CalSAWS
California Statewide Automated Welfare System

# Bi-Weekly Status Report

## BenefitsCal Maintenance and Operations (M&O)

Reporting Period: May 19, 2025 – June 1, 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 | ▪ **Monthly Release –** The BenefitsCal Team successfully deployed May Monthly Release 25.05.29 to BenefitsCal Production.<br>▪ **Upcoming Priority Release** – The BenefitsCal Team is planning to deploy June Priority Release **25.06.05** to BenefitsCal Production.<br>▪ **Upcoming Priority Release** – The BenefitsCal Team is planning to deploy June Priority Release **25.06.15** to BenefitsCal Production.<br>▪ **Upcoming Monthly Release** – The BenefitsCal Team is planning to deploy June Monthly Release **25.06.26** to BenefitsCal Production. |
| June Enhancements<br>(June Priority Release 25.06.06, June Priority Release 25.06.15, June Monthly Release 25.06.26) | ▪ Five (5) enhancements will be worked on in the month of June 2025:<br>• Two (2) Collaboration Model Enhancements:<br>o CSPM-73298: Collaboration Model: Revamp Customer Dashboard<br>o CSPM-74296: Collaboration Model - Q1-2024: EBT Transaction Data Expansion (Refunds and Deposits) - PAN to SUID Change in FIS EBT Transactions Rest API Request Parameter<br>• Two (2) Partner Support Enhancements:<br>o CSPM-75755: Update SAR 7 to Send CW/CF Income and IRT Related Information<br>o CSPM-78463: Accelerated Enrollment (AE) Notices<br>• One (1) Production Priority Enhancements:<br>o CSPM-39069: EBT Features Phase I: Add deposit date, unify balance display, add transaction name, separate electronic theft reporting, and add additional details to transactions |
| May Enhancements<br>(Monthly Release 25.05.29) | ▪ Nine (9) enhancements were deployed to Production with the May 2025 Monthly Release:<br>• Three (3) Partner Support Enhancements:<br>o CSPM-75756: Update e-Message Functionality to receive New Statuses from CalSAWS<br>o CSPM-78796: Test Only: Alternate Formats process for Visually Impaired Applicants and Beneficiaries - CalSAWS Phase II<br>o CSPM-79306: Test Only: Migration of WDTIP Data & Online Screens in CalSAWS<br>• Three (3) Production Priority Enhancements: |

| Status Report Section | Status Agenda Topic |
|---|---|
| | ○ CSPM-79374: Alternate Format Phase II: Update Alternate Format Text on Support Request Homepage<br>○ CSPM-79375: CBO Support Assistance Phase II: Add CBO Information on the Before We Begin screen in the application.<br>○ CSPM-79529: Update the Locked Account error message during login and password reset to provide clearer language.<br>• Three (3) Technical Enhancements:<br>○ CSPM-79168: Technical: Spring Vulnerabilities Upgrade to 3.4.3<br>○ CSPM-79941: Add Amplitude events for document upload functionality<br>○ CSPM-79873: Phase I: BenefitsCal Database Request-Response Payload Table Optimization |
| GCF (GetCalFresh) Transition Items | ▪ GCF Parity was met with delivery of Parity Numbers #24 and #52 in April 2024. There are no outstanding items at this time, confirmed with CDSS on the GCF Parity Meeting on 05/28/2025. |
| User Centered Design (UCD) Activities | ▪ **Customer Experience (CX) Measurements Data**<br>• Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues.<br>• Analyzed May Always on survey data.<br>▪ **User Engagement**<br>• Conducted customer outreach for Take it to the Lab – Account Creation [CSPM-80060].<br>• Conducted customer sessions for Take it to the Lab – Account Creation [CSPM-80060].<br>• Conducted Unmoderated Testing for Document Upload: List of Options [CSPM-75629].<br>▪ **Enhancements**<br>• Synthesized Usability Testing findings for Document Upload: List of Options [CSPM-75629].<br>• Finalized Collaboration Model: Orange Banner [CSPM-76291].<br>• Continued Collaboration Model: Browser back button [CSPM-66458].<br>• Finalized designs for Document Upload: List of Options [CSPM-75629].<br>• Conducted synthesis for BenefitsCal – Adoption.<br>• Started design for Collaboration Model: Move "Prefer Not to Answer" Demographic Option to End of List [CSPM-74300]<br>• Started designs for Collaboration Model: MC RE Flow Language When No Info is on File [CSPM-74299]<br>• Started designs for Collaboration Model - Q1-2024: Pronoun Continuity [CSPM-74295] |

| Status Report Section | Status Agenda Topic |
|---|---|
| | • Started designs for Collaboration Model: Enable use of the browser back button for unauthenticated pages [CSPM-66458]<br><br>▪ **Advocate Engagement**<br>• Responded to April UCD Monthly Meeting comment log.<br>• Conducted May UCD Monthly Meeting. |

### 1.1.1 Deliverable Summary

Table 2: Deliverable Summary

| DEL # | Deliverable Name | Status | Next Deadline |
|---|---|---|---|
| OWD 03 | BenefitsCal Incident Response Plan and Procedures | On Time | FDEL submission 06/06/25 |
| OWD 04 | BenefitsCal Contingency Plan and Procedures | On Time | DDEL submission 06/08/25 |
| OWD 05 | BenefitsCal Risk Assessment Procedures | On Time | DDEL submission 06/08/25 |
| WP 25.40 | Monthly M&O Report – May 2025 | On Time | FDEL submission 06/06/25 |
| WP 28.38 | BenefitsCal Work Plan Monthly Updates – May 2025 | On Time | FDEL submission 06/06/25 |

## 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 thirty-two (32) active Production defects. |
| Incidents | On Time | There are twenty-one (21) 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 **25.05.29** to BenefitsCal Production.
- **Planned Outages**
  - Thursday, 05/29/25 8:00 pm to 9:30 pm PST
  - BenefitsCal Monthly Release 25.05.29

# 2 PROJECT MANAGEMENT

## 2.1 Deliverable Management

- **Deliverables and Work Products submitted:**
  - Final OWD 01: BenefitsCal Security Management Plan on 05/26/25.
  - Final OWD 02: BenefitsCal Identification and Access Control Procedures on 05/26/25.
  - Draft OWD 03: BenefitsCal Incident Response Plan and Procedures on 05/24/25.
- **Deliverable and Work Product submissions for next reporting period:**
  - FWP 25.40: Monthly M&O Report – May 2025 on 06/06/25.
  - FWP 28.38: BenefitsCal Work Plan Monthly Updates – May 2025 on 06/06/25.
  - Final OWD 03: BenefitsCal Incident Response Plan and Procedures on 06/06/25.
  - Draft OWD 04: BenefitsCal Contingency Plan and Procedures on 06/08/25.
  - Draft OWD 05: BenefitsCal Risk Assessment Procedures on 06/08/25.

