

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: March 24, 2025 – April 6, 2025

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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	<ul style="list-style-type: none"> ▪ March Monthly Release – The BenefitsCal Team successfully deployed March Monthly Release 25.03.27 to BenefitsCal Production. ▪ April Priority Release - BenefitsCal Priority Release 25.04.14 activities in progress. ▪ April Monthly release - BenefitsCal Monthly Release 25.04.24 activities in progress.
March Enhancements (Monthly Release 25.03.27)	<ul style="list-style-type: none"> ▪ Thirteen (13) enhancements were delivered to Production in Match 2025 Monthly Release: <ul style="list-style-type: none"> • Two (2) GCF Transition Enhancements: <ul style="list-style-type: none"> ◆ CSPM-15822: GCF Transition Item #46: Send a reminder email or text to opted-in Customers when there are specific documents missing from their application. ◆ CSPM-78544: GCF Transition tem #51: Add an Application Survey to BenefitsCal. • Four (4) Collaboration Model Enhancements: <ul style="list-style-type: none"> ◆ 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. • Two (2) Policy Enhancements: <ul style="list-style-type: none"> ◆ 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.

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> • Four (4) Partner Support Enhancements: <ul style="list-style-type: none"> ◆ 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: <ul style="list-style-type: none"> ◆ CSPM-79102: Hide Uploads to In-Progress Applications from CBO Document Center Upload History.
April Enhancements (Priority Release 25.04.14)	<p>One (1) Policy Enhancement is being worked on April Priority Release:</p> <ul style="list-style-type: none"> ◆ CSPM-75050: FNS Compliance: Allow Customers to Submit CF-only App with Name, Address & Signature.
April Enhancement (Monthly Release 25.04.24)	<ul style="list-style-type: none"> ▪ Eight (8) enhancements are being worked on for April 2025 Monthly Release: <ul style="list-style-type: none"> • Two (2) GCF Transition Enhancements: <ul style="list-style-type: none"> ◆ CSPM-36777: GCF Transition #52: Update the language in Utility Costs to show that it is part of housing costs ◆ CSPM-75195: GCF Transition Enhancement: GCF #24 - Application Flow Changes • Three (3) Production Priority Enhancements: <ul style="list-style-type: none"> ◆ CSPM-78822: Display the "Inactive Account" message for inactive accounts attempting to reset their passwords ◆ CSPM-79267: Part 3 - Cantonese (Traditional Chinese) language translation changes in BenefitsCal ◆ CSPM-79291: Multiple Document Type Uploads in the Document Center • One (1) Policy Enhancement: <ul style="list-style-type: none"> ◆ CSPM-79299: Update the CCP 7 Form in BenefitsCal from 10/19 to 05/24 version • Two (2) Technical Enhancements: <ul style="list-style-type: none"> ◆ CSPM-79166: Technical: Node.js Upgrade ◆ CSPM-79167: Technical: LIFT Upgrade to Version 7.0
GCF (GetCalFresh) Transition Items	<ul style="list-style-type: none"> ▪ Delivery continued for the below Transition items: <ul style="list-style-type: none"> • #46, 51: Automated reminder emails and text messages for customers. <ul style="list-style-type: none"> ◆ Closed: March 2025 – Deployed to production • #52: Update utilities options for CalFresh applicants in BenefitsCal <ul style="list-style-type: none"> ◆ Assumptions confirmed by CDSS CF on 10/03/23.

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> ◆ Designs presented to the stakeholders at the February 2025 UCD monthly meeting. ◆ Stakeholders approved designs on 03/07/25. ◆ Planned closure date: April 24, 2025 – On Track • #24: Update CalFresh Application Flow to reduce questions. <ul style="list-style-type: none"> ◆ The CDSS CF Team provided written confirmation on 08/08/24 stating they agree with the BenefitsCal recommendations. ◆ Designs presented to the stakeholders at the February 2025 UCD monthly meeting. ◆ Stakeholders approved designs on 03/07/25. ◆ Planned closure date: April 24, 2025 – On Track • #30, 32: Release of Information (ROI) <ul style="list-style-type: none"> ◆ CDSS Approved to remove this from Transition tracking since this is tracked with ROI workgroup.
User Centered Design (UCD) Activities	<ul style="list-style-type: none"> ▪ Customer Experience (CX) Measurements Data <ul style="list-style-type: none"> • Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues. • Analyzed March Always-on survey data. ▪ User Engagement <ul style="list-style-type: none"> • Conducted Usability Testing sessions for Multiple Document Upload in Document Center (CSPM-79291). ▪ Enhancements <ul style="list-style-type: none"> • Started designs for "CalHEERS Release for Accelerated Enrollment" (CSPM-78463). • Started designs for "Doc Center Revamp: Consistency Across Multiple Flows" (CSPM-79311). • Started designs for "Update SAR 7 Form Status Batch Job to Send CW/CF Income & IRT Related Information" (CSPM-75755). • Started designs for "Medi-Cal SApp" (CSPM-78754). • Started designs for "CM: Customer Dashboard Revamp" (CSPM-73298). • Finalized designs for EBT Features (CSPM-39069). • Facilitated stakeholder workshop for "Document Upload – List of options" (CSPM-75629). • Finalized synthesis for "Redetermination – Take it to the lab." • Conducted synthesis for "Login MFA – Take it to the lab." • Started prep work for "BenefitsCal – Adoption." ▪ Advocate Engagement <ul style="list-style-type: none"> • Planned and prepped for the April UCD Monthly Meeting.

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP 25.38	Monthly M&O Report – March 2025	On Time	DDEL submission on 04/07/25
WP 28.36	BenefitsCal Work Plan Monthly Updates – March 2025	On Time	FDEL submission on 04/07/25

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 forty-three (43) active Production defects.
Incidents	On Time	There are twenty-eight (28) 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 **25.03.27** to BenefitsCal Production.
- **Planned Outages**
 - Thursday, 03/27/25 8:00 pm to 9:30 pm PST
 - BenefitsCal Monthly Release 25.03.27

2 PROJECT MANAGEMENT

2.1 Deliverable Management

- **Deliverables and Work Products submitted:**
 - None for the reporting period.
- **Deliverable and Work Product submissions for next reporting period:**
 - DWP 25.38 Monthly M&O Report – March 2025 on 04/7/25.
 - FWP 28.36 BenefitsCal Work Plan Monthly Updates – March 2025 on 04/7/25.

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
0039-25	Notify.All usbenefitscaldevops@deloitte.com operator@calheers.ca.gov QuijadaP@CalSAWS.org TombakianM@CalSAWS.org tech.productionoperations Bill.Kelly@fisglobal.com CalSAWS.All Communications.Infra Consortium.RegionalManagers.All Consortium.SectionDirectors	Scheduled Downtime Notification – 4/11/2025	03/25/25	Tech.pro ductiono perations @calsaws .org	Pete Quijada
0040-25	Notify.All usbenefitscaldevops@deloitte.com operator@calheers.ca.gov QuijadaP@CalSAWS.org TombakianM@CalSAWS.org tech.productionoperations Bill.Kelly@fisglobal.com CalSAWS.All Communications.Infra Consortium.RegionalManagers.All Consortium.SectionDirectors	Scheduled Downtime Notification – 4/20/2025	03/31/25	Erika Castro	Pete Quijada

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	MARCH 12, 2025: <ul style="list-style-type: none"> Closed 	Closed	Medium	High	05/19/23

