM-68189: Enable Auto-Case Link ▪ CSPM-71739: Redacted App Summary PDF for Customers ▪ CSPM-71737: Encode all BenefitsCal API calls with Base64 Encoding |
| <p>User Centered Design (UCD) Activities</p> | <ul style="list-style-type: none"> ➤ Customer Experience (CX) Measurements Data <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. ○ Reviewed and updated FWP (Final Work Product) 24.22: CX Bimonthly Report (December 2023/January 2024) based on comment log feedback. ➤ User Engagement <ul style="list-style-type: none"> ○ Conducted generative research sessions with customers for Customer Dashboard [CSPM-68213]. ○ Conducted generative research sessions with county staff members from Alameda, Tulare, Santa Clara, Fresno for HH medical renewal [CSPM-71943]. |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

| STATUS REPORT SUBSECTION | STATUS AGENDA TOPIC |
|-------------------------------|---|
| | <ul style="list-style-type: none"> ○ Conducted a usability testing session with customers for MFA Language Test. ○ Conducted a usability testing session with customers for Case linking [CSPM-68111]. ➤ Enhancements <ul style="list-style-type: none"> ○ Conducted generative research sessions for Customer Dashboard [CSPM-68213]. ○ Conducted generative research sessions for HH Medical Renewal [CSPM-68213]. ○ Finished usability testing on MFA Language Test. ○ Finished usability testing sessions for Case Linking Help Text [CSPM-68111]. ○ Began design for MFA Case Linking [CSPM-68189] ○ Finalized MFA Language Test. ➤ Advocate Engagement <ul style="list-style-type: none"> ○ Facilitated March UCD monthly meeting. |
| GetCalFresh (GCF) Parity List | <ul style="list-style-type: none"> ➤ Next working session is scheduled for 04/03/24. ➤ The most recent session was conducted on 03/06/24 with the CDSS, Consortium, and CWDA on Premise funding and open items. ➤ Parity items #9, #19 and #63 implemented and deployed to production with the 24.01 release. ➤ Item #31 is on schedule for the March 24.03 release. ➤ Item #20 is on schedule for the May 24.05 release. ➤ Premise planning discussions continued with the CDSS, Consortium, and CWDA for the four (4) parity items #22, #34, #44, #52, and #55 (where the BenefitsCal and CalSAWS teams provided the revised version of the estimates in November 2023). ➤ The CDSS suggested closure and requested BenefitsCal recommendations on three (3) parity items #24, #46, and #51. The Consortium is working with the CWDA to finalize the recommendations for these. ➤ Provided estimates to the CDSS for one (1) parity item #34 in March 2024. |

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

1.2 PMO

1.2.1 Highlights of the Reporting Period

- **Deliverables and Work Products submitted:**
 - DWP 25.24: BenefitsCal Monthly M&O Report – February 2024 on 03/11/24.
 - FWP 25.24: BenefitsCal Monthly M&O Report – February 2024 on 03/21/24.

1.2.2 Activities for the Next Reporting Period

- **Deliverable and Work Product submissions for next reporting period:**
 - FWP 26.08: BOM Review and License Renewals (Quarterly) Jan – Mar 2024 on 04/07/24.
 - FWP 27.08: Certificate Review (Quarterly) Jan – Mar 2024 on 04/07/24.
 - FWP 28.24: BenefitsCal Work Plan Monthly Updates – March 2024 on 04/05/24.
 - FWP 29.24: BenefitsCal Monthly Status Report – March 2024 on 04/05/24.

1.3 BenefitsCal Collaboration Model (CM)

1.3.1 Highlights of the Reporting Period

- Prioritization In Progress for items prioritized in 2023 Quarter 3 and Quarter 4. (They have already been logged in Jira.)

The table below contains the enhancements prioritized by Collaboration Model and their updates from this week:

| Issue Type | ID | Summary | Status | Update this Week |
|---------------|------------|---|------------------|--|
| Research Item | CSPM-68109 | Disability Accommodations | Closed | Performed generative research sessions and research synthesis; logged SCR. |
| Research Item | CSPM-68110 | Card Replacement Tracker | Closed | Performed generative research sessions and research synthesis; logged SCR. |
| Research Item | CSPM-68213 | Keep for you records | Ready for Review | Research concluded, outcome under review. |
| Research Item | CSPM-68112 | Revamp Customer Dashboard | In Progress | Research In Progress; 7 Customer focused sessions conducted. |
| Enhancement | CSPM-68272 | Add link to CalHOPE on BC Homepage | Closed | Deployed to Production. |
| Research Item | CSPM-71555 | BenefitsCal Email Notifications | In Progress | Research in progress with the Policy Team. |
| Research Item | CSPM-71551 | CBO (Community Based Organization) Support Assistance | Not Started | Prioritized for April 2024. |
| Research Item | CSPM-71962 | Duplicate applications | Not Started | Prioritized for April 2024. |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

| Issue Type | ID | Summary | Status | Update this Week |
|---------------|------------|---|------------------------|--|
| Enhancement | CSPM-67785 | Update Document Type/ Upload feature | Analysis In Progress | Design completed; incorporated stakeholder feedback and updated GSDs; Moved to Analysis in Progress. |
| Research Item | CSPM-71544 | Document Upload - List of Options | Not Started | Prioritized for May 2024. |
| Research Item | CSPM-71543 | Document Upload - Multiple Docs | Not Started | Prioritized for May 2024. |
| Enhancement | CSPM-68111 | Display Help Text for Customers when Case does NOT link automatically | Ready for Estimation | Estimation in progress; tentatively prioritized for May 2024. |
| Research Item | CSPM-71552 | Orange Banner | Not Started | Prioritized for June 2024 |
| Research Item | CSPM-68269 | Display Race Options in Alphabetical Order | Request For Estimation | Prioritized for May 2024; estimation in progress. |
| Enhancement | CSPM-67761 | Update Application and RE/SAR7 Status Tracker | Prioritization Needed | Tentatively prioritized for June 2024. |

