CalSAWS
California Statewide Automated Welfare System

Bi-Weekly Status Report
BenefitsCal Maintenance and Operations (M&O)

Reporting Period: February 24, 2025 – March 9, 2025

Table of Contents

TABLE OF TABLES

TABLE OF FIGURES

Bi-Weekly Status – BenefitsCal M&O

1   EXECUTIVE SUMMARY

1.1   Highlights of the Reporting Period

Table 1: Bi-Weekly Status Agenda Topics

STATUS REPORT SECTION	STATUS AGENDA TOPIC
1.3	▪ BenefitsCal Monthly Release 25.02.27 activities completed. ▪ BenefitsCal Priority Release 25.03.23 activities in progress. ▪ BenefitsCal Monthly Release 25.03.27 activities in progress.
February Enhancements (Monthly Release 25.02.27)	▪ 24 enhancements for February 2025 Monthly Release were deployed to production on 02/27/25: • 15 GCF Parity and SSA Flow Enhancements: ♦ CSPM-75161: SSA: Citizenship Screen Text update. ♦ CSPM-75160: SSA: Housing Expenses: Remove "Member Housing Expenses" for SSA flow for multi member. ♦ CSPM-74593: SSA: Before We Begin: Add a tool tip about fields that are not marked as mandatory. ♦ CSPM-74216: SSA: Review and Submit Text Update – Interview PreferencesCSPM-74213: SSA: Your Information – Remove Disability and Student screens. ♦ CSPM-74212: SSA: Update the Preferred Language dropdown in Your Information. ♦ CSPM-74211: SSA: Income – Does anyone get money from these government sources? – Update TextCSPM-74209: SSA: Update page title for the "Are you a student experiencing homelessness?" question in Your Information. ♦ CSPM-74208: SSA: Preliminary Overview: Update SNAP acronym. ♦ CSPM-74207: SSA: Allow multiple people to be selected while adding disability. ♦ CSPM-74205: SSA: Add page numbers on the Application Summary PDF. ♦ CSPM-74202: SSA: Update the Application Summary page in the Review and Submit section to include edit buttons for the user to modify their data. ♦ CSPM-74201: SSA: Include the Mailing Address on the Application Summary screen. ♦ CSPM-74200: SSA: Modify the Navigation for the Employment Change screen. ♦ CSPM-38633: GCF Parity #55: Update Document Upload tooltip and "Recommended Document Upload" Display Rules.

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	• Six (6) Production Priority Enhancements: ♦ CSPM-78684: Technical Change to NOT display Document Needed Tiles for In Progress App Types. ♦ CSPM-78650: Part 2-Cantonese (Traditional Chinese) language translation changes in BenefitsCal. ♦ CSPM-76644: Modify the Count API to Invoke 10 Staff Members at a Time. ♦ CSPM-76203: Update CF 303 to 7/24 version (ACL 24-53). ♦ CSPM-75754: Add Mandarin Forms to BenefitsCal List of Forms. ♦ CSPM-71600: Translate Announcement for VITA EITC to threshold languages. • Two (2) Collaboration Model Enhancements: ♦ CSPM-75273: Collaboration Model: Document Upload – Multiple Docs. ♦ CSPM-38570: Provide customers with information included in the "Keep for your records" section. • One (1) Partner Support Enhancement: ♦ CSPM-78445: Test Only: Update to Case Details API for Family Reunification.
March Enhancements (Priority Release 25.03.23)	▪ One (1) enhancement for Match 2025 Priority Release (CalSAWS Baseline) is being worked on: • CSPM-74686: Text Message Opt-In by Program (CalSAWS Phase 3).
March Enhancements (Monthly Release 25.03.27)	▪ Fifteen (15) enhancements for Match 2025 Monthly Release are being worked on: • Two (2) GCF Parity Enhancements: ♦ CSPM-15822: GCF Parity Item #46: Send a reminder email or text to opted-in Customers when there are specific documents missing from their application. ♦ CSPM-78544: GCF Parity Item #51: Add an Application Survey to BenefitsCal. • Four (4) Collaboration Model Enhancements: ♦ CSPM-71692: Collaboration Model – Update the Retroactive Medical screen for Retroactive Medical for when multiple people on the case who may need assistance. ♦ CSPM-71693: Collaboration Model – Remove the Vaccine Question from the Medi-Cal flow. ♦ CSPM-71695: Collaboration Model – Update the source(s) the applicant is authorizing the information to be pulled from on the Income Tax section on the Medi-Cal Application flow. ♦ CSPM-74553: Collaboration Model: CBO Support Assistance.

STATUS REPORT SECTION	STATUS AGENDA TOPIC

	• Three (3) Policy Enhancements:
	  ♦ CSPM-74963: BenefitsCal to capture the alternate format request from a customer in Support Request API.
	  ♦ CSPM-75039: Move Tax Filer question to new card and make it mandatory when applications for Medi-Cal and CalWORKs.
	  ♦ CSPM-75050: FNS Compliance: Allow Customers to Submit CF-only App with Name, Address & Signature.
	• Four (4) Partner Support Enhancements:
	  ♦ CSPM-75423: Testing Only: Create Journal Entry in CalSAWS when an Appointment is Cancelled in BenefitsCal.
	  ♦ CSPM-76213: Test Only: Update MC RE Packets Variable Population Logic – Phase 2.
	  ♦ CSPM-76600: Test Only: Update RAC Task API to Include Additional Programs.
	  ♦ CSPM-78952: Message Displaying for In-Progress/ Incomplete Renewal Dropoff.
	• One (1) Technical Enhancement:
	  ♦ CSPM-78619: Security: End all BenefitsCal User Sessions on Password Change or Deactivation.
	  ♦ CSPM-79102: Hide Uploads to In-Progress Applications from CBO Document Center Upload History.

GCF (GetCalFresh) Parity Items	▪ Premise approved and planning continued for the below Parity items:
	• **#22, 44: Immigrant specific help and FAQs**
	  ♦ CDSS (California Department of Social Services) CF (CalFresh) provided written confirmation on 06/12/24 stating that BenefitsCal recommendations will meet the gap, also provided the links to be added for Immigrants in the Help Center.
	  ♦ **Deployed to Production: January 2025**
	• **#34: CDSS CF Prime Contractor Reports**
	  ♦ CDSS CF provided written confirmation on 06/12/24 stating that the BenefitsCal recommendations will meet the gap.
	  ♦ **Deployed to Production: January 2025**
	• **#55: Suggest SAR 7 documents to be uploaded by the customers in BenefitsCal.**
	  ♦ Assumptions confirmed by the CDSS CF Team on 10/03/23.
	  ♦ **Deployed to Production: February 2025**

STATUS REPORT SECTION	STATUS AGENDA TOPIC

	• **#46, 51: Automated reminder emails and text messages for customers.**
	   ♦ BenefitsCal provided the baseline used for providing the SCERFRA response and the recommendations to the CDSS.
	   ♦ The CDSS confirmed the recommendations would meet the gap in the GCF Parity meeting held on 07/10/24.
	   ♦ Designs approved by Stakeholders through comments on February 10, 2025.
	   ♦ **Planned closure date: March 2025 – On Track**
	• **#52: Update utilities options for CalFresh applicants in BenefitsCal**
	   ♦ Assumptions confirmed by CDSS CF on 10/03/23.
	   ♦ Designs presented to the stakeholders with February UCD monthly meeting.
	   ♦ **Planned closure date: April 2025 – On Track**
	• **#24: Update CalFresh Application Flow to reduce questions.**
	   ♦ The CDSS CF Team provided written confirmation on 08/08/24 stating they agree with the BenefitsCal recommendations.
	   ♦ Designs presented to the stakeholders with February UCD monthly meeting.
	   ♦ **Planned closure date: April 2025 – On Track**
	• **#30, 32: Release of Information (ROI)**
	   ♦ CDSS Approved to remove this from Parity tracking since this is tracked with ROI workgroup.

User Centered Design (UCD) Activities	▪ **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 the February Always-On Survey. ▪ **User Engagement** • Conducted customer outreach for "Redetermination – Take it to the lab." • Conducted customer sessions for "Redetermination – Take it to the lab." • Conducted customer sessions for "Login MFA – Take it to the lab." ▪ **Enhancements** • Finalized design on Renewal drop-off enhancement for Family Reunification (CSPM-78952) • Finalized design on Automatic logout for changed/ reset passwords, deactivated accounts (CSPM-78619) • Started design for "Document upload – Hyland mapping." • Started design for "EBT – Take it to the lab."

Status Report Section	Status Agenda Topic
	• Started design on DCF App Revision (CF285) - Implemented Forms API • Started CF Eligibility Disqualification for Convicted Felons (May 2025) ▪ **Advocate Engagement** • Planned and prepped for March UCD Monthly Meeting.

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	Deliverable Name	Status	Next Deadline
WP 25.37	Monthly M&O Report – February 2025	On Time	FDEL due 03/21/25

1.2 BenefitsCal Project Status Dashboard

Table 3: Status Dashboard

Topic	Status	Highlights
Availability	On Time	The BenefitsCal System did not experience any unplanned outages.
Defects	On Time	There are twenty-eight (28) active Production defects.
Incidents	On Time	There are thirteen (13) open Tier 3 incidents.