2.3.2 Project Issues

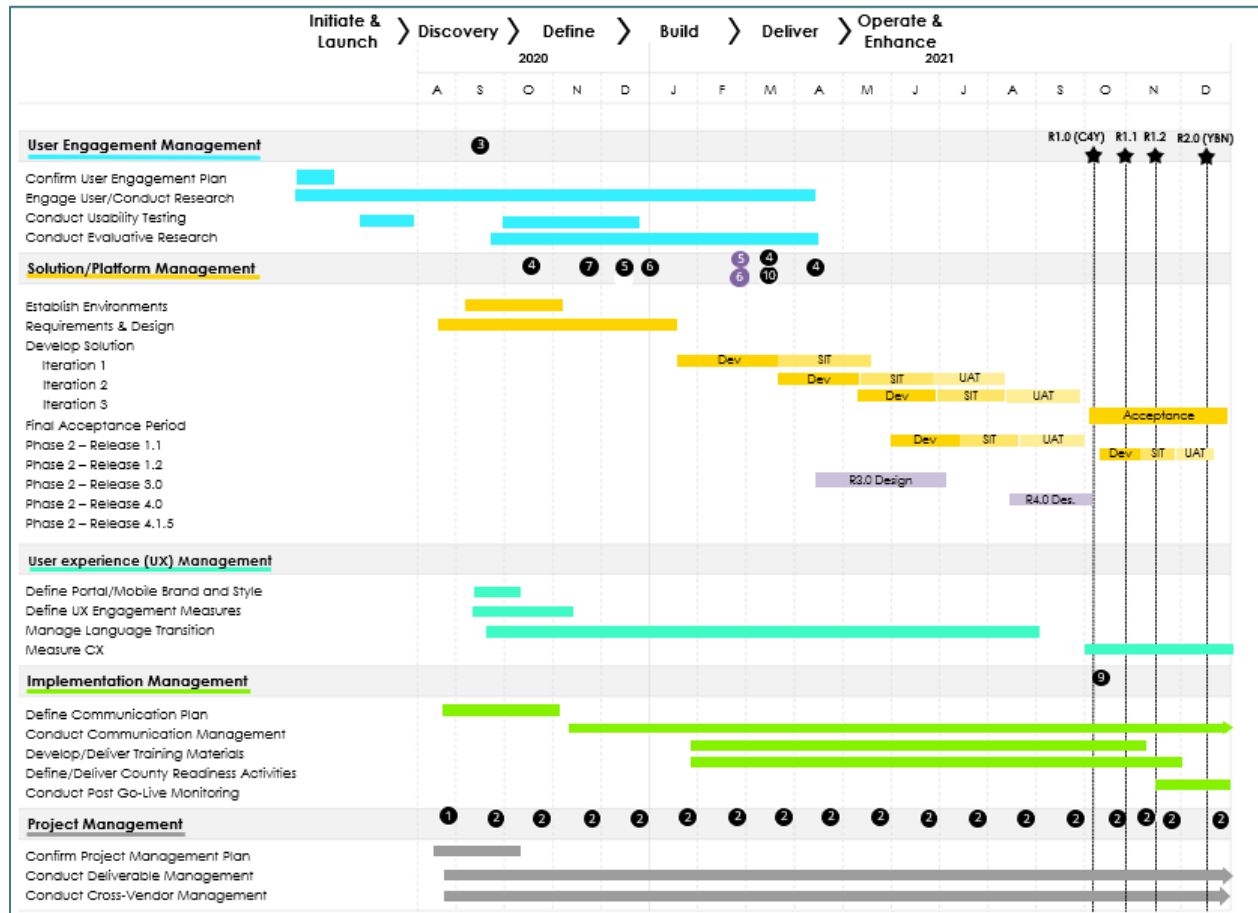
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

