CalSAWS BenefitsCal (Portal/Mobile) Biweekly Status Report, Maintenance and Operations (M&O) Combined

Reporting Period: June 3, 2024 to June 16, 2024

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1.0 Executive Summary

1.1 Executive Summary Agenda Topics

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC
4.2	Upcoming BenefitsCal Monthly Release **24.06.27** on **06/27/24**
4.2	Upcoming BenefitsCal Priority Release **24.06.30** on **06/30/24**
4.2	Upcoming BenefitsCal Monthly Release **24.07.25** on **07/25/24**

June Enhancements (Release 24.06.27)	➢ **Eight (8) enhancements will be delivered to Production in June 2024 across multiple releases:**
	 o **One (1) Technical Enhancement:**
	  ▪ CSPM-74274: Adding Annotation & a logger for analyzing the documents stuck in VSS status in production.
	 o **One (1) Collaboration Model Enhancement:**
	  ▪ CSPM-68269: Collaboration Model: Display Race Options in Alphabetical Order.
	 o **One (1) Partner Support Enhancement:**
	  ▪ CSPM-73249: Technical: Update Person Level Flag for Highlighted Documents to "No."
	 o **Two (2) Policy Enhancements:**
	  ▪ CSPM-71517: Add the CF 385 (Application for Disaster CalFresh) to Forms API.
	  ▪ CSPM-72205: Allow customers to submit SAR 7 in BenefitsCal as soon as it's generated instead of first of the next month.
	 o **Three (3) Production Priority Enhancements:**
	  ▪ CSPM-69823: Chatbot – Reenable See IF I qualify **– will be delivered with the 06/30/24 Priority Release.**
	  ▪ CSPM-73717: Update the YouTube MCRE How To video to remove Asset section.
	  ▪ CSPM-74020: BenefitsCal Form Repository Update – ***This enhancement syncs BenefitsCal Forms Repository in the Help Center with the latest list of Forms in CalSAWS (along with translated versions of the Forms PDF).***

July Enhancements (Release 24.07.25)	➢ **Four (4) enhancements will be delivered to Production in July 2024 across multiple releases:**
	 o **One (1) Technical Enhancement:**
	  ▪ CSPM-71734: Change Integration Points for all ForgeRock APIs.
	 o **Two (2) Partner Support Enhancements:**
	  ▪ CSPM-69825: Update Student Info Mapping in App Transfer.

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC

	▪ CSPM-69827: Medi-Cal Renewal Language Pre-Population Update.
	   ○ **One (1) Collaboration Model Enhancement:**
	      ▪ CSPM-72078: Update Document Type / Upload feature (Phase II) - Unique Confirmation Code.

GCF Parity Items	• **#22, 44: Immigrant specific help and FAQs**
	   ○ CDSS CF Confirmed BenefitsCal Recommendations will meet the Gap, also provided with the links to be added for Immigrants in the Help Center.
	   ○ BenefitsCal to re-estimate the effort.
	• **#24: Update CalFresh Application Flow to reduce questions**
	   ○ CDSS CF will provide their review of the recommendations by July 2024.
	• **#30, 32: Release of Information**
	   ○ Contingent on the ROI workgroup outcomes.
	• **#34: CDSS CF Prime Contractor Reports**
	   ○ CDSS CF Confirmed BenefitsCal Recommendations will meet the gap.
	   ○ BenefitsCal to re-estimate the effort.
	• **#46, 51: Automated reminder emails and text messages for customers**
	   ○ CDSS CF to provide Recommendations to BenefitsCal, if any.
	   ○ BenefitsCal to take it back and provide the baseline used for providing the SCERFRA response.
	• **#52: Update utilities options for CalFresh applicants in BenefitsCal**
	   ○ Assumptions confirmed by CDSS CF on 10.03.2023. Awaiting Funding Confirmation by CDSS
	• **#55: Suggest SAR 7 documents to be uploaded by the customers in BenefitsCal**
	   ○ Assumptions confirmed by CDSS CF on 10.03.2023. Awaiting Funding Confirmation by CDSS,

STATUS REPORT SUBSECTION	STATUS AGENDA TOPIC

User Centered Design (UCD) Activities	➢ **Customer Experience (CX) Measurements Data**
	  o Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues.
	  o Analyzed data from Always-on survey for the month of May.
	➢ **User Engagement**
	  o Recruited customers for Application/ RE/ SAR7 tracker [CSPM:67761].
	  o Recruited county workers for ABAWD ACL [CSPM-73600].
	  o Recruited customers for ABAWD ACL [CSPM-73600].
	➢ **Enhancements**
	  o Designed Application/ RE/ SAR 7 tracker [CSPM:67761].
	  o Designed Technical: Update Student Indo Mapping in App Transfer [CSPM-69825].
	  o Designed Medi-Cal Renewal Language Pre-population [CSPM:69827].
	  o Start design for ABAWD.
	➢ **Advocate Engagement**
	  o Facilitated the June UCD Monthly Meeting.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2   BenefitsCal Project Status Dashboard

Topic	Status	Highlights
Availability	🟢	The BenefitsCal System did not experience any unplanned outages.
Defects	🟢	There are twenty-three (23) active Production defects.
Incidents	🟢	There are fourteen (14) open Tier 3 incidents.

Status: Green: On schedule, performing as planned; Yellow: Potential delay/monitor with no material schedule impact; Red: Behind schedule and requires escalation.

Table 1.2-1 – Status Dashboard

1.3   Highlights from the Reporting Period

➢ **Priority Release** – None for the reporting period.
➢ **Emergency Release** – None for the reporting period.
➢ **Monthly Release** – None for the reporting period.

Planned Outages

➢ None for the reporting period.

2.0   Project Management

2.1   Deliverables

The following section gives details about the Deliverables and Work Products submitted within the reporting period and submission dates for upcoming Deliverables and Work Products.

2.1.1   Project Deliverables Summary

Del #	Name	Team	Status [1]	Status
WP 24.24	CX Bimonthly Report (Apr/May 2024)	M&O	🟢	DWP submitted 06/13/24 FWP submission 06/26/24 FWP approval 07/04/24
WP 25.28	Monthly M&O Report – May 2024	M&O	🟢	DWP submitted 06/11/24 FWP submission 06/24/24 FWP approval 07/01/24
WP 28.26	BenefitsCal Work Plan Monthly Updates – May 2024	PMO	🟢	FWP submitted 06/07/24 FWP approval 06/18/24
WP 29.26	BenefitsCal Monthly Status Report – May 2024	PMO	🟢	FWP submitted 06/07/24 FWP approval 06/18/24

[1] *Status*: *Green: On schedule, performing as planned; Yellow: Potential delay/monitor with no material schedule impact; Red: Behind schedule and requires escalation.*

Table 2.1-1 – Overall Summary of Deliverable Status for Current Reporting Period

2.1.2   Highlights for the Reporting Period

Deliverables and Work Products submitted:
➢ DWP 24.24: CX Bimonthly Report (Apr/May 2024) on 06/13/24.
➢ DWP 25.28: Monthly M&O Report – May 2024 on 06/11/24.
➢ FWP 28.26: BenefitsCal Work Plan Monthly Updates – May 2024 on 06/07/24.
➢ FWP 29.26: BenefitsCal Monthly Status Report – May 2024 on 06/07/24.

2.1.3   Activities for the Next Reporting Period

Deliverable and Work Product submissions for next reporting period:
➢ FWP 24.24: CX Bimonthly Report (Apr/May 2024) on 06/26/24.
➢ FWP 25.28: Monthly M&O Report – May 2024 on 06/24/24.

2.2   CRFI/CIT Communications Status

The following table outlines the CalSAWS Information Transmittals (CITs) for the reporting period.

CIT ID	To	Category	Subject	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0089-24	PPOCs (All); Regional Managers (All)	CalSAWS M&E	BenefitsCal-Account Reactivation E-Mail Campaigns	06/07/24	Carrie White	Carlos Zepeda
0094-24	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	CalSAWS M&E	Scheduled CalSAWS Maintenance - System Downtime Notification – 6/28/2024	6/13/2024	Anand Kulkarni	Pete Quijada
0095-24	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	CalSAWS M&E	Scheduled Downtime Notification – 6/30/2024	6/13/2024	Anand Kulkarni	Pete Quijada

Table 2.2-1 – CITs

The following tables outline the CalSAWS Requests for Information (CRFIs) 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 2.2-2 – CRFIs

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary BenefitsCal Contact	Backup BenefitsCal Contact
None for the reporting period							

Table 2.2-3 – Overdue CRFIs

2.3   Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Risk Level	Severity	Date Logged
246	Perceived Gap in Functionality	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. Status Updates: September 2, 2022: • 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. September 30, 2022: • 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.	Open	Low	Medium	05/10/21

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		January 6, 2023: • 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 direction on the implementation schedule. January 11, 2023: • Prioritization is requested by end of month so it can be incorporated into the roadmap. February 2, 2023: • 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. February 3, 2023: • 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. March 3, 2023: • 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. April 7, 2023 • 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. April 28, 2023: • Attended meetings with CDSS, CalSAWS, and CWDA for the GCF				

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		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. Next meeting is scheduled on 05/03/23. June 2, 2023: • 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. June 9, 2023: • 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. June 30, 2023: • 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. July 28, 2023: • 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. September 1, 2023:				

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		• 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 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.				
		September 8, 2023:				
		• 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.				
		September 29, 2023:				
		• 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 10/4/23 where 9 remaining items will be discussed.				
		October 6, 2023:				
		• 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				

ID	Title	Details	Status	Risk Level	Severity	Date Logged

		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.
		
		November 3, 2023:
		
		• Participated in sessions facilitated by CDSS on 11/01/23, with participation from CWDA, 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.
		
		November 10, 2023:
		
		• Work order #14 is submitted on 10/23/23 including the following items:
		    o GCF Parity#20: CalFresh Application "Joint Processing" by Social Security Administration and County Welfare Departments in BenefitsCal – Development and Implementation
		    o GCF Parity#31: CF303
		    o GCF Parity#9: Vaccination
		    o GCF Parity#19: Self Employment Help Text
		    o GCF Parity#63 Language Specific URLs
		
		December 1, 2023:
		
		• 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.				