1.3 Highlights from the Reporting Period

- ▪ **Priority Release** – None for the reporting period.
- ▪ **Emergency Release** – None for the reporting period.
- ▪ **Monthly Release** – The BenefitsCal Team successfully deployed Monthly Release **25.02.27** to BenefitsCal Production.
- ▪ **Planned Outages**
  - • Thursday, 02/27/25 8:00 pm to 9:30pm PST
  - • BenefitsCal Monthly Release 25.02.27

2 PROJECT MANAGEMENT

2.1 Deliverable Management

- **Deliverables and Work Products submitted:**
  - FWP 24.28: CX Bimonthly Report (Dec 2024/Jan 2025) – January 2025 on 02/24/25.
  - DWP 25.37: Monthly M&O Report – February 2025 on 03/07/25.
  - FWP 28.35: BenefitsCal Work Plan Monthly Updates – February 2025 on 03/07/25.
- **Deliverable and Work Product submissions for next reporting period:**
  - FWP 24.28: CX Bimonthly Report (Dec 2024/Jan 2025) – January 2025 on 02/24/25

2.2 CRFI/CIT Communications

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

Table 4: CITs

CIT ID	To	Subject	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0027-25	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 Communications.Infra@calsaws.org	Scheduled Downtime Notification – 3/23/2025	02/28/25	Erika Castro Anand Kulkarni	Pete Quijada
CIT 0033-25	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 Communications.Infra@calsaws.org	Scheduled Downtime Notification – 3/30/2025	03/06/25	Erika Castro Anand Kulkarni	Pete Quijada
0034-25	Notify.All usbenefitscaldevops@deloitte.com operator@calheers.ca.gov HoweG@CalSAWS.org QuijadaP@CalSAWS.org TombakianM@CalSAWS.org	Scheduled Downtime Notification – 3/30/2025	03/07/25	Erika Castro Anand Kulkarni	Pete Quijada

CIT ID	To	Subject	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	tech.productionoperations@calsaws.org Bill.Kelly@fisglobal.com CalSAWS.All Communications.Infra@calsaws.org				

The following tables outline the CalSAWS Requests for Information (CRFIs) for the reporting period.

Table 5: CRFIs

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary CalSAWS Contact	Backup CalSAWS Contact
None.							

Table 6: Overdue CRFIs

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary CalSAWS Contact	Backup CalSAWS Contact
None.							

2.3 Risks and Issues

2.3.1 Project Risks

This section includes a summary of the updates to open risks to the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each risk, please refer to the CalSAWS Consortium risk log here: CalSAWS SharePoint > Risk Log

Table 7: Project Risks

ID	Title	Updates for the Reporting Period	Status	Risk Level	Severity	Date Logged
290	Recently released ROI policy lacks clarity which may create privacy and liability exposure for counties and customers	No updates for the reporting period.	Open	Medium	High	05/19/23

2.3.2 Project Issues

This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: CalSAWS SharePoint > Issues Log

Table 8: Project Issues

ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
None.					

2.4 Project Work Plan Reports

Project Timeline
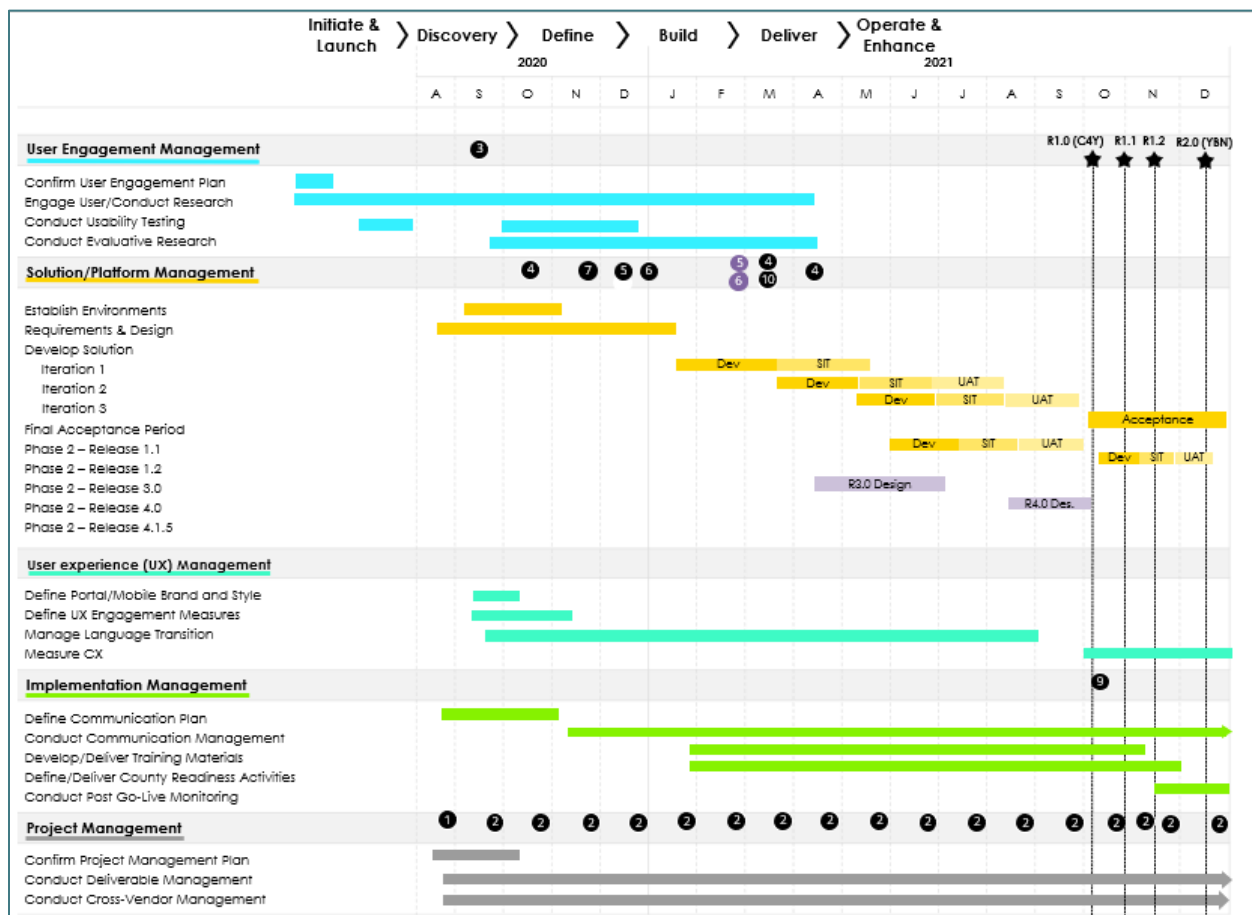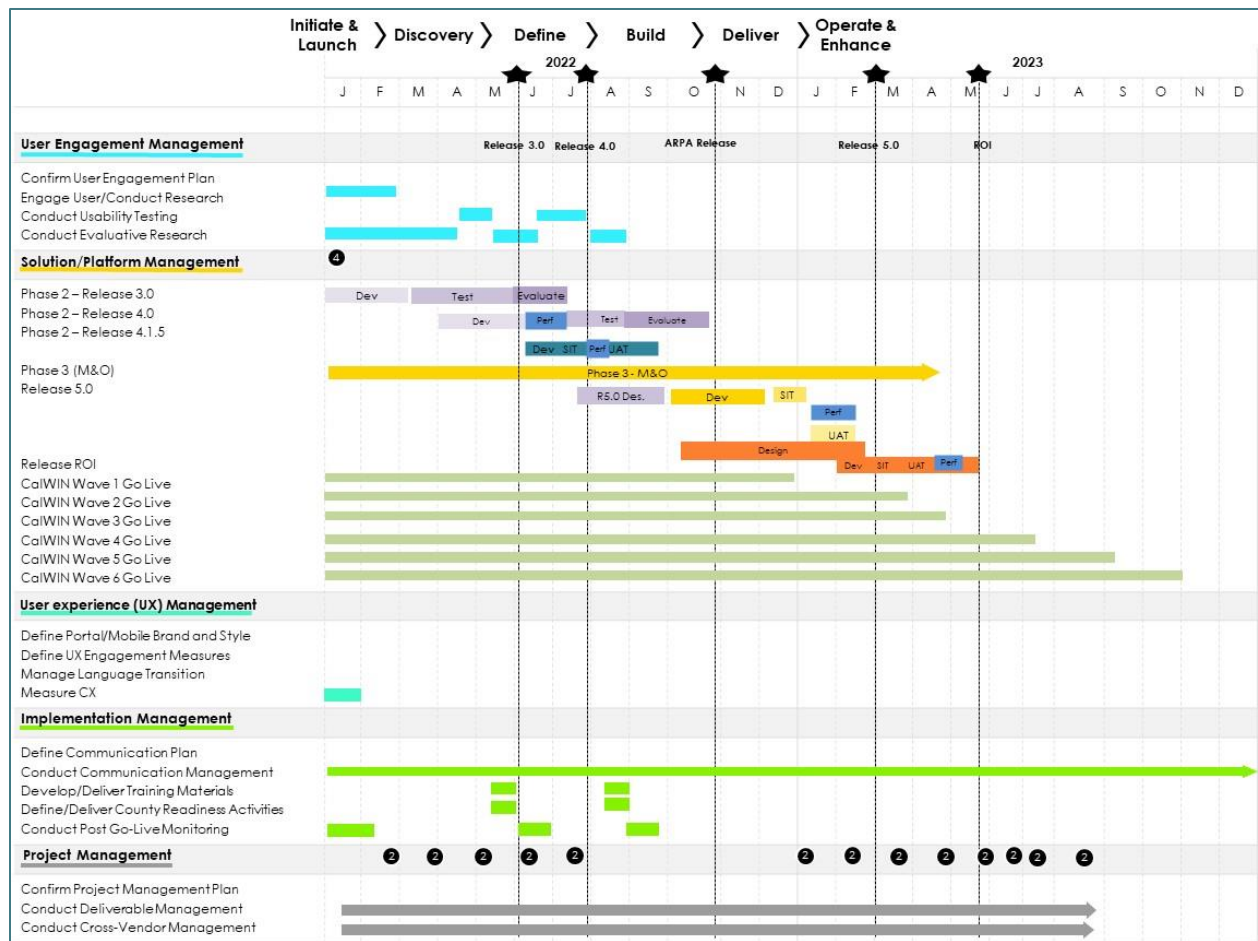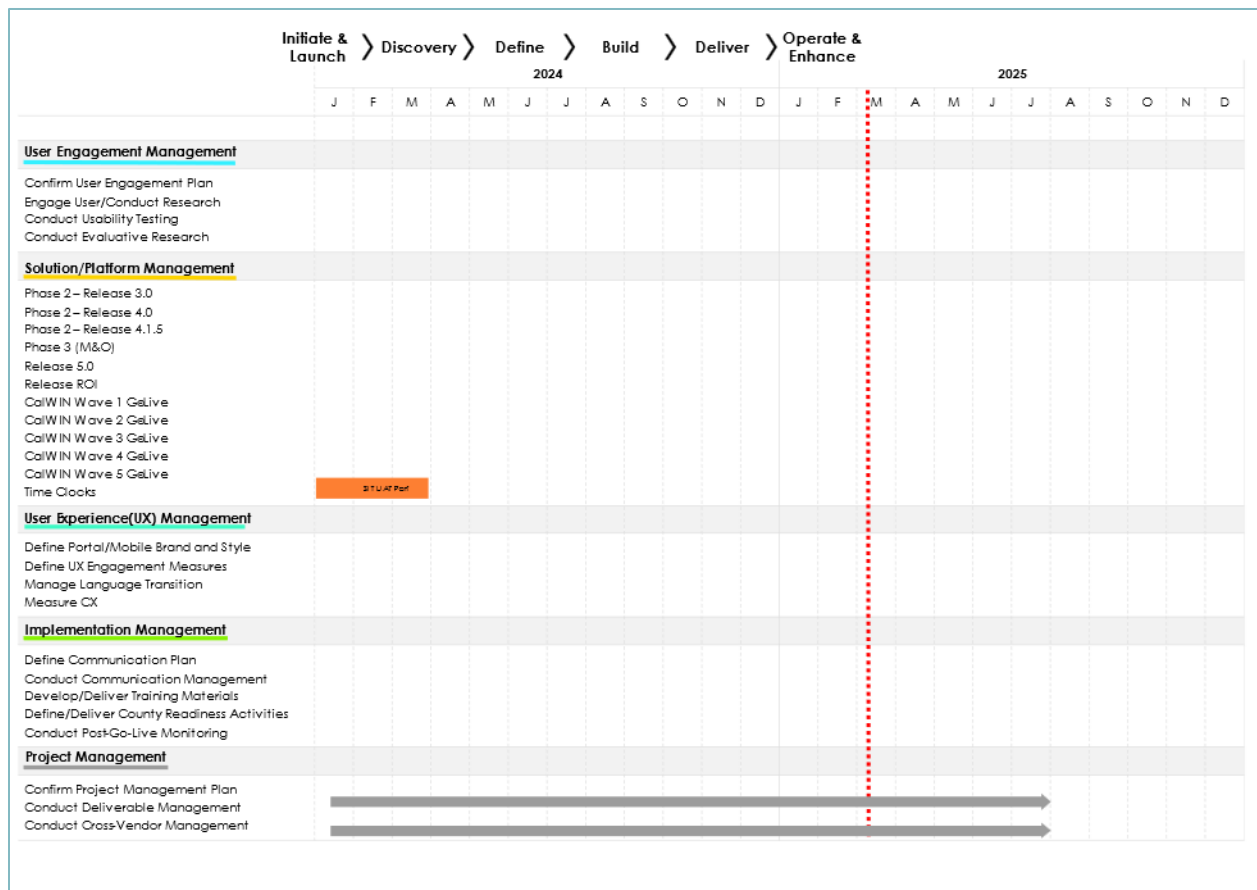
2.5 Project Action Items – Overdue