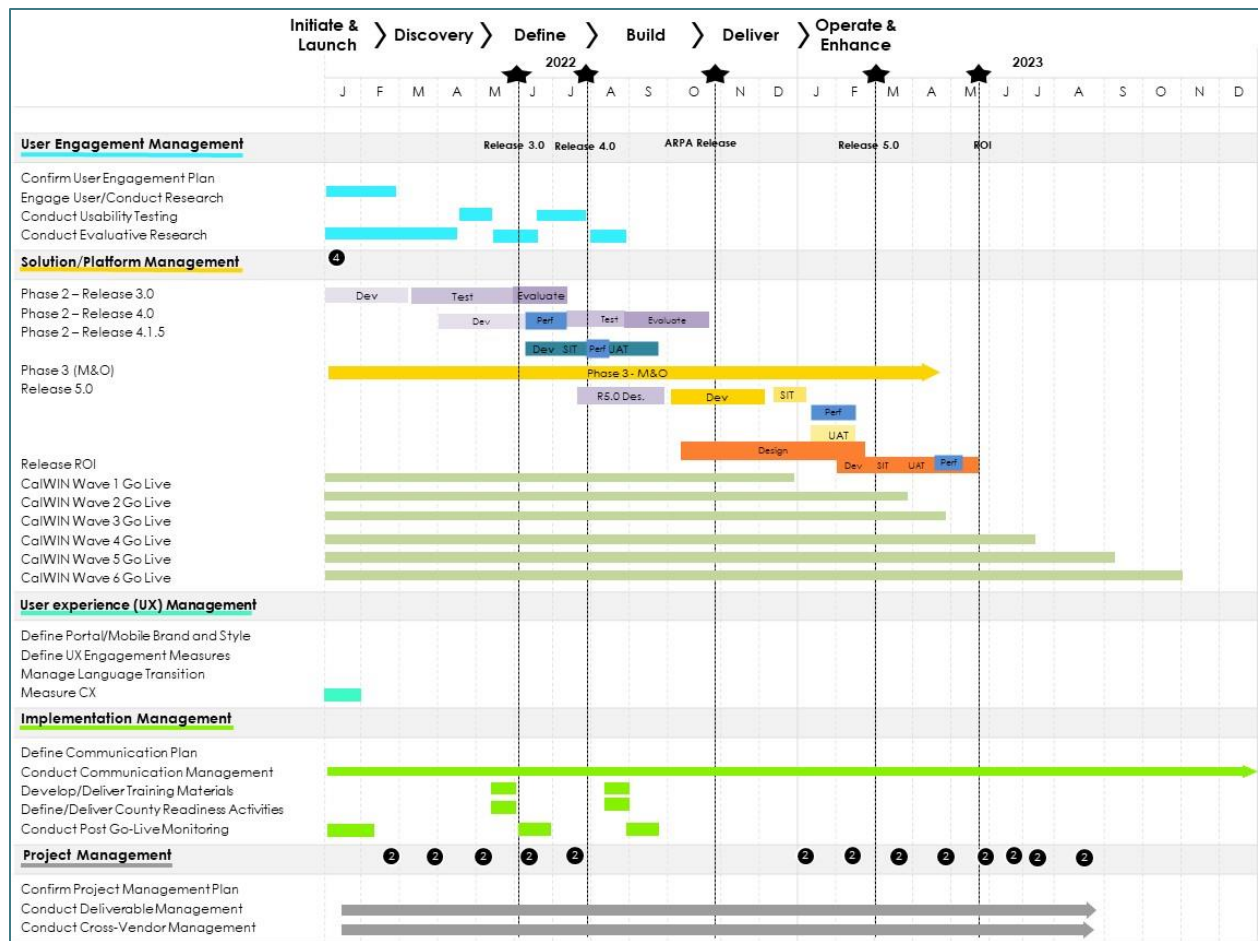
Table 8: Project Issues

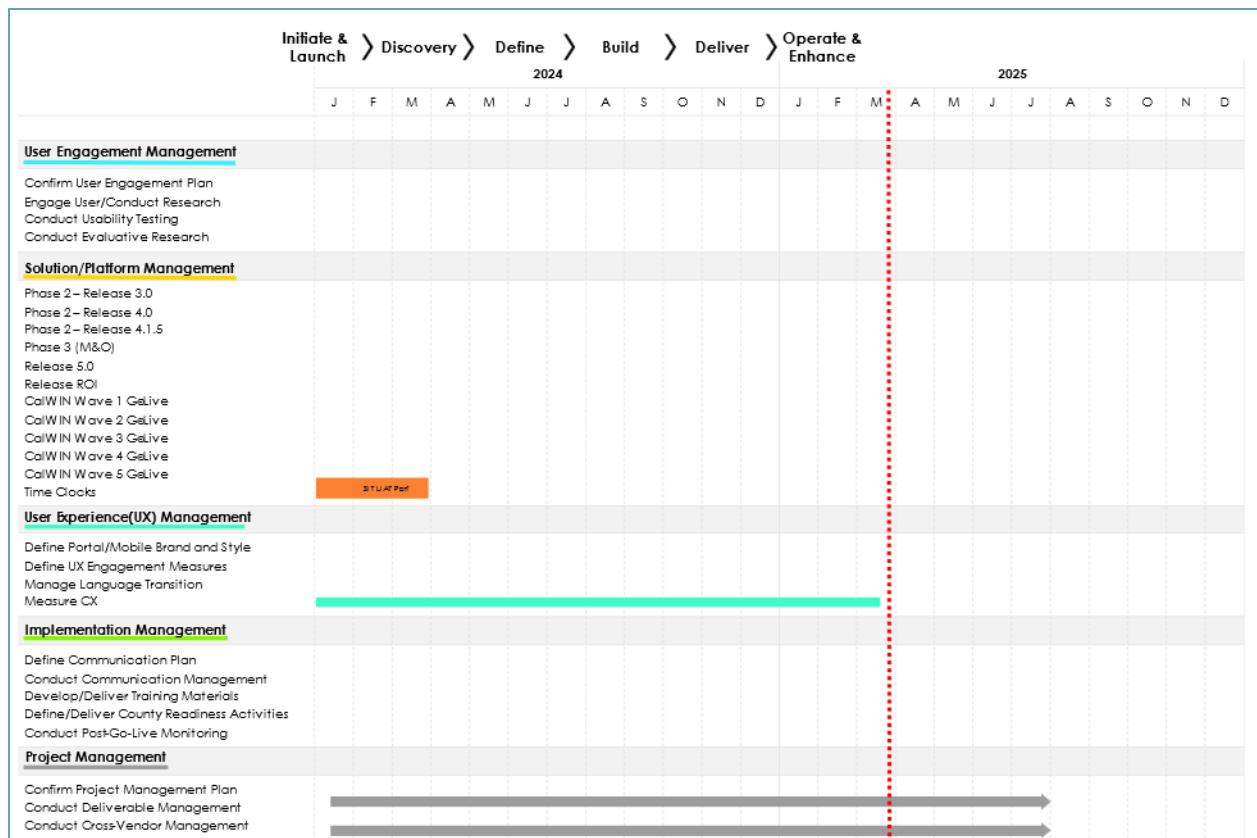
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
None.					

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	7
Completed	4
Reopened	0
In Review	0
Withdrawn	0
TOTAL	11

- **Completed:**
 - CSPM-79252: SCERFRA 25-503 – BenefitsCal Release of Information (ROI) to Community-Based Organization (CBO)
 - CSPM-79323: SCERFRA 25-504 – CalWORKs FRA Pilot
 - CSPM-79372: SIRFRA 1429 – AB 543
 - CSPM-79485: SCERFRA 25-505 – Refugee Cash Assistance Eligibility Period
- **New/Assigned:**
 - CSPM-79533: SIRFRA 1431 – Cost Analysis for AB 1186
 - CSPM-79532: SCERFRA 25-927 – AB 1186 – Data Collection: Race and Ethnicity: Minimum Categories
 - CSPM-79521: SCERFRA 25-925 – AB 890 – Nonminor Dependents: County of Residence
 - CSPM-79517: SCERFRA 25-913 – AB 936 – CalFresh Fruit and Vegetable Supplemental Benefits Program
 - CSPM-79468: SCERFRA 25-923 - AB 1357 -Guaranteed Income Payments: Consideration as Income of Resources
 - CSPM-79467: SCERFRA 25-922 – AB 461 – Truancy CalWORKs School Attendance
 - CSPM-79466: SCERFRA 25-921 – AB 474 – Tenancy: Nonprofit Home-sharing Program: Income Tax Exclusion: Eligibility for Public Social Services

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
Enhancement	CSPM-71692	Update the Retroactive Medical screen for Retroactive Medical for when multiple people on the case who may need assistance.	Closed	Deployed to Production
Enhancement	CSPM-71693	Remove the Vaccine Question from the Medi-Cal program.	Closed	Deployed 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.	Closed	Deployed to Production
Enhancement	CSPM-74553	CBO Support Assistance	Closed	Deployed to Production

■ 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.

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**
 - Twenty-three (23) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved zero (0) incidents in the biweekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed one (1) incident in the biweekly reporting period.
- **Incidents Triage**
 - The BenefitsCal Tier 3 Team has triaged forty-one (41) incidents in the biweekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created nine (9) 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.