Table 1.3-1 – Enhancements Updates, Prioritized by CM

1.3.2 Activities for the Next Reporting Period

- Prioritize Collaboration Model Items for future releases.
- 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.

| Issue Type | ID | Summary | Activity for Next Week | Target Delivery Date |
|---------------|------------|---------------------------------|---|----------------------------|
| Research Item | CSPM-68213 | Keep for you records | Review the outcome of research item and close in Jira after making sure the outcome is captured in the associated SCR logged. | 03/15/24 |
| Research Item | CSPM-68112 | Revamp Customer Dashboard | Conclude the research after conducting remaining focused group sessions with the customer. | 03/15/24 |
| Research Item | CSPM-71555 | BenefitsCal Email Notifications | Conduct Research with Policy | 03/31/24 |
| Research Item | CSPM-71551 | CBO Support Assistance | Prepare Research Plan | 04/30/24 |
| Research Item | CSPM-71962 | Duplicate applications | Prepare Research Plan | Prioritized for April 2024 |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

| Issue Type | ID | Summary | Activity for Next Week | Target Delivery Date |
|---------------|------------|---|---|----------------------|
| Enhancement | CSPM-67785 | Update Document Type/ Upload feature | Start Development | 04/25/24 |
| Research Item | CSPM-71544 | Document Upload - List of Options | N/A | 05/31/24 |
| Research Item | CSPM-71543 | Document Upload - Multiple Docs | N/A | 05/31/24 |
| Enhancement | CSPM-68111 | Display Help Text for Customers when Case does NOT link automatically | Conduct Effort Estimation and capture Consortium approval on the number of hours. | 05/23/24 |
| Research Item | CSPM-71552 | Orange Banner | N/A | 06/30/24 |
| Research Item | CSPM-68269 | Display Race Options in Alphabetical Order | Conduct Effort Estimation and capture Consortium approval on the number of hours. | 05/23/24 |
| Enhancement | CSPM-67761 | Update Application and RE/SAR7 Status Tracker | N/A | 06/27/24 |
| Enhancement | CSPM-67761 | Update Application and RE/SAR7 Status Tracker | N/A | 06/27/24 |

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 on the March 2024 enhancements.
- Continued design work for the April 2024 enhancements.
- Continued working with the development and testing teams on the SSA (Social Security Administration) Application on BenefitsCal enhancement CSPM-65292.
- Continued to work with the development and testing teams to clarify designs for CalWORKs Timeclocks (EBT 2259 and CF 303) March enhancements.
- Attended the Disaster CalFresh Planning Meetings on 03/11/24, 03/12/24, 03/13/24, 03/14/24, 03/15/24, 03/18/24, 03/20/24, 03/21/24, and 03/22/24.
- Hosted the BenefitsCal CWDA Check-Ins on 03/11/24 and 03/18/24.
- Hosted the Prep for UCD Monthly Meeting on 03/11/24.
- Attended the 24.03 Project Readiness T-2 Meeting on 03/11/24.
- Hosted the DDI and M&O Biweekly calls on 03/12/24, 03/14/24, 03/19/24, and 03/21/24.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

- Attended the CalSAWS Security Incident Follow-up with Advocates on 03/12/24.
- Attended Q&A Review for EBT 2259 County Questions on 03/12/24.
- Attended the BenefitsCal QR Code and Messaging for SAR 7 Meeting on 03/12/24.
- Attended the CFAP Expansion Meeting on 03/12/24.
- Attended Case Link with Email Verification SCR Discussion on 03/13/24.
- Attended the UCD Monthly Meeting with State Partners and Advocates on 03/13/24.
- Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 03/13/24 and 03/20/24.
- Attended an ABAWD (Able-Bodied Adults Without Dependents Timeline Discussion on 03/13/24.
- Hosted a SCERFRA Touchpoint on 03/14/24.
- Attended Case Link SCR Security Discussion on 03/14/24.
- Cohosted Case Link Follow-Up Discussion on 03/15/24.
- Attended the ROI Work Group on 03/18/24.
- Attended CM Presenter Dry Run on 03/18/24.
- Attended the 24.03 Project Readiness T-1 Meeting on 03/18/24.
- Attended the 24.03 Pre-Green Light Meeting on 03/18/24.
- Attended the CAPI (Cash Assistance Program for Immigrants) Automation Workgroup on 03/19/24.
- Attended the CalSAWS Monthly Los Angeles County Meeting on 03/19/24.
- Attended Case Link Verification Prep on 03/19/24.
- Attended the Quarterly Stakeholder Meeting on 03/20/24.
- Cohosted Case Link Design Walkthrough with Security on 03/20/24.
- Attended the BenefitsCal Collaboration Model Meeting on 03/22/24.

