

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: April 7, 2025 – April 20, 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"> ▪ Priority Release – The BenefitsCal Team successfully deployed April Priority Release 25.04.14 to BenefitsCal Production. ▪ Upcoming Monthly Release – The BenefitsCal Team is planning to deploy April Monthly Release 25.04.24 to BenefitsCal Production. |
| April Enhancements (Priority Release 25.04.14) | <ul style="list-style-type: none"> ▪ One (1) Policy Enhancement was delivered to Production on 14th April 2025: <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"> • #52: Update utilities options for CalFresh applicants in BenefitsCal <ul style="list-style-type: none"> ◆ Assumptions confirmed by CDSS CF on 10/03/23. ◆ Designs presented to the stakeholders at the February 2025 UCD monthly meeting. ◆ Stakeholders approved designs on 03/07/25. |

| STATUS REPORT SECTION | STATUS AGENDA TOPIC |
|---------------------------------------|--|
| | <ul style="list-style-type: none"> ◆ 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. ▪ User Engagement <ul style="list-style-type: none"> • Conducted customer sessions for “BenefitsCal – Adoption.” ▪ Enhancements <ul style="list-style-type: none"> • Started designs for “Two-way messaging to include New Statuses.” • Continued designs for “Doc Center Revamp: Consistency Across Multiple Flows” (CSPM-79311). • Continued designs for “Medi-Cal SApp” (CSPM-78754). • Continued designs for “CM: Customer Dashboard Revamp” (CSPM-73298). • Finalized synthesis for “Login MFA – Take it to the lab.” • Conducted generative research sessions for “BenefitsCal – Adoption.” ▪ Advocate Engagement <ul style="list-style-type: none"> • Facilitated the April UCD Monthly Meeting. • Responded to March UCD Monthly comment log. • Sent out April UCD Monthly comment log. |

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 | FDEL submission on 04/21/25 |
| WP 24.29 | CX Bimonthly Report (Feb 2025 – Mar 2025) | On Time | DDEL submission on 04/21/25 |

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 fifty-six (56) active Production defects. |
| Incidents | On Time | There are twenty (20) open Tier 3 incidents. |

1.3 Highlights from the Reporting Period

- **Priority Release** – The BenefitsCal Team successfully deployed Priority Release **25.04.14** to BenefitsCal Production.
- **Emergency Release** – None for the reporting period.
- **Monthly Release** – None for the reporting period.
- **Planned Outages**
 - Monday, 04/14/25 8:00 pm to 9:30 pm PST
 - BenefitsCal Priority Release 25.04.14

2 PROJECT MANAGEMENT

2.1 Deliverable Management

- **Deliverables and Work Products submitted:**
 - DWP 25.38 Monthly M&O Report – March 2025 on 04/07/25.
 - FWP 28.36 BenefitsCal Work Plan Monthly Updates – March 2025 on 04/07/25.
 - BenefitsCal Data Metrics - Preliminary Report - (Jan-Mar 2025) on 04/20/25
- **Deliverable and Work Product submissions for next reporting period:**
 - FWP 25.38 Monthly M&O Report – March 2025 on 04/21/25.
 - DWP 24.29_BenefitsCal_CX Bimonthly Report (Feb 2025 - Mar 2025) on 04/21/25.

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 | Scheduled Downtime Notification – 4/27/2025 | 04/08/25 Revised 04/09/25 | Communications.Infra@CalSAWS.org | Pete Quijada |

| CIT ID | To | SUBJECT | DISTRIBUTION DATE | PRIMARY CALSAWS CONTACT | BACKUP CALSAWS CONTACT |
|--------|---|---------|-------------------|-------------------------|------------------------|
| | Bill.Kelly@fisglobal.com CalSAWS.All Communications.Infra Consortium.RegionalManagers.All Consortium.SectionDirectors | | | | |

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 |
|----|-------|----------------------------------|--------|------------|----------|-------------|
| | None. | | | | | |

2.3.2 Project Issues

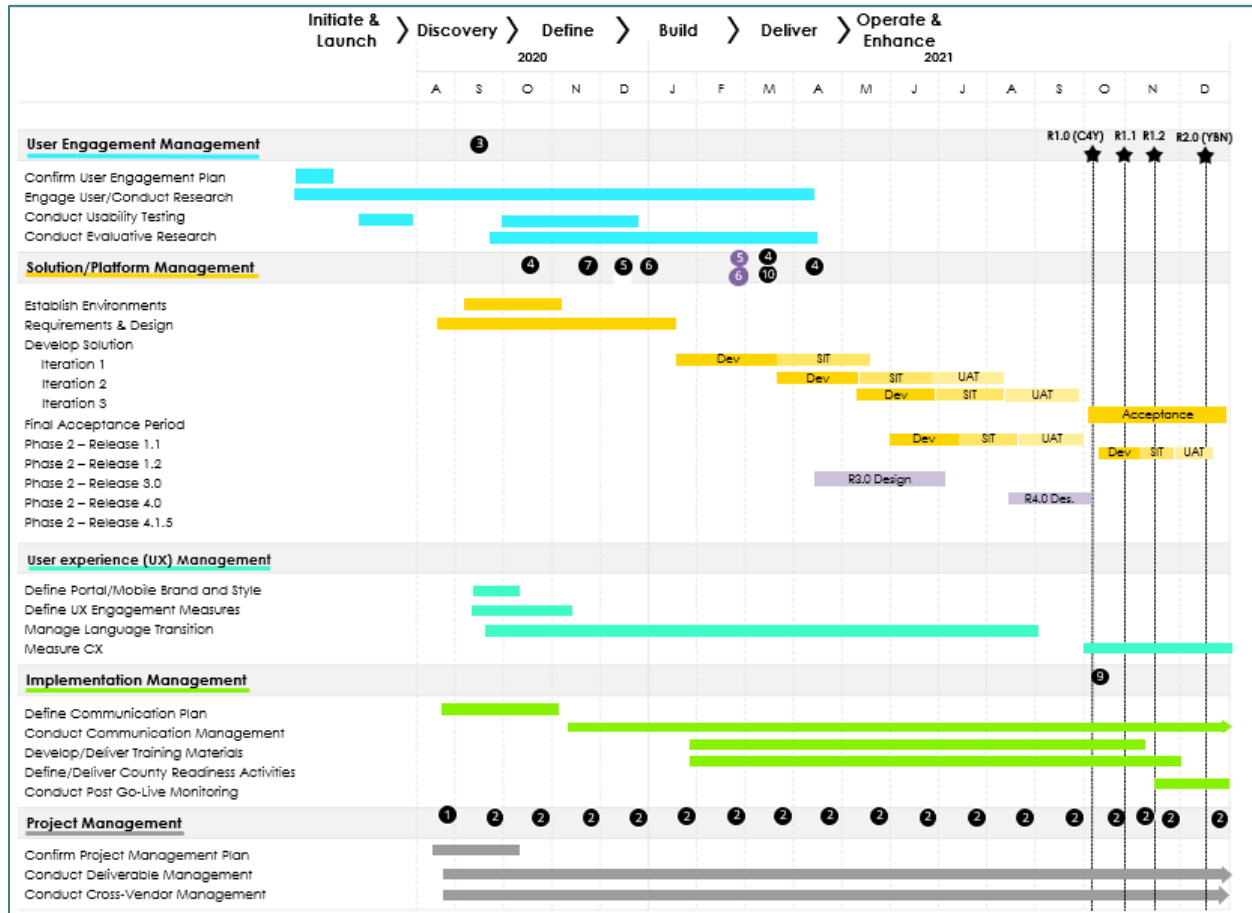
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