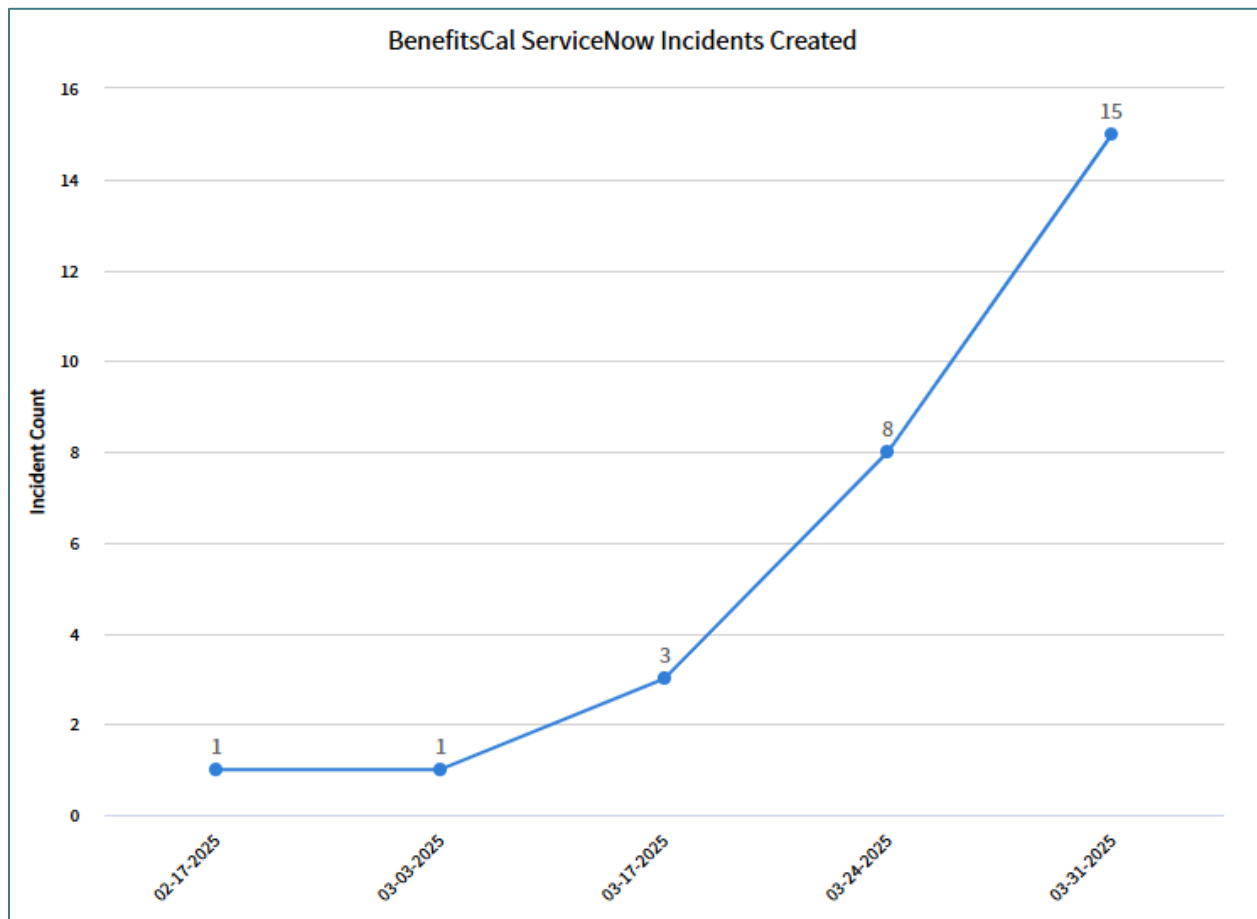


Figure 1: BenefitsCal ServiceNow Incidents Created

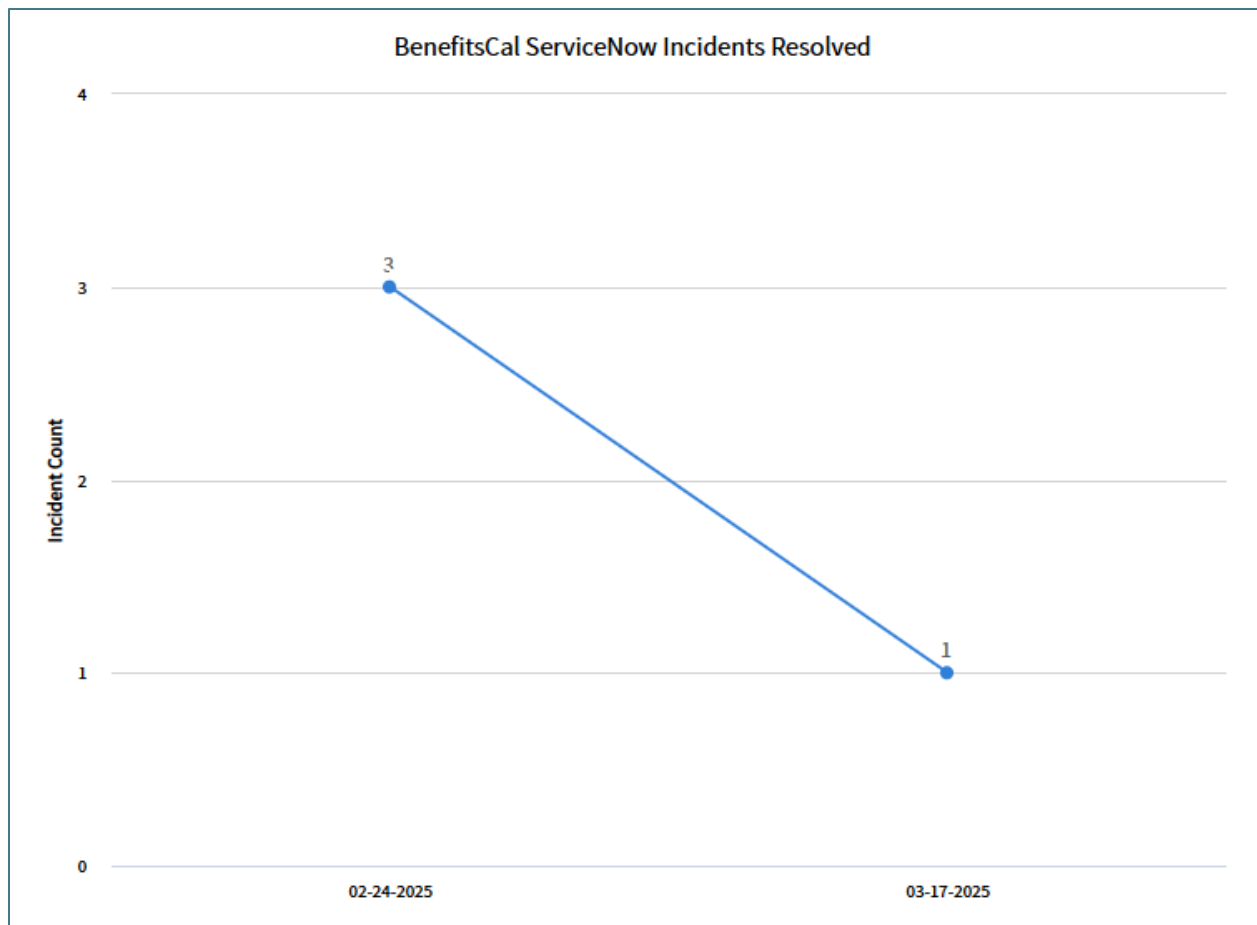


Figure 2: BenefitsCal ServiceNow Incidents Resolved

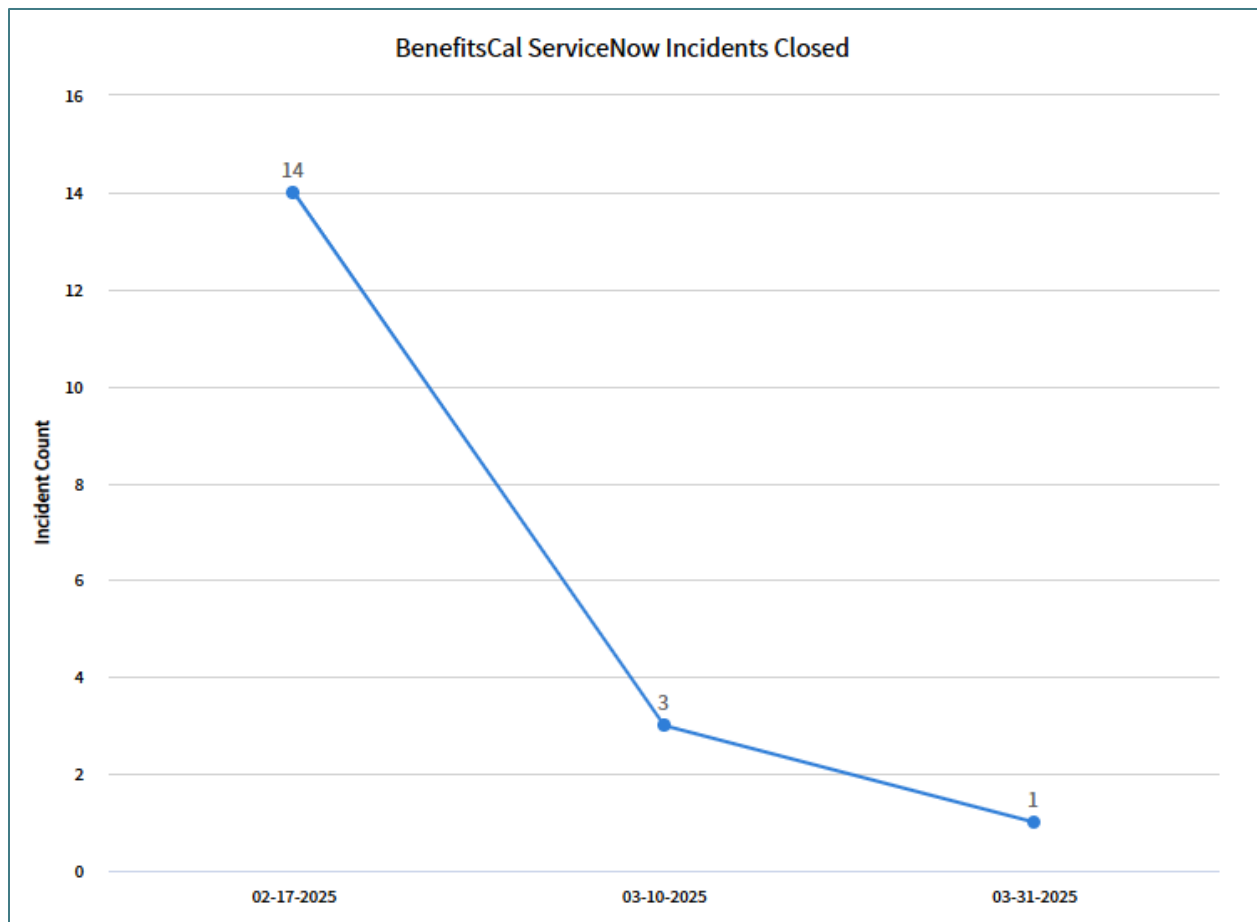