2.1.2 Activities for the Next Reporting Period – Requirements and Design

➤ Designs and Design Meetings

- Continue design work for the April 2024 enhancements.
- Continue working with the development and testing teams on the March 2024 enhancements.
- Continue working with the development and testing teams on the SSA (Social Security Administration) Application on BenefitsCal enhancement CSPM-65292.
- Continue to work with the development and testing teams to clarify designs for CalWORKs Timeclocks (EBT 2259 and CF 303) March enhancements.
- Host the BenefitsCal CWDA Check-Ins on 03/25/24 and 04/01/24.
- Host a SCERFRA Touchpoint on 03/26/24.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

- Attend the CalSAWS Security Incident Follow-up with Advocates on 03/26/24.
- Attend the CFAP Expansion Meeting on 03/26/24.
- Host the DDI and M&O Biweekly calls on 03/26/24, 03/28/24, 04/02/24, and 04/04/24.
- Attend EBT 2259 User Group on 03/27/24.
- Host the BenefitsCal PM Stand-Up Meetings with the Consortium on 03/27/24 and 04/03/24.
- Attend SSP Committee Meeting on 04/02/24.
- Host UCD CX Check-In on 04/02/24.
- Attend GCF Parity Meeting on 04/03/24.
- Attend WIC Display on BenefitsCal Website on 04/04/24.
- Host a BenefitsCal Enhancement Pipeline Discussion on 04/05/24.

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.
- Reviewed and updated FWP (Final Work Product) 24.22: CX Report (December 2023/January 2024) based on comment log feedback.

➤ User Engagement

- Conducted generative research sessions with customers for Customer Dashboard [CSPM-68213].
- Conducted generative research sessions with county staff members from Alameda, Tulare, Santa Clara, Fresno for HH medical renewal [CSPM-71943].
- Conducted a usability testing session with customers for MFA Language Test.
- Conducted a usability testing session with customers for Case linking [CSPM-68111].

➤ Enhancements

- Conducted generative research sessions for Customer Dashboard [CSPM-68213].
- Conducted generative research sessions for HH Medical Renewal [CSPM-68213].
- Finished usability testing on MFA Language Test.
- Finished usability testing sessions for Case Linking Help Text [CSPM-68111].
- Began design for MFA Case Linking [CSPM-68189].
- Finalized MFA Language Test.

➤ Advocate Engagement

- Facilitated March UCD monthly meeting.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

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.
- Analyze March Always On survey data.

➤ **User Engagement**

- Recruit CBO for Household Section on Medical Renewal [CSPM-71943].
- Conduct generative research with CBOs for Household Section on Medical Renewal [CSPM-71943].

➤ **Enhancements**

- Conduct generative research with CBOs for Household Section on Medical Renewal [CSPM-71943].
- Finalize synthesis for Customer Dashboard [CSPM-68213].
- Finalize synthesis for Household Section on Medical Renewal [CSPM-71943].
- Continue work on Email Notification [CSPM-71555].
- Resume design on Chatbot.
- Finalize design for Case Linking Help Text [CSPM-68111].
- Finalize design for MFA Case Linking [CSPM-68189].

➤ **Advocate Engagement**

- Respond to comment log from March UCD monthly meeting.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