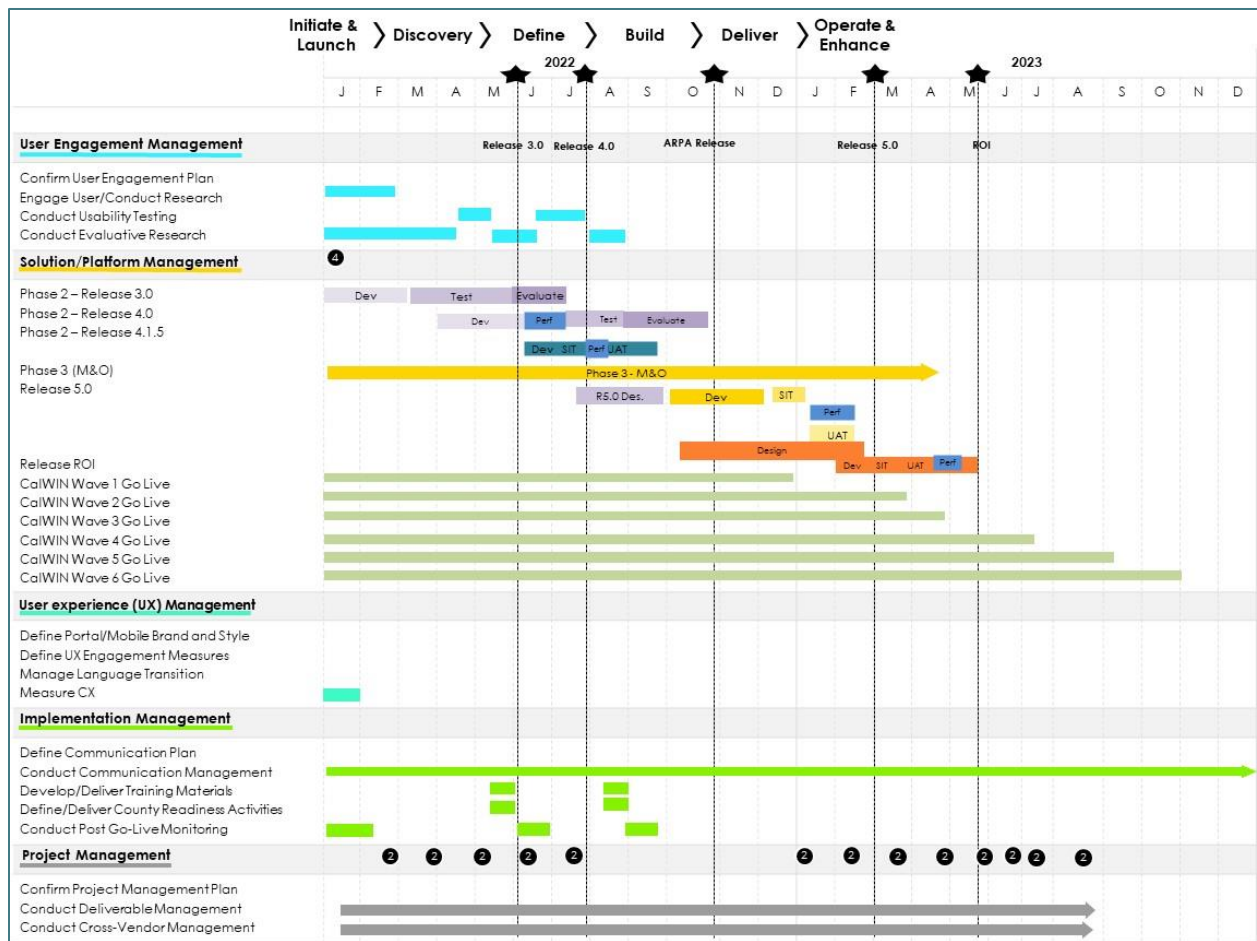
Table 8: Project Issues

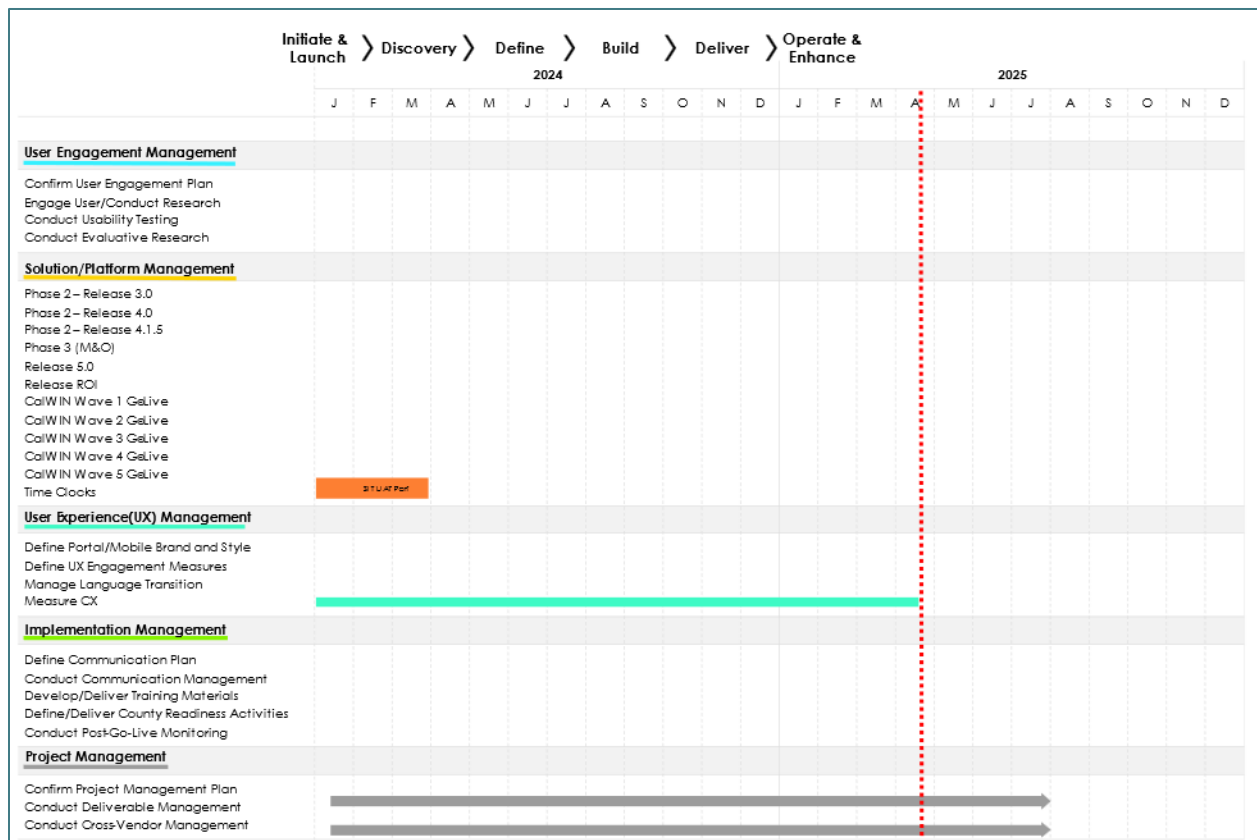
| ID | TITLE | UPDATES FOR THE REPORTING PERIOD | STATUS | PRIORITY | DATE LOGGED |
|-------|-------|----------------------------------|--------|----------|-------------|
| None. | | | | | |

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 | 6 |
| Completed | 7 |
| Reopened | 0 |
| In Review | 0 |
| Withdrawn | 1 |
| TOTAL | 14 |

■ Completed:

- 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-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
- CSPM-79517: SCERFRA 25-913 – AB 936 – CalFresh Fruit and Vegetable Supplemental Benefits Program

■ Withdrawn:

- CSPM-79617: SCERFRA 25-928 – AB 548 – Enhanced Services for Asylees and Vulnerable Noncitizens Program

■ New/Assigned:

- CSPM-79616: SCERFRA 25-928 – AB 548 – Enhanced Services for Asylees and Vulnerable Noncitizens Program
- CSPM-79618: SCERFRA 25-929 – SB 761 – CalFresh: Student Eligibility
- CSPM-79619: SCERFRA 25-930 – AB 777 – Food Assistance: Disasters: Public Utilities
- CSPM-79620: SCERFRA 25-931 – State Healthy Food Access Policy
- CSPM-79634: SIRFRA 1432- AB 1357
- CSPM-79650: SCERFRA 25-932 – AB 1242 – Language Access

2.7 Deviation from Plan/Adjustments

- None for the reporting period.