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

Table 9: Overdue Action Items

ID	Description	Owner	Due Date
None.			

2.6 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.

Table 10: Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests

STATUS	TOTAL
Rejected	0
New/Assigned	5
Completed	4
Reopened	0
In Review	0
Withdrawn	0
TOTAL	**9**

- **Completed**:
    - o CSPM-79101: SCERFRA 25-904 – SB 290 CalWORKs
    - o CSPM-79002: SCERFRA 25-906 – SB 350 – Water Rate Assistance program
    - o CSPM-79060: SCERFRA 25-907 – CalWORKs – AB 588
    - o CSPM-79126: SCERFRA 25-915 – AB 42 – CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions
- **New/Assigned:**
    - o CSPM-79127: SCERFRA 25-916 – AB 1324 – CalWORKs
    - o CSPM-79134: SCERFRA 25-917 – SB 33 – Homeless Pupils: California Success, Opportunity, and Academic Resilience (SOAR) Guaranteed Income Program
    - o CSPM-79135: SCERFRA 25-918 – AB 969 – CalWORKs: Family Violence Option and Gender-based Violence Information
    - o CSPM-79158: SCERFRA 25-919 – AB 1161 – Public Social Services: State of Emergency or Health Emergency
    - o CSPM-79159: SCERFRA 25-920 – AB 1402 – Fresh Start Grants: Personal Income Tax Law: Credits

2.7 Deviation from Plan/Adjustments

- None for the reporting period.

3 BENEFITSCAL COLLABORATION MODEL (CM)

▪ **Activities from the Reporting Period**

Prioritization in progress for items prioritized in Q4 2023, Q1 2024, and Q2 2024. (They have already been logged in Jira.)

The table below contains the current enhancements prioritized by CM in any quarter and their updates.

Table 11: Enhancements Updates, Prioritized by CM

Issue Type	ID	Summary	Status	Update this Week
CSPM-75273	Document Upload – Multiple Docs	Closed	Development & Testing Completed; Deployed to Production.	▪ February 2025
CSPM-38570	Medi-Cal Keep for your records	Closed	Development & Testing Completed; Deployed to Production.	▪ February 2025
CSPM-71692	Update the Retroactive Medical screen for Retroactive Medical for when multiple people on the case who may need assistance.	Prioritization Needed	Awaiting Consortium Approval on Hours. Design work Completed. Development to start soon.	▪ March 2025
CSPM-71693	Remove the Vaccine Question from the Medi-Cal program.	Prioritization Needed	Awaiting Consortium Approval on Hours. Design work Completed. Development to start soon.	▪ March 2025
CSPM-71695	Update the source(s) the applicant is authorizing the	UAT Deployed	Design, Development & Test Completed.	▪ March 2025

ISSUE TYPE	ID	SUMMARY	STATUS	UPDATE THIS WEEK
	information to be pulled from on the Income Tax section of the Medi-Cal Flow.			
CSPM-74553	CBO Support Assistance	Prioritization Needed	Awaiting Consortium Approval on Hours. Design work Completed. Development to start soon.	▪ March 2025

- **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 planned activities for the next reporting period.

Table 12: Planned Activities for Next Reporting Period for Enhancements, Prioritized by CM

ISSUE TYPE	ID	SUMMARY	STATUS	UPCOMING ACTIVITIES
Enhancement	CSPM-74553	CBO Support Assistance	Prioritization needed	Complete SIT and Support UAT; Deploy to Production
Enhancement	CSPM-71695	Update the source(s) the applicant is authorizing the information to be pulled from on the Income Tax section of the Medi-Cal Flow.	UAT Deployed	Support UAT and Deploy to Production
Enhancement	CSPM-71693	Remove the Vaccine Question from the Medi-Cal program.	Prioritization needed	Complete SIT and Support UAT; Deploy to Production
Enhancement	CSPM-71692	Update the Retroactive Medical screen for Retroactive Medical for when multiple people on the case who may need assistance.	Prioritization needed	Complete SIT and Support UAT; Deploy to Production