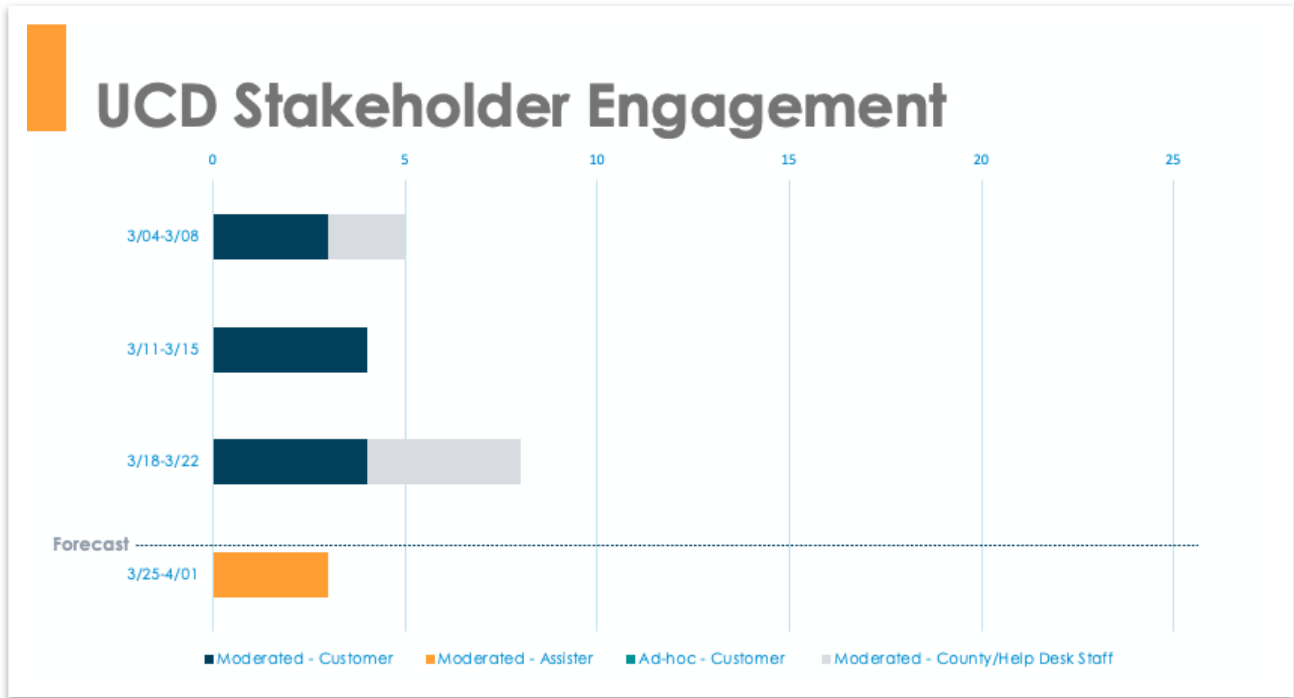


Figure 2.1-1 – UCD Stakeholder Engagement

2.2 Development

2.2.1 Highlights of the Reporting Period – Development

Enhancements (M&E)

| Release | Planned for Week Ending 03/22/24 | Actual for Week Ending 03/22/24 | Total Planned for the Release | Comments |
|------------------|----------------------------------|---------------------------------|-------------------------------|--|
| Release 24.03.25 | 0 | 0 | 4 | Timeclock was disabled and EBT/CF303 changes were deployed. Release 24.03.25 was deployed to Production on 03/24/24. |
| Release 24.03.21 | 1 | 1 | 2 | Release 24.03.21 was deployed to Production on 03/21/24. |

Table 2.2-1 – Enhancement Actuals for Reporting Period

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

2.2.2 Activities for the Next Reporting Period – Development

Enhancements (M&E)

| Release | Planned for Week Ending 04/05/24 | Total Planned for the Release | Total Completed for the Release | Comments |
|------------------|----------------------------------|-------------------------------|---------------------------------|---|
| Release 24.04.25 | 1 | 2 | 0 | CSPM-68189 and CSPM-67785 are planned for Release 24.04.25. |

Table 2.2-2 – Planned Enhancement Work

Unscheduled Release Updates

➤ **Chatbot**

- The AWS (Amazon Web Services) Lex team has provided the fixes. While the development team is implementing these, we are working on identifying resources to help with testing the voice version in the native languages for Korean, Japanese, and Chinese.
- Support for additional languages Korean, Japanese and Chinese is still not released by AWS. The next update is expected by March 2024.

➤ **Time Clock**

- The Time Clock and EBT2259/CF303 release was deployed to Production on 03/25/24.
- SSA form development release is planned for 05/23/24.

2.3 System Test Execution

2.3.1 Highlights of the Reporting Period – System Test Execution

➤ **Release 24.03.12 – March Priority Release**

- Deployed the Silent Token implementation changes in coordination with ForgeRock on 03/12/24.

➤ **Release 24.03.21 – March Priority Release**

- Deployed the MFA (multi-factor authentication) Login changes into Production on 03/21/24.

➤ **Release 24.03.25 – March Monthly Release**

- Completed March Baseline execution and plan to deploy in Production on 03/24/24.

2.3.2 Activities for the Next Reporting Period – System Test Execution

➤ **Release 24.03.25 – March Monthly Release**

- Plan to deploy into Production on 03/24/24.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

2.4 User Acceptance Test (UAT) Planning

2.4.1 Highlights of the Reporting Period – User Acceptance Test Planning

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

2.4.2 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 24.03.25 – March Monthly Release**
 - The BenefitsCal Team successfully completed two (2) cycles of isolated performance tests against the partner environment being made available and one (1) cycle of partner integration testing for the scenarios in the March release performance scope (Time Clocks, EBT, and CF303).
 - Performance tests in the three (3) cycles of executions had consistent results. Newly developed APIs for the March release are also meeting the performance SLA.

| Cycle | Start Date | End Date | Scope | Test Cases Status | Execution Status |
|-------|------------|----------|---|---|------------------|
| 13 | 02/19/24 | 03/20/24 | Release 24.03.25 – March Priority Release | <p>Scope: BenefitsCal March 2024 has three (3) major enhancements (Time Clock, CF 303, and EBT2259) implementation. This release requires four (4) new PERF scripts development along with rescripting existing 30 scenarios to incorporate Case details API changes.</p> <p>Executions: BenefitsCal Integrated Load tests with CalSAWS/Hyland:</p> <p>Week ending 03/01/24 – New scripts and existing scripts data validations (Completed).</p> <p>Week ending 03/15/24 – 100% volume load tests Cycle 1 and 2 Isolated performance tests against partner env being made available (Completed).</p> <p>Week ending 03/22/24 – Contingency week used by executing one (1) cycle of 100% volume partner integration performance test.</p> | 100% |

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

- No updates for this reporting period.

4.1.2 Activities for the Next Reporting Period – User Conversion Testing

- No updates for this reporting period.

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 03/15/24 and 03/22/24.

➤ **DAST**

- Executed the bi-weekly Dynamic Application Security Testing (DAST) manual penetration testing test cases and shared the analysis of the security scan reports with the BenefitsCal Development Team on 03/22/24.

➤ **CloudCheckr**

- Reviewed the reported CloudCheckr scan results of BenefitsCal AWS security misconfigurations. Analyzed the scan results with the BenefitsCal DevOps Team to identify the findings that needed remediation and planned for the remediation activities. The BenefitsCal Security and DevOps Teams met with the Consortium Security Team on 03/19/24 to review the reported findings, analysis details and planned remediation activities.