## 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 |
|---|---|---|---|---|---|
| 0067-25 | Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; Bill.Kelly@fisglobal.com<br>cc: Consortium.RegionalManagers.All; Consortium.SectionDirectors; CalSAWS.All; Communications.Infra@CalSAWS.org; QuijadaP@CalSAWS.org; TombakianM@CalSAWS.org; HoweG@CalSAWS.org; tech.productionoperations@calsaws.org | Scheduled Downtime Notification – 6/15/2025 | 05/28/25 | Communications.Infrastructure | 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 |
|---|---|---|---|---|---|---|
| 312 | Delays in completing requirements and design for Single Streamline Application (SSApp) may impact CalSAWS delivery and support | No updates for the reporting period. | Open | Medium | 03/17/25 | 312 |

### 2.3.2 Project Issues

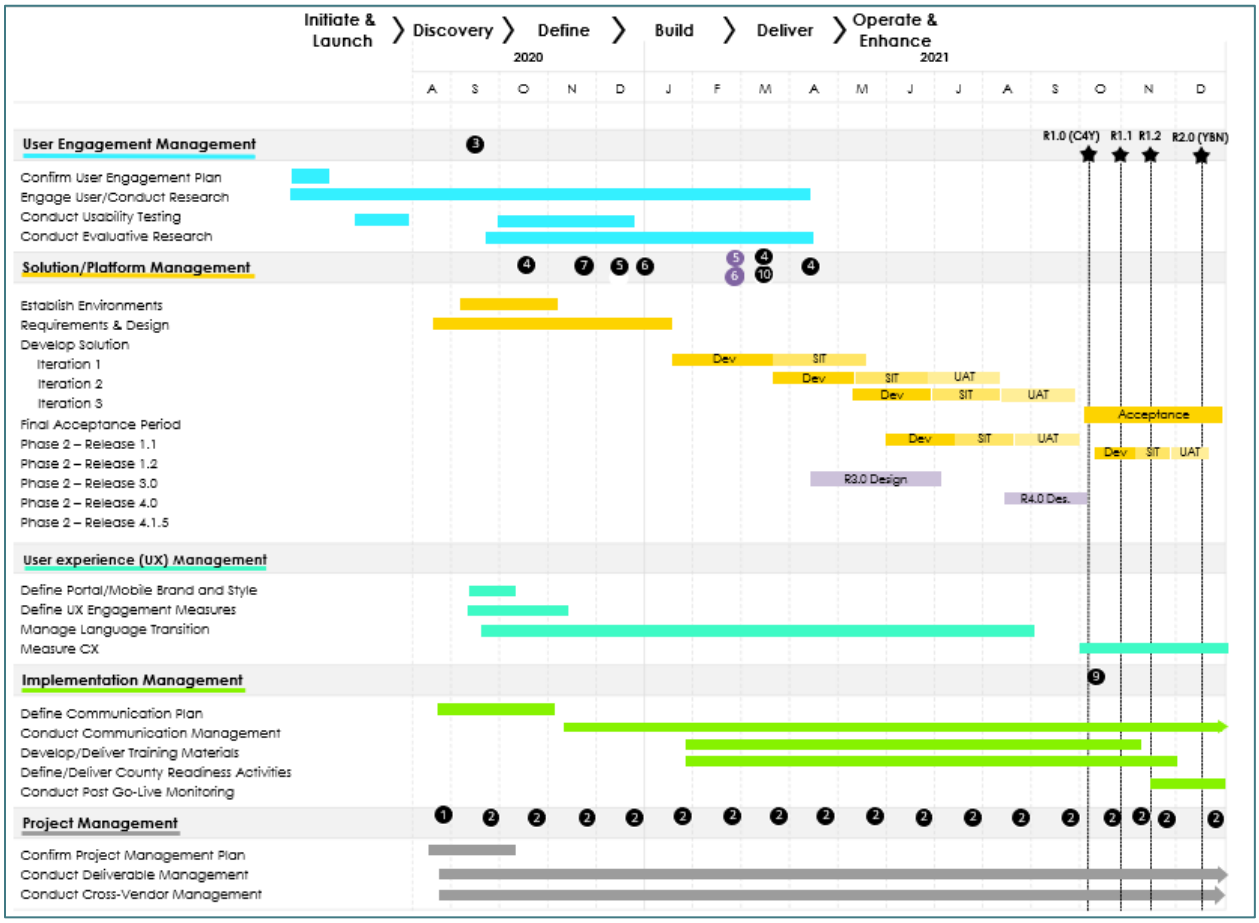
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: CalSAWS SharePoint > Issues Log