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		• 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. December 15, 2023: • 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 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. • Next working session is 01/03/24. December 29, 2023: • Next working session is scheduled for 01/03/24. Work is in progress for the items documented in Work Order #14. January 12, 2024: • Working sessions was conducted on 01/10/23. 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. February 9, 2024: • Items #9, #19, and #63 implemented and deployed to production with January 24.01 release. • Working sessions were conducted on 02/07/23. 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				

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		items pending CFA to confirm final disposition and next steps. March 8, 2024: • 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) • 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. April 5, 2024: • Item #31 deployed to production with the March 24.03 release. • Item #20 is on schedule for the May 24.05 release. • 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. • Premise planning discussions will continue 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). April 17, 2024: • The most recent working session was conducted on 03/06/24 with the CDSS, Consortium, and CWDA on Premise funding and open items Parity items #9, #19,				

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		and #63 implemented and deployed to production with the 24.01 release in January 2024.				
		• Item #31 (CF-303) was delivered with the March 24.03 release.				
		• Item #20 (SSA Assisted Apps) is on schedule to be delivered with the May 24.05 baseline release.				
		• Premise planning discussions continued with the CDSS, Consortium, and CWDA for the five (5) parity items #22, #34, #44, #52, and #55.				
		• CDSS suggested closure on three (3) parity items #24, #46, and #51 and BenefitsCal recommendations are shared with CDSS. CDSS is working on the final decision on these.				
		May 3, 2024:				
		• A working session was conducted on 5/1/24 with CDSS, Consortium on open items Item #20 (SSA Assisted Apps) is on schedule to be delivered with the May 24.05 baseline release.				
		• CDSS confirmed funding will be provided for items #22, #34, #44, #52.				
		• For #55, CDSS will confirm whether the Pre-populated SAR 7 funds can be utilized or not.				
		• Discussions will continue for the closure of remaining (3) parity items #24, #46, and #51.				

ID	Title	Details	Status	Risk Level	Severity	Date Logged
290	Recently released ROI policy lacks clarity which may create privacy and liability exposure for counties and customers	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. June 16, 2023: • 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. June 30, 2023: • 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 06/29/23. July 28, 2023:	Open	Medium	High	05/19/23

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		• 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. September 1, 2023: • 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. September 22, 2023: • 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.) November 3, 2023: • 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. December 1, 2023: • Workgroup sessions #6 conducted on 11/13/23. Group continued working on roles and responsibilities matrix as well as the liability and contract spectrum of the Next workgroup meeting is scheduled on 12/04/23. December 15, 2023:				

ID	Title	Details	Status	Risk Level	Severity	Date Logged
		• 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. December 29, 2023: • 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. February 9, 2024: • 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. March 8, 2024: • 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 Responsibilities – in the event a breach or security incident. • Additionally, during the last workgroup meeting, milestones				

| ID	Title	Details	Status	Risk Level	Severity	Date Logged
		needed to determine the implementation timeline has been discussed. • Next work group meetings are planned for 03/18/24, and 04/08/24. April 5, 2024: • Workgroup session conducted on 03/18/24. • DHCS and CDSS provided updates for progress of letters. • Initiated discussion to capture high-level milestones including Policy, Change Management, Automation, Funding and Timing. • Next meeting is scheduled for 04/08/24. April 17, 2024: • Workgroup session conducted on 04/08/24. • Focus of the meeting was to begin reviewing the use cases and the data points to identify any other policy clarifications or guidance that may be needed to help support counties and public. • Counties worked with CWDA to capture outstanding concerns, and these have been shared with DHCS and CDSS. • Next meeting is scheduled for 04/29/24. May 3, 2024: • Workgroup session conducted on 04/29/24. • Group continued reviewing the use cases and the data points requiring policy guidance and clarifications. Also, group began discussions about situations may occur in preparation for updating/changing business processes (for Counties and CBO/Assistors). • Next meeting is scheduled for 05/13/24.				

| ID	Title	Details	Status	Risk Level	Severity	Date Logged
303	Unauthorized BenefitsCal Users could access CalSAWS data without Digital Identity Verification when case linking functionality is enabled	The existing implementation of the CalSAWS Interactive Voice Response (IVR) and BenefitsCal Case Linking function used to link a BenefitsCal Customer Account to CalSAWS Case and Person information does not fully meet current federal standards for digital identity verification (NIST SP 800-63A: Digital Identity Guidelines), which increases the risk of unauthorized access, potentially resulting in a data breach. CalSAWS IVR enables users to self-represent using their voice but without identity verification. BenefitsCal Case Linking functionality, supported by a CalSAWS service, allows a BenefitsCal user to claim ownership of existing Personally Identifiable Information (PII) in the CalSAWS system by linking their anonymously created BenefitsCal account to existing information within CalSAWS. This functionality requires confirmation of the claimed BenefitsCal account user's identity before they are allowed to access the CalSAWS Case and Person information. April 5, 2024: • New risk introduced. April 18, 2024: • Contact Center Team is actively working on the assessment of the system compliance with NIST 800-53 Rev 5 with the Security, Consortium and QA teams. May 3, 2024: • Discussion between Accenture Security and IVR teams held to review the components and flow of the IVR user verification process. • Analysis of how IVR meets or does not meet the guidelines from NIST 800-63. • Identity Verification guidelines pending additional analysis, etc. 05/17/24.	Open	Low	Low	03/18/24

ID	Title	Details	Status	Risk Level	Severity	Date Logged
304	Unless production notification process is adapted to include BenefitsCal Training environment, end users may not receive timely notification of issues impacting the environment	Currently the BenefitsCal application in the training environment utilizes a non-production version of ForgeRock (ID-DEV) for authentication and authorization of customer and CBO users while the remaining applications and services present in the training environment utilize production services. This may impact the alignment of availability of BenefitsCal with the remainder of the CalSAWS training environment application and services along with training environment communications.	Open	Low	Low	4/29/2024