3 BENEFITS CAL 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-68270 | Collaboration Model: Enhance display of linked cases on BenefitsCal | Prioritization Needed | Tentatively prioritized for June 2025 |
| Enhancement | CSPM-71696 | Collaboration Model - Add Help Text on the Document Upload Flow (8MB Tooltip) | Prioritization Needed | Tentatively prioritized for June 2025 |
| Enhancement | CSPM-73298 | Collaboration Model: Revamp Customer Dashboard | Prioritization Needed | Tentatively prioritized for June 2025 |
| Enhancement | CSPM-75629 | Collaboration Model: Document Upload - List of Options | Prioritization Needed | Tentatively prioritized for July 2025 |
| Enhancement | CSPM-66458 | Collaboration Model: Technical change to enable use of the browser back button for unauthenticated pages | Prioritization Needed | Tentatively prioritized for July 2025 |
| Enhancement | CSPM-74299 | Collaboration Model - MC RE Flow Language When No Info is on File | Prioritization Needed | Tentatively prioritized for July 2025 |
| Enhancement | CSPM-74295 | Collaboration Model - Pronoun Continuity | Prioritization Needed | Tentatively prioritized for July 2025 |
| Enhancement | CSPM-74300 | Collaboration Model - Move "Prefer Not to Answer" Demographic Option to End of List | Prioritization Needed | Tentatively prioritized for July 2025 |

| ISSUE TYPE | ID | SUMMARY | STATUS | UPDATE THIS WEEK |
|-------------|------------|------------------------------------|-----------------------|---------------------------------------|
| Enhancement | CSPM-76291 | Collaboration Model: Orange Banner | Prioritization Needed | Tentatively prioritized for July 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.

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**

- Fifteen (15) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.

■ **Incidents Resolved**

- The BenefitsCal Tier 3 Team resolved four (4) 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 forty-six (46) 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.