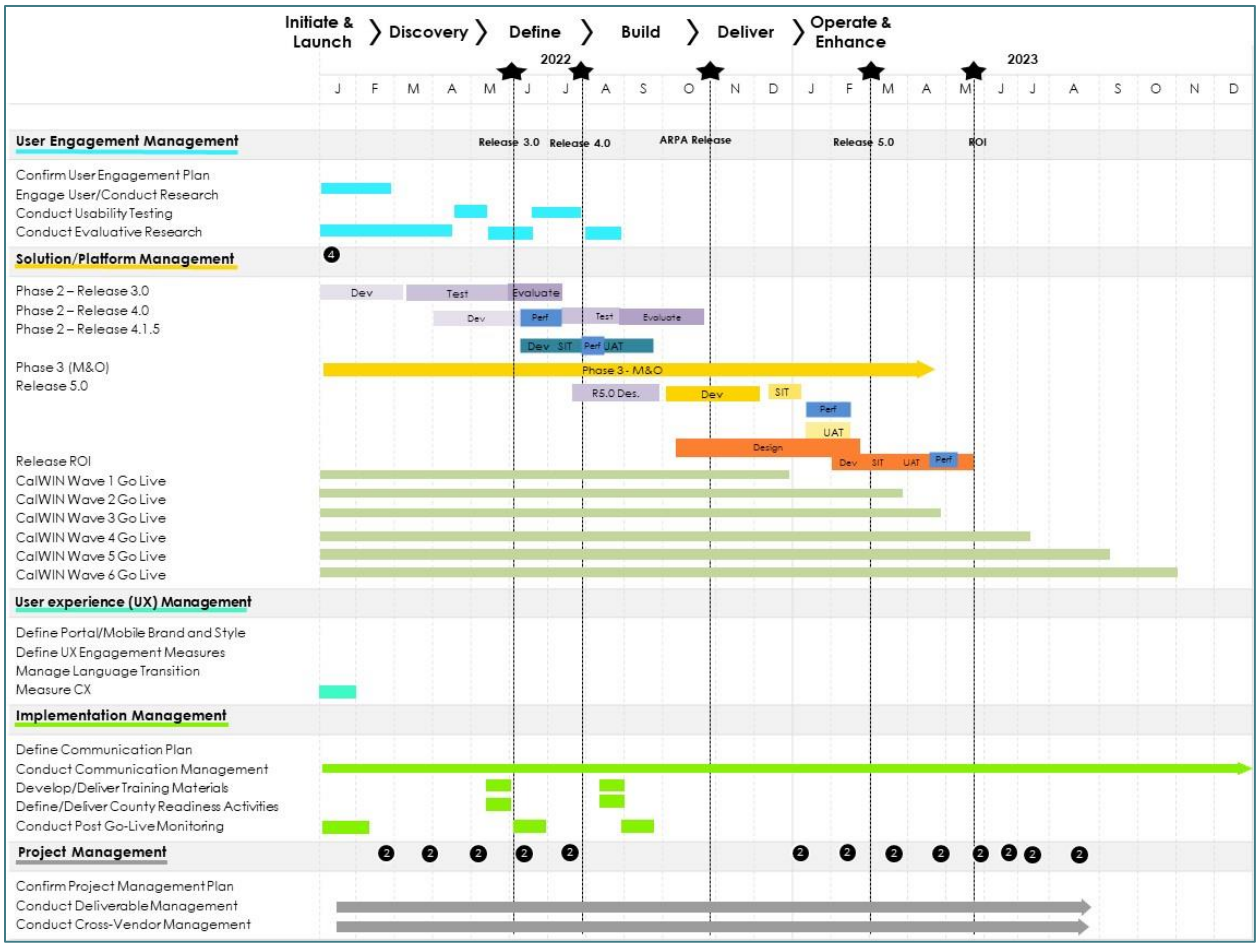
Table 8: Project Issues

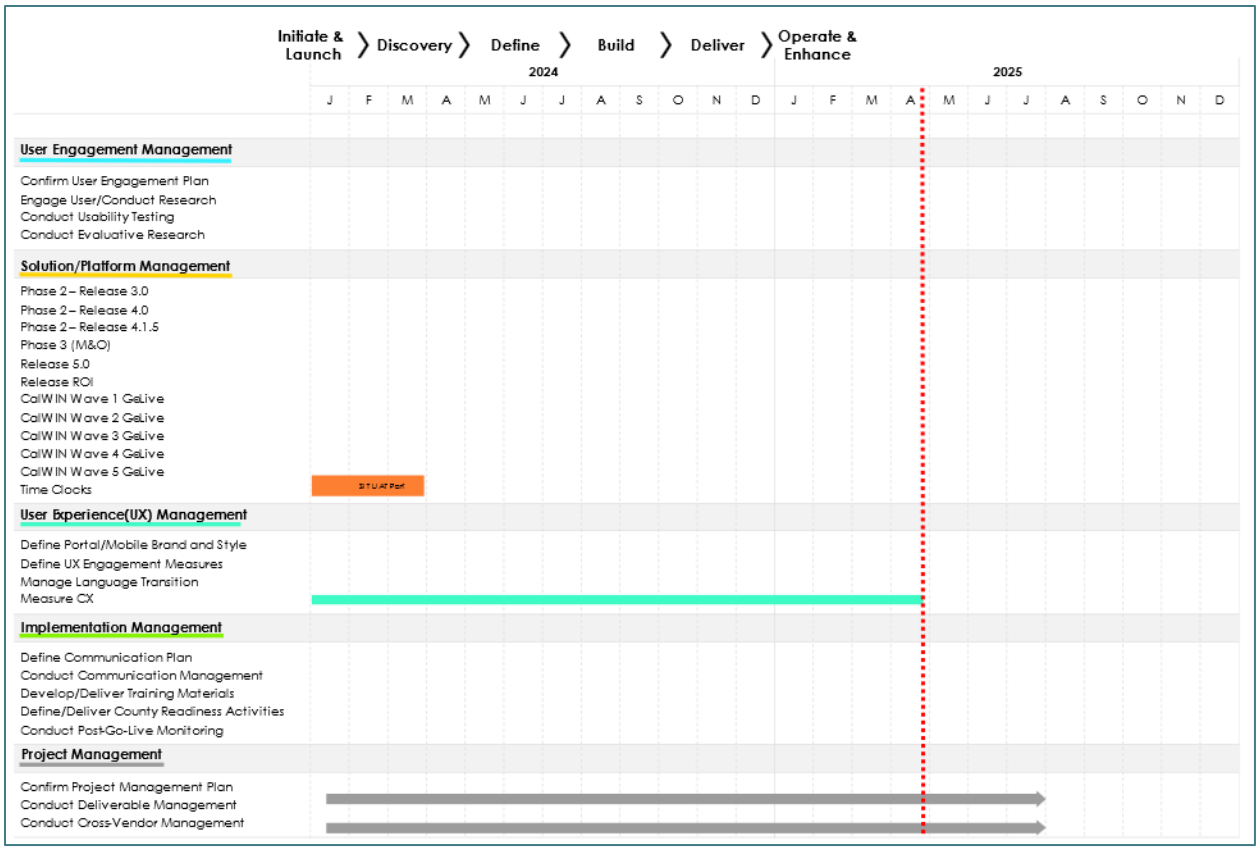
| ID | Title | Updates for the Reporting Period | Status | Priority | Date Logged |
|---|---|---|---|---|---|
| None. | | | | | |