Table 2.3-1 – Project Risks and Issues

2.4 Project Work Plan Reports

Project Timeline
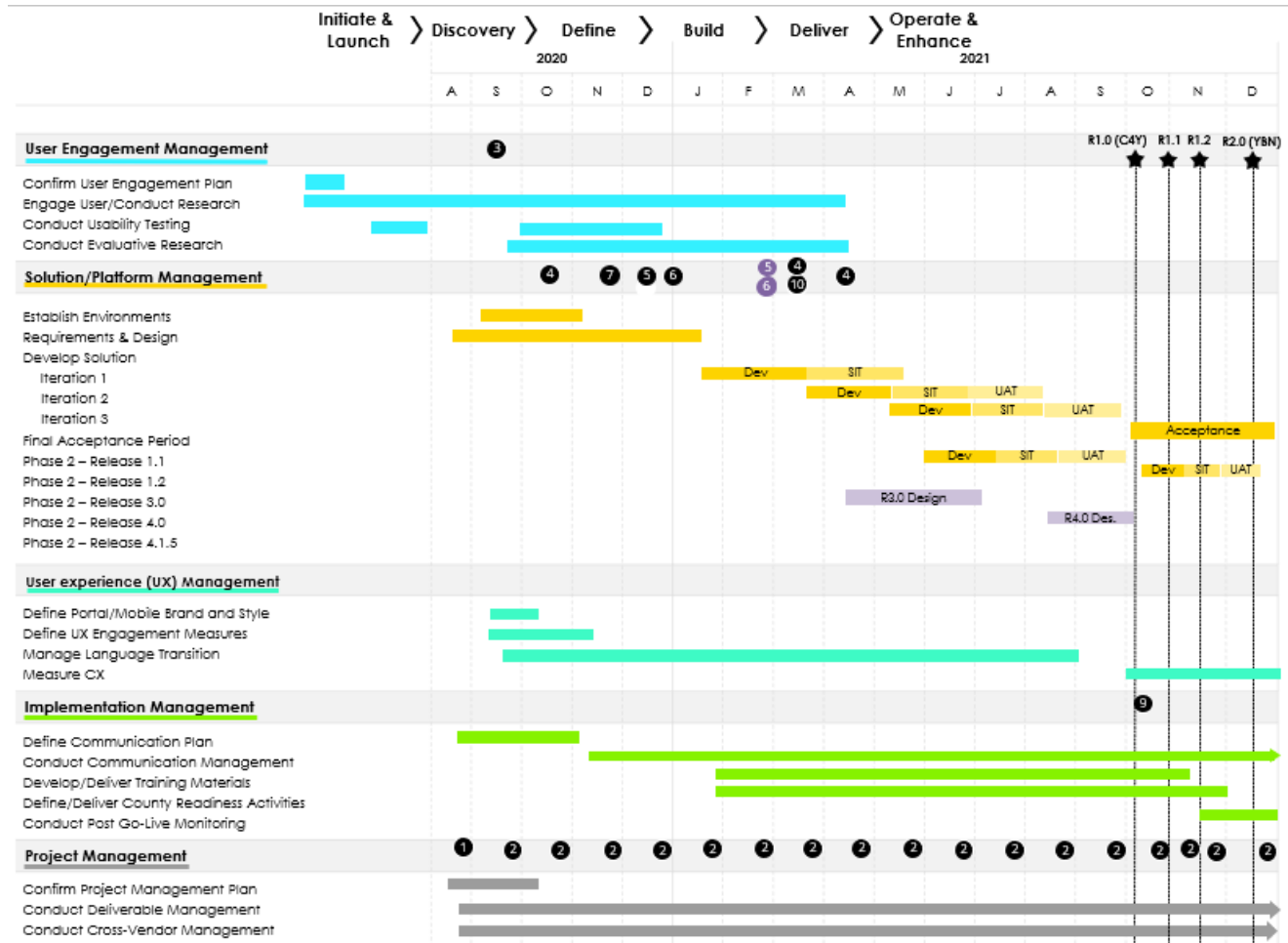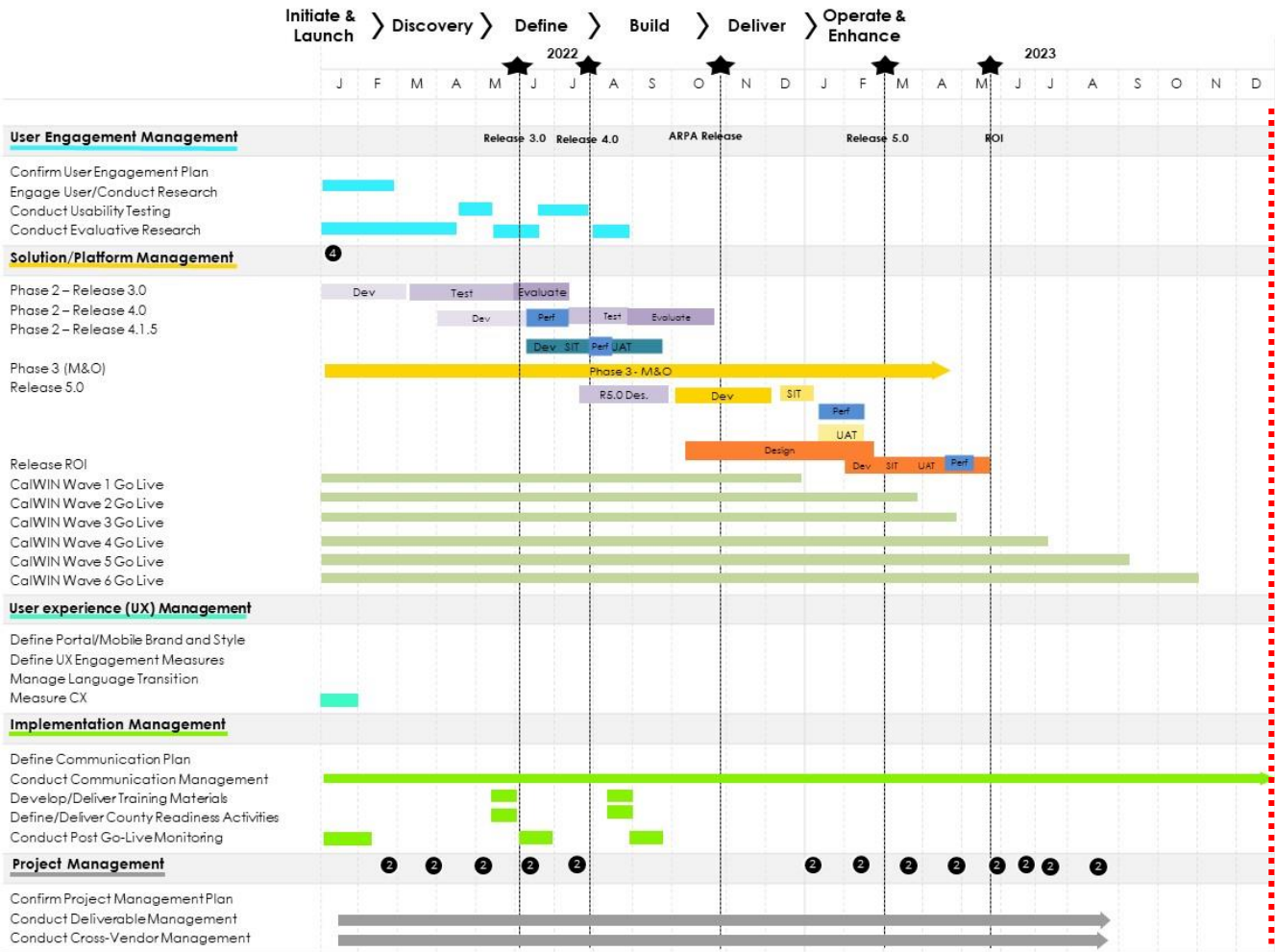
Project Action Items – Overdue

This table lists overdue action items, including the owner and due date.

ID	Description	Owner	Due Date
None.			

Table 2.4-1 – Overdue Action Items

2.5   SCIRFRA/SCERFRA/SIRFRA/SARRA Information

The table below outlines the summary of SAWS Communication Information Requests for Research and Analysis (SCIRFRA), SAWS Cost Estimation Requests for Research and Analysis (SCERFRA), SAWS Information Request for Research and Analysis (SIRFRA), SAWS Advocates Request for Research and Analysis (SARRA), and Consortium Request for Policy (CRPC) activities for the reporting period.

Status	Total
Rejected	0
New/Assigned	1
Completed	4
Reopened	0
In Review	0
Withdrawn	0
Total	**5**

Table 2.5-1 – Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests

Completed:

- o   CSPM-74038: SCERFRA 24-517 – FRA Pilot Proposal
- o   CSPM-73548: SCERFRA 24-913 – SB 1254 – CalFresh: Enrollment of Incarcerated Individuals
- o   CSPM-73974: SCERFRA 24-515 – AB 305 – Veteran Services Notice
- o   CSPM-74021: SCERFRA 24-516 – California Food Assistance Program Expansion – May Revise

New / Assigned:

- o   CSPM-74320: SCERFRA 24-518 - EBT 2259 Revision

2.6   Deviation from Plan/Adjustments

None for the reporting period.

3.0   BenefitsCal Collaboration Model (CM)

3.1   Highlights of the Reporting Period

➢ Jira tickets logged for seventeen (17) items prioritized from Quarter 1 of 2024.
➢ Prioritization In Progress for items prioritized in Quarter 3 and Quarter 4 of 2023. (These 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-71555	BenefitsCal Email Notifications	Ready for Review	Research Outcome Review in Progress
Research Item	CSPM-71551	CBO (Community Based Organization) Support Assistance	Ready for Review	Research Outcome Review in Progress
Research Item	CSPM-71962	Duplicate applications	Ready for Review	Research Outcome Review in Progress
Research Item	CSPM-71544	Document Upload – List of Options	Not Started	Prioritized for July 2024.
Research Item	CSPM-71543	Document Upload – Multiple Docs	Not Started	Prioritized for July 2024.
Research Item	CSPM-71552	Orange Banner	Not Started	Prioritized for August 2024
Research Item	CSPM-68269	Display Race Options in Alphabetical Order	UAT Deployed	Development & SIT completed; Ready for UAT
Enhancement	CSPM-67761	Update Application and RE/SAR 7 Status Tracker	Prioritization Needed	Tentatively prioritized for August 2024.

Table 3.1-1 – Enhancements Updates, Prioritized by CM

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-71555	BenefitsCal Email Notifications	Finish Research with Policy	06/30/24
Research Item	CSPM-71551	CBO Support Assistance	Finish Research with CBOs	06/30/24

Issue Type	ID	Summary	Activity for Next Week	Target Delivery Date
Research Item	CSPM-71962	Duplicate applications	Finish Research with Caseworkers	06/30/24
Research Item	CSPM-71544	Document Upload – List of Options	N/A	07/31/24
Research Item	CSPM-71543	Document Upload – Multiple Docs	N/A	07/31/24
Research Item	CSPM-71552	Orange Banner	N/A	08/31/24
Research Item	CSPM-68269	Display Race Options in Alphabetical Order	Support UAT & Deploy to PRD	06/27/24
Enhancement	CSPM-67761	Update Application and RE/SAR 7 Status Tracker	N/A	06/27/24

Table 3.2-1 – Planned Activities for Next Reporting Period for Enhancements, Prioritized by CM

4.0   Maintenance and Operations

Operational Support

➢ Provided operational support for manual reprocessing of a transaction between CalSAWS **and** BenefitsCal.

CFA Meeting

➢ Participated in a weekly meeting with Code for America (CFA) to support their ongoing operational questions for BenefitsCal and to discuss future enhancements.

Daily Partner Coordination Meetings

➢ Conducted daily partner coordination meetings with CalSAWS covering design, development, testing, and release management for defects and enhancements impacting both systems along with production observations.

M&O Phases

➢ Completed the initial **acceptance** period and moved into Maintenance and Operations.

4.1   Service Management

4.1.1   Overview

Incidents Created

➢ Nine (9) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.

Incidents Resolved

➢ The BenefitsCal Tier 3 Team resolved one (1) incident in the biweekly reporting period.

Incidents Closed

➢ The BenefitsCal Tier 3 Team closed one (1) incident in the biweekly reporting period.

Incidents Triaged

➢ The BenefitsCal Tier 3 Team has triaged ninety-five (95) incidents in the biweekly reporting period.

Problems Created

➢ The BenefitsCal Tier 3 Team created two (2) problem tickets in the biweekly reporting period.

Problems Resolved

➢ The BenefitsCal Tier 3 Team resolved zero (0) problem tickets in the biweekly reporting period.