4 MAINTENANCE AND OPERATIONS

- **Operational Support**
  - Provided operational support for manual reprocessing of a transaction between CalSAWS **and** BenefitsCal.
- **CFA Meeting**
  - None for the reporting period.
- **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**
  - Ten (10) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
  - The BenefitsCal Tier 3 Team resolved three (3) incidents in the biweekly reporting period.
- **Incidents Closed**
  - The BenefitsCal Tier 3 Team closed zero (0) incidents in the biweekly reporting period.
- **Incidents Triaged**
  - The BenefitsCal Tier 3 Team has triaged thirty-six (36) incidents in the biweekly reporting period.
- **Problems Created**
  - The BenefitsCal Tier 3 Team created one (1) problem ticket in the biweekly reporting period.
- **Problems Resolved**
  - The BenefitsCal Tier 3 Team resolved one (1) problem ticket 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.
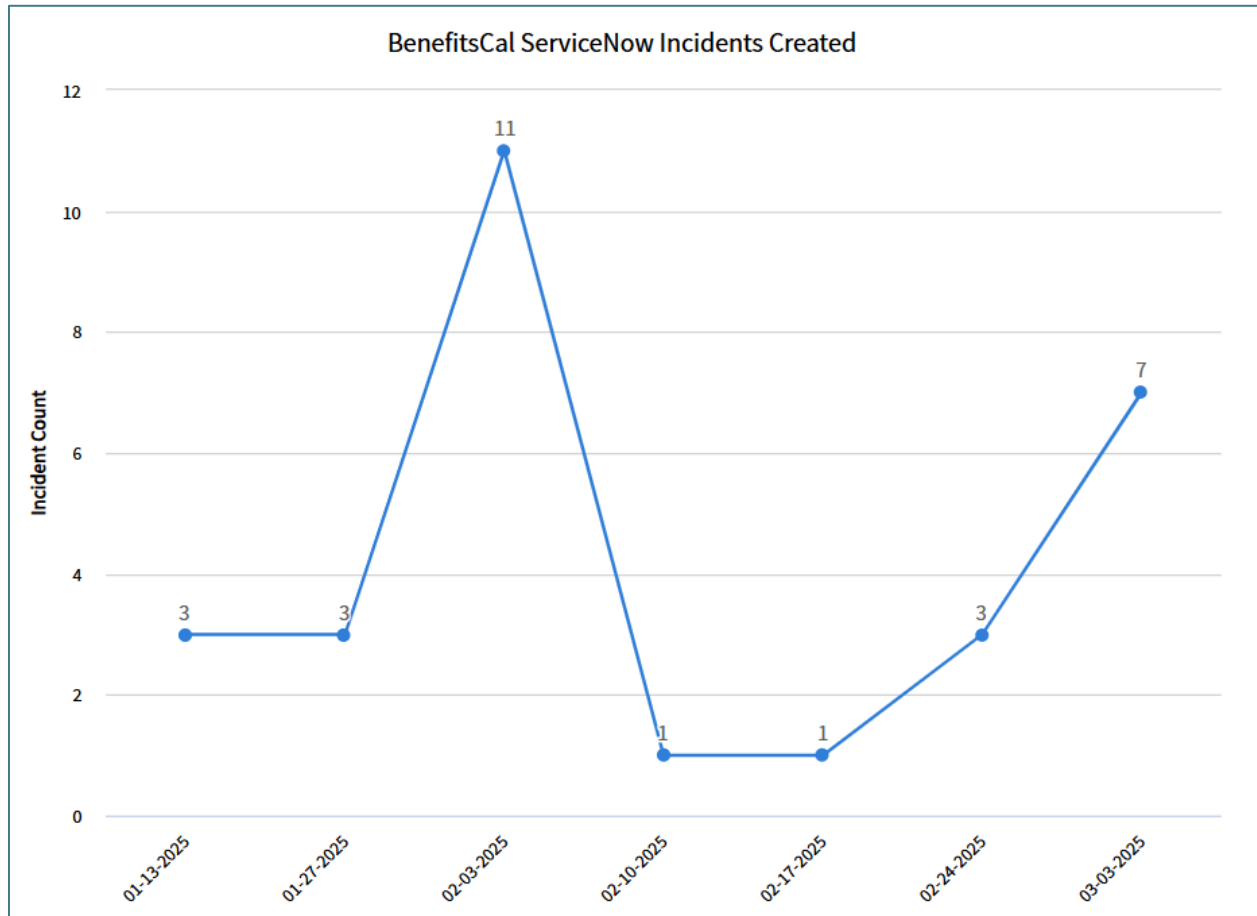
Figure 1: BenefitsCal ServiceNow Incidents Created
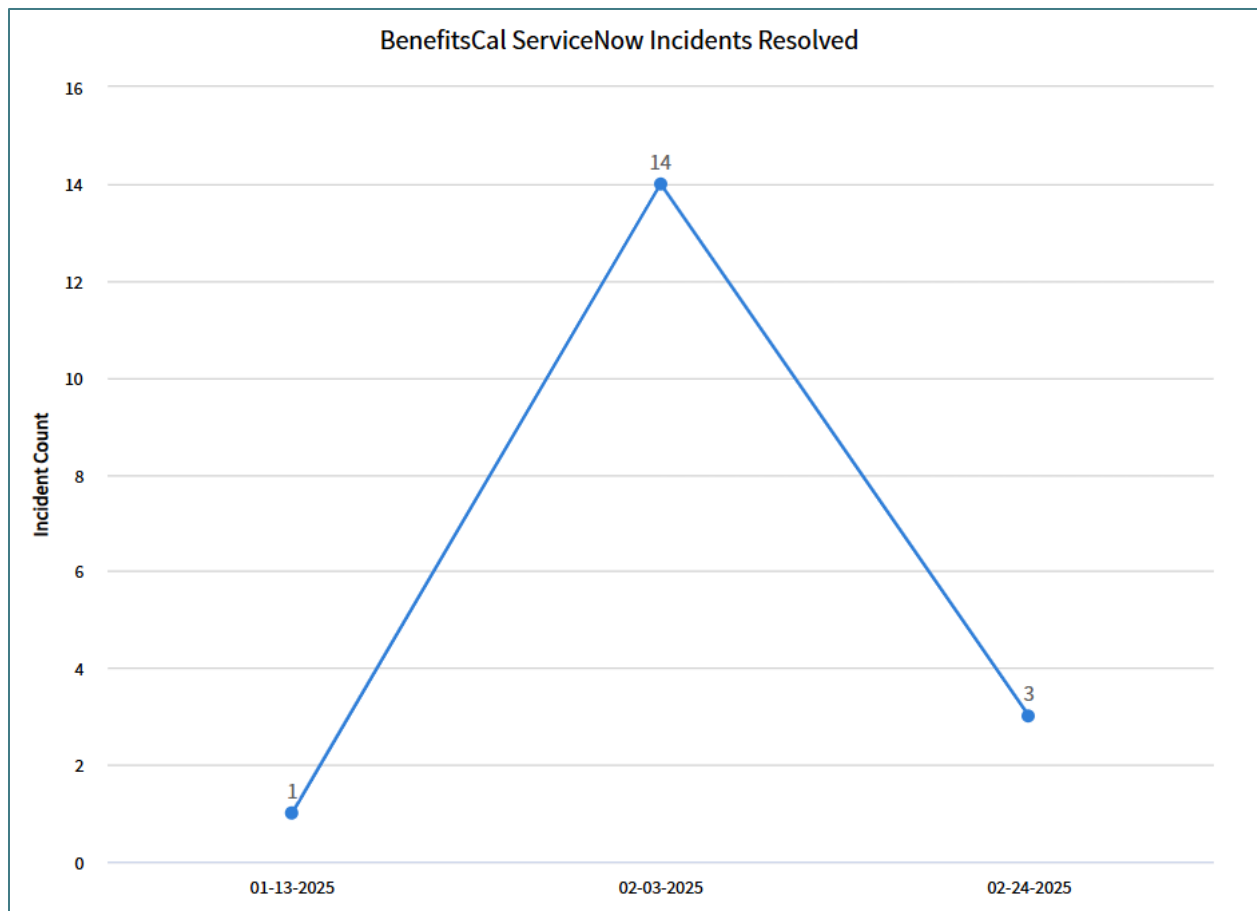
Figure 2: BenefitsCal ServiceNow Incidents Resolved
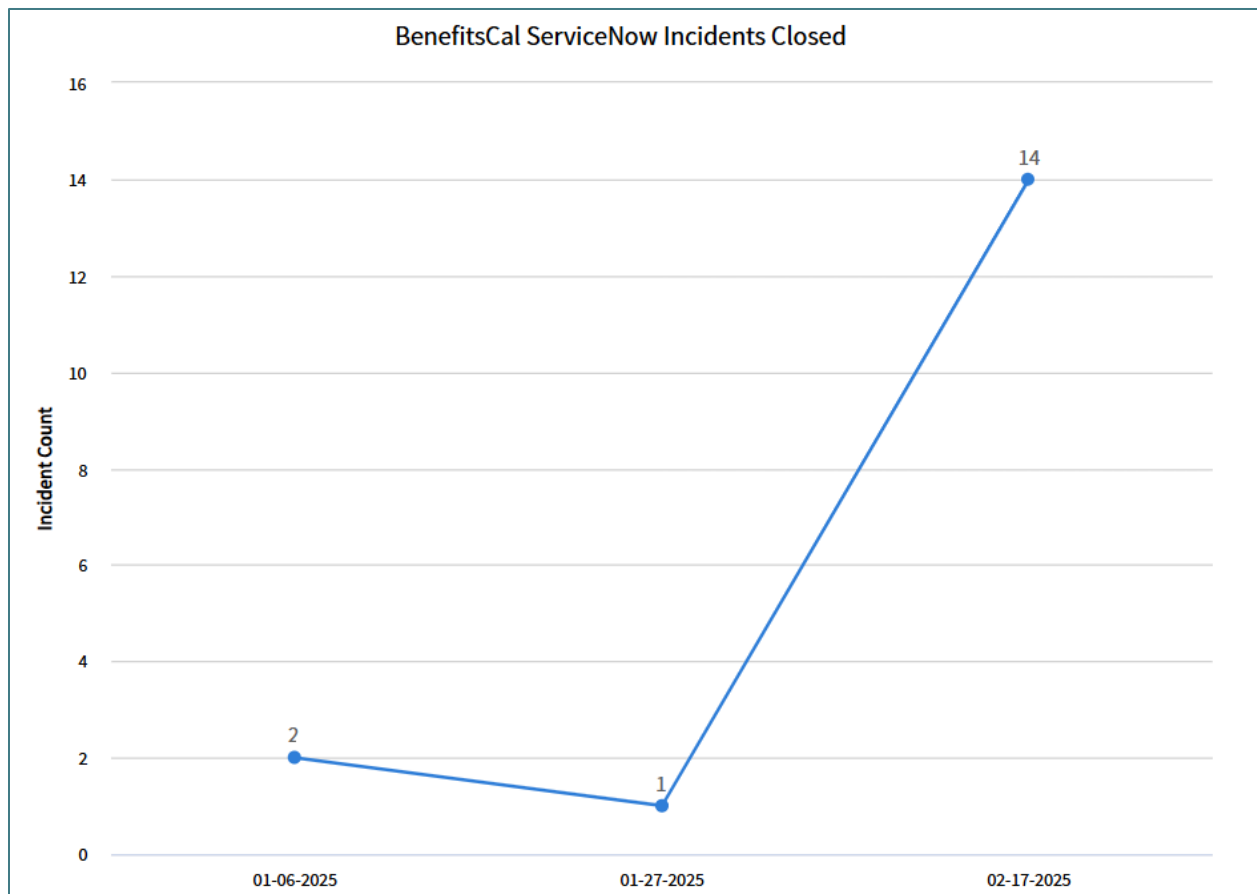
Figure 3: BenefitsCal ServiceNow Incidents Closed
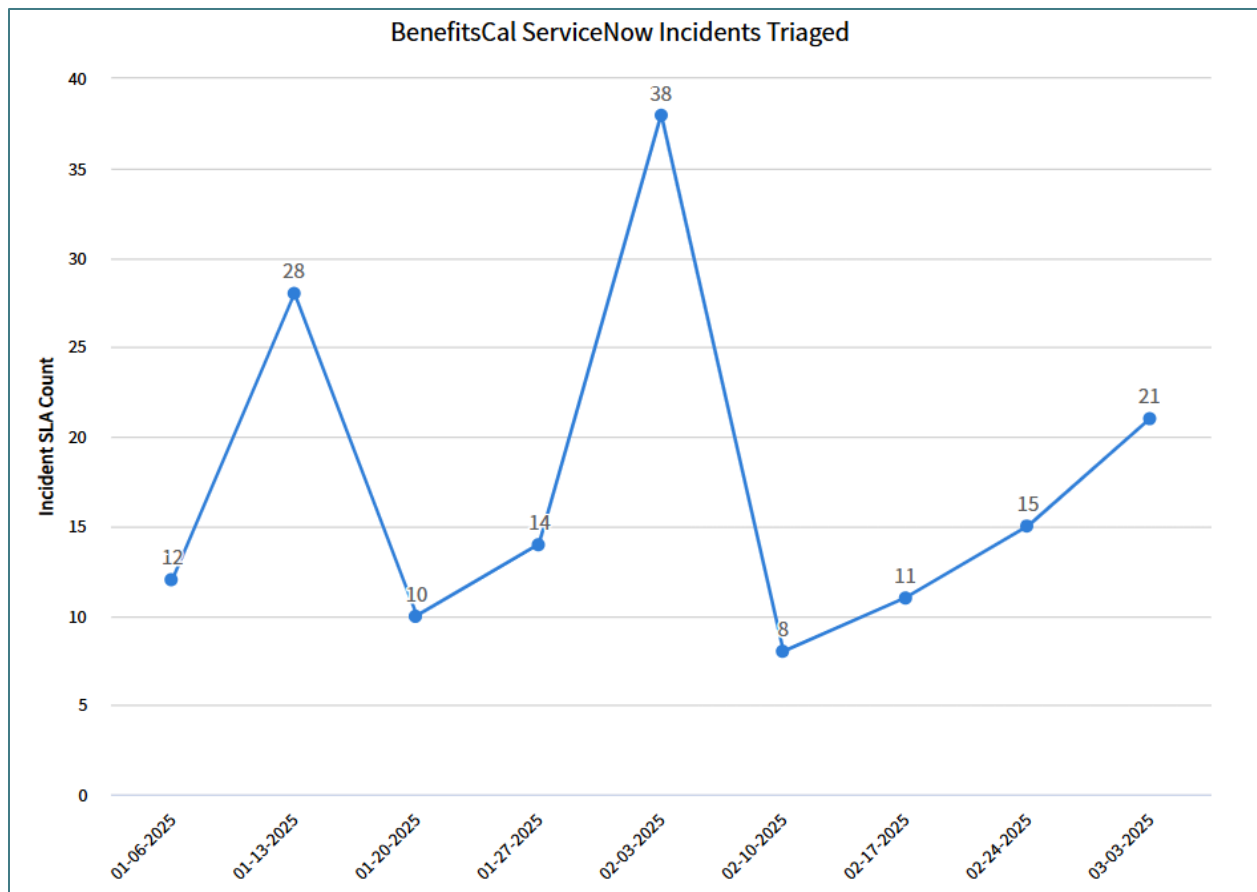
Figure 4: BenefitsCal ServiceNow Incidents Triaged