## 2.4 Project Work Plan Reports

### Project Timeline




Initiate & Launch
Discovery
Define
Build
Deliver
Operate & Enhance
2022
2023
J F M A M J J A S O N D J F M A M J J A S O N D
User Engagement Management
Release 3.0
Release 4.0
ARPA Release
Release 5.0
ROI
Confirm User Engagement Plan
Engage User/Conduct Research
Conduct Usability Testing
Conduct Evaluative Research
Solution/Platform Management
Phase 2 – Release 3.0
Phase 2 – Release 4.0
Phase 2 – Release 4.1.5
Phase 3 (M&O)
Release 5.0
Release ROI
CalWIN Wave 1 Go Live
CalWIN Wave 2 Go Live
CalWIN Wave 3 Go Live
CalWIN Wave 4 Go Live
CalWIN Wave 5 Go Live
CalWIN Wave 6 Go Live
Dev
Test
Evaluate
Perf
SIT
UAT
Phase 3 - M&O
R5.0 Des.
Design
User experience (UX) Management
Define Portal/Mobile Brand and Style
Define UX Engagement Measures
Manage Language Transition
Measure CX
Implementation Management
Define Communication Plan
Conduct Communication Management
Develop/Deliver Training Materials
Define/Deliver County Readiness Activities
Conduct Post Go-Live Monitoring
Project Management
Confirm Project Management Plan
Conduct Deliverable Management
Conduct Cross-Vendor Management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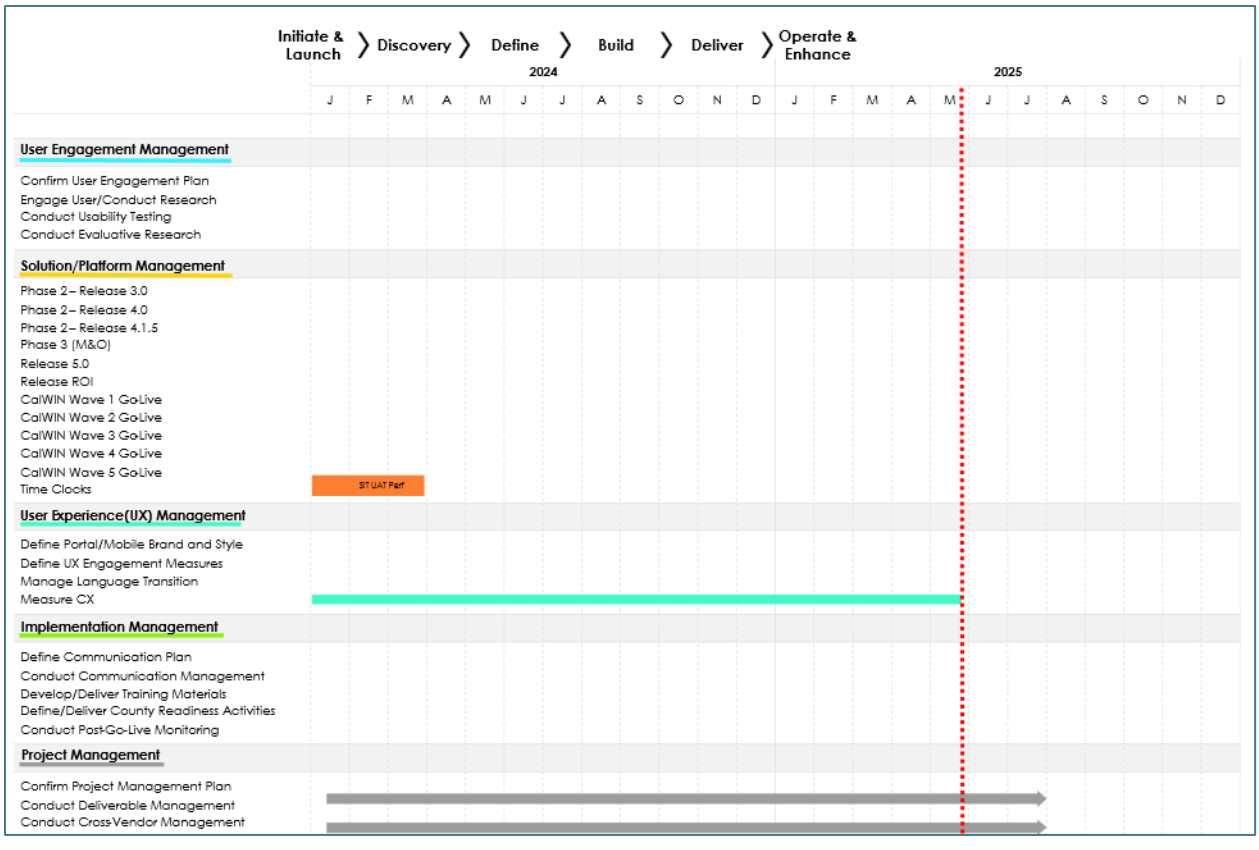
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Conduct Communication Management
Develop/Deliver Training Materials
Define/Deliver County Readiness Activities
Conduct Post-Go-Live Monitoring
Project Management
Confirm Project Management Plan
Conduct Deliverable Management
Conduct Cross-Vendor Management

## 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 SIRFRA/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 | 2 |
| Completed | 5 |
| Reopened | 1 |
| In Review | 0 |
| Withdrawn | 0 |
| **Total** | **8** |

- **Completed**:
  - CSPM-80024: Undoc Expansions
  - CSPM-80048: SCERFRA 25-934 – AB 1337 – Information Practices Act of 1977
  - CSPM-80011: SCERFRA 25-933 – SB 420 – Automated Decision Systems
  - CSPM-80089: SIRFRA 1437- Reinstatement of Asset Limit Test for Non-MAGI Medi-Cal
  - CSPM-80079: SIRFRA 1436- Age 19 and Over Adult Expansion Freeze
- **New/Assigned:**
  - CSPM-80202: SCERFRA 25-509 - WTW Flow Proposal
  - CSPM-80118: SCERFRA 25-508 - SUA Final Rule
- **Re-opened:**
  - CSPM-79763: SCERFRA 25-506 – SB 1254 – CalFresh: Enrollment of Incarcerated Individuals