4.1.2 BenefitsCal Help Desk Metrics

The charts below represent incidents created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no incidents to report for that week.
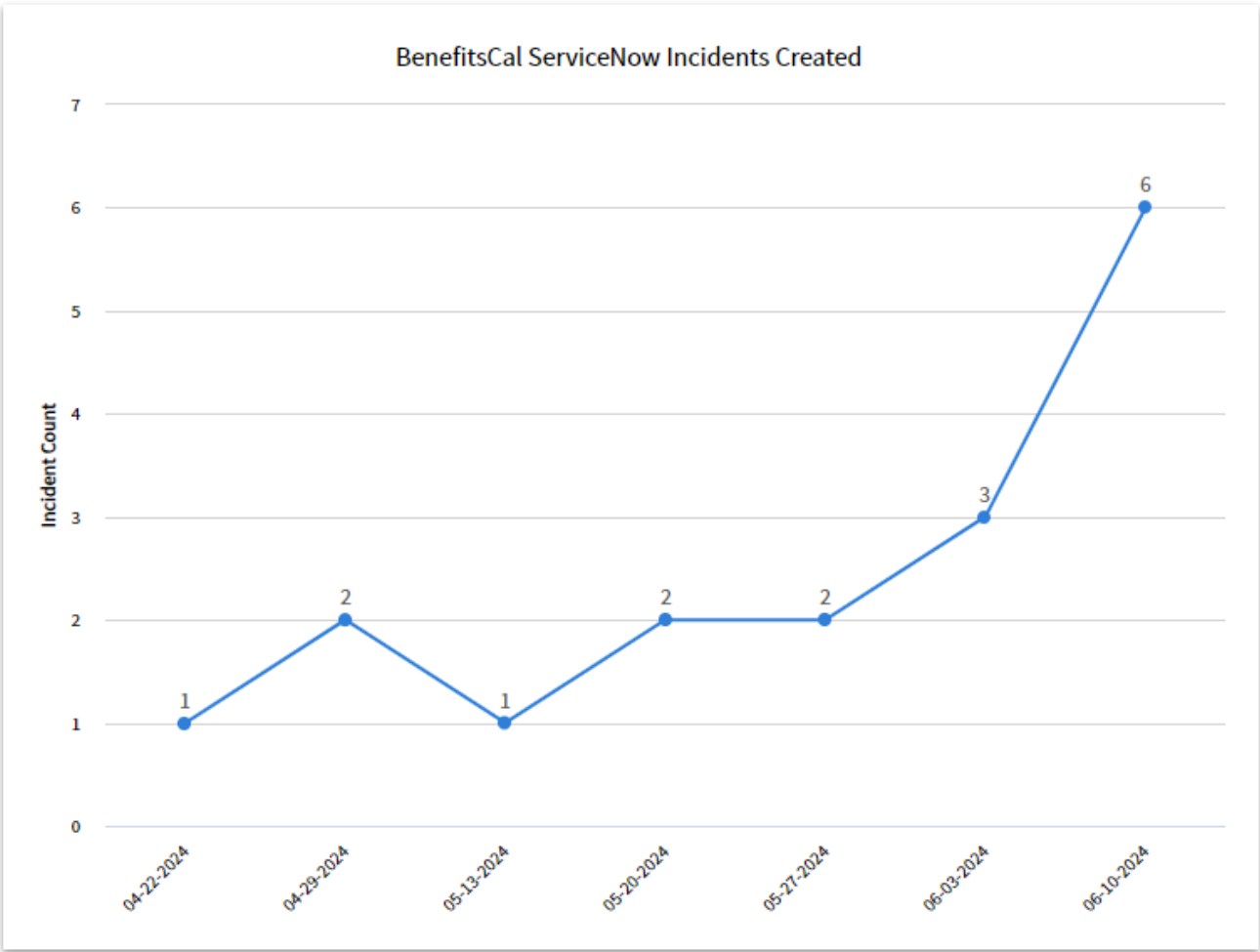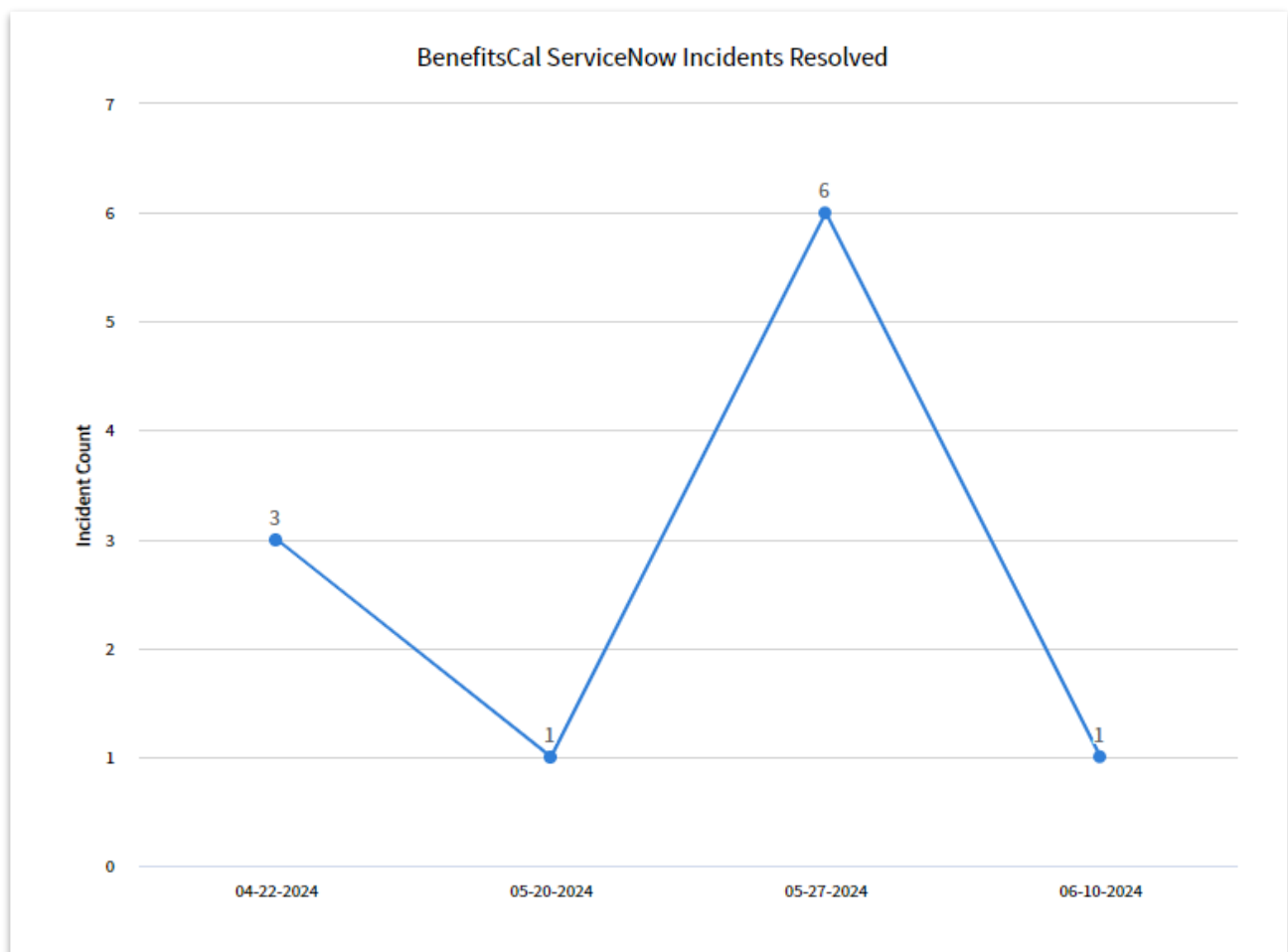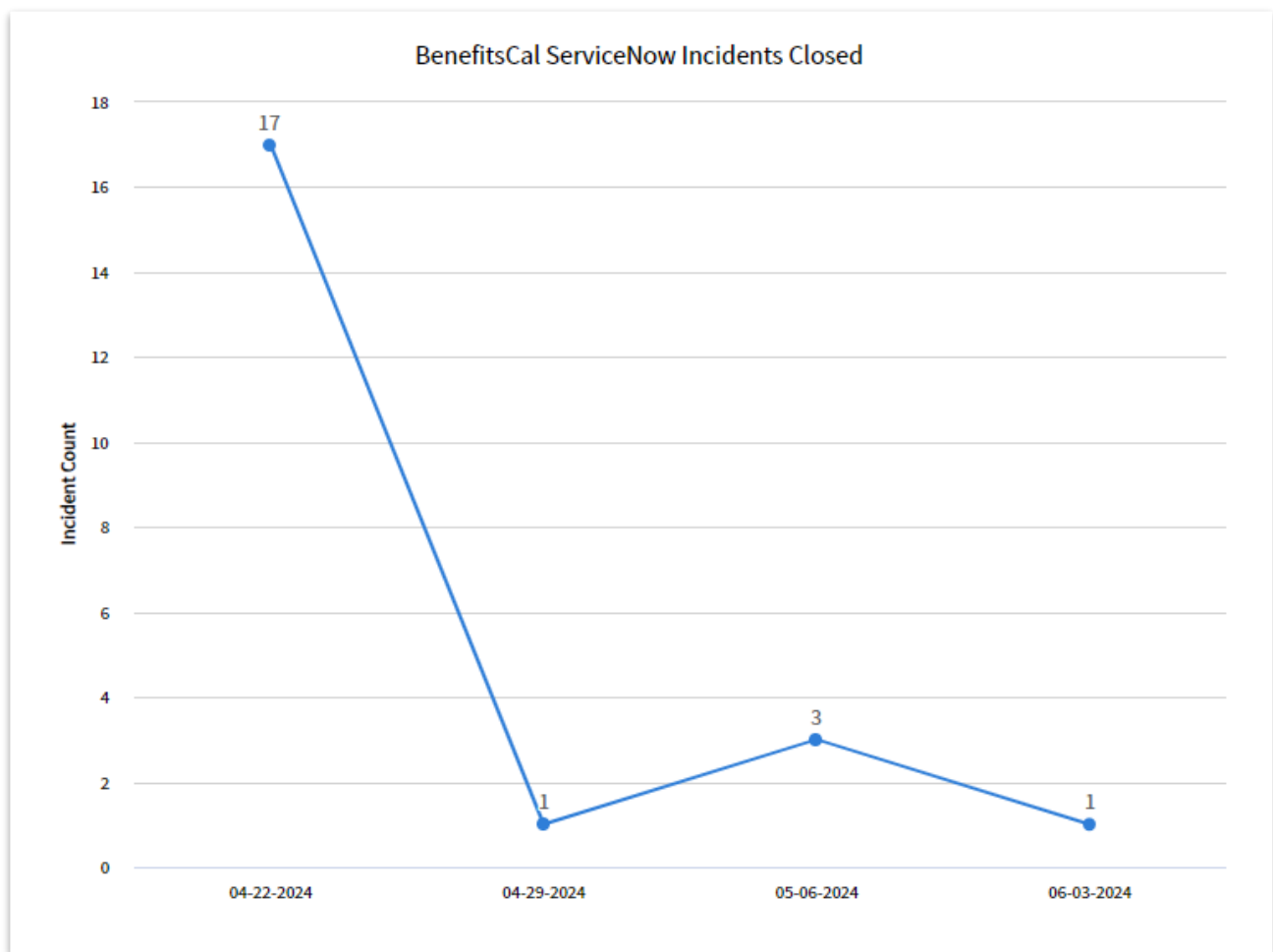
BenefitsCal ServiceNow Incidents Resolved