4.2.2 Activities for the Next Reporting Period – Security

➤ **Identified Vulnerabilities**

- After the validation of the identified vulnerabilities, advised on the remediation activities to be performed by the BenefitsCal Development and DevOps Team. Log defects in Jira for tracking purposes (weekly recurring activity).

➤ **AWS SSO (Shared Services and Outsourcing) 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.

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

5.0 Communications and Training

5.1 Highlights of the Reporting Period

- No activities for the reporting period.

5.2 Activities for the Next Reporting Period

- No activities for the 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 |
| 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 | |
| 24.20 | CX Report – August/September 2023 | 10/13/23 | 10/25/23 | 11/01/23 | |
| 25.25 | BenefitsCal Monthly M&O Report – February 2024 | 03/11/24 | 03/21/24 | 04/01/24 | |
| 26.08 | BOM Review and License Renewals (Quarterly) Jan – Mar 2024 | N/A | 04/07/24 | 04/16/24 | |
| 27.08 | Certificate Review (Quarterly) Jan – Mar 2024 | N/A | 04/07/24 | 04/16/24 | |
| 28.23 | BenefitsCal Work Plan Monthly Updates – February 2024 | N/A | 03/07/24 | 03/16/24 | |
| 28.24 | BenefitsCal Work Plan Monthly Updates – March 2024 | N/A | 04/05/24 | 04/16/24 | |
| 29.23 | BenefitsCal Monthly Status Report – February 2024 | N/A | 03/07/24 | 03/16/24 | |
| 29.24 | BenefitsCal Monthly Status Report – March 2024 | N/A | 04/05/24 | 04/16/24 | |

Table 6.1-3 – Upcoming Work Product Deadlines

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

Upcoming Work Product Deadlines

| WP # | Work Product Name | Status | Next Deadline |
|-------|--|----------|---|
| 25.25 | BenefitsCal Monthly M&O Report – February 2024 | On Track | DWP submission 03/11/24 FWP submission 03/21/24 FWP approval 03/25/24 |
| 26.08 | BOM Review and License Renewals (Quarterly) Jan – Mar 2024 | On Track | FWP submission 04/07/24 FWP approval 04/16/24 |
| 27.08 | Certificate Review (Quarterly) Jan – Mar 2024 | On Track | FWP submission 04/07/24 FWP approval 04/16/24 |
| 28.24 | BenefitsCal Work Plan Monthly Updates – March 2024 | On Track | FWP submission 04/05/24 FWP approval 04/16/24 |
| 29.24 | BenefitsCal Monthly Status Report – March 2024 | On Track | FWP submission 04/05/24 FWP approval 04/16/24 |

Table 6.1-4 – Upcoming Work Product Deadlines

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

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 biweekly 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, CWDA and Consortium will provide | Open | Low | Medium | 05/10/21 |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

| ID | Title | Details | Status | Risk Level | Severity | Date Logged |
|----|-------|--|--------|------------|----------|-------------|
| | | <p>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 SCERFRA approval for SCERFRA 23-512. CDSS is also confirming the funding source to establish a roadmap for implementation. | | | | |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

| ID | Title | Details | Status | Risk Level | Severity | Date Logged |
|----|-------|--|--------|------------|----------|-------------|
| | | <p>Next meeting is scheduled on 05/03/23.</p> <p>June 2, 2023:</p> <ul style="list-style-type: none"> Participated in the biweekly 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 biweekly 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 9, 2023:</p> <ul style="list-style-type: none"> 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. <p>June 30, 2023:</p> <ul style="list-style-type: none"> Biweekly 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>July 28, 2023:</p> <ul style="list-style-type: none"> 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. <p>September 1, 2023:</p> <ul style="list-style-type: none"> 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 are scheduled to be discussed | | | | |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

| ID | Title | Details | Status | Risk Level | Severity | Date Logged |
|----|-------|--|--------|------------|----------|-------------|
| | | <p>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) are on track to be completed by 09/08/23.</p> <p>September 8, 2023:</p> <ul style="list-style-type: none"> 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. <p>September 29, 2023:</p> <ul style="list-style-type: none"> Continue to participate in working sessions facilitated by CDSS with participation from CWDA, Consortium, BenefitsCal and CalSAWS. Project has provided revised estimate for 5 parity items on 9/22 via SCERFRA 23-500 that includes SSA Flow, CF-303 and three other changes. Next meeting with CDSS is scheduled for 10/4/2023 where 9 remaining items will be discussed. <p>October 6, 2023:</p> <ul style="list-style-type: none"> Participated in sessions facilitated by CDSS on 09/19/23, with participation from CWDA, Consortium and BenefitsCal for parity list. BenefitsCal responses for parity list SCERFRA 23-500 for tracking IDs 9, 19, 20, 31, 63 are provided to CDSS on 09/22. Another working session is facilitated on 10/04/23 with participation from CWDA, Consortium, BenefitsCal and CalSAWS. 1 item is resolved, and 8 items are remaining where CDSS and CFA to provide confirmation to finalize. <p>November 3, 2023:</p> <ul style="list-style-type: none"> Participated in sessions facilitated by CDSS on 11/01/23, with participation from CWDA, | | | | |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