## 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-74296 | Collaboration Model – Q1-2024: EBT Transaction Data Expansion (Refunds and Deposits) | UAT Deployed | Design and development completed; QA Review In Progress |
| Enhancement | CSPM-73298 | Collaboration Model: Revamp Customer Dashboard | Ready for Prioritization | Design complete, currently awaiting approvals; Prioritized for June 2025. |
| Enhancement | CSPM-68270 | Collaboration Model: Enhance display of linked cases on BenefitsCal | Prioritization Needed | Tentatively prioritized for July 2025 |
| Enhancement | CSPM-71696 | Collaboration Model - Add Help Text on the Document Upload Flow (8MB Tooltip) | 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 |
| Enhancement | CSPM-75629 | Collaboration Model: Document Upload – List of Options | Prioritization Needed | Tentatively prioritized for August 2025 |

| Issue Type | ID | Summary | Status | Update this Week |
|---|---|---|---|---|
| Enhancement | CSPM-66458 | Collaboration Model: Technical change to enable use of the browser back button for unauthenticated pages | Prioritization Needed | Tentatively prioritized for August 2025 |
| Enhancement | CSPM-76291 | Collaboration Model: Orange Banner | Prioritization Needed | Tentatively prioritized for August 2025 |
| Enhancement | CSPM-74269 | Collaboration Model: CBO Account Creation | Prioritization Needed | Tentatively prioritized for August 2025 |
| Enhancement | CSPM-74297 | Collaboration Model: Error Message Display During Account Creation | Prioritization Needed | Tentatively prioritized for August 2025 |
| Enhancement | CSPM-74298 | Collaboration Model: Student Exemption for LPIE in CalFresh | Prioritization Needed | Tentatively prioritized for August 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**
  - Ten (10) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**

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

- **Incidents Closed**
  - The BenefitsCal Tier 3 Team closed zero (0) incidents in the biweekly reporting period.
- **Incidents Triaged**
  - The BenefitsCal Tier 3 Team has triaged twenty-two (22) incidents in the biweekly reporting period.
- **Problems Created**
  - The BenefitsCal Tier 3 Team created zero (0) problem ticket in the biweekly reporting period.
- **Problems Resolved**
  - The BenefitsCal Tier 3 Team resolved zero (0) 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.