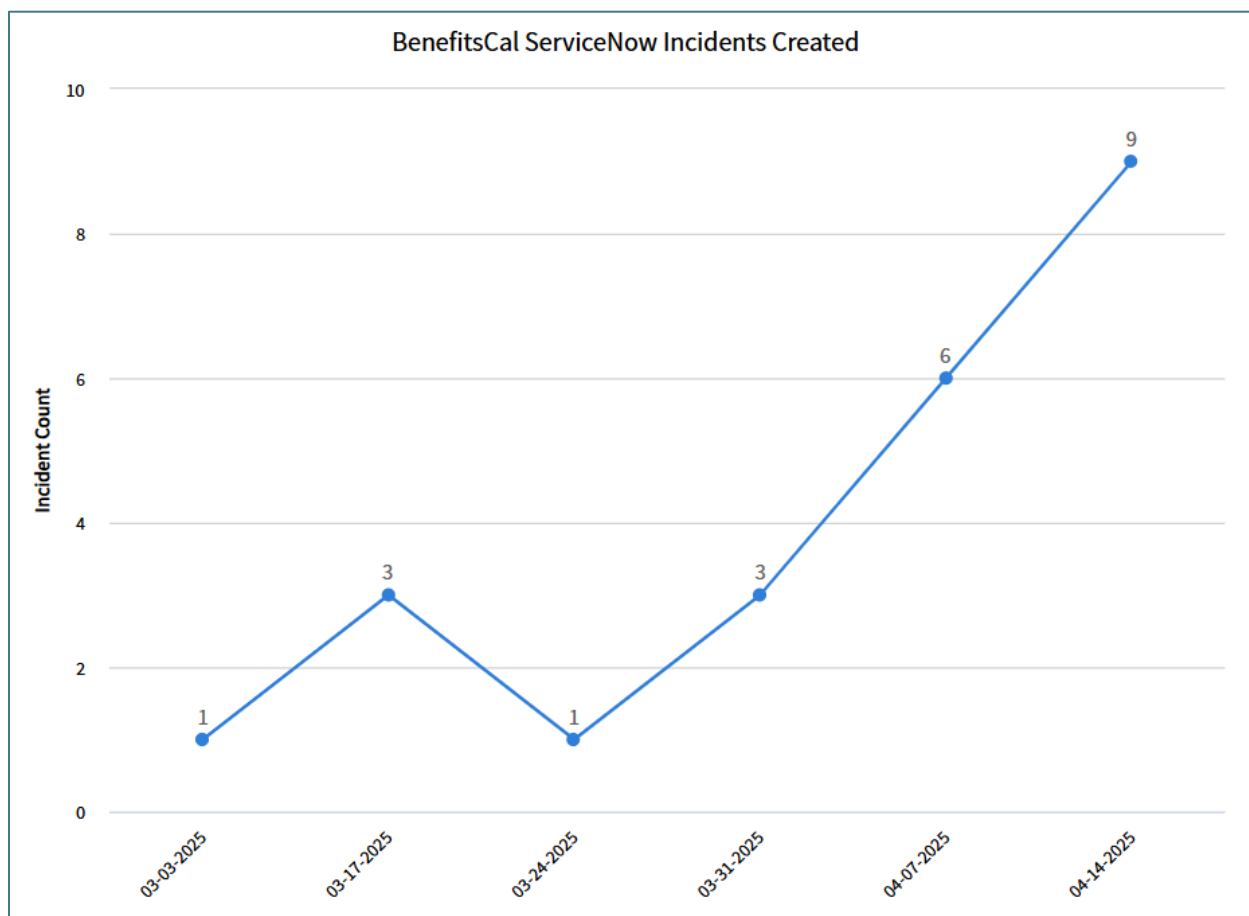


Figure 1: BenefitsCal ServiceNow Incidents Created

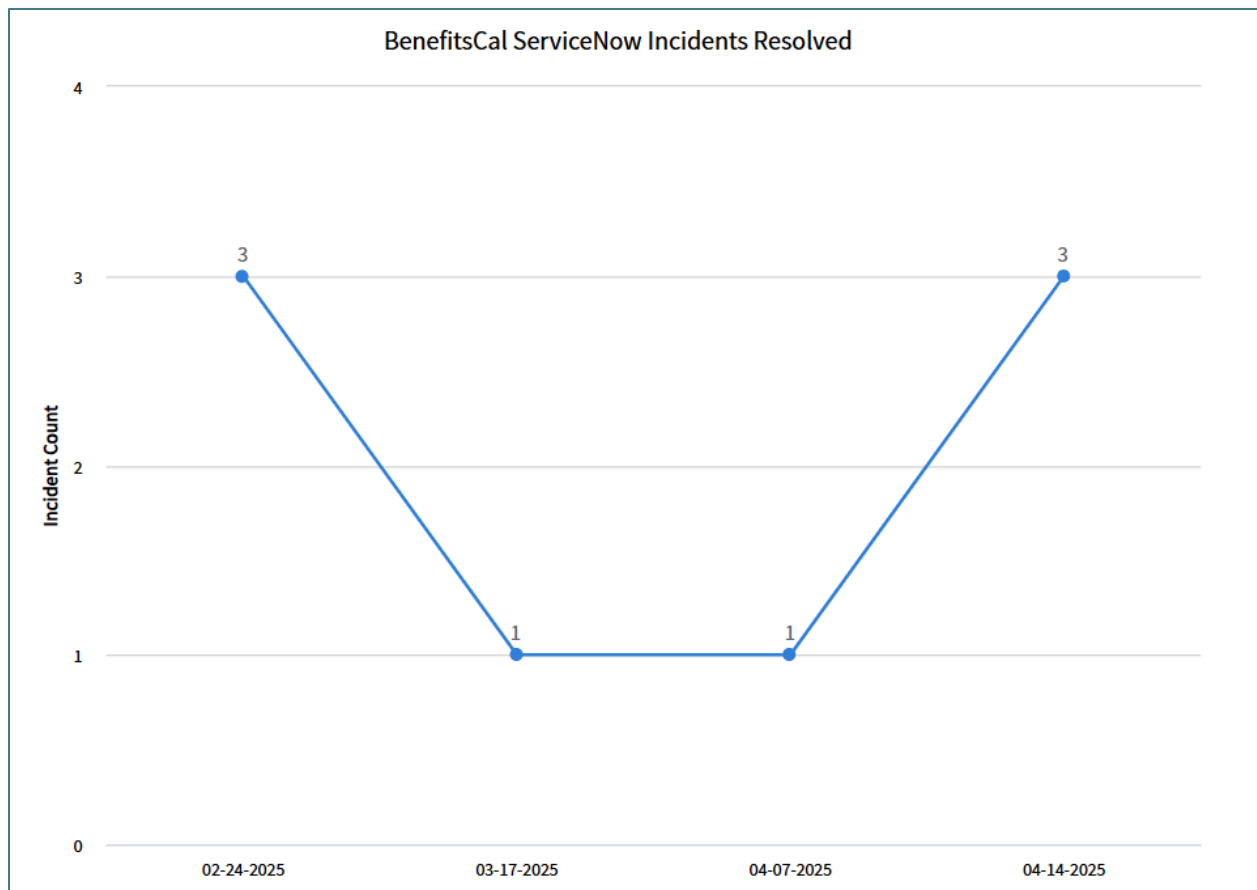


Figure 2: BenefitsCal ServiceNow Incidents Resolved

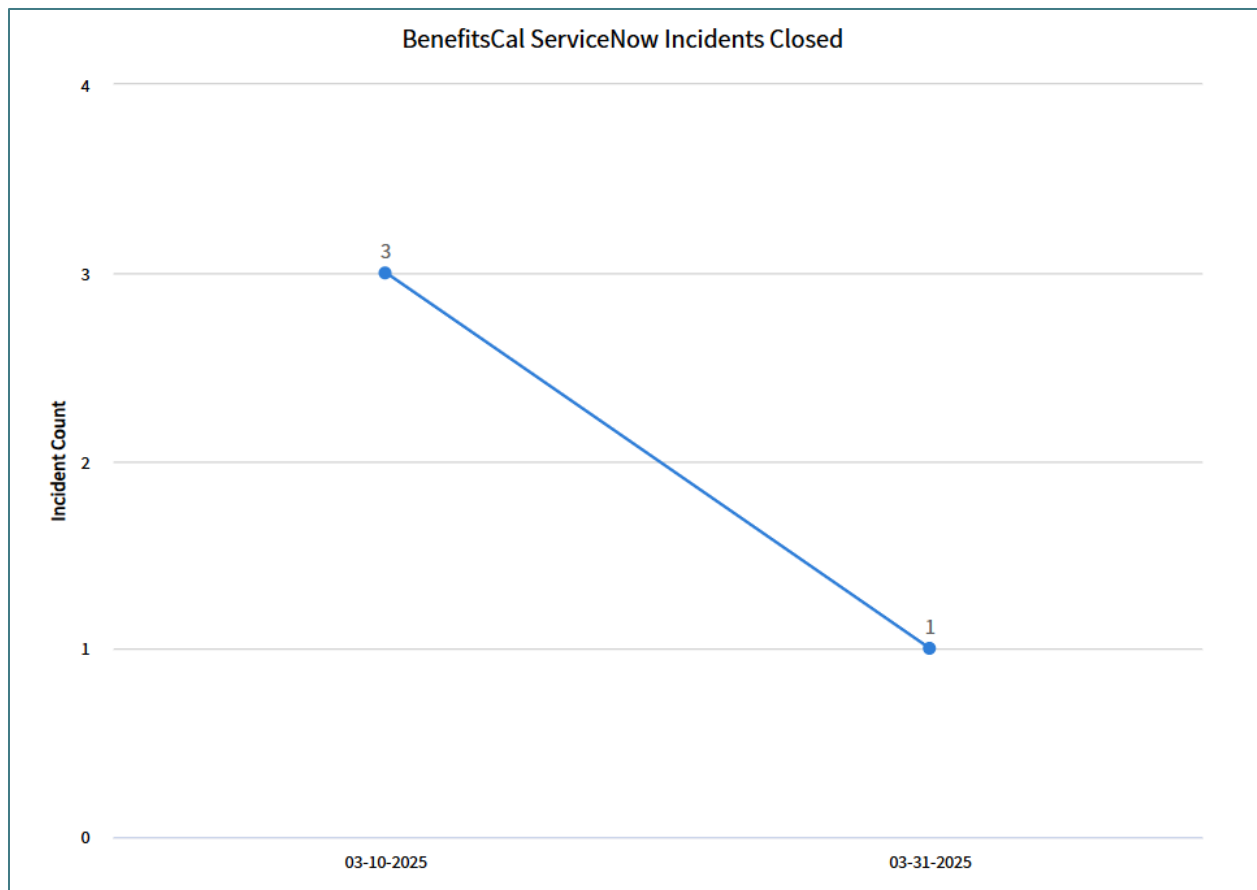