Figure 3: BenefitsCal ServiceNow Incidents Closed

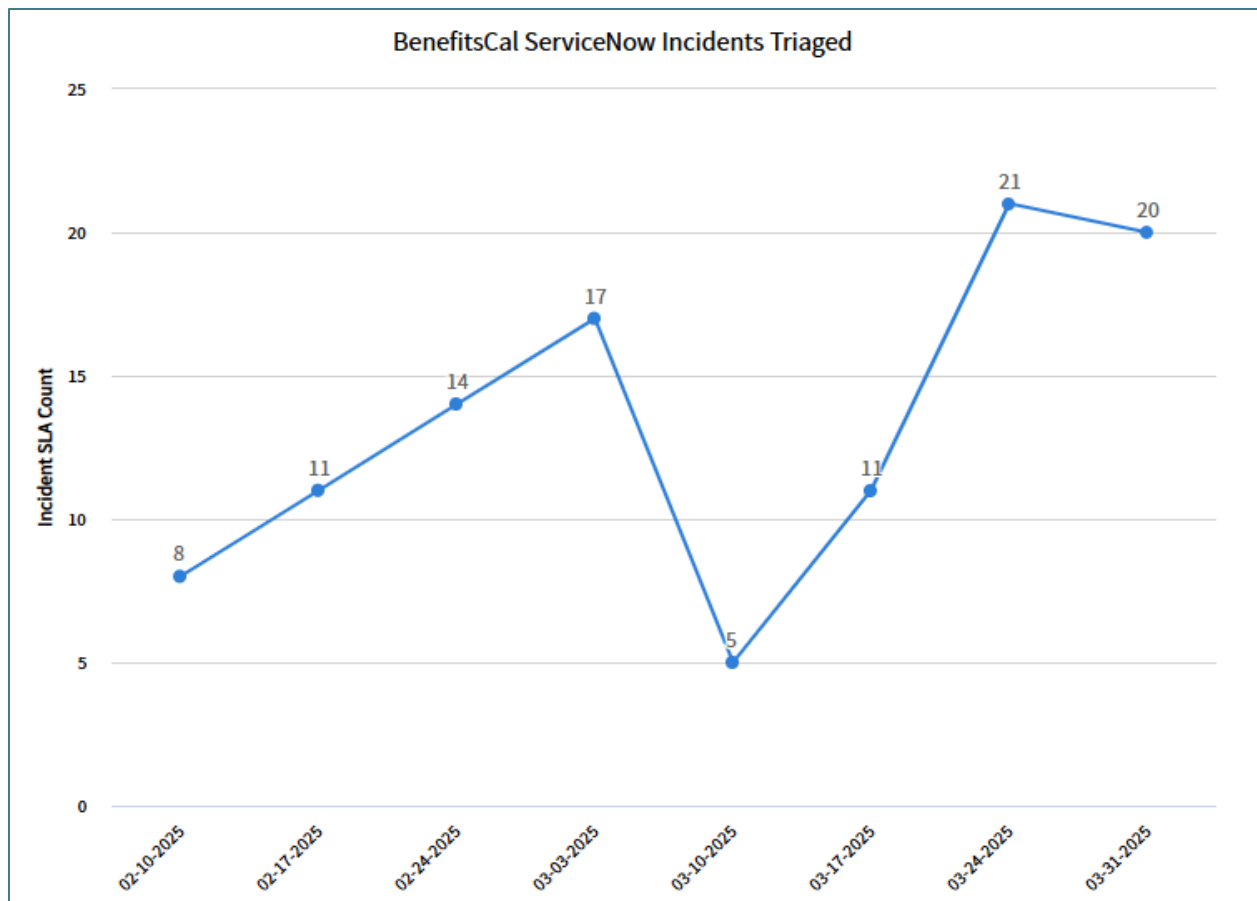


Figure 4: BenefitsCal ServiceNow Incidents Triaged

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.