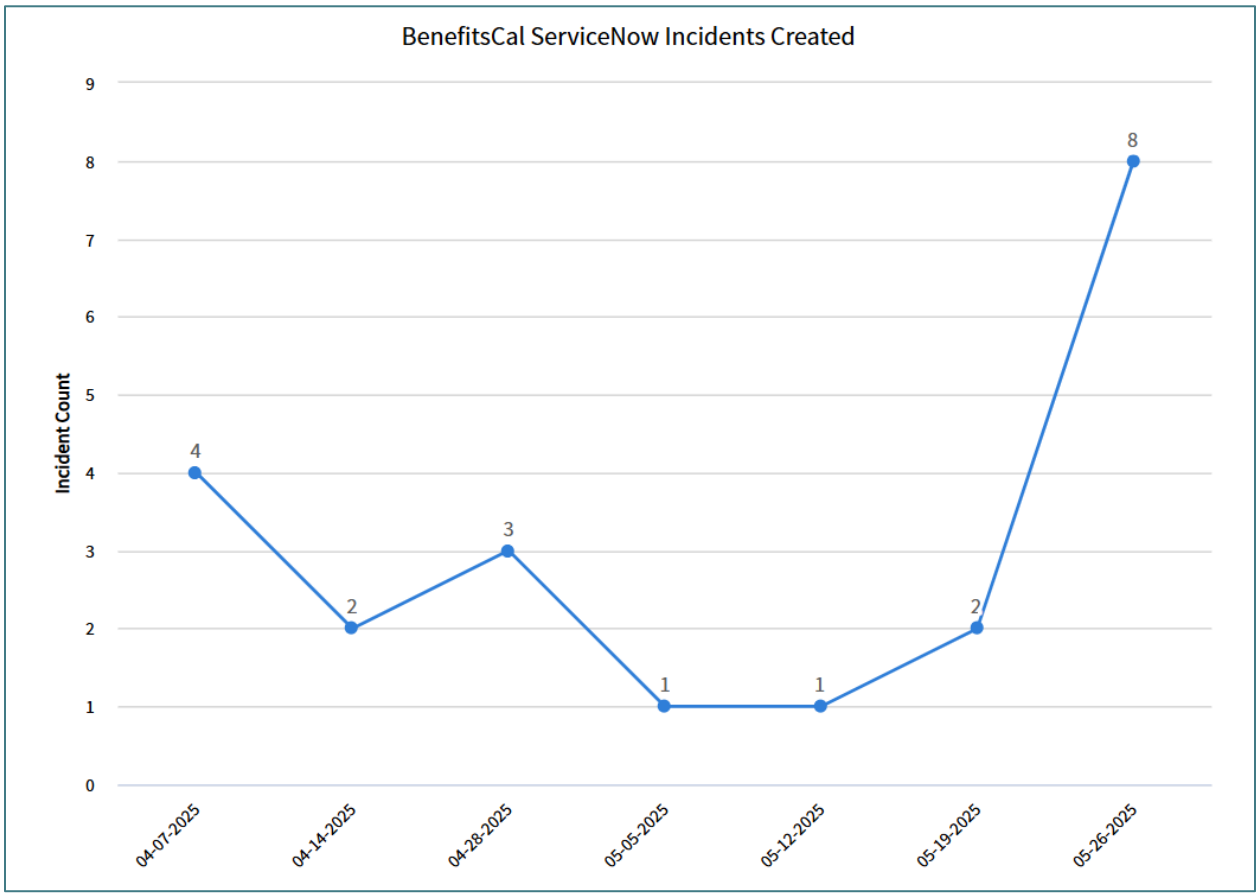



Figure 1: BenefitsCal ServiceNow Incidents Created

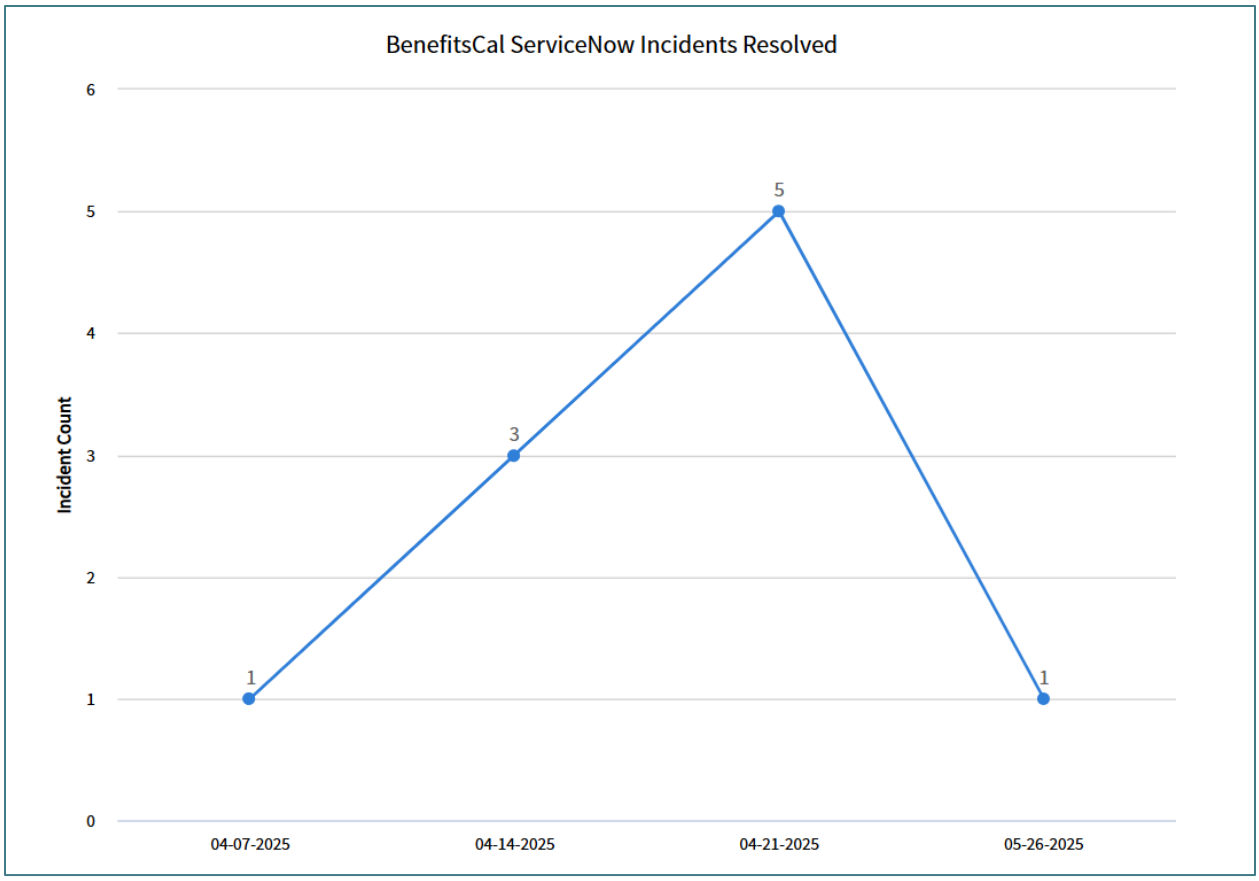


Figure 2: BenefitsCal ServiceNow Incidents Resolved