Figure 3: BenefitsCal ServiceNow Incidents Closed

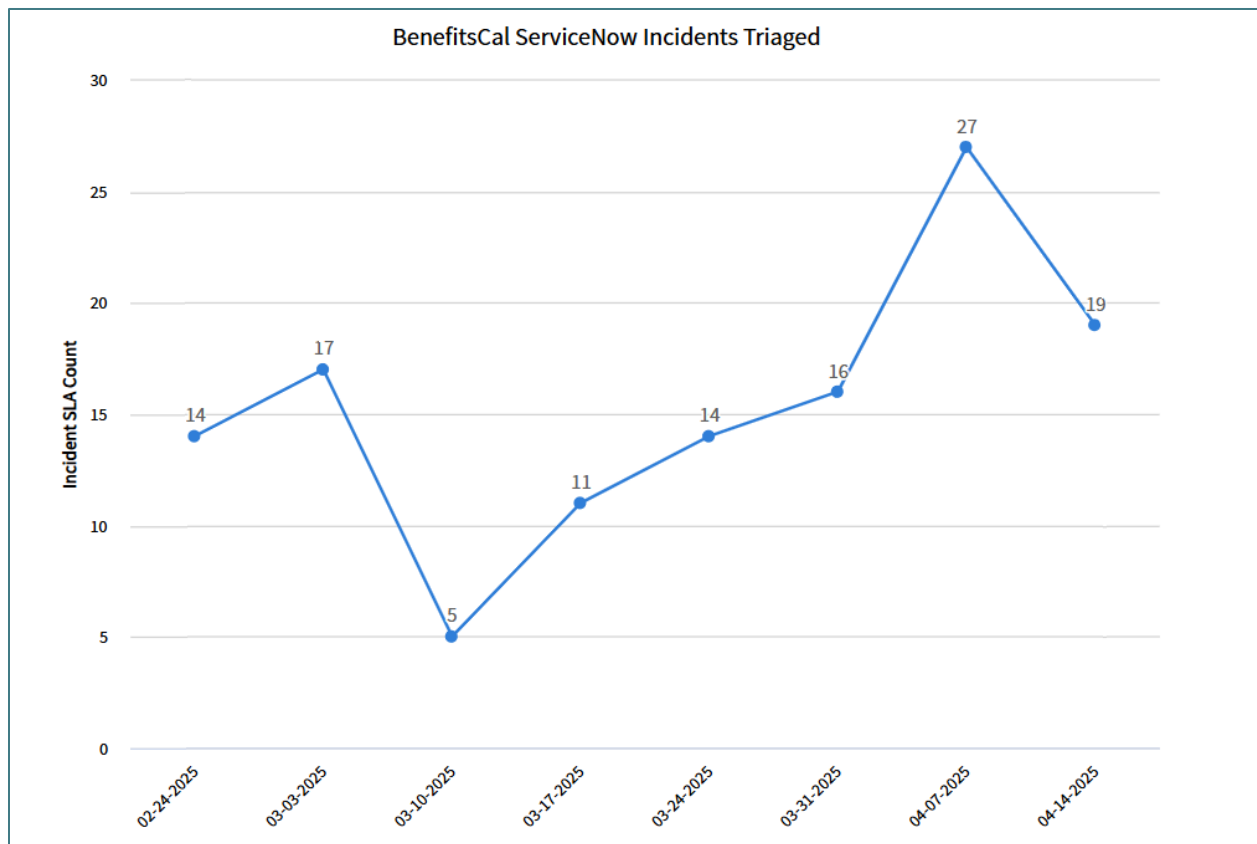


Figure 4: BenefitsCal ServiceNow Incidents Triaged

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.