Note: *The graphs above 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)."*

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.
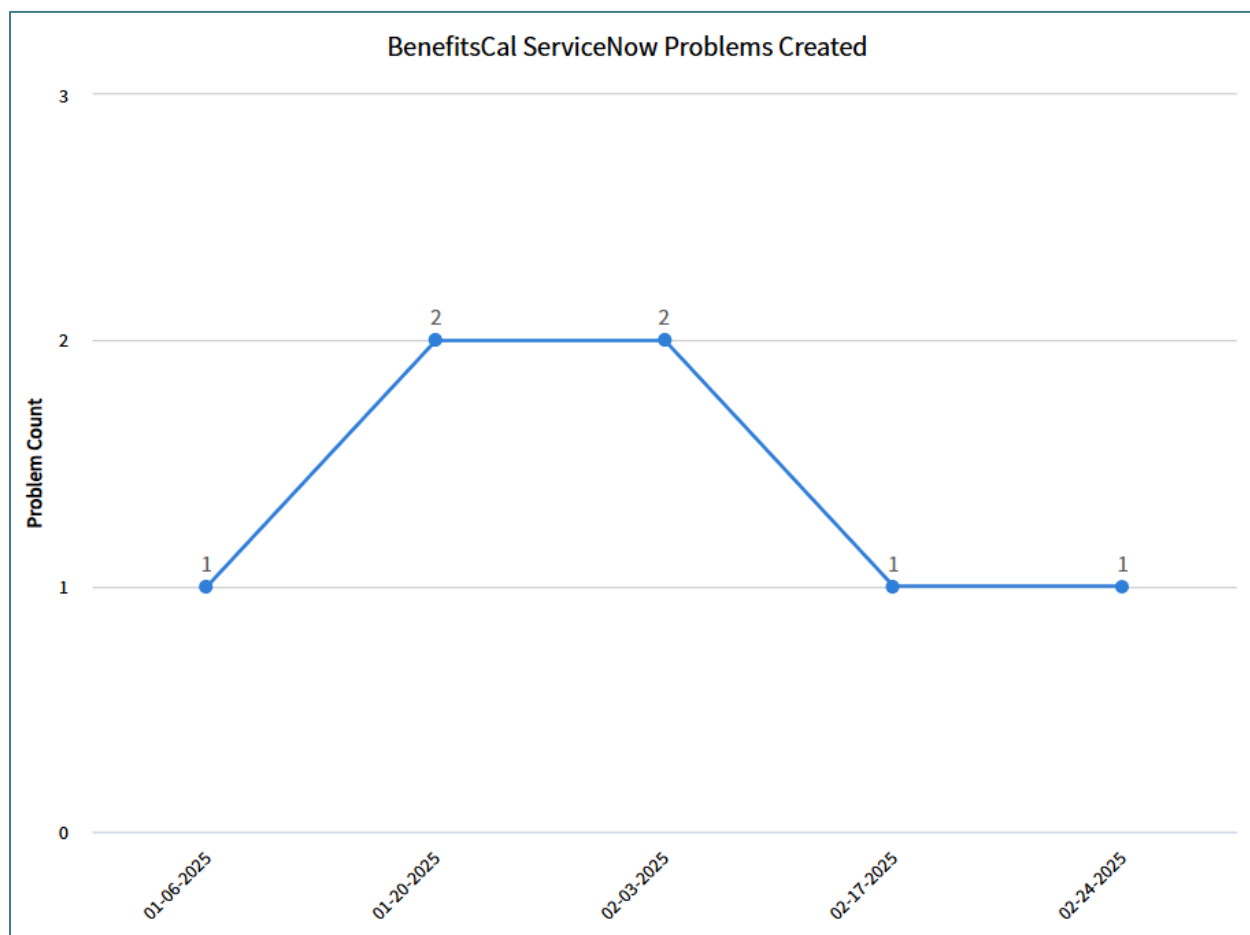
Figure 5: BenefitsCal ServiceNow Problems Created
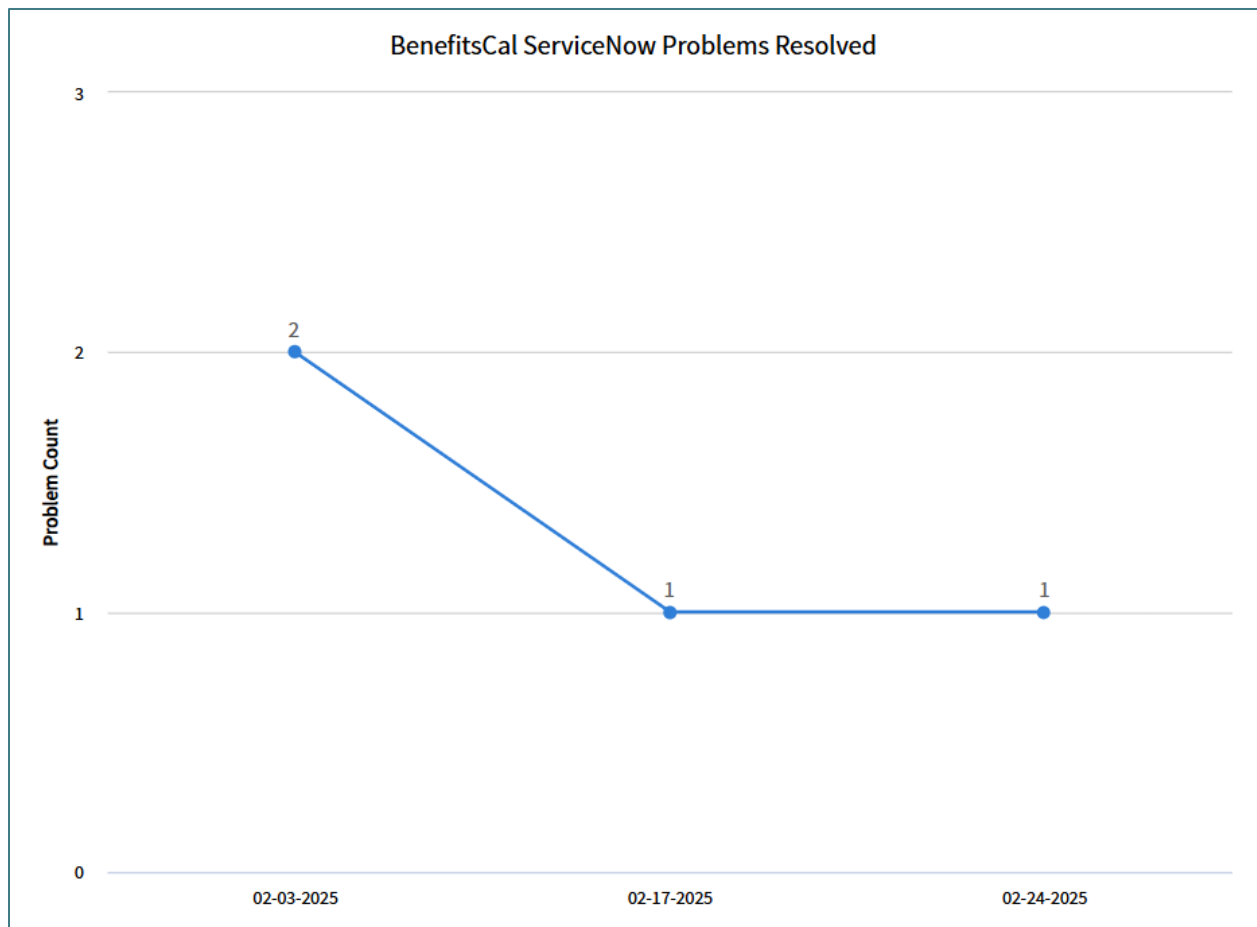
Figure 6: BenefitsCal ServiceNow Problems Resolved