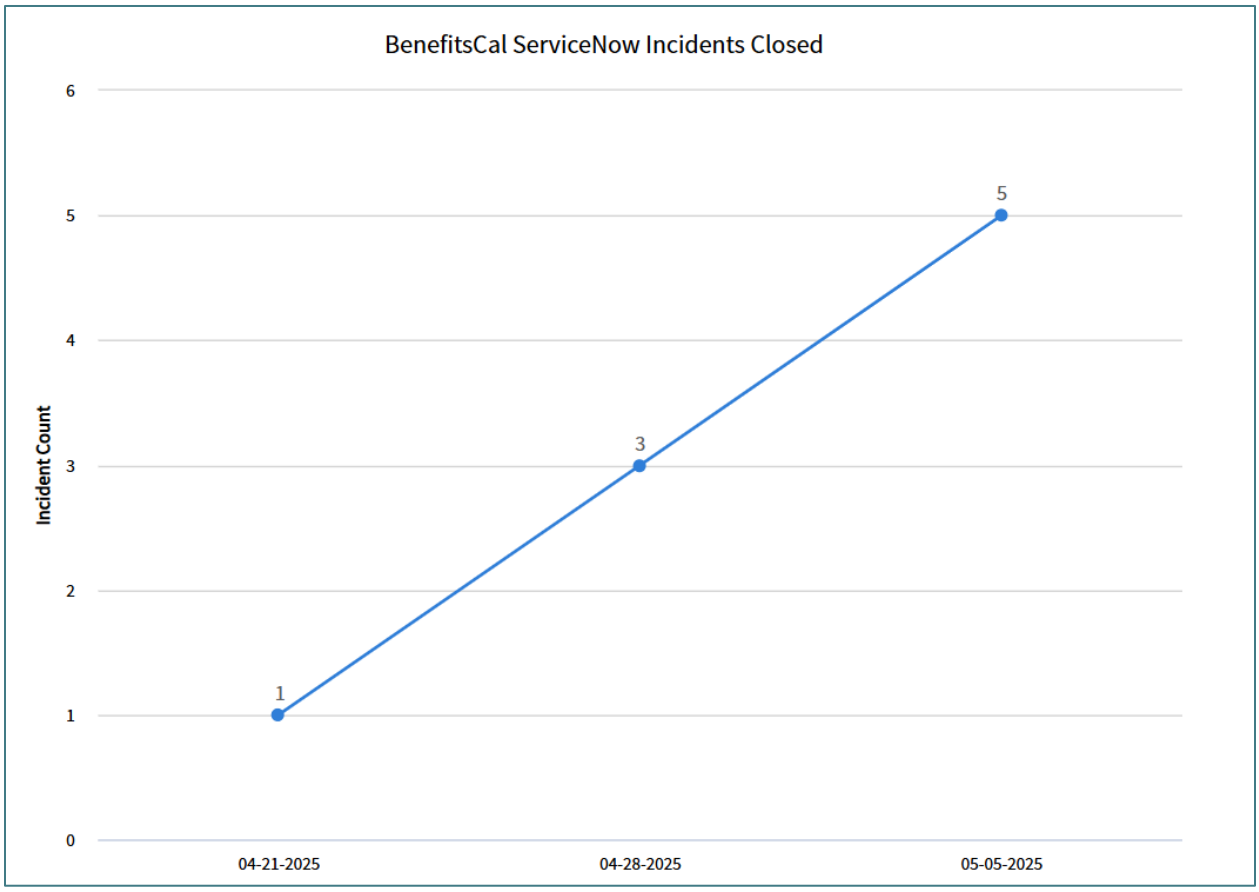


Figure 3: BenefitsCal ServiceNow Incidents Closed

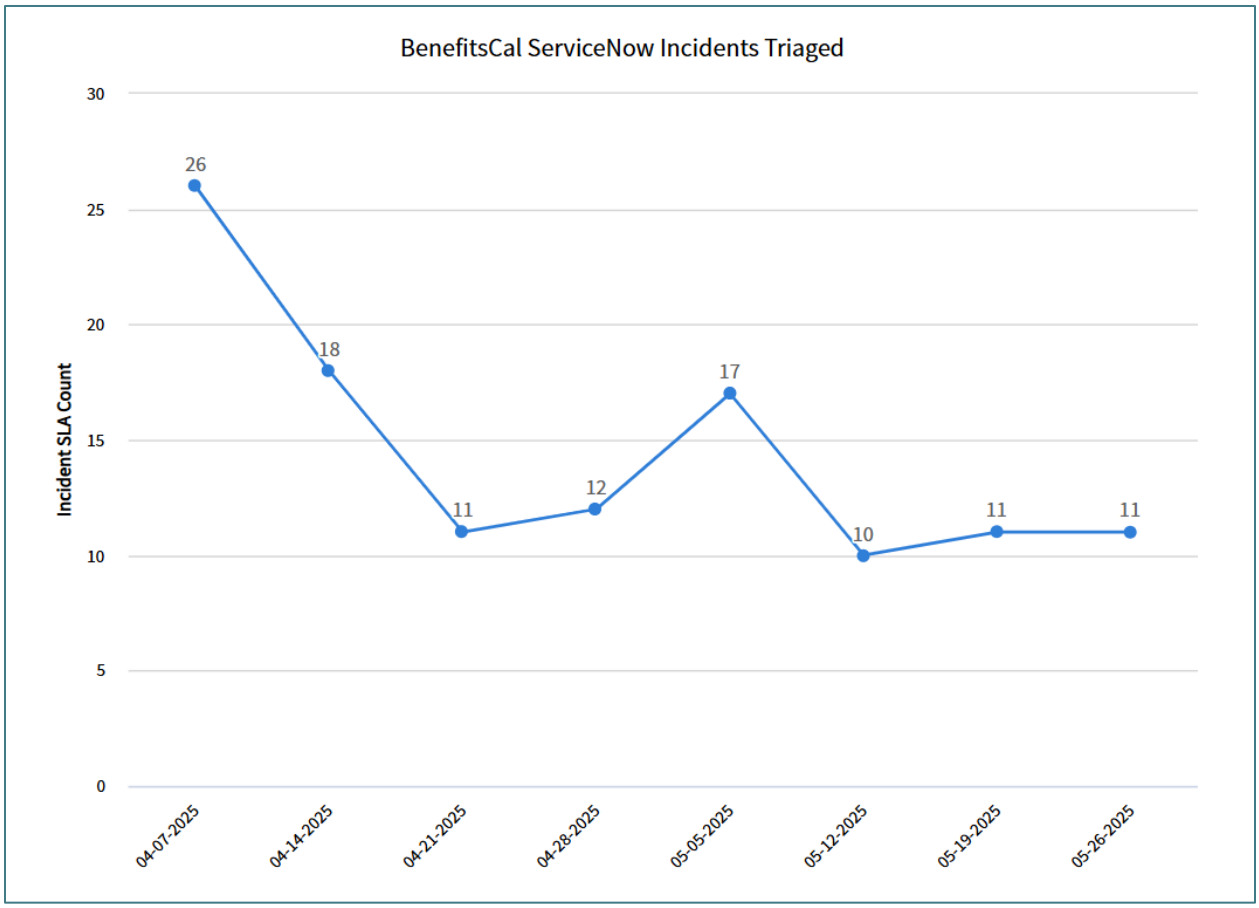



Figure 4: BenefitsCal ServiceNow Incidents Triaged

***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.