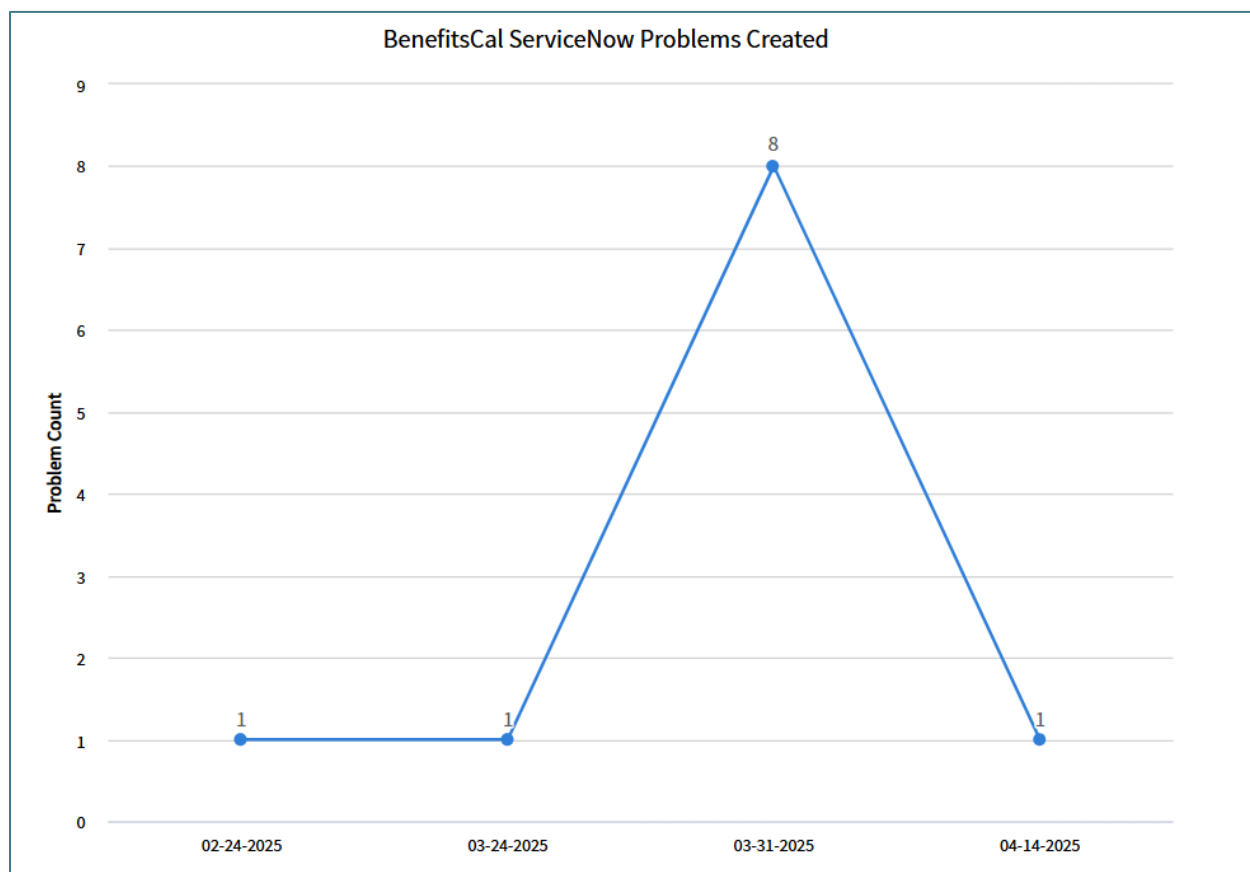


Figure 5: BenefitsCal ServiceNow Problems Created

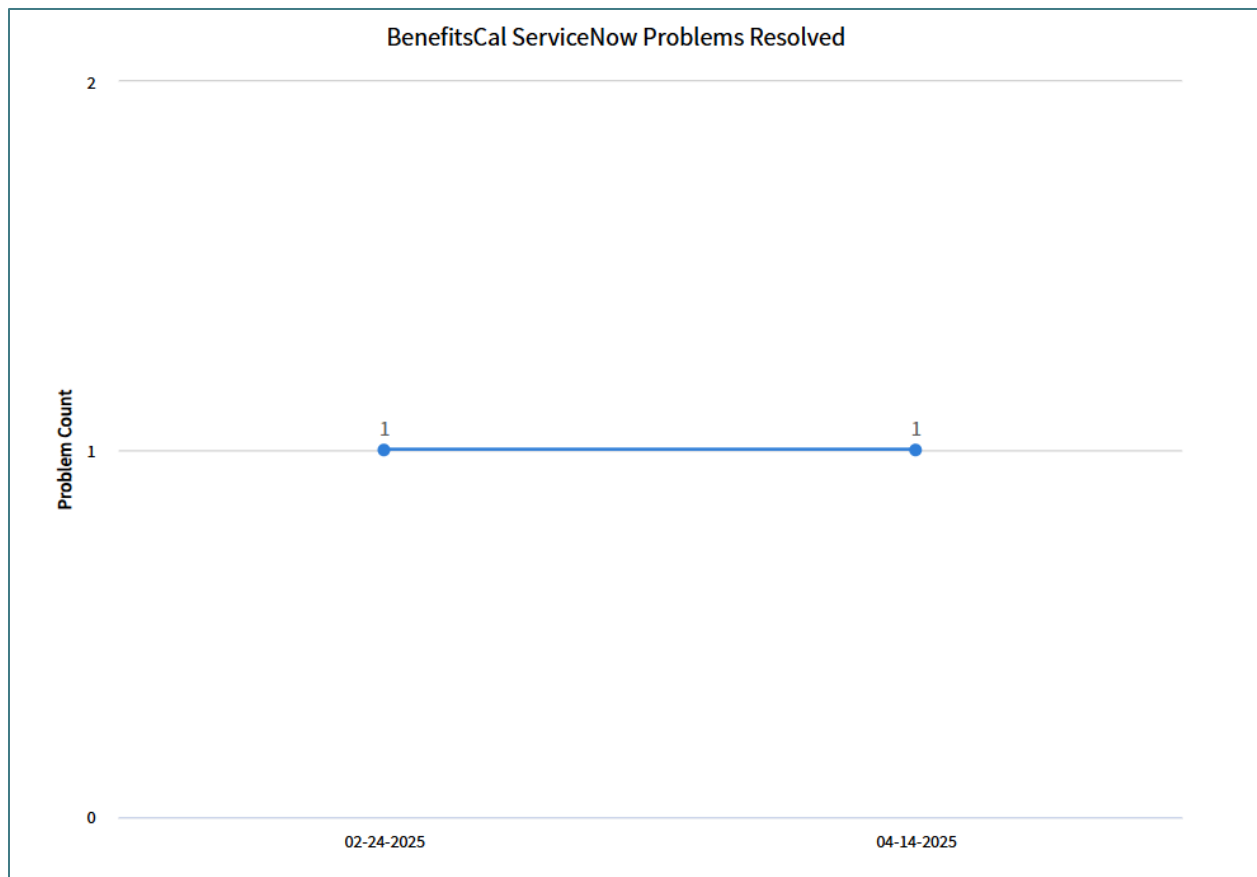


Figure 6: BenefitsCal ServiceNow Problems Resolved

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

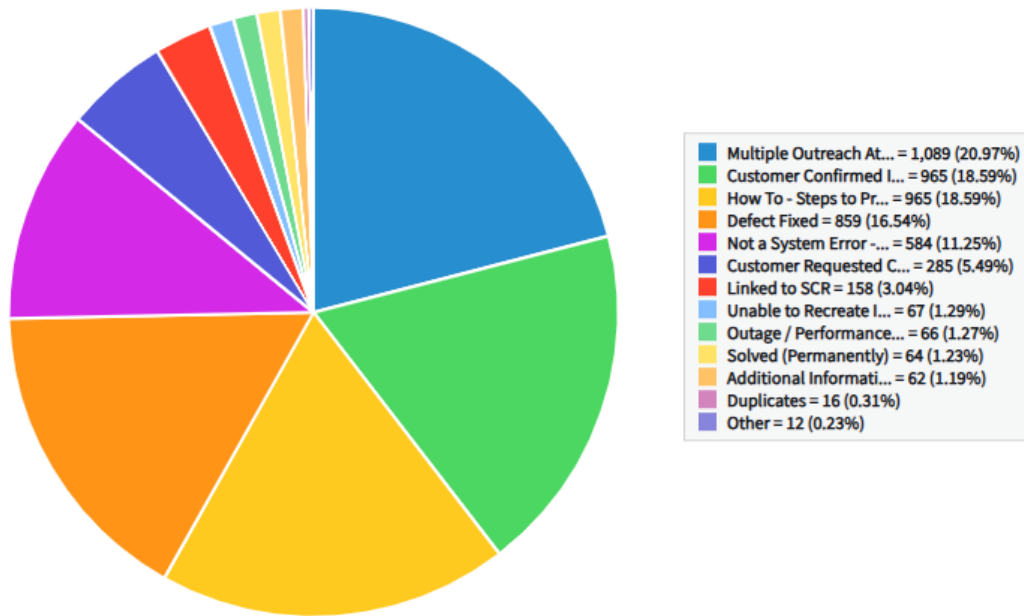
| State | Aging Category | 1-5 Days | 6-10 Days | 11-15 Days | 16-30 Days | 30-60 Days | 60-180 Days | >180 Days | Count |
|-------------|----------------|----------|-----------|------------|------------|------------|-------------|-----------|-------|
| | | | | | | | | | |
| New | | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |
| In Progress | | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 2 |
| On Hold | | 1 | 1 | 3 | 1 | 3 | 2 | 0 | 11 |
| Resolved | | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 4 |
| Closed | | 0 | 0 | 75 | 362 | 175 | 135 | 3 | 750 |
| Count | | 9 | 1 | 80 | 366 | 178 | 137 | 3 | 774 |

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 | 1,089 | 20.97% |
| Customer Confirmed Issue is Resolved | 965 | 18.59% |
| How To - Steps to Proceed Provided | 965 | 18.59% |
| Defect Fixed | 859 | 16.54% |
| Not a System Error - With Explanation | 584 | 11.25% |
| Customer Requested Closure | 285 | 5.49% |
| Linked to SCR | 158 | 3.04% |
| Unable to Recreate Issue | 67 | 1.29% |
| Outage / Performance Degradation | 66 | 1.27% |
| Solved (Permanently) | 64 | 1.23% |
| Additional Information Needed | 62 | 1.19% |
| Duplicates | 16 | 0.31% |
| Other | 12 | 0.23% |
| Total | 5,192 | 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.