| ID | Title | Details | Status | Risk Level | Severity | Date Logged |
|----|-------|--|--------|------------|----------|-------------|
| | | <p>Consortium and BenefitsCal for parity list. Three items are closed, and four items have had clarification provided to BenefitsCal team to start estimation. Three items are remaining where CDSS and CFA to provide confirmation to finalize. One on BenefitsCal team to clarify by end of week starting 11/06/23.</p> <p>November 10, 2023:</p> <ul style="list-style-type: none"> • Work order #14 is submitted on 10/23/23 including the following items: <ul style="list-style-type: none"> ○ GCF Parity#20: CalFresh Application "Joint Processing" by Social Security Administration and County Welfare Departments in BenefitsCal – Development and Implementation ○ GCF Parity#31: CF303 ○ GCF Parity#9: Vaccination ○ GCF Parity#19: Self Employment Help Text ○ GCF Parity#63 Language Specific URLs <p>December 1, 2023:</p> <ul style="list-style-type: none"> • Work order 14 is presented during JPA board meeting in November 2023. • BenefitsCal and CalSAWS teams provided the revised version of the estimates for the SCERFRA 23-500 including the 5 parity items (#s 22, 38, 44, 52, 55) on 11/17/23. • CDSS is currently reviewing the estimates. • Next working sessions is scheduled on 12/06/23. • 4 items are pending clarification from CDSS & CFA before proceeding forward. <p>December 15, 2023:</p> <ul style="list-style-type: none"> • Working session conducted on 12/06/23. • Four (4) items are pending clarification from CDSS and CFA before proceeding forward. The BenefitsCal and CalSAWS teams | | | | |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

| ID | Title | Details | Status | Risk Level | Severity | Date Logged |
|----|-------|---|--------|------------|----------|-------------|
| | | <p>provided the revised version of the estimates for SCERFRA 23-500 including the 5 parity items (#s 22, 38, 44, 52, 55) on 11/17/23.</p> <ul style="list-style-type: none"> • Next working session is 01/03/24. <p>December 29, 2023:</p> <ul style="list-style-type: none"> • Next working session is scheduled for 01/03/2024. Work is in progress for the items documented in Work Order #14. <p>January 12, 2024:</p> <ul style="list-style-type: none"> • Working sessions was conducted on 01/10/2023. There are 5 items (estimates provided) to CDSS require funding conversation in order to be added to roadmap/timeline. • 4 items pending CFA to confirm a timeline to provide clarifications. <p>February 9, 2024:</p> <ul style="list-style-type: none"> • Items #9, #19, and #63 implemented and deployed to production with January 24.01 release. • Working sessions were conducted on 02/07/2023. Premise budget planning discussions continued for the 5 items where the estimates were provided by BenefitsCal and CalSAWS teams. • Working with CDSS, Consortium and CWDA for the remaining 4 items pending CFA to confirm final disposition and next steps. <p>March 8, 2024:</p> <ul style="list-style-type: none"> • A working session was conducted on 03/06/24 with the CDSS, Consortium, and CWDA on Premise funding for implementation timeline. • Premise planning discussions continued with the CDSS, Consortium, and CWDA for the four (4) parity items #22, #34, #44, #52, and #55 (where the BenefitsCal and CalSAWS teams provided the revised version of the estimates in November 2023) | | | | |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

| ID | Title | Details | Status | Risk Level | Severity | Date Logged |
|-----|---|--|--------|------------|----------|-------------|
| | | <ul style="list-style-type: none"> • Provided estimates to the CDSS for one (1) parity item #34 in March 2024. • Item #31 is on track for March 24.03 release. • Item #20 is on schedule for May 24.05 release. | | | | |
| 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 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 BenefitsCal, CalSAWS, and CWDA on 06/12/23. <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 | Open | Medium | High | 05/19/23 |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

| ID | Title | Details | Status | Risk Level | Severity | Date Logged |
|----|-------|---|--------|------------|----------|-------------|
| | | <p>confirm the topics and agenda items for the workgroup discussions. Topic was also covered during the June JPA Board meeting on 06/29/23.</p> <p>July 28, 2023:</p> <ul style="list-style-type: none"> • 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. <p>September 1, 2023:</p> <ul style="list-style-type: none"> • Kickoff meeting conducted during the week of 08/14/23. 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 09/11/23 as a working session. <p>September 22, 2023:</p> <ul style="list-style-type: none"> • ROI Workgroup met on 09/11/23 and 09/18/23. Group discussed policy questions and clarifications. Next meeting scheduled for 10/02/23, to discuss draft applicant/recipient roles/responsibilities (e.g., Authorized Representatives, Power of Attorney, CBOs, etc.) <p>November 3, 2023:</p> <ul style="list-style-type: none"> • Applicant/recipient roles/responsibilities matrix (e.g., Authorized Representatives, Power of Attorney, CBOs, etc.) is currently jointly being developed. It will address Medi-Cal, CalFresh and CalWORKs programs. Next workgroup meeting is scheduled on 11/13/23. <p>December 1, 2023:</p> <ul style="list-style-type: none"> • Workgroup sessions #6 conducted on 11/13/23. Group continued working on roles and | | | | |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