BenefitsCal ServiceNow Incidents Closed
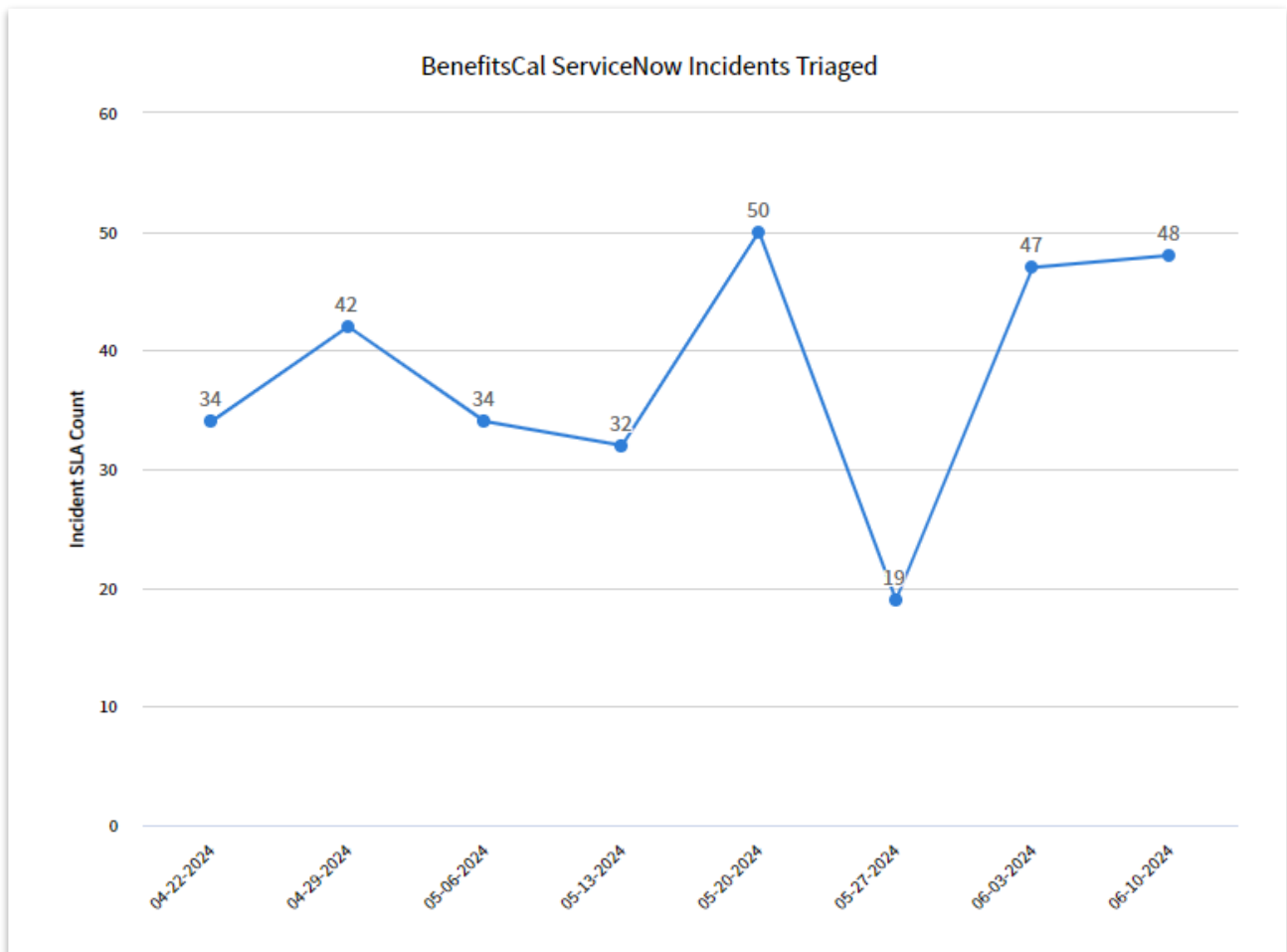
Note: The graphs represent the ServiceNow incidents associated to all 58 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

Figures 4.1-1, 4.1-2, and 4.1-3 – BenefitsCal ServiceNow Incidents

The charts below represent problems created, resolved, and triaged within the reporting period. If a week is not showing within a particular chart, it is because there were no problems to report for that week.
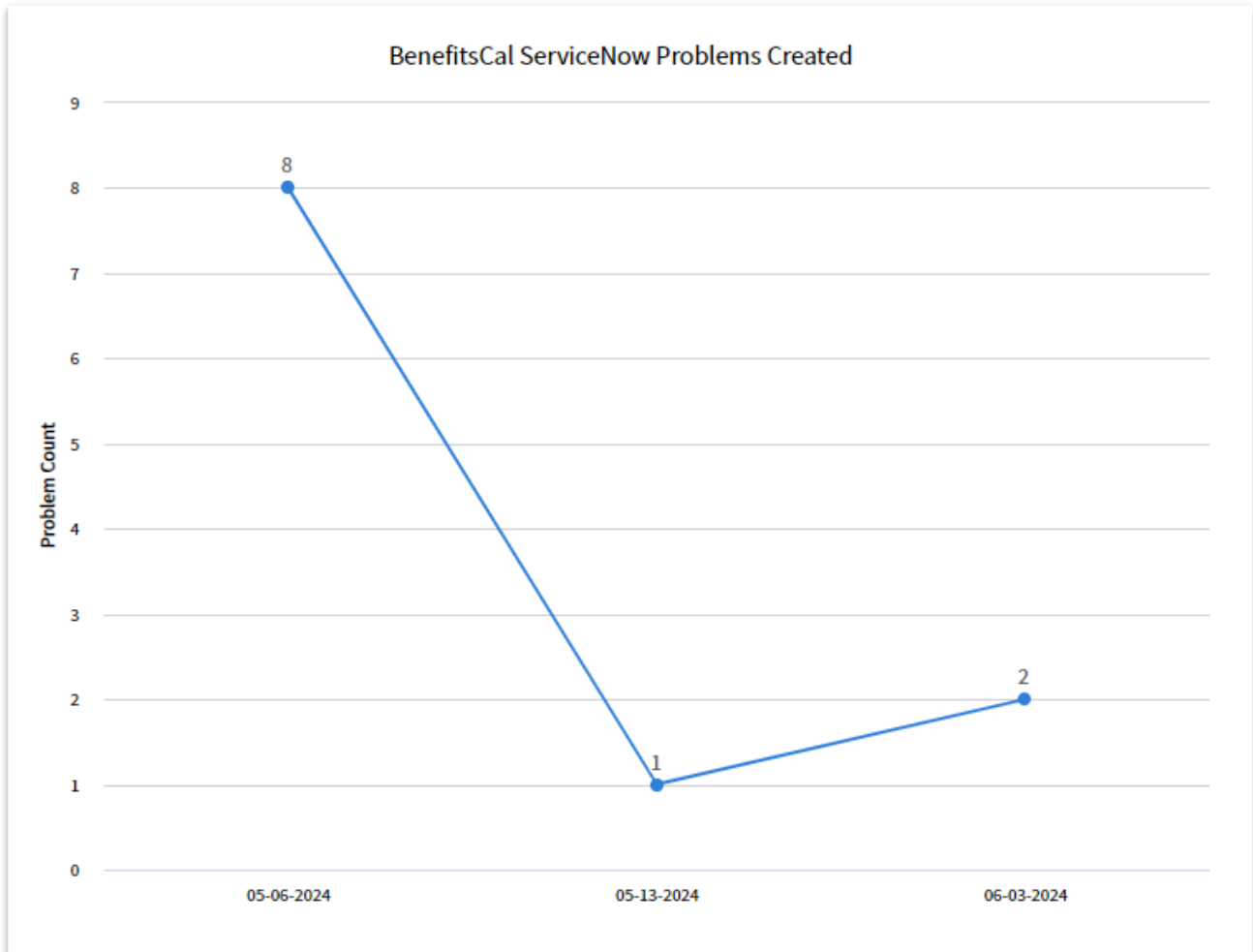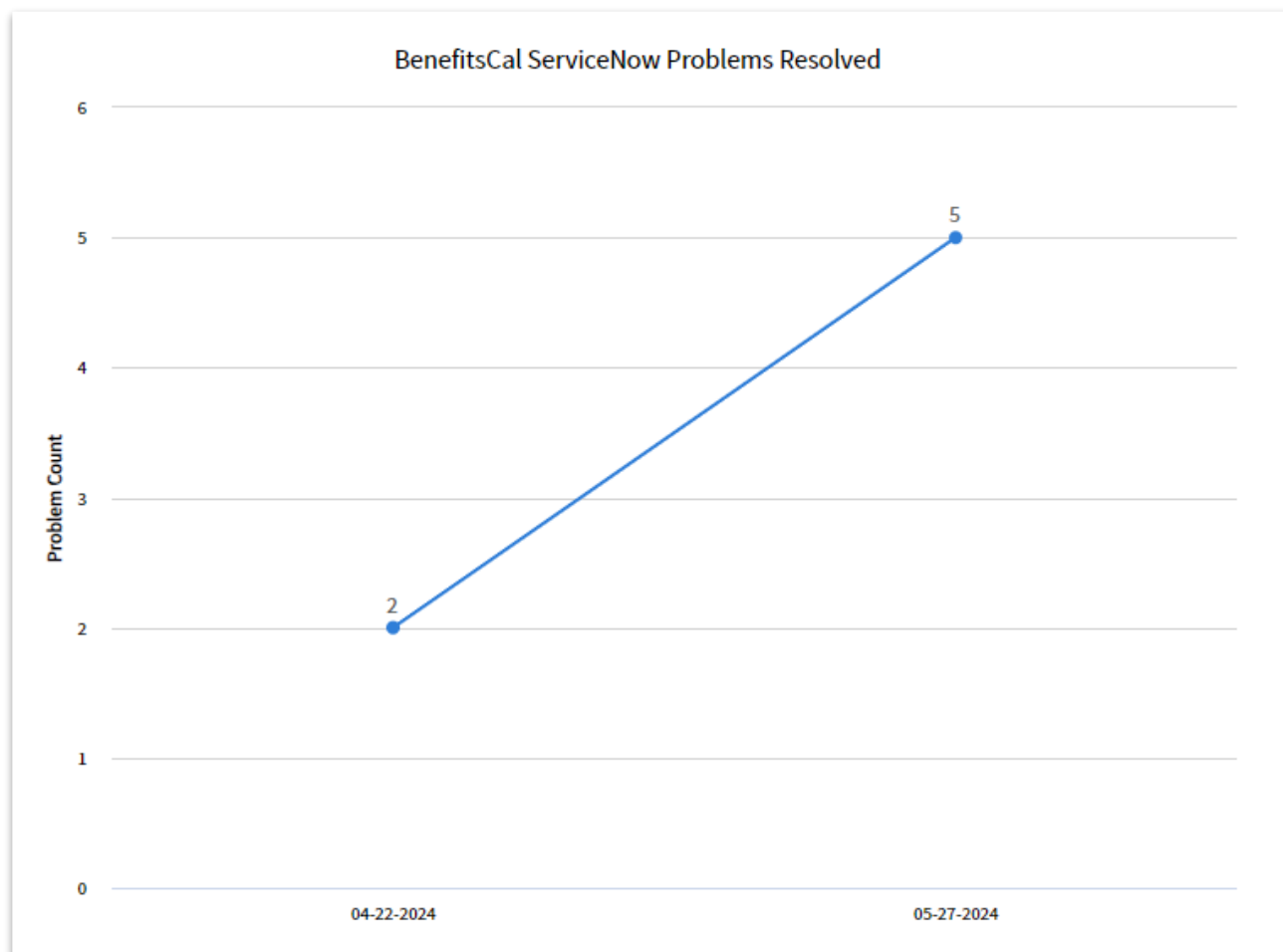
Note: *The graphs represent the ServiceNow problems associated to 58 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates on the x-axis represent the start of a week.*