Note: *The graphs above 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.*

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	2	1	0	0	0	0	8
On Hold	1	0	1	2	3	3	0	10
Resolved	0	0	0	0	3	0	0	3
Closed	0	0	74	362	172	135	3	746
Count	6	2	76	364	178	138	3	767

Aging "State" definitions:	
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 7: BenefitsCal ServiceNow Incidents by State and Age

BenefitsCal ServiceNow Incidents by Resolution Code

Legend:
- Multiple Outreach At... = 1,064 (20.83%)
- How To - Steps to Pr... = 951 (18.61%)
- Customer Confirmed I... = 941 (18.42%)
- Defect Fixed = 850 (16.64%)
- Not a System Error -... = 577 (11.29%)
- Customer Requested C... = 283 (5.54%)
- Linked to SCR = 157 (3.07%)
- Outage / Performance... = 66 (1.29%)
- Unable to Recreate I... = 66 (1.29%)
- Solved (Permanently) = 64 (1.25%)
- Additional Informati... = 62 (1.21%)
- Duplicates = 16 (0.31%)
- Other = 12 (0.23%)
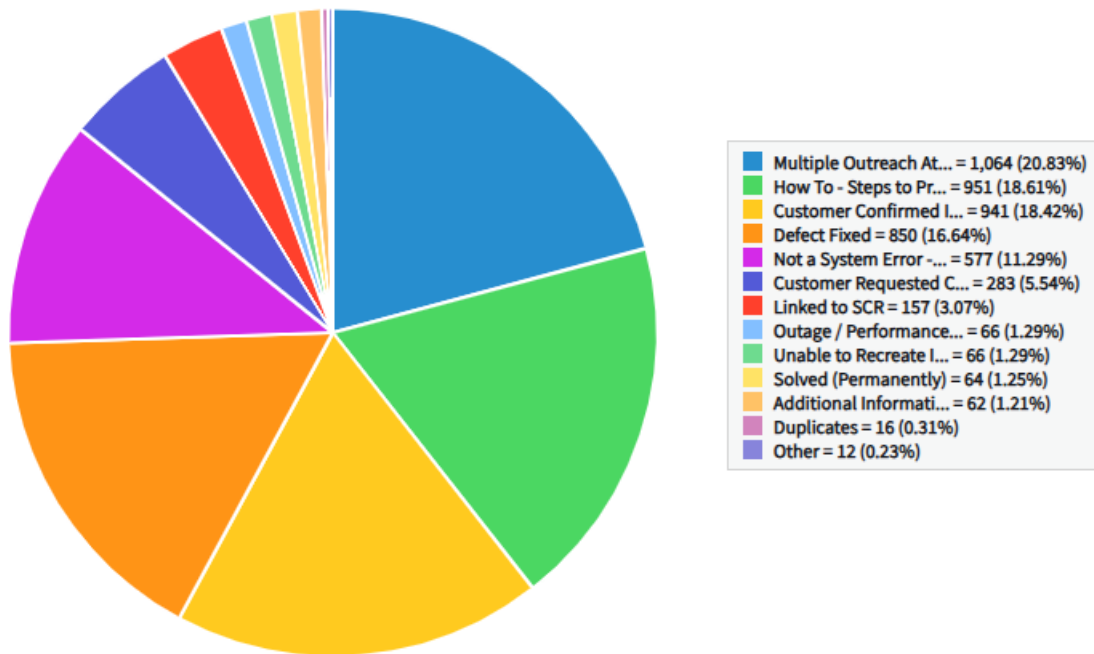
Resolution code	Incident SLA Count	Percentage of Incident SLAs
Multiple Outreach Attempts – No Response	1,064	20.83%
How To - Steps to Proceed Provided	951	18.61%
Customer Confirmed Issue is Resolved	941	18.42%
Defect Fixed	850	16.64%
Not a System Error - With Explanation	577	11.29%
Customer Requested Closure	283	5.54%
Linked to SCR	157	3.07%
Outage / Performance Degradation	66	1.29%
Unable to Recreate Issue	66	1.29%
Solved (Permanently)	64	1.25%
Additional Information Needed	62	1.21%
Duplicates	16	0.31%
Other	12	0.23%
Total	**5,109**	**100%**

Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

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

BenefitsCal ServiceNow Incidents Created by Category

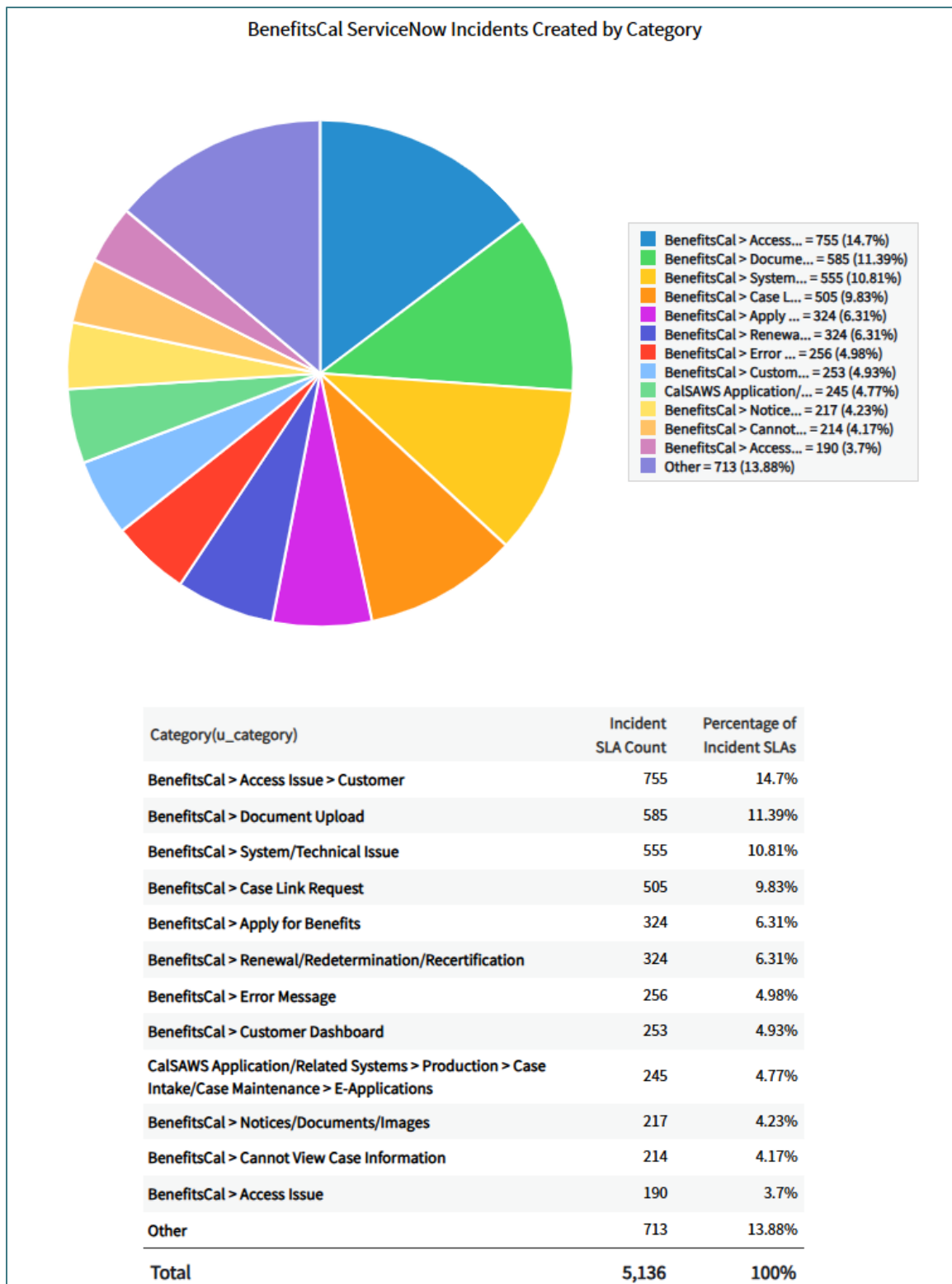| Category(u_category)	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue > Customer	755	14.7%
BenefitsCal > Document Upload	585	11.39%
BenefitsCal > System/Technical Issue	555	10.81%
BenefitsCal > Case Link Request	505	9.83%
BenefitsCal > Apply for Benefits	324	6.31%
BenefitsCal > Renewal/Redetermination/Recertification	324	6.31%
BenefitsCal > Error Message	256	4.98%
BenefitsCal > Customer Dashboard	253	4.93%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	245	4.77%
BenefitsCal > Notices/Documents/Images	217	4.23%
BenefitsCal > Cannot View Case Information	214	4.17%
BenefitsCal > Access Issue	190	3.7%
Other	713	13.88%
Total	**5,136**	**100%**