| ID | Title | Details | Status | Risk Level | Severity | Date Logged |
|----|-------|---|--------|------------|----------|-------------|
| | | <p>responsibilities matrix as well as the liability and contract spectrum of the Next workgroup meeting is scheduled on 12/04/23.</p> <p>December 15, 2023:</p> <ul style="list-style-type: none"> • Workgroup session #7 and #8 conducted on 12/04/23 and 12/11/23. Discussions continued around additional chart for responsibilities to be developed to cover scenarios when contracts are in place or not. • Next workgroup meeting is scheduled on 01/08/24. <p>December 29, 2023:</p> <ul style="list-style-type: none"> • Next workgroup meeting is scheduled on 01/08/24. Stakeholders received updates regarding the workgroup progress during the Quarterly Stakeholder meeting held on 12/20/23. <p>February 9, 2024:</p> <ul style="list-style-type: none"> • Most recent working session held on 02/05/24. Team provided a demonstration of the ROI functionality in BenefitsCal and CalSAWS (based on the original design). Working with the Stakeholders on applicant/recipient roles/responsibilities;(e.g., Authorized Representatives, Power of Attorney, CBOs, etc.); matrix, which addresses Medi-Cal, CalFresh and CalWORKs programs completed, will be included in future Errata or state letter by both DHCS and CDSS. Additional chart for responsibilities in progress to cover scenarios when contracts in place or not. This chart is to be included in future letter. • Next meeting dates scheduled: 03/04/24, 03/18/24, and 04/08/24. <p>March 8, 2024:</p> <ul style="list-style-type: none"> • Workgroup session conducted on 03/04/24 with the Stakeholders. • DHCS/CDSS have created two draft charts for the workgroup to review. • User roles for ROI in BenefitsCal– accessing information and | | | | |

CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

| ID | Title | Details | Status | Risk Level | Severity | Date Logged |
|----|-------|--|--------|------------|----------|-------------|
| | | Responsibilities – in the event a breach or security incident. <ul style="list-style-type: none"> • Additionally, during the last workgroup meeting, milestones needed to determine the implementation timeline has been discussed. • Next work group meetings are planned for 03/18/24, and 04/08/24. | | | | |

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 |
|---------|---|--|-------------|-------------------|-------------------------|------------------------|
| 0043-24 | Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; TombakianM@CalSAWS.org; tech.productionoperations@calsaws.org; Bill.Kelly@fisglobal.com; CalSAWS.All | Scheduled CalSAWS Maintenance - System Downtime Notification – 3/29/2024 | CalSAWS M&E | 03/18/24 | Anand Kulkarni | Pete Quijada |

Table 6.3-1 – CITs

The following table outlines CalSAWS Requests for Information (CRFIs) distributed or with a response due date within 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

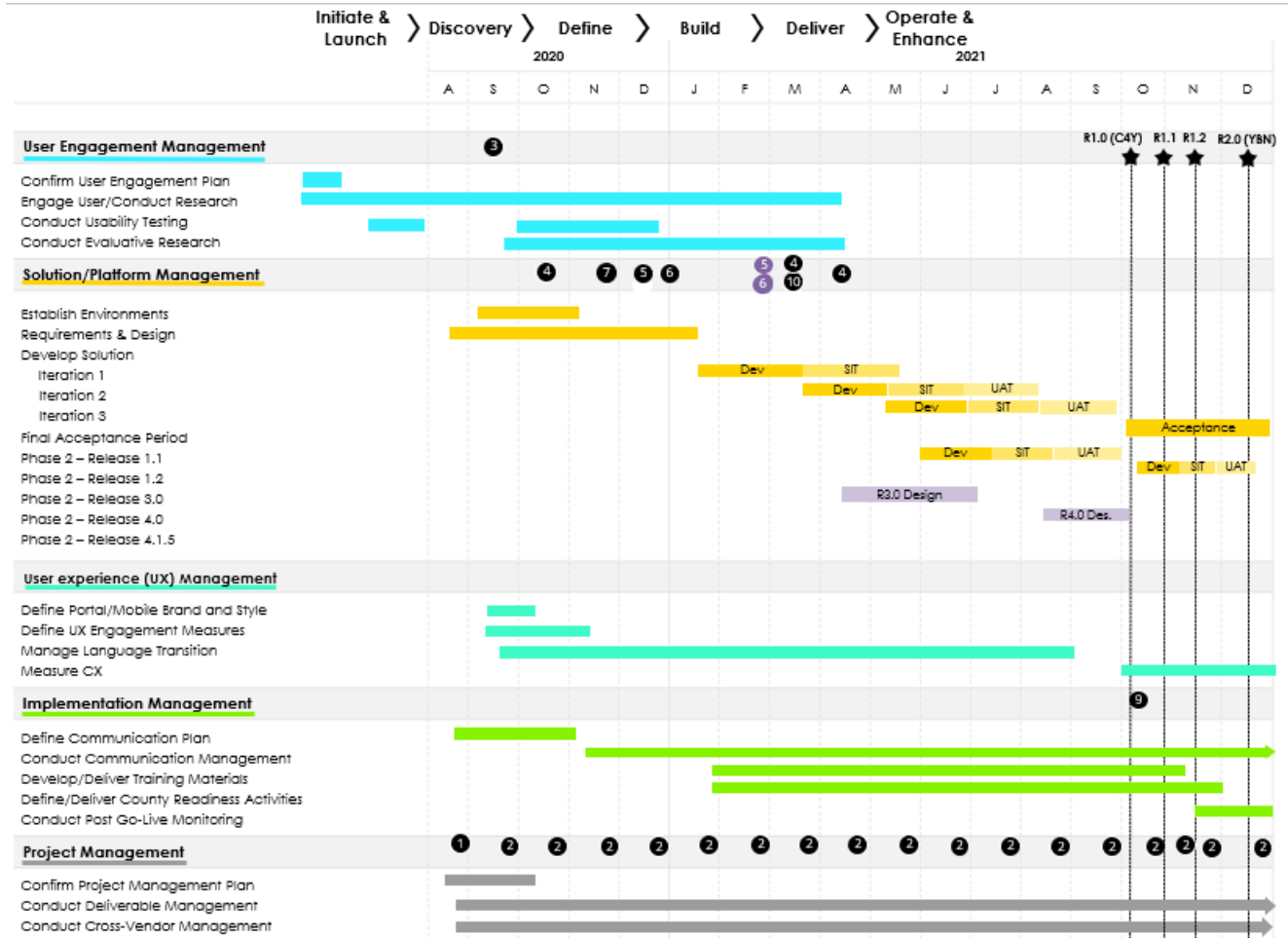
CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024