Figures 4.1-4 and 4.1-5 – BenefitsCal ServiceNow Problems

BenefitsCal ServiceNow Incidents by State and Age

State \ Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
New	5	0	1	0	0	0	0	6
In Progress	1	1	0	0	0	0	0	2
On Hold	0	0	0	1	2	3	0	6
Resolved	0	0	0	2	1	4	0	7
Closed	0	0	51	338	158	114	2	663
Count	6	1	52	341	161	121	2	684

New	Incident triage not started.
In Progress	Incident triage in progress.
On Hold	Incident triage paused – awaiting information/problem.
Resolved	Incident triage completed providing steps for resolution.
Closed	Incident triage completed after a defect fix or change request implementation.

Figure 4.1-6 – BenefitsCal ServiceNow Incidents by State and Age

BenefitsCal ServiceNow Incidents by Resolution Code

| How To - Steps to Pr... = 836 (20.04%) |
| Multiple Outreach At... = 795 (19.06%) |
| Defect Fixed = 784 (18.79%) |
| Customer Confirmed I... = 651 (15.6%) |
| Not a System Error -... = 481 (11.53%) |
| Customer Requested C... = 244 (5.85%) |
| Linked to SCR = 149 (3.57%) |
| Solved (Permanently) = 64 (1.53%) |
| Unable to Recreate I... = 57 (1.37%) |
| Additional Informati... = 47 (1.13%) |
| Outage / Performance... = 39 (0.93%) |
| Duplicates = 14 (0.34%) |
| Other = 11 (0.26%) |

Resolution code	Incident SLA Count	Percentage of Incident SLAs
How To - Steps to Proceed Provided	836	20.04%
Multiple Outreach Attempts – No Response	795	19.06%
Defect Fixed	784	18.79%
Customer Confirmed Issue is Resolved	651	15.6%
Not a System Error - With Explanation	481	11.53%
Customer Requested Closure	244	5.85%
Linked to SCR	149	3.57%
Solved (Permanently)	64	1.53%
Unable to Recreate Issue	57	1.37%
Additional Information Needed	47	1.13%
Outage / Performance Degradation	39	0.93%
Duplicates	14	0.34%
Other	11	0.26%
Total	4,172	100%

Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.

Figure 4.1-7 – BenefitsCal ServiceNow Incidents by Resolution Code

BenefitsCal ServiceNow Incidents Created by Category

Legend:
- BenefitsCal > Access... = 672 (15.95%)
- BenefitsCal > Docume... = 466 (11.06%)
- BenefitsCal > System... = 441 (10.47%)
- BenefitsCal > Case L... = 375 (8.9%)
- BenefitsCal > Renewa... = 229 (5.44%)
- BenefitsCal > Apply ... = 224 (5.32%)
- BenefitsCal > Error ... = 216 (5.13%)
- CalSAWS Application/... = 210 (4.99%)
- BenefitsCal > Custom... = 200 (4.75%)
- BenefitsCal > Cannot... = 193 (4.58%)
- BenefitsCal > Access... = 187 (4.44%)
- BenefitsCal > Notice... = 182 (4.32%)
- Other = 617 (14.65%)

Category(u_category)	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue > Customer	672	15.95%
BenefitsCal > Document Upload	466	11.06%
BenefitsCal > System/Technical Issue	441	10.47%
BenefitsCal > Case Link Request	375	8.9%
BenefitsCal > Renewal/Redetermination/Recertification	229	5.44%
BenefitsCal > Apply for Benefits	224	5.32%
BenefitsCal > Error Message	216	5.13%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	210	4.99%
BenefitsCal > Customer Dashboard	200	4.75%
BenefitsCal > Cannot View Case Information	193	4.58%
BenefitsCal > Access Issue	187	4.44%
BenefitsCal > Notices/Documents/Images	182	4.32%
Other	617	14.65%
Total	**4,212**	**100%**

Note: The pie chart above represents Incidents by category created since BenefitsCal Go-Live on 09/27/21. The "Other" category will cover incidents related to BenefitsCal module such as Dashboard, Help Center, Homepage, Report a Change, Application Summary.

Figure 4.1-8 – BenefitsCal ServiceNow Incidents Created by Category

4.2   Technology Operations

The BenefitsCal technology operations team provides Amazon Web Services (AWS) serverless infrastructure and BenefitsCal application support. All upgrades and changes to the infrastructure and application are performed in accordance with the Consortium change control process. AWS serverless infrastructure support activities include upgrades to AWS components such as the Web Application Firewall (WAF), CloudFront, Application Programing Interface (API) Gateway, Lambdas, Simple Queue Service (SQS), CloudWatch, X-Ray and Aurora Postgres, Postgres Relational Database Service (RDS), and RDS Proxy. Application maintenance and support includes release and configuration management across the non-production and production environments. The Redis Cluster mem cache is upgraded to 6.2.6.H.

4.3   BenefitsCal Maintenance and Operations

Scheduled Date	Outage Timeframe	Activity Description
06/03/2024	7.30 pm – 8.00 pm PST	Emergency CalSAWS Application maintenance (Maintenance Mode)
06/08/24	7:00 pm – 8:00 pm PST	CalSAWS Application maintenance (Offline Mode)
06/14/24 – 06/15/24	06/14/24 10:00 pm – 06/15/24 2:00 am PST	CalSAWS Application maintenance (Maintenance Mode)
06/16/24	06/16/24 6:00 am – 06/16/24 10:00 am PST	CalSAWS Application maintenance (Offline Mode)

Table 4.3-1 – BenefitsCal Outages

Scheduled Date	Outage Timeframe	Application Mode
06/27/24	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 24.06.27

Table 4.3-2 – BenefitsCal Upcoming Maintenance

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0049276	Users are experiencing issues with Tasks, Forms and Email services in CalSAWS and associated systems including BenefitsCal.	06/3/24 7:00 am – 06/03/24 10:20 am PST	Users will experience issues with Tasks, Forms and Email services in CalSAWS and associated systems including BenefitsCal until the issue is resolved.	Resolved	CalSAWS
PRB0049293	Some users were experiencing errors while accessing CalSAWS and associated systems.	06/04/24 9:10 am – 06/04/24 9:28 am PST	During the impacted period, some users experienced errors while accessing CalSAWS and associated systems until the issue is resolved	Resolved	CalSAWS

Ticket ID	Description	Impact Date/Time	Impact	Status	Owner
PRB0049290	Kern County users are experiencing issues accessing CalSAWS and associated systems due to a countywide internet outage.	06/04/24 8:12 am – 06/04/24 11:41 am PST	Kern County users will not be able to access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0049305	Kern County users are experiencing issues accessing CalSAWS and associated systems due to a countywide internet outage.	06/04/24 2:30 pm – 06/04/24 3:39 pm PST	Kern County users will not be able to access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0049316	Some users were experiencing errors while accessing CalSAWS and associated systems.	06/05/24 8:38 am – 06/05/24 8:43 am PST	During the impacted period, some users experienced errors while accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0049337	Amador County users at the 10877 Conductor Boulevard, Sutter Creek site are unable to access CalSAWS and associated systems due to a power outage.	06/07/24 8:04 am – 06/7/24 10:17 am PST	Amador County users at the Sutter Creek site will not be able to access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0049346	Some users are experiencing errors while accessing CalSAWS and associated systems.	06/10/24 8:10 am – 06/10/24 8:30 am PST	Some users will experience errors while accessing CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS
PRB0049349	Sierra County users at the 202 Front St, Loyalton site are unable to access CalSAWS and associated systems due to a power outage.	6/10/24 10:52 am – 06/10/24 11:46 am PST	Sierra County users at the Loyalton site will not be able to access CalSAWS and associated systems until the issue is resolved.	Resolved	CalSAWS