Figure 9: BenefitsCal ServiceNow Incidents Created by Category

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.

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.

4.3 BenefitsCal Maintenance and Operations

Table 13: BenefitsCal Outages

SCHEDULED DATE	OUTAGE TIMEFRAME	ACTIVITY DESCRIPTION
02/27/25	08:00 pm – 09:30 pm PST	BenefitsCal Production Deployment – 25.02.27

Table 14: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
03/09/25	06:00 am – 2:00 pm PST	CalSAWS Application maintenance (Offline mode)
03/27/25	08:00 pm – 09:30pm PST	BenefitsCal Production Deployment – 25.03.27

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.
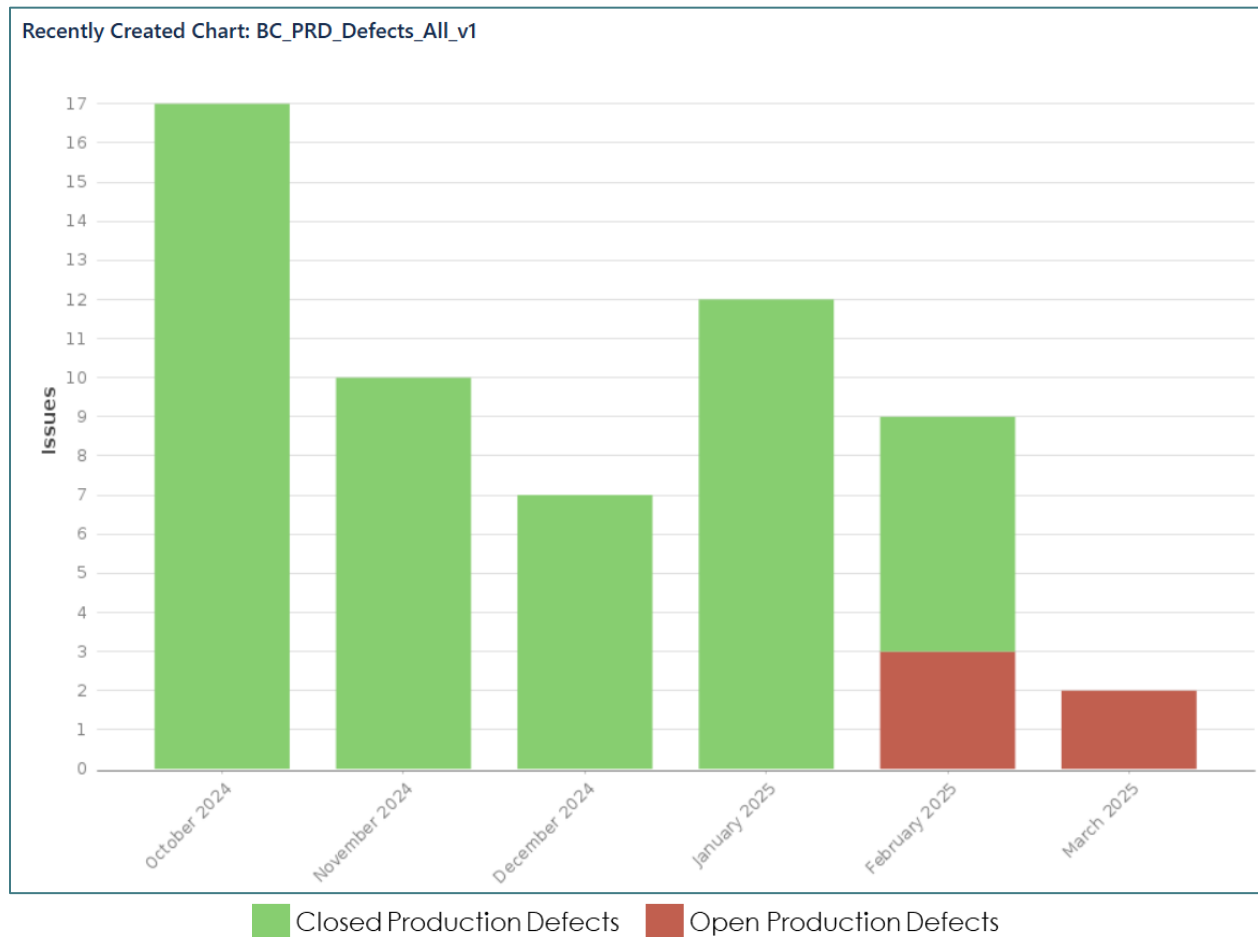
Figure 10: Production Defects Backlog Monthly Trend

4.4.1   Release Schedule Production Defect Fix

Table 15: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 25.03.27	RELEASE 25.04.24	TOTAL
1-HIGH	**0**	**0**	**0**
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
2-NORMAL/MEDIUM	**0**	**0**	**0**
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
3-NORMAL/LOW	**8**	**19**	**27**
New	0	0	0
In Progress	8	19	27
Closed	0	0	0
4-COSMETIC	**1**	**0**	**1**
New	0	0	0
In Progress	1	0	1
Closed	0	0	0
TOTAL	*9*	*19*	*28*

4.5   Production Operations

▪ **Root Cause Analysis (RCA)**
   • None for the reporting period.

4.6   Deviation from Plan/Adjustments

▪ None for the reporting period.

5 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**
  - **Priority Release** – None for the reporting period.
- **BenefitsCal Emergency Release**
  - **Emergency Release** –None for the reporting period.
  - **BenefitsCal Monthly Release**
  - **Monthly Release** – Twenty-three (23) enhancements and eighteen (18) production defects were deployed with BenefitsCal Monthly Release 25.02.27 for User Error Handling, Exception Handling, and Application Summary.

Table 16: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
25.03.23 – Priority	03/23/25	One (1) enhancement is planned for User Error Handling, Exception Handling, and Application Summary.
25.03.27 – Monthly	03/27/25	Nine (9) production defects and fourteen (14) enhancements are planned for User Error Handling, Exception Handling, and Application Summary.

5.2 Requirements and Design

- **Activities for the Reporting Period – Requirements and Design**
  - Designs and Design Meetings
    - Continued design work for the March 2025 enhancements.
    - Hosted the BenefitsCal CWDA Check-in Meetings on 02/24/25 and 03/03/25.
    - Hosted Document Upload Discussion: BenefitsCal Research Questions on 02/24/25.
    - Hosted the DDI and M&O Biweekly meetings on 02/25/25, 02/27/25, 03/04/25 and 03/06/25.
    - Hosted BenefitsCal GCF Parity Item #51 Qlik Walkthrough with CDSS on 02/25/25.
    - Hosted Upcoming Enhancements Discussion with CalSAWS on 02/25/25.
    - Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 02/26/25 and 03/05/25.
    - Attended Get CalFresh Parity List Meeting with CDSS on 02/26/25.
    - Hosted Document Upload Discussion with Consortium partners on 02/27/25.
    - Hosted Advocate Response Regarding Jan UCD Translations with Consortium partners on 02/27/25.
    - Attended Two-Way Messaging Joint Design with CalSAWS on 02/27/25.

- ✖ Attended End BenefitsCal User Session on Password Change or Deactivation FR API Data request on 02/28/25.
- ✖ Attended 25.03 Project Integrated Readiness Status T-3 on 03/03/25.
- ✖ Hosted BenefitsCal-FR Biweekly Connect on 03/05/25.
- ✖ Hosted Review FNS Short App flow for CF-Only Application on 03/05/25.
- ✖ Hosted Deloitte/FIS connect on EBT Enhancements on 03/06/25.

- ▪ **Activities for the Next Reporting Period – Requirements and Design**
  - • Designs and Design Meetings
    - ✖ Finalize design work for the March 2025 enhancements.
    - ✖ Host the BenefitsCal CWDA Check-in Meetings on 03/10/25 and 03/17/25.
    - ✖ Host BenefitsCal-FR Biweekly Connect on 03/10/25, 03/12/25, 03/17/25, and 03/19/25.
    - ✖ Attend 25.03 Project Integrated Readiness Areas - T-2 Integrated Readiness Status on 03/10/25.
    - ✖ Host the DDI and M&O Biweekly meetings on 03/11/25, 03/13/25, 03/18/25 and 03/20/25.
    - ✖ Host the BenefitsCal PM Stand-Up Meetings with the Consortium on 03/12/25 and 03/19/25.
    - ✖ Attend SCR Review Guidelines on 03/13/25.
    - ✖ Host Prep for March 2025 UCD Monthly Meeting on 03/17/25.
    - ✖ Attend 25.03 Project Integrated Readiness Areas - T-1 Integrated Readiness Status on 03/17/25.
    - ✖ Attend 25.03 Pre-Green Light Review on 03/17/25.
    - ✖ Host the BenefitsCal - March 2025 UCD Monthly Meeting with Advocates and State Partners on 03/19/25.
    - ✖ Attend CalSAWS Virtual Greenlight Release 25.03 on 03/19/25.