6.4 Appendix C – Project Work Plan Reports

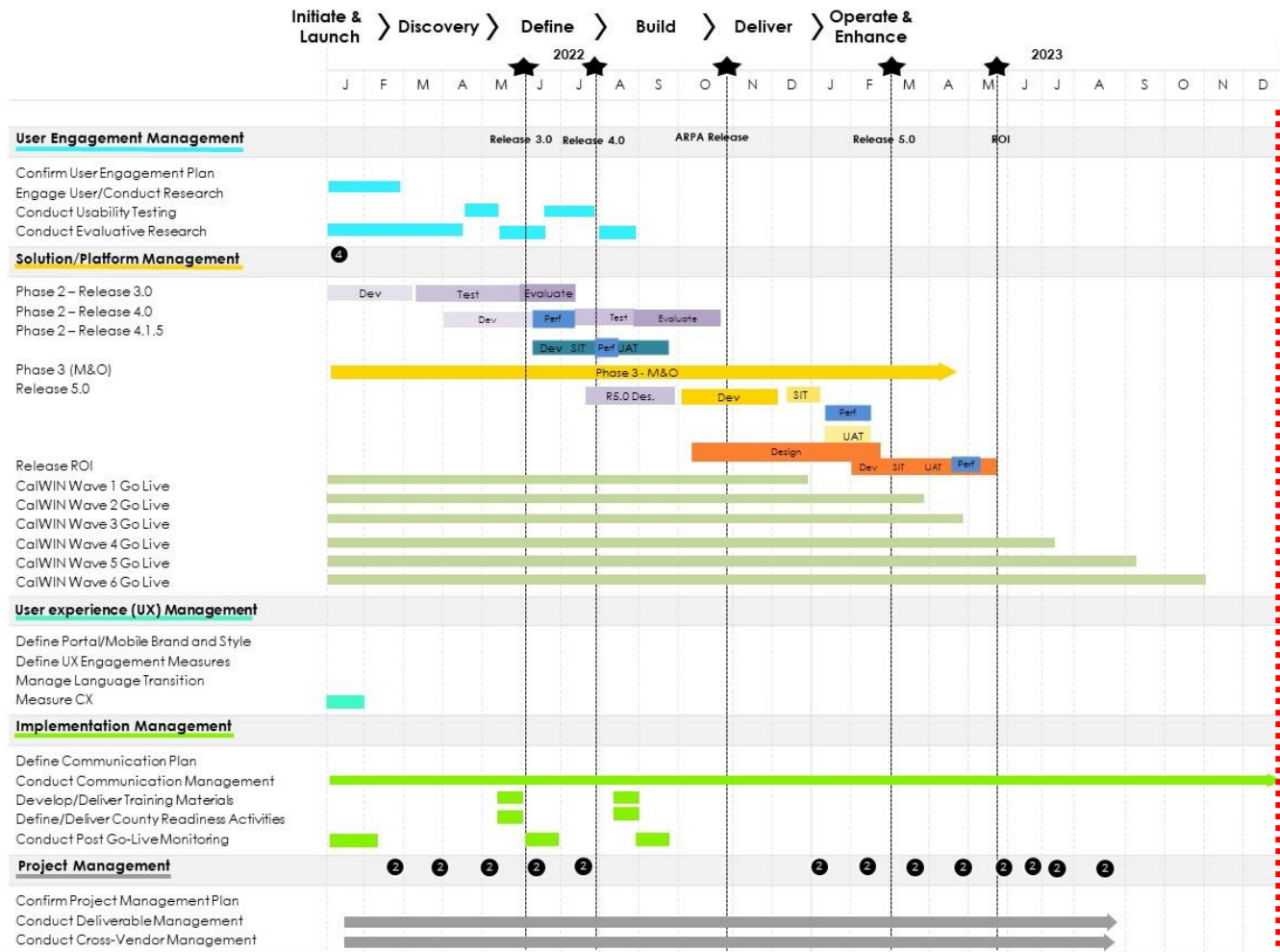
Project Timeline



CalSAWS – BenefitsCal (Portal/Mobile) Weekly Status Report

Weekly Status Report, March 27, 2024

Period: March 11, 2024 to March 24, 2024



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