Table 4.3-3 – BenefitsCal Incident Follow-Up Summary

4.4   Production Defect Backlog

The Production defect backlog bar chart depicts the balance of open (unresolved Production defects – Red) and closed defects – Green), month-over-month. Defects are closed upon system test validation and release deployment to Production.
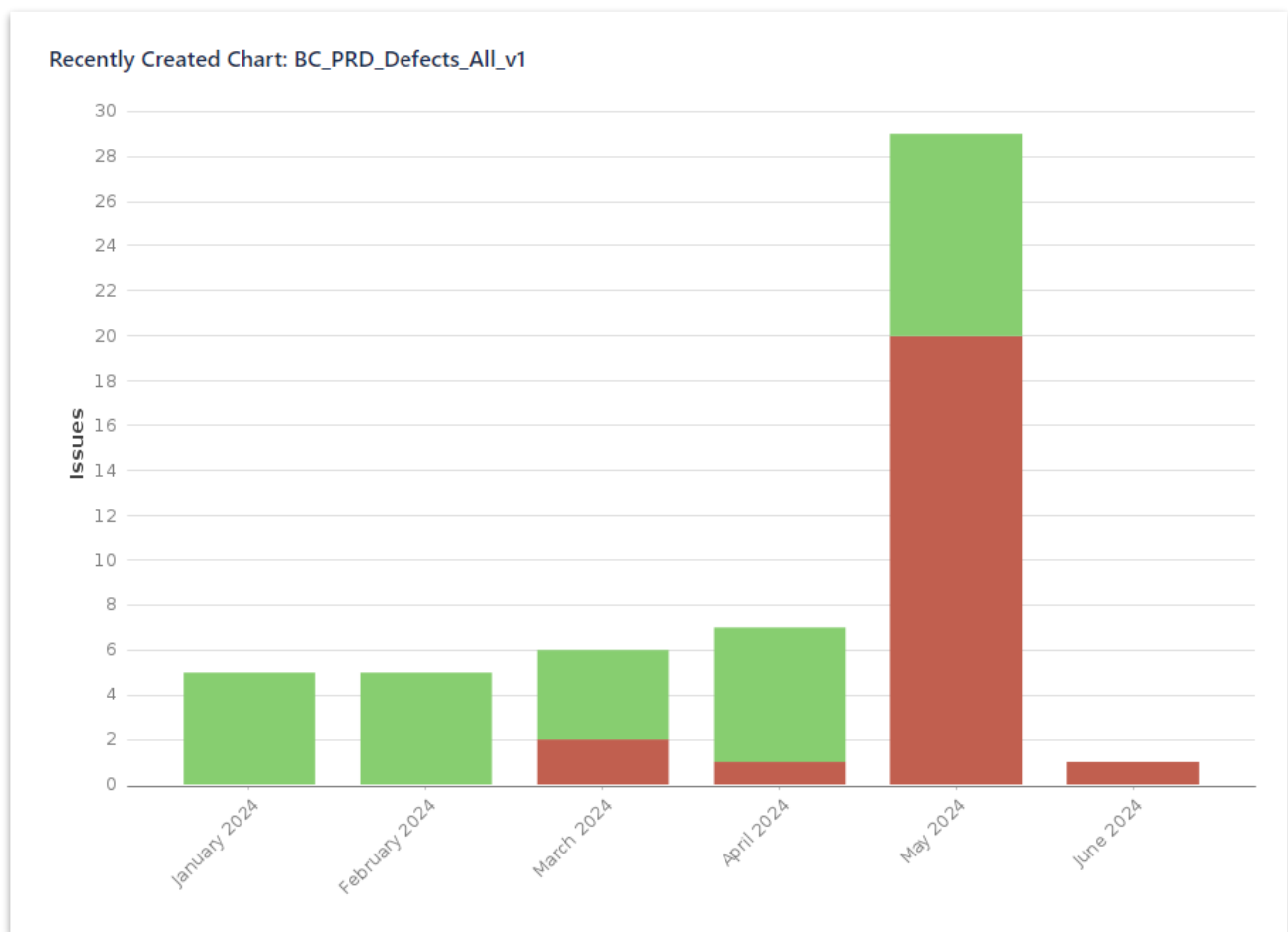

Figure 4.4-1 – Production Defects Backlog Monthly Trend

4.4.1 Release Schedule Production Defect Fix

Severity	Release 24.06.27	Release 24.07.25	TBD	Total
1-High	**0**	**0**	**0**	**0**
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
2-Normal/Medium	**0**	**0**	**0**	**0**
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
3-Normal/Low	**12**	**2**	**9**	**23**
New	0	0	0	0
In Progress	12	2	9	23
Closed	0	0	0	0
4-Cosmetic	**0**	**0**	**0**	**0**
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
Total	*12*	*2*	*9*	*23*

Table 4.4-2 – Production Defect Fix – Release Schedule

4.5 Production Operations

4.5.1 Root Cause Analysis (RCA)

None for the reporting period.

4.6 Deviation from Plan/Adjustments

None for the reporting period.

5.0   Application Development and Test

5.1   Priority Release Summary

This section outlines the scope of defect fixes included in each ad-hoc priority release deployed in this reporting period.

BenefitsCal Priority Release

➢ None for the reporting period.

BenefitsCal Emergency

➢ None for the reporting period.

BenefitsCal Monthly Release

➢ None for the reporting period.

Release	Release Date	Summary
24.06.27 – Monthly	06/27/24	Twelve (12) production defects and six (6) enhancements are planned for User Error Handling, Exception Handling, and Application Summary.
24.06.30 - Priority	6/30/24	One (1) enhancement is planned for User Error Handling, Exception Handling, and Application Summary.

Table 5.1-1 – BenefitsCal Upcoming Releases

5.2   Requirements and Design

5.2.1   Highlights of the Reporting Period – Requirements and Design

Designs and Design Meetings

➢ Continued design work for June 2024 enhancements.
➢ Began design work for July 2024 enhancements.
➢ Continued working with the development and testing teams on the SSA (Social Security Administration) Application on BenefitsCal enhancement CSPM-65292.
➢ Hosted the BenefitsCal CWDA Check-In on 06/03/24 and 06/10/24.
➢ Attended ROI Workgroup Call on 06/03/24.
➢ Attended Additional Discussion on AE Messaging Options in BenefitsCal on 06/03/24.
➢ Attended the Self-Service Portal Committee Meeting on 06/04/24.
➢ Attended App Dev Meeting on 06/04/24.
➢ Hosted GCF Parity Prep Call on 06/04/24.
➢ Attended the CalSAWS-BenefitsCal Demo on 06/04/24.
➢ Attended Clarification on Fillable Forms on 06/04/24.
➢ Hosted the DDI and M&O Biweekly calls on 06/04/24, 06/06/24, 06/11/24, and 06/13/24.

- Attended GCF Parity List Meeting on 06/05/24.
- Hosted SCERFRA Touchpoint on 06/05/24.
- Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 06/05/24 and 06/12/24.
- Hosted CalSAWS ABAWD Screens Review on 06/05/24.
- Hosted BenefitsCal – CalSAWS Connect for SSA Scope Changes on 06/05/24.
- Attended Discussion for CA-239537 BenefitsCal - Update Student Info Mapping in App Transfer on 06/06/24.
- Attended CM Q2-2024 Dispositions on 06/06/24.
- Hosted BenefitsCal Enhancement Pipeline Discussion on 06/07/24.
- Attended CFAP Expansion Automation Discussion – Follow Up on 06/07/24.
- Attended Asset Elimination Discussion on 06/07/24.
- Hosted Prep for June 2024 UCD Monthly Meeting on 06/10/24.
- Attended County Validation 24.07 Touchpoints on 06/10/24, 06/11/24, 06/12/24, 06/13/24.
- Attended BenefitsCal Asset Issue/Response to Advocates on 06/10/24.
- Hosted ABAWD Screens on CalSAWS Meeting on 06/11/24.
- Attended App Dev Call on 06/11/24.
- Hosted the June UCD Monthly Meeting with Advocates and State Partners on 06/12/24.

Release 24.06.27 Development

- Completed Development for 5 enhancements, 1 is in progress.
- Provided support to SIT teams for the June monthly release enhancements.
- Support to Independent Test Teams is In Progress for the June monthly release enhancements.

Release 24.06.30 Development

- Provided support to SIT team, Support to Independent test teams, State, Advocates, and CWDA is in progress for the June Priority release enhancement (Chatbot "See IF I Qualify" re-enablement).

The following table outlines the summary of development activities for enhancements.

Release	Release Date	Summary
24.06.27	06/27/24	Finalized Design, continued development and providing test support.
24.06.30	06/27/24	Finalized Design, completed development and providing test support.

Table 5.1-2 – BenefitsCal Enhancements Development Status

5.2.2 Activities for the Next Reporting Period – Requirements and Design

Designs and Design Meetings

- Finalize design work for June 2024 enhancements.

- Continue design work for July 2024 enhancements.
- Continue working with the development and testing teams on the SSA (Social Security Administration) Application on BenefitsCal enhancement CSPM-65292.
- Attend County Validation 24.07 Touchpoints on 06/17/24, 06/18/24, 06/19/24, 06/20/24, and 06/21/24.
- Host the BenefitsCal CWDA Check-In on 06/17/24 and 06/24/24.
- Attend Need Help – BC Jira And Authenticator Meeting on 06/17/24.
- Host ABAWD Discussions with CalSAWS on 06/17/24.
- Host the DDI and M&O Biweekly calls on 06/18/24, 06/20/24, 06/25/24, and 06/27/24.
- Attend App Dev Meeting on 06/18/24.
- Attend CA-275549: Discuss Transaction Limits for EBT2259 on 06/18/24.
- Host SCERFRA Touchpoint on 06/18/24.
- Attend CAPI Automation Workgroup on 06/18/24.
- Attend SAWS Policy Implementation Meeting on 06/19/24.
- Host the BenefitsCal PM Stand-Up Meetings with the Consortium on 06/19/24 and 06/26/24.
- Host BenefitsCal ABAWD Kickoff on 06/20/24.
- Attend County Validation 24.07 Defect Retest/Close Out Week Meetings on 06/24/24, 06/25/24, 06/26/24, and 06/27/24.
- Attend App Dev Call on 06/25/24.
- Attend CalSAWS – SCR CA-271116 - EBT 2259 User Group – Meeting 4 on 06/26/24.
- Attend CalSAWS/CDSS Check-In: Request for Feedback on Collaboration Model – Quarter 2 2024 Enhancement Requests Discussion on 06/26/24.
- Attend County Validation 24.07 Defect Retest/Close Out Friday Touchpoint on 06/28/24.