5.3 User Centered Design (UCD)

- ▪ **Activities for the Reporting Period – 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 the February Always-On Survey.
  - • **User Engagement**
    - ✖ Conducted customer outreach for "Redetermination – Take it to the lab."
    - ✖ Conducted customer sessions for "Redetermination – Take it to the lab."
    - ✖ Conducted customer sessions for "Login MFA – Take it to the lab."
  - • **Enhancements**
    - ✖ Finalized design on Renewal drop-off enhancement for Family Reunification (CSPM-78952)
    - ✖ Finalized design on Automatic logout for changed/ reset passwords, deactivated accounts (CSPM-78619)
    - ✖ Started design for "Document upload – Hyland mapping."
    - ✖ Started design for "EBT – Take it to the lab."
    - ✖ Started design on DCF App Revision (CF285) - Implemented Forms API

- ✖ Started CF Eligibility Disqualification for Convicted Felons (May 2025)
  - **Advocate Engagement**
    - ✖ Planned and prepped for March UCD Monthly Meeting.
- **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.
  - **User Engagement**
    - ✖ Conduct customer sessions for "Redetermination – Take it to the lab."
    - ✖ Conduct customer outreach for Usability Testing session for Multiple Document Upload
  - **Enhancements**
    - ✖ Continue design for "Document upload – Hyland mapping."
    - ✖ Continue design for "EBT – Take it to the lab.
    - ✖ Conduct customer sessions for "Redetermination – Take it to the lab."
  - **Advocate Engagement**
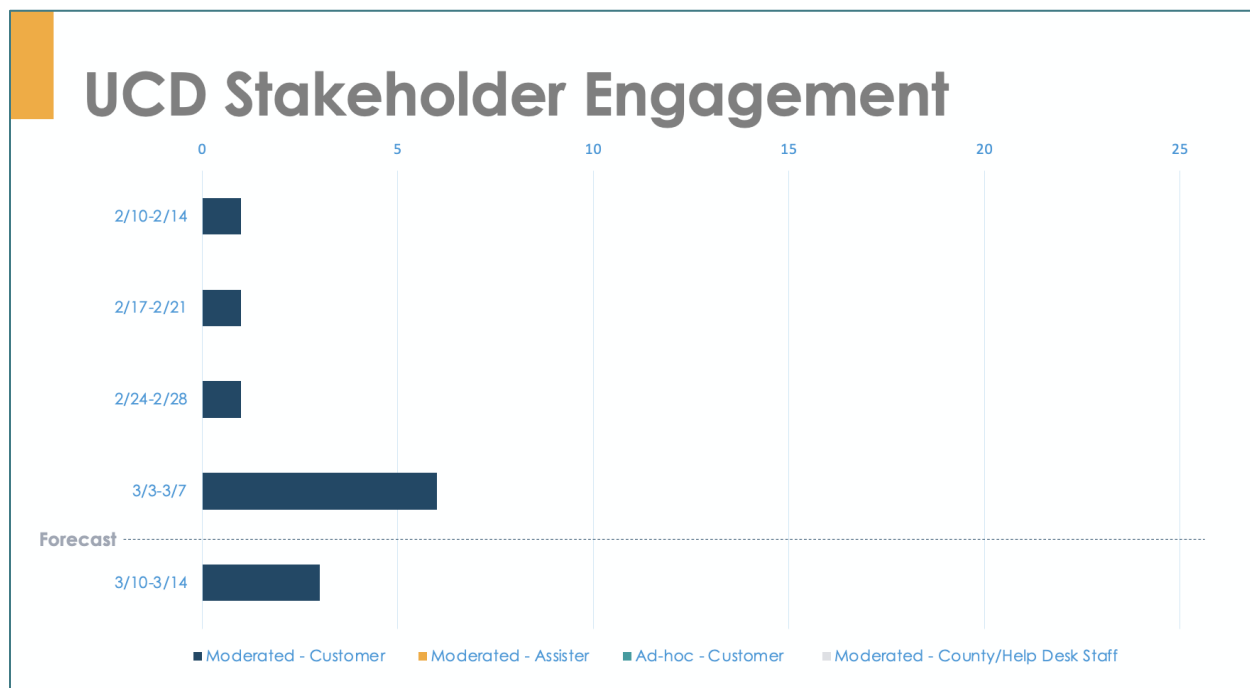   - ✖ Plan and prep for March UCD Monthly comment log.

Figure 11: UCD Stakeholder Engagement

5.4 Development

- **Activities the Reporting Period – Development**
  - Enhancements (M&E)

Table 17: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 03/07/25	ACTUAL FOR WEEK ENDING 03/07/25	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 25.02.27	8	8	8	Release 25.02.27 was deployed to production on 02/27/25.
Release 25.03.23	1	1	1	CSPM-74686 is planned for Release 25.03.23. Release 25.03.27 is planned for deployment on 03/23/25.
Release 25.03.27	3	2	14	Release 25.03.27 is planned for deployment on 03/27/25.

- **Activities for the Next Reporting Period – Development**
  - Enhancements (M&E)

Table 18: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 03/21/25	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 25.02.27	8	8	8	Release 25.02.27 was deployed to production on 02/27/25.
Release 25.03.23	1	1	1	CSPM-74686 is planned for Release 25.03.23. Release 25.03.27 is planned for deployment on 03/23/25.
Release 25.03.27	14	14	2	Release 25.03.27 is planned for deployment on 03/27/25. There were additional design changes for 4 enhancements.
Release 25.09	1	1	0	Continue to confirm milestones to meet the 25.09 timeline for SSApp.

- **Unscheduled Release Updates**
  - **Chatbot**
    - We have reported the issues for Chinese, Japanese, and Korean languages to AWS, and have received confirmation that these issues have been resolved.
    - Currently, we are working with the native speakers to conduct thorough testing of the bot. Following their validation, we will collaborate with the AWS team to address any further issues that may arise.

5.5 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
  - Release 25.02.27 – February Monthly Release
    - Deployed February Monthly Release into Production on 02/27/25.
- **Activities for the Next Reporting Period – System Test Execution**
  - Release 25.03.23 – March Baseline Release
    - Deploy the March Baseline Release into Production on 02/23/25.
  - Release 25.03.27 – March Monthly Release
    - Deploy the March Monthly Release into Production on 02/27/25.

5.6 User Acceptance Test (UAT) Planning

- **Activities for the Reporting Period – User Acceptance Test Planning**
  - UAT Test Execution
    - None for the period.
  - Test Support
    - None for the period.
- **Activities for the Next Reporting Period – User Acceptance Test Planning**
  - UAT Test Execution
    - None for the period.
  - Test Support
    - None for the period.

5.7 Release Management

- **Release 25.02.27 – February Monthly Release**
  - Deployed February Monthly Release into Production on 02/27/25.

5.7.1 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 25.02.27.

Table 19: Automated Regression Scripts Executed in BenefitsCal

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
25.02.27	56	56	0	100	100	CalFresh (CF), CalWORKs, Medi-Cal (MC), General Assistance or General Relief (GA/GR), and Disaster CalFresh programs with the

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
						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 and SSA not enabled, E-Signature, Global Search, static validations, EBT2259 and CF303 are covered by automated regression. We will also validate the following flows with data in every field – AFB with all programs, CF37, DCF, MC 210, Redet CWF, MC 216, MC 217, CF Only AFB, GA/GR, Redet CW, CW Only AFB, MC Only AFB, RAC, SAR 7

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.*

6 PERFORMANCE TEST

6.1 Performance Test

- **Release 25.03.27 – March Monthly Release**
  - The BenefitsCal March 2025 monthly release performance testing scope includes five (5) enhancements: CSPM-79102: Hide Uploads to In-Progress Applications from CBO Document Center Upload History, CSPM-71695, CSPM-78544, CSPM-71692, and CSPM-75039. The performance testing team will update the impacted scripts based on the latest codebase to reflect the enhancements changes and ensure all other scripts work as expected. 1 new script development is required to set up the data for this release.

Table 20: Performance Test Cycles and Test Case Status

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
14	03/03/25	03/24/25	Release 25.03.27– March Monthly Release	**Scope**: Five (5) enhancements/defects in scope. **Executions:** BenefitsCal isolated Load tests with mock services. ▪ Tuesday, March 18 ▪ Thursday, March 21	30%

6.2 Training Materials Update

- None for the reporting period.

6.3 Deviations from Plan/Adjustments

- None for the reporting period.

7 SECURITY

7.1 User Conversion

- **Activities for the Reporting Period – User Conversion Testing**
  - None for the reporting period.
- **Activities for the Next Reporting Period – User Conversion Testing**
  - None for the reporting period.

7.2 Security

- **Activities for the Reporting Period – Security**
  - ██████

    - ✖ ██
      ██
      ████████████████████████████████

  - DAST
    - ✖ Executed the biweekly 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 03/07/25.

  - ████████

    - ✖ ██
      ██
      ██
      ████████████████████████████████████

- **Activities for the Next Reporting Period – Security**
  - ████████████████████

    - ✖ ██
      ██
      ████████████████████████████████

  - 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.