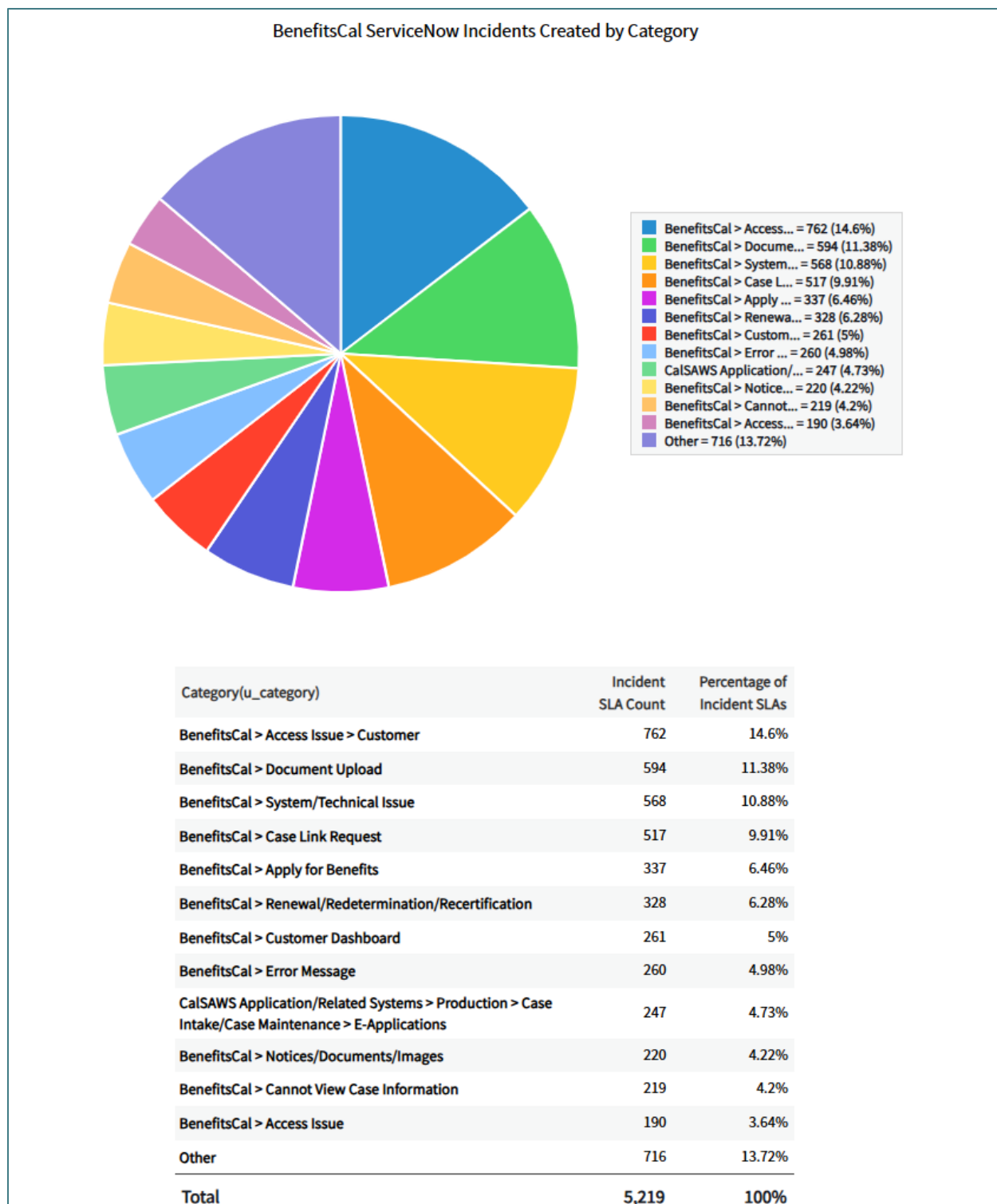


Figure 9: BenefitsCal ServiceNow Incidents Created by Category

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 |
|---------------------|--|--|
| 04/11/25 – 04/12/25 | 04/11/25 10:00 pm – 04/12/25 2:00 am PST | CalSAWS Application maintenance (Maintenance mode) |
| 04/14/25 | 8:00 pm – 9:30 pm PST | BenefitsCal Production Deployment – 25.04.14 |
| 04/20/25 | 2:00pm – 6:30 am PST | CalSAWS Application maintenance (offline mode) |

Table 13: BenefitsCal Upcoming Maintenance

| SCHEDULED DATE | OUTAGE TIMEFRAME | APPLICATION MODE |
|----------------|------------------------|--|
| 04/27/25 | 6:00 am – 11:59 pm PST | CalSAWS Application maintenance (offline 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.

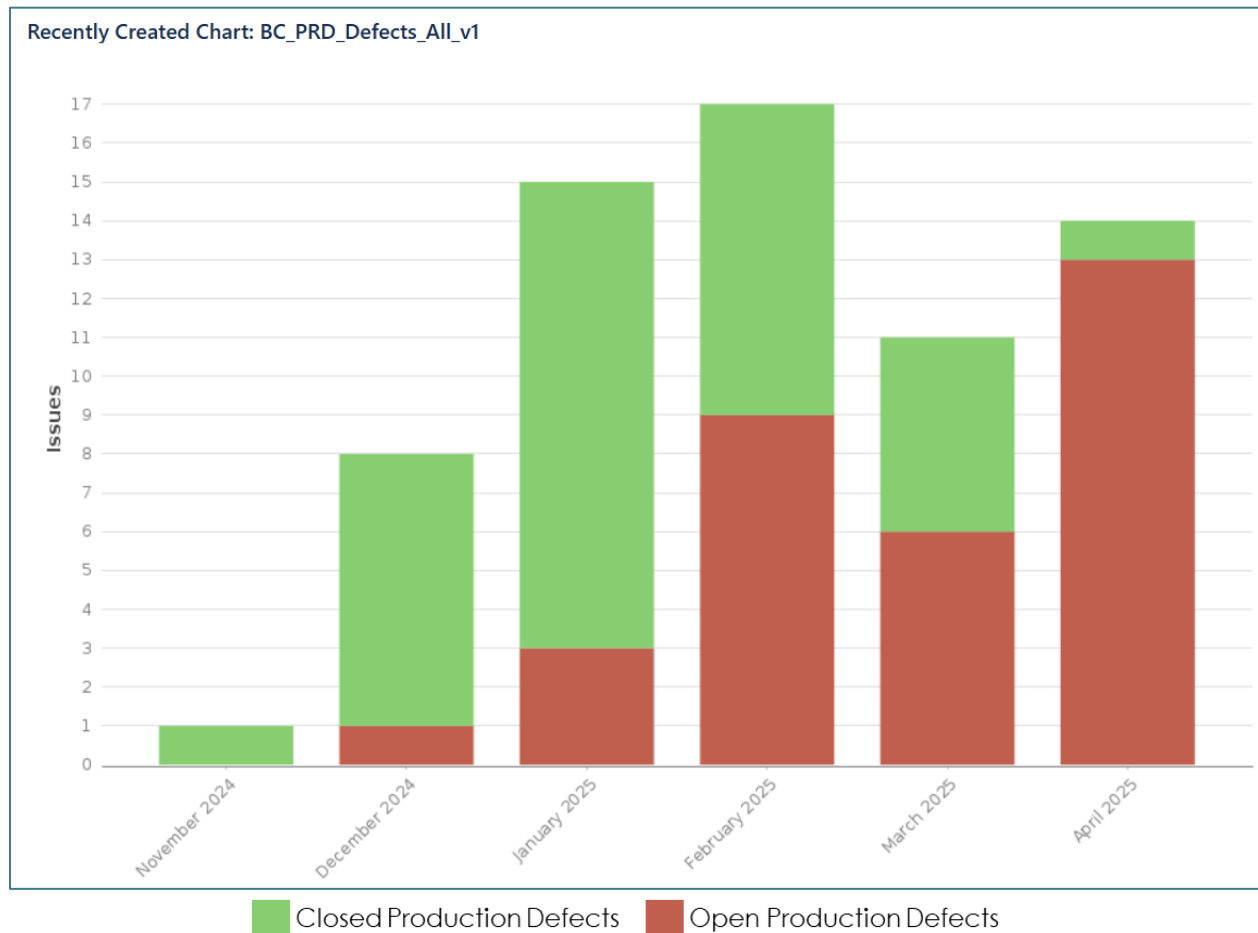


Figure 10: Production Defects Backlog Monthly Trend

4.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

| SEVERITY | RELEASE 25.04.24 | RELEASE 25.05.29 | RELEASE 25.06.26 | 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 | 21 | 33 | 1 | 1 | 56 |
| New | 0 | 0 | 0 | 0 | 0 |
| In Progress | 21 | 33 | 1 | 1 | 56 |
| 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 | 21 | 33 | 1 | 1 | 56 |

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** – One (1) enhancement and two (2) production defects were deployed with BenefitsCal Priority Release 25.04.14 for User Error Handling, Exception Handling, and Application Summary.
- **Monthly Release** – None for the reporting period.

Table 15: BenefitsCal Upcoming Releases

| RELEASE | RELEASE DATE | SUMMARY |
|--------------------|--------------|--|
| 25.04.24 – Monthly | 04/24/25 | Nine (9) enhancements and twenty-two (22) 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
 - ✦ Continued design work for the May 2025 enhancements.
 - ✦ Hosted the BenefitsCal CWDA Check-in Meetings on 04/07/25 and 04/14/25.
 - ✦ Attended the Project Milestone Meeting with the Consortium and CalSAWS on 04/07/25.
 - ✦ Hosted the DDI and M&O Biweekly meetings on 04/08/25, 04/10/25, 04/15/25, and 04/17/25.
 - ✦ Hosted EBT Features in BenefitsCal – Phased Approach Discussion – Continued with FIS on 04/08/25.
 - ✦ Hosted Prep for April 2025 UCD Monthly Meeting on 04/09/25.
 - ✦ Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 04/09/25 and 04/16/25.
 - ✦ Attended BenefitsCal Enhancements Pipeline Meeting on 04/18/25.
 - ✦ Hosted Kickoff meeting for BenefitsCal EBT updates for FIS on 04/14/25.
 - ✦ Hosted SUID Troubleshooting to get Deposits on 04/14/25.
 - ✦ Attended BenefitsCal reports for language access on 04/15/25.
 - ✦ Hosted the BenefitsCal April UCD Meeting with Advocates and State Partners on 04/16/25.