5.2.3 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.
- Analyzed data from Always-on survey for the month of May.

User Engagement

- Recruited customers for Application/ RE/ SAR 7 tracker [CSPM:67761].
- Recruited county workers for ABAWD ACL [CSPM-73600].
- Recruited customers for ABAWD ACL [CSPM-73600].

Enhancements

- Designed Application/ RE/ SAR7 tracker [CSPM:67761].
- Designed Technical: Update Student Indo Mapping in App Transfer [CSPM-69825].
- Designed Medi-Cal Renewal Language Pre-population [CSPM:69827].
- Start design for ABAWD.

Advocate Engagement

➢ Facilitated June UCD Monthly Meeting.

5.2.4   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.
➢ Analyzed data from Always-on survey for the month of June.

User Engagement

➢ Conduct generative research sessions with customers for ABAWD ACL [CSPM-73600].
➢ Conduct focus groups with country workers for ABAWD ACL [CSPM-73600].

Enhancements

➢ Continue work on ABAWD designs.
➢ Continue Login MFA Phase 3: CSPM-71750.
➢ Conduct generative research sessions with customers and county staff workers for ABAWD ACL [CSPM-73600].

**Advocate Engagement**

➢ Send out June UCD comment log responses.
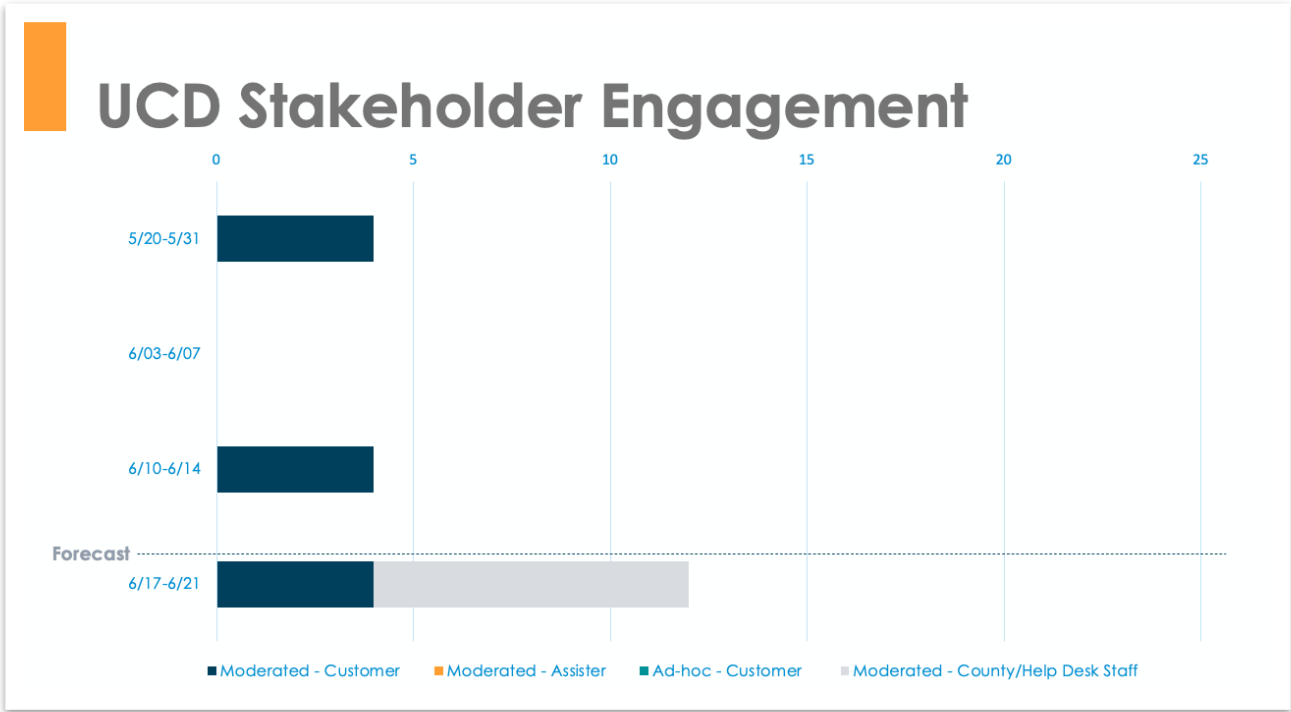
Figure 5.2-1 – UCD Stakeholder Engagement

5.3   Developments

5.3.1   Highlights of the Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 06/14/24	Actual for Week Ending 06/14/24	Total Planned for the Release	Comments
Release 24.06.27	3	3	7	Release 24.06.27 is planned for deployment on 06/27/24. CSPM-71734 is moved out of Release 24.06.27 and CSPM-74020, CSPM-74274 is added newly.
Release 24.07.25	0	0	1	Release 24.07.25 is planned for deployment on 07/25/24.
Release 24.07.27	0	0	4	Release 24.07.27 is planned for deployment on 07/27/24.

Table 5.3-1 – Enhancement Actuals for Reporting Period

5.3.2   Activities for the Next Reporting Period – Development

Enhancements (M&E)

Release	Planned for Week Ending 06/28/24	Total Planned for the Release	Total Completed for the Release	Comments
Release 24.06.27	3	6	6	Release 24.06.27 is planned for deployment on 06/27/24. CSPM-71734 is moved out of Release 24.06.27 and CSPM-74020, CSPM-74274 is added newly.
Release 24.07.25	0	1	1	Release 24.07.25 is planned for deployment on 07/25/24.
Release 24.07.27	1	4	4	Release 24.07.27 is planned for deployment on 07/27/24.

Table 5.3-2 – Planned Enhancement Work

Unscheduled Release Updates

➢ **Chatbot**
   o 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.
   o Support for additional languages Korean, Japanese, and Chinese is still not released by AWS. The next update is expected by September 2024.

5.4   System Test Execution

5.4.1   Highlights of the Reporting Period – System Test Execution

Release 24.06.30 – June Monthly Release

➢ Validating the tickets planned for June Monthly Release and coordinating with the partners for end-to-end validation.

5.4.2   Activities for the Next Reporting Period – System Test Execution

Release 24.06.27 – June Monthly Release

➢ Deploy the June Monthly Release into Production on 06/27/24.

5.5   User Acceptance Test (UAT) Planning

5.5.1   Highlights of the Reporting Period – User Acceptance Test Planning

UAT Test Execution

➢ None for the period.

5.5.2   Activities for the Next Reporting Period – User Acceptance Test Planning

Test Support

➢ None for the period.

5.6   Release Management

5.6.1   Release Test Summary

Release 24.06.30 – June Monthly Release

➢ Validating the tickets planned for June Monthly Release and coordinating with the partners for end-to-end validation.

5.6.2   Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 24.05.30.

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass%	Pass of Executed	Coverage
24.06.30	42	42	0	100	100	CalFresh (CF), CalWORKs, Medi-Cal (MC), General Assistance or General Relief (GA/GR), and Disaster CalFresh programs with the Apply for Benefits, Report Change, Renewal, and Recertification for the MC, CF, GA/GR, and SAR 7 flows, IRT (Income Reporting Threshold), TWM along with Appointments, Administrative, ROI not enabled, E-Signature, Global Search, static validations, EBT2259 and CF303 are covered by automated regression.

Table 5.6-1 – Automated Regression Scripts Executed in BenefitsCal

Note: Automated regression tests are run for each planned release. Automated regression tests are excluded for emergency releases as the window for execution is short. The

regression suite is revisited after each major release and periodically updated once new application functionality has been released. The update could be adding a new script to the repository or modifying an existing script to cover new functionality since the new functionality replaces the old functionality. New functionality will be called out in the coverage column.

5.7   Training Materials Update

None for the reporting period.

5.8   Deviation from Plan/Adjustments

None for the reporting period.

6.0   Performance Test

6.1   Highlights of the Reporting Period – Performance Test

Release 24.06.27 – June Monthly Release

➢ The BenefitsCal team is continuing with the performance testing activities for the June monthly release scope of one (1) enhancement 'Add the CF 385 (application for disaster CalFresh) to Form API'. The Code migration is planned for this week followed by scripts development and enhancement. The performance tests are planned with mock services.

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
13	05/20/24	06/21/24	Release 24.06.27 – June Monthly Release	**Scope**: The BenefitsCal June 2024 monthly release has 1 enhancement "Add the CF 385 (Application for Disaster CalFresh) to Forms API" and Performance testing is planned for entire suite including all the scripts. **Executions**: BenefitsCal isolated Load tests with mock services: • Tuesday, June 18 • Wednesday, June 19	50%

Table 6.1-1 – Performance Test Cycles and Test Case Status

7.0   Security

7.1   User Conversion

7.1.1   Highlights of the Reporting Period – User Conversion Testing

➢ No updates for this reporting period.

7.1.2   Activities for the Next Reporting Period – User Conversion Testing

➢ No updates for this reporting period.

7.2   Security

7.2.1   Highlights of the Reporting Period – Security

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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 06/14/24.

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7.2.2   Activities for the Next Reporting Period – Security

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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.

8.0 Communications and Training

8.1 Highlights of the Reporting Period

➢ No activities for the reporting period.

8.2 Activities for the Next Reporting Period

➢ No activities for the reporting period.