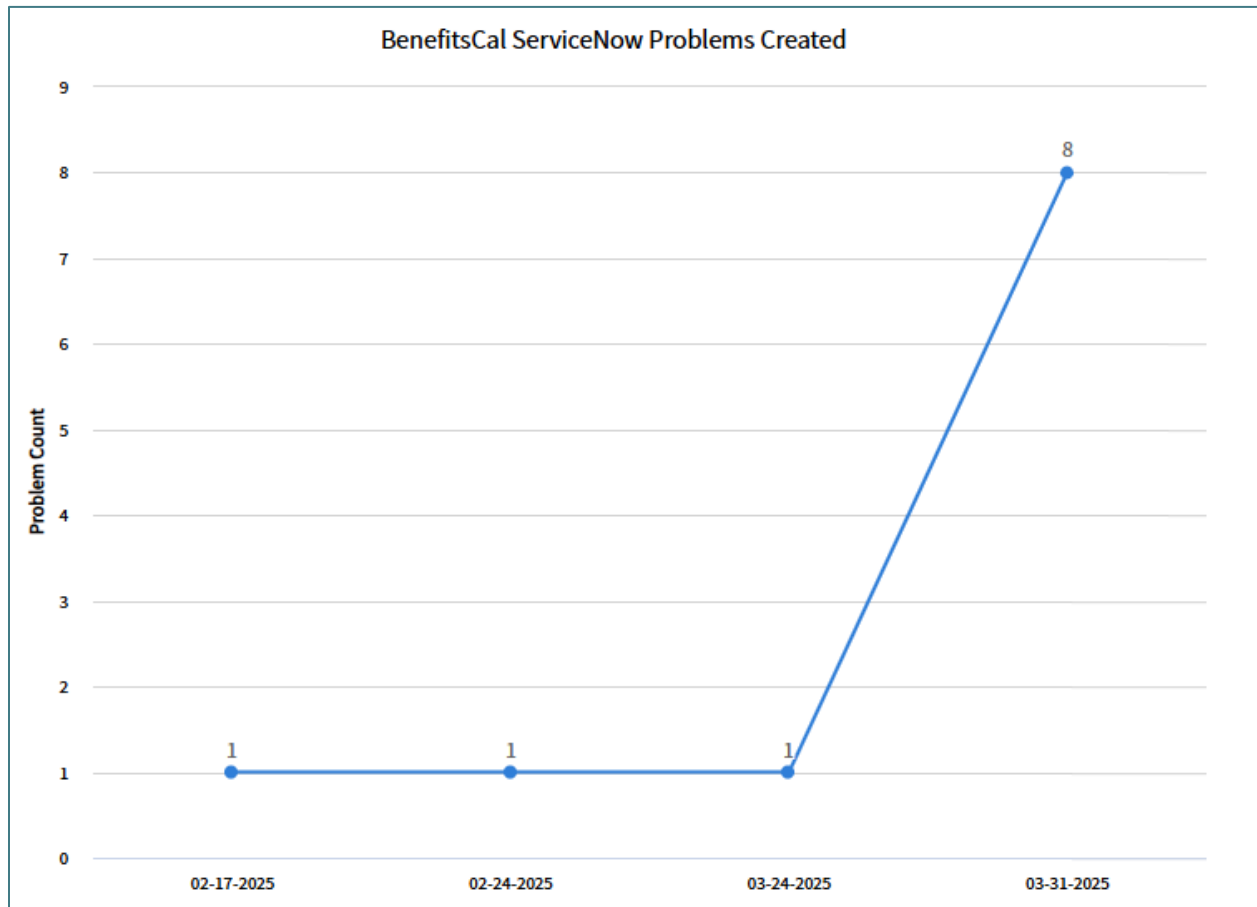


Figure 5: BenefitsCal ServiceNow Problems Created

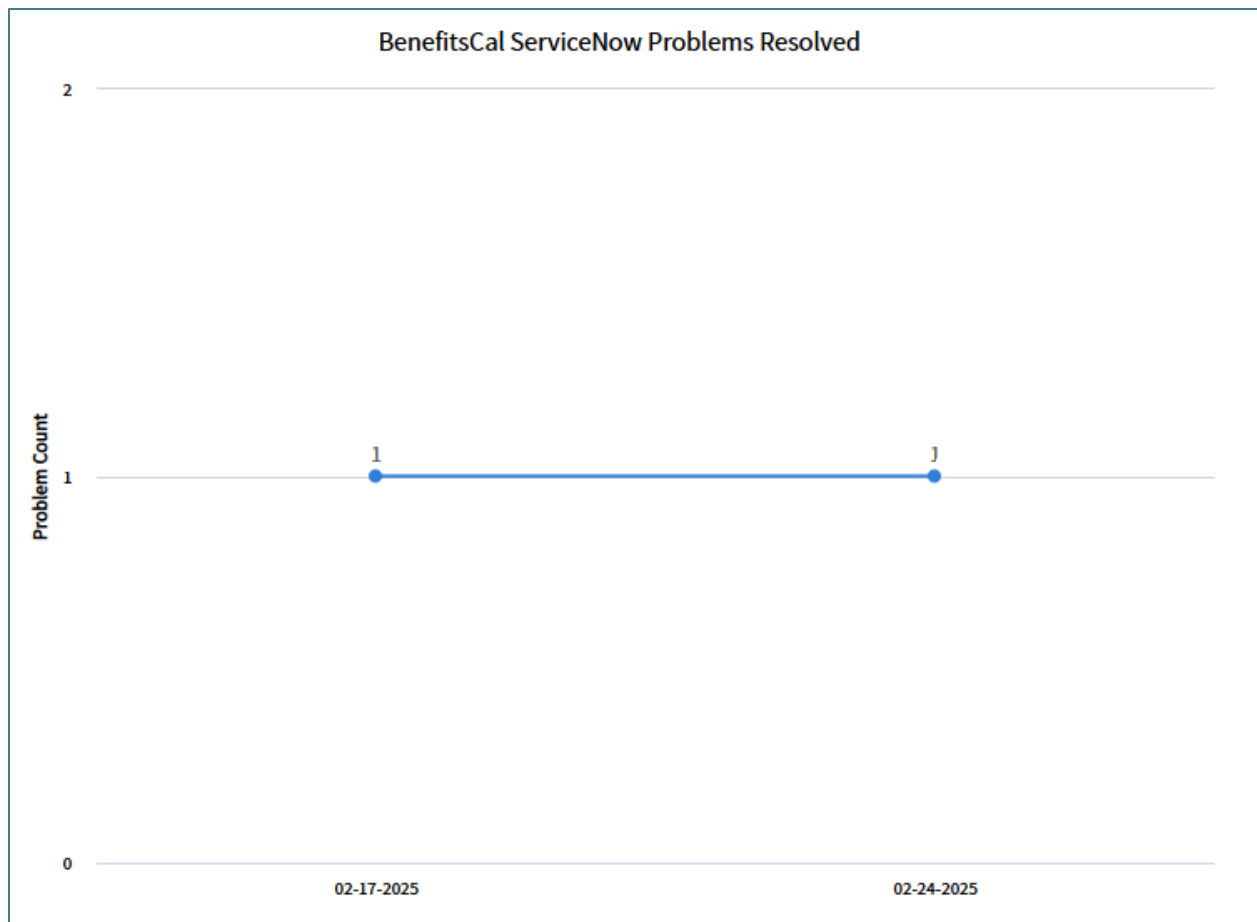


Figure 6: BenefitsCal ServiceNow Problems Resolved

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

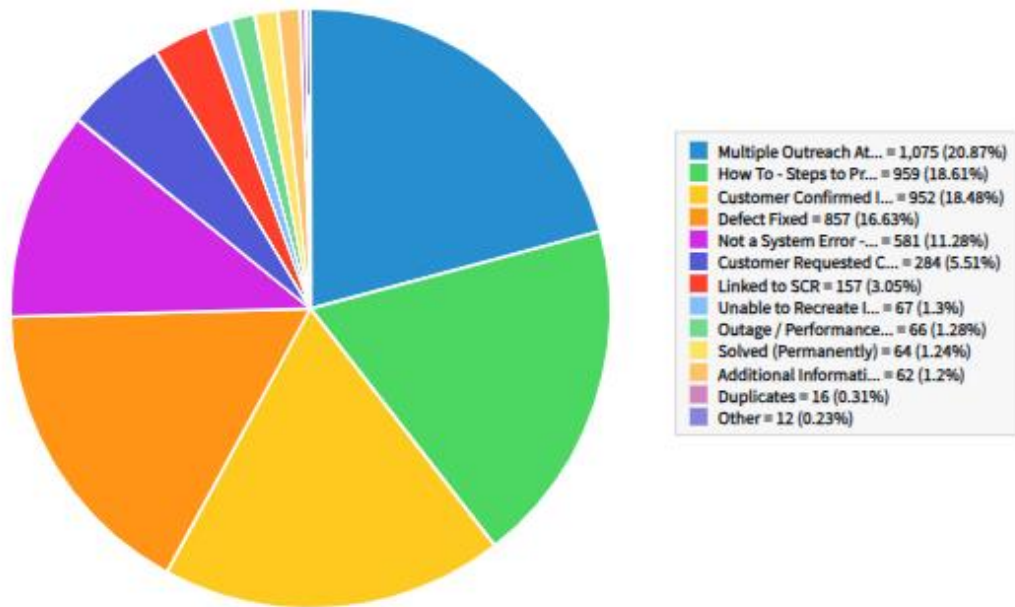
Aging Category		1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
State									
New		11	1	0	0	0	0	0	12
In Progress		1	0	1	0	0	0	0	2
On Hold		0	3	6	2	2	1	0	14
Closed		0	0	75	362	175	135	3	750
Count		12	4	82	364	177	136	3	778

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



Resolution code	Incident SLA Count	Percentage of Incident SLAs
Multiple Outreach Attempts – No Response	1,075	20.87%
How To - Steps to Proceed Provided	959	18.61%
Customer Confirmed Issue is Resolved	952	18.48%
Defect Fixed	857	16.63%
Not a System Error - With Explanation	581	11.28%
Customer Requested Closure	284	5.51%
Linked to SCR	157	3.05%
Unable to Recreate Issue	67	1.3%
Outage / Performance Degradation	66	1.28%
Solved (Permanently)	64	1.24%
Additional Information Needed	62	1.2%
Duplicates	16	0.31%
Other	12	0.23%
Total	5,152	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.

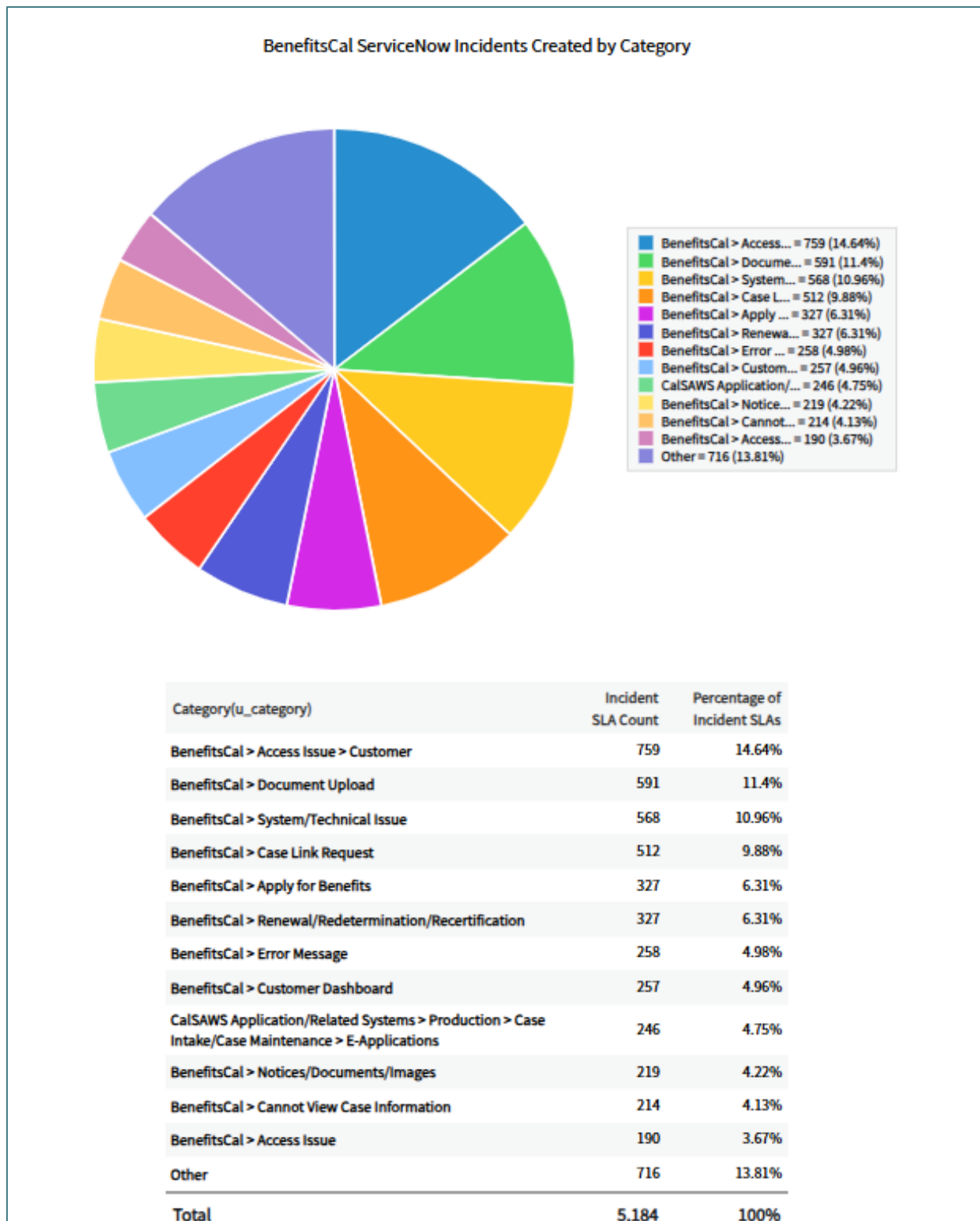


Figure 9: BenefitsCal ServiceNow Incidents Created by Category

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 Programming 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 12: BenefitsCal Outages

SCHEDULED DATE	OUTAGE TIMEFRAME	ACTIVITY DESCRIPTION
03/27/25	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 25.03.27
03/30/25	2:00 pm – 6:30 pm PST	CalSAWS Application maintenance (offline mode)
04/05/25 – 04/06/25	04/05/25 10:00pm – 04/06/25 7:30 am PST	CalSAWS Application maintenance (offline mode)

Table 13: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
04/11/25	10:00 pm – 2:00 am PST	CalSAWS Application maintenance (maintenance mode)

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.