■ Activities for the Next Reporting Period – Requirements and Design

- Designs and Design Meetings
 - ✦ Finalize design work for the May 2025 enhancements.
 - ✦ Begin design work for the June 2025 enhancements.
 - ✦ Host the BenefitsCal CWDA Check-in Meetings on 04/21/25 and 04/28/25.

- ✦ Attend the Project Milestone Meetings with the Consortium and CalSAWS on 04/21/25 and 04/28/25.
- ✦ Host Document Upload List of Options Discussion with Hyland Imaging System and CalSAWS on 04/21/25.
- ✦ Attend 25.05 Project Integrated Readiness Areas - T-4 Integrated Readiness Status on 04/21/25.
- ✦ Host the DDI and M&O Biweekly meetings on 04/22/25, 04/24/25, 04/29/25, and 05/01/25.
- ✦ 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 04/23/25 and 04/30/25.
- ✦ Attend 25.05 Project Integrated Readiness Status T-3 on 04/28/25.
- ✦ Attend BenefitsCal Enhancements Pipeline Meeting on 05/02/25.

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.

● User Engagement

- ✦ Conducted customer sessions for “BenefitsCal – Adoption.”

● Enhancements

- ✦ Started designs for “Two-way messaging to include New Statuses”.
- ✦ Continued designs for “Doc Center Revamp: Consistency Across Multiple Flows” (CSPM-79311).
- ✦ Continued designs for “Medi-Cal SApp” (CSPM-78754).
- ✦ Continued designs for “CM: Customer Dashboard Revamp” (CSPM-73298).
- ✦ Finalized synthesis for “Login MFA – Take it to the lab.”
- ✦ Conducted generative research sessions for “BenefitsCal – Adoption.”

● Advocate Engagement

- ✦ Facilitated the April UCD Monthly Meeting.
- ✦ Responded to March UCD Monthly comment log.
- ✦ Sent out April UCD Monthly comment log.

■ Activities for the Next Reporting Period – UCD

● CX Measurements Data

- ✦ Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues.
- ✦ Analyze April Always-on survey data.

● User Engagement

- ✦ Conduct customer research sessions for “BenefitsCal – Adoption.”

- **Enhancements**
 - ✦ Conducted generative research sessions for “BenefitsCal – Adoption.”
 - ✦ Start designs for “CM Doc Upload: List of Items” (CSPM-75629).
- ✦ Start design on Document Upload- 8MB tooltip (CSPM-71696)
 - ✦ Continue designs for “Medi-Cal SApp” (CSPM-78754).
 - ✦ Conduct generative research sessions for “BenefitsCal – Adoption.”
- **Advocate Engagement**
 - ✦ Respond to April UCD Monthly comment log.

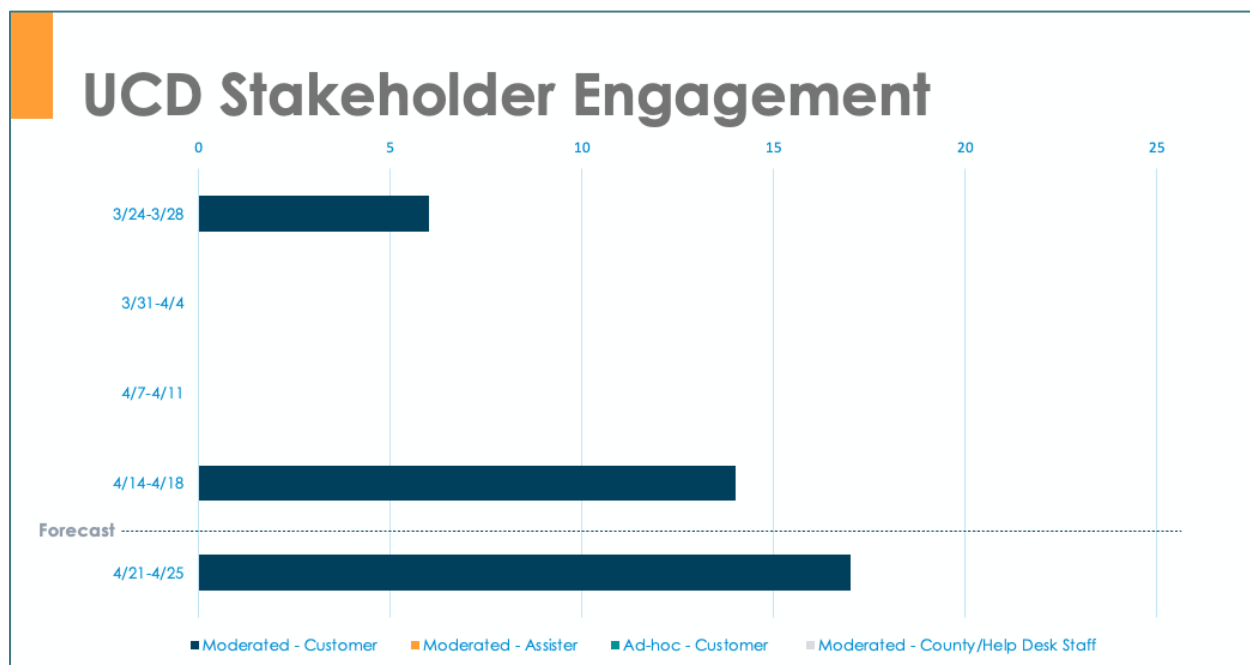


Figure 11: UCD Stakeholder Engagement

5.4 Development

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

Table 16: Enhancement Actuals for Reporting Period

| RELEASE | PLANNED FOR WEEK ENDING 04/18/25 | ACTUAL FOR WEEK ENDING 04/18/25 | TOTAL PLANNED FOR THE RELEASE | COMMENTS |
|------------------|----------------------------------|---------------------------------|-------------------------------|---|
| Release 25.04.14 | 1 | 1 | 1 | Release 25.04.14 was deployed to production on 04/14/25. CSPM-75050 was part of this release. |
| Release 25.04.24 | 8 | 8 | 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 05/02/25 | TOTAL PLANNED FOR THE RELEASE | TOTAL COMPLETED FOR THE RELEASE | COMMENTS |
|------------------|----------------------------------|-------------------------------|---------------------------------|---|
| Release 25.04.14 | 1 | 1 | 1 | Release 25.04.14 was deployed to production on 04/14/25. CSPM-75050 was part of this release. |
| Release 25.04.24 | 8 | 8 | 8 | Release 25.04.24 is planned for deployment on 04/24/25. |

■ 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 25.04.14 – April Priority Release**
 - ✖ Deployed the April Priority Release into Production on 04/14
- **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 25.04.14 – April Priority Release**
 - ✦ Deployed the April Priority Release into Production on 04/14
- **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. 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 25.04.24 – April Monthly Release**
 - The BenefitsCal Performance Team successfully executed two (2) rounds of performance tests for the April monthly release with identified scope of five (5) enhancement as CSPM-75050: FNS Compliance: Allow Customers to Submit CF-only App with Name, Address & Signature; CSPM-75195: GCF Parity Enhancement: GCF #24 - Application Flow Changes; CSPM-79166: Technical: Node.js Upgrade; CSPM-79167: Technical: LIFT Upgrade to Version 7.0; and CSPM-79291: Multiple Document Type Uploads in the Document Center. The Performance Testing Team updated the twelve (12) 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 April 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 |
|-------|------------|----------|---|---|------------------|
| 15 | 04/04/25 | 04/18/25 | Release 25.04.24_0070 – April Monthly Release | Scope: Five (5) enhancements in scope. Executions: BenefitsCal isolated Load tests with mock services. <ul style="list-style-type: none">▪ Thursday, April 17 (Completed)▪ Friday, April 18 (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 04/18/25.

- [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.