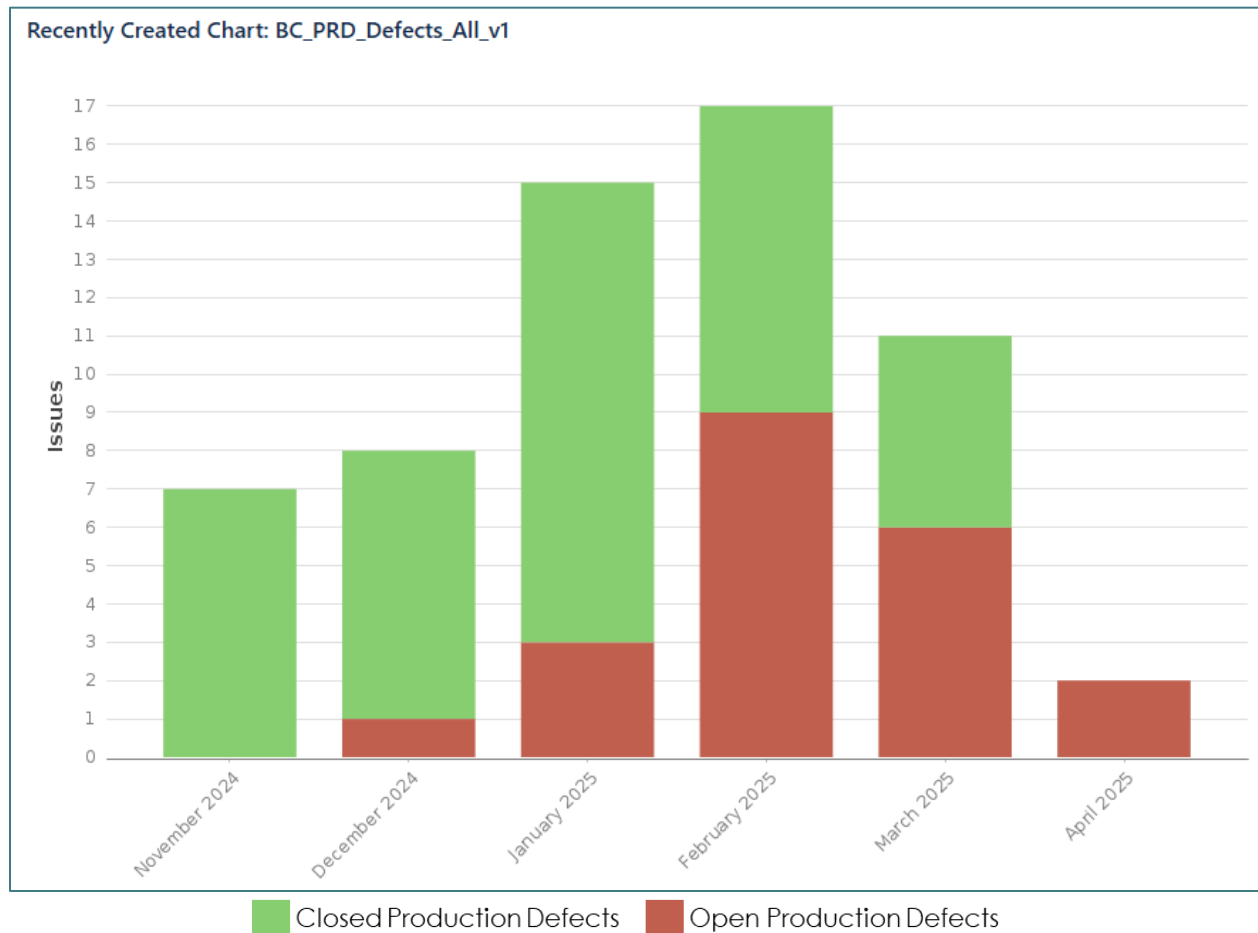


Figure 10: Production Defects Backlog Monthly Trend

4.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 25.04.14	RELEASE 25.04.24	RELEASE 25.05.29	TBD	TOTAL
1-HIGH	0	0	0	0	0
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
2-NORMAL/MEDIUM	0	0	0	0	0
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
3-NORMAL/LOW	2	21	19	1	43
New	0	0	0	0	0
In Progress	2	21	19	1	43
Closed	0	0	0	0	0
4-COSMETIC	0	0	0	0	0
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
TOTAL	2	21	19	1	43

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.
 - **Monthly Release** – Thirteen (13) enhancements and thirteen (13) production defects were deployed with BenefitsCal Monthly Release 25.03.27 for User Error Handling, Exception Handling, and Application Summary.

Table 15: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
25.04.14 – Priority	04/14/25	One (1) enhancement and two (2) production defects are planned for User Error Handling, Exception Handling, and Application Summary.
25.04.24– Monthly	04/24/25	Eight (8) enhancements and twenty-one (21) production defects 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
 - ✦ Finalized design work for the April 2025 enhancements.
 - ✦ Began design work for the May 2025 enhancements.
 - ✦ Hosted the BenefitsCal CWDA Check-in Meeting on 03/24/25.
 - ✦ Attended the Project Milestone Meetings with the Consortium and CalSAWS on 03/24/25 and 03/31/25.
 - ✦ Attended 25.03 Project Integrated Readiness Areas – T-2 Integrated Readiness Status on 03/10/25.
 - ✦ Hosted the DDI and M&O Biweekly meetings on 03/25/25, 03/27/25, 04/01/25, and 04/03/25.
 - ✦ Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 03/26/25 and 04/02/25.
 - ✦ Attended the Get CalFresh Parity List Meeting on 03/26/25.
 - ✦ Attended BenefitsCal Enhancements Pipeline Meeting on 03/28/25.
 - ✦ Attended BenefitsCal RestAPI – SUID inquires meeting with FIS on 03/31/25.
 - ✦ Hosted Document Routing Rules Discussion with Hyland on 03/31/25.
 - ✦ Hosted FIS/BenefitsCal EBT Phased Approach Discussion on 03/31/25.
 - ✦ Attended the Self-Service Portal Committee Meeting on 04/01/25.
 - ✦ Hosted BenefitsCal Enhancements Discussion with CalSAWS on 04/04/25.
 - ✦ Hosted List of options | Co-design workshop with Advocates, CWDA, and State Partners on 04/04/24.

■ **Activities for the Next Reporting Period – Requirements and Design**

- Designs and Design Meetings
 - ✦ Continue design work for the May 2025 enhancements.
 - ✦ Host the BenefitsCal CWDA Check-in Meetings on 04/07/25 and 04/14/25.
 - ✦ Attend the Project Milestone Meetings with the Consortium and CalSAWS on 04/07/25 and 04/14/25.
 - ✦ Host the DDI and M&O Biweekly meetings on 04/08/25, 04/10/25, 04/15/25, and 04/17/25.
 - ✦ Host EBT Features in BenefitsCal – Phased Approach Discussion – Continued with FIS on 04/08/25.
 - ✦ Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 04/09/25 and 04/16/25.
 - ✦ Attend BenefitsCal Enhancements Pipeline Meeting on 04/11/25.
 - ✦ Host the BenefitsCal April UCD Meeting with Advocates and State Partners on 04/16/25.

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 March Always-on survey data.
- **User Engagement**
 - ✦ Conducted Usability Testing sessions for “Multiple Document Upload in Document Center” (CSPM-79291).
- **Enhancements**
 - ✦ Started designs for “CalHEERS Release for Accelerated Enrollment” (CSPM-78463).
 - ✦ Started designs for “Doc Center Revamp: Consistency Across Multiple Flows” (CSPM-79311).
 - ✦ Started designs for “Update SAR 7 Form Status Batch Job to Send CW/CF Income & IRT Related Information” (CSPM-75755).
 - ✦ Started designs for “Medi-Cal SApp” (CSPM-78754).
 - ✦ Started designs for “CM: Customer Dashboard Revamp” (CSPM-73298).
 - ✦ Finalized designs for “EBT Features” (CSPM-39069).
 - ✦ Facilitated stakeholder workshop for “Document Upload – List of options” (CSPM-75629).
 - ✦ Finalized synthesis for “Redetermination – Take it to the lab.”
 - ✦ Conducted synthesis for “Login MFA – Take it to the lab.”
 - ✦ Started prep work for “BenefitsCal – Adoption.”
- **Advocate Engagement**
 - ✦ Planned and prepped for the April 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 outreach for “BenefitsCal – Adoption.”

- **Enhancements**

- ✦ Continue designs for “EBT Features” (CSPM-39069).
 - ✦ Continue designs for “CM Doc Upload: List of Items” (CSPM-75629).
 - ✦ Continue designs for “Update SAR 7 Form Status Batch Job to Send CW/CF Income & IRT Related Information” (CSPM-75755).
 - ✦ Continue designs for “Doc Center Revamp: Consistency Across Multiple Flows” (CSPM-79311).
 - ✦ Continue designs for “CM: Customer Dashboard Revamp” (CSPM-73298).
 - ✦ Continue designs for “Medi-Cal SSApp” (CSPM-78754).
 - ✦ Finish synthesis for “Login MFA – Take it to the lab.”

- **Advocate Engagement**

- ✦ Facilitate April UCD Monthly Meeting.

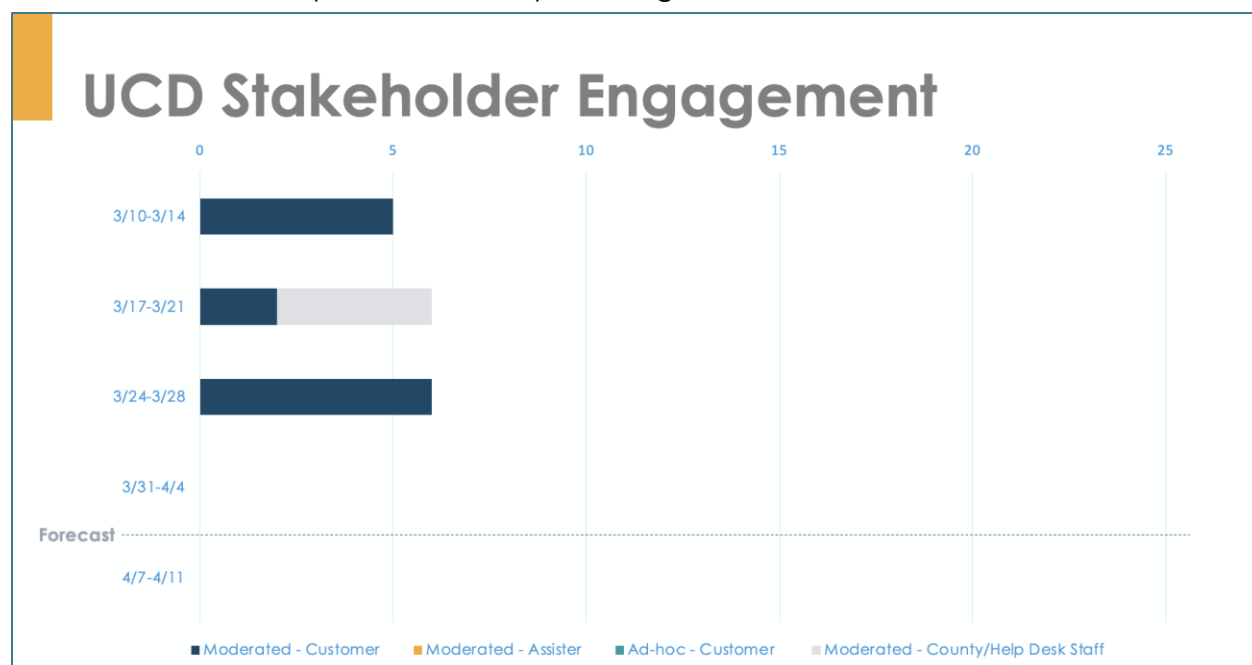


Figure 11: UCD Stakeholder Engagement

5.4 Development

■ Activities the Reporting Period – Development

- Enhancements (M&E)

Table 16: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 04/04/25	ACTUAL FOR WEEK ENDING 04/04/25	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 25.03.23	1	1	1	Release 25.03.23 was deployed to production on 03/23/25.
Release 25.03.27	14	14	14	Release 25.03.27 was deployed to production on 03/27/25.
Release 25.04.24	3	5	8	Release 25.04.24 is planned for deployment on 04/24/25.

■ Activities for the Next Reporting Period – Development

- Enhancements (M&E)

Table 17: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 04/18/25	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 25.03.23	1	1	1	Release 25.03.23 was deployed to production on 03/23/25.
Release 25.03.27	14	14	2	Release 25.03.27 was deployed to production on 03/27/25.
Release 25.04.24	8	8	5	Release 25.04.24 is planned for deployment on 04/24/25.
Release 25.09	1	1	0	Continue to confirm milestones to meet the 25.09 timeline for SSApp.

■ Unscheduled Release Updates

• Chatbot

- ✦ Reported the issues for Chinese, Japanese, and Korean languages to AWS, and have received confirmation that these issues have been resolved.
- ✦ Engaging with 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 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.

5.6 Release Management

- **Release 25.03.27 – March Monthly Release**
 - ✦ Deployed the March Monthly Release into Production.
- **Release 25.04.14 – April Priority Release**
 - ✦ Validation in progress for the tickets tagged to the April priority release.
- **Release 25.04.24 – April Monthly Release**
 - ✦ Validation in progress for the tickets tagged to the April monthly release.

5.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
 - **Release 25.03.27 – March Monthly Release**
 - ✦ Deployed the March Monthly Release into Production.
 - **Release 25.04.14 – April Priority Release**
 - ✦ Validation in progress for the tickets tagged to the April priority release.
 - **Release 25.04.24 – April Monthly Release**
 - ✦ Validation in progress for the tickets tagged to the April monthly release.

5.7.1 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 25.03.27.

Table 18: Automated Regression Scripts Executed in BenefitsCal

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
25.03.27	56	56	0	100	100	CalFresh (CF), CalWORKs, Medi-Cal (MC), General Assistance or General Relief (GA/GR), and Disaster CalFresh programs with the 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. These 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 Performance Team successfully executed two (2) rounds of performance tests for the March monthly release with identified scope of five (5) enhancement as CSPM-79102: Hide Uploads to In-Progress Applications from CBO Document Center Upload History; CSPM-78544: GCF Parity Item #51: Add an Application Survey to BenefitsCal; CSPM-75039: Move Tax Filer question to new card and make it mandatory when applications for Medi-Cal and CalWORKs; 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; and CSPM-78952: Message Displaying for In-Progress/Incomplete Renewal Drop off. The Performance Testing Team updated the nineteen (19) impacted scripts on the latest codebase to reflect the enhancements changes and ensured all other scripts worked as expected. The performance test results were analyzed, and the average response time of the entire BenefitsCal application and overall errors were comparable to previous baseline results. The March release performance tests detailed JMeter reports, and the results comparison spreadsheet are uploaded to the CalSAWS SharePoint.

Table 19: Performance Test Cycles and Test Case Status

CYCLE	START DATE	END DATE	SCOPE	TEST CASES STATUS	EXECUTION STATUS
14	03/03/25	03/26/25	Release 25.03.27 – March Monthly Release	Scope: Five (5) enhancements in scope. Executions: BenefitsCal isolated Load tests with mock services. <ul style="list-style-type: none">▪ Friday, March 21 (Completed)▪ Wednesday, March 26 (Completed)	100%

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**

[REDACTED]

- ✦ [REDACTED]

- 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 04/04/25.

[REDACTED]

- ✦ [REDACTED]

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

[REDACTED]

- ✦ [REDACTED]

- 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.