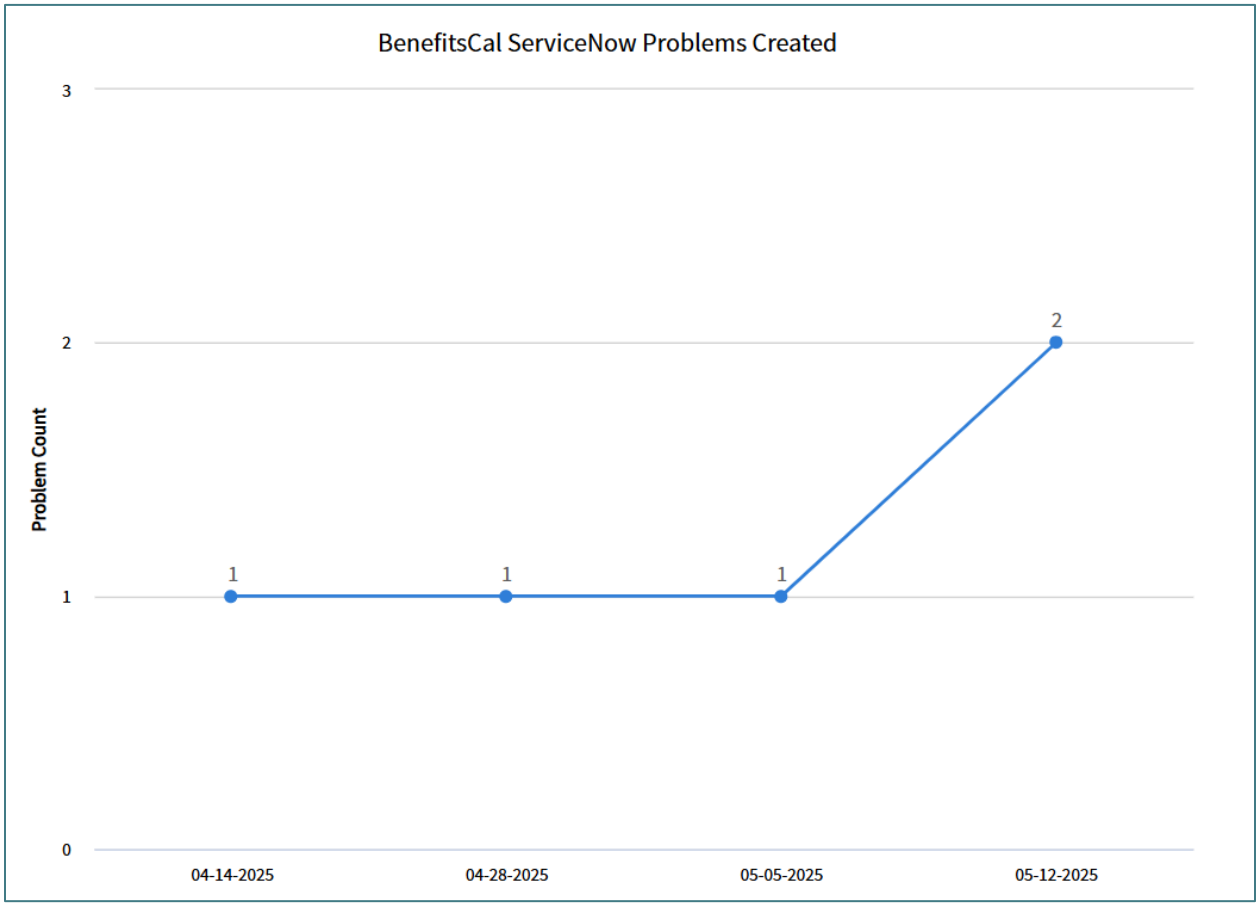



Figure 5: BenefitsCal ServiceNow Problems Created

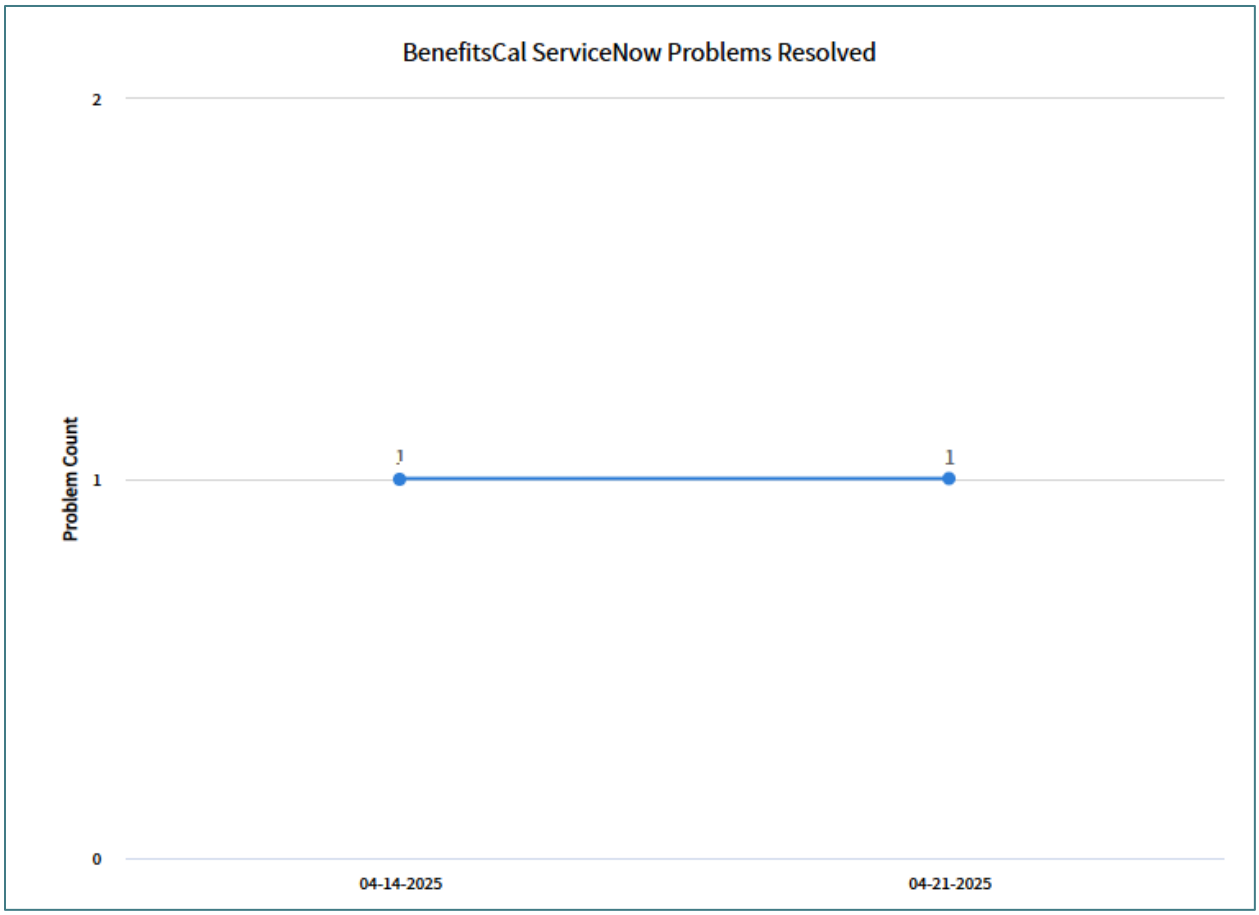



Figure 6: BenefitsCal ServiceNow Problems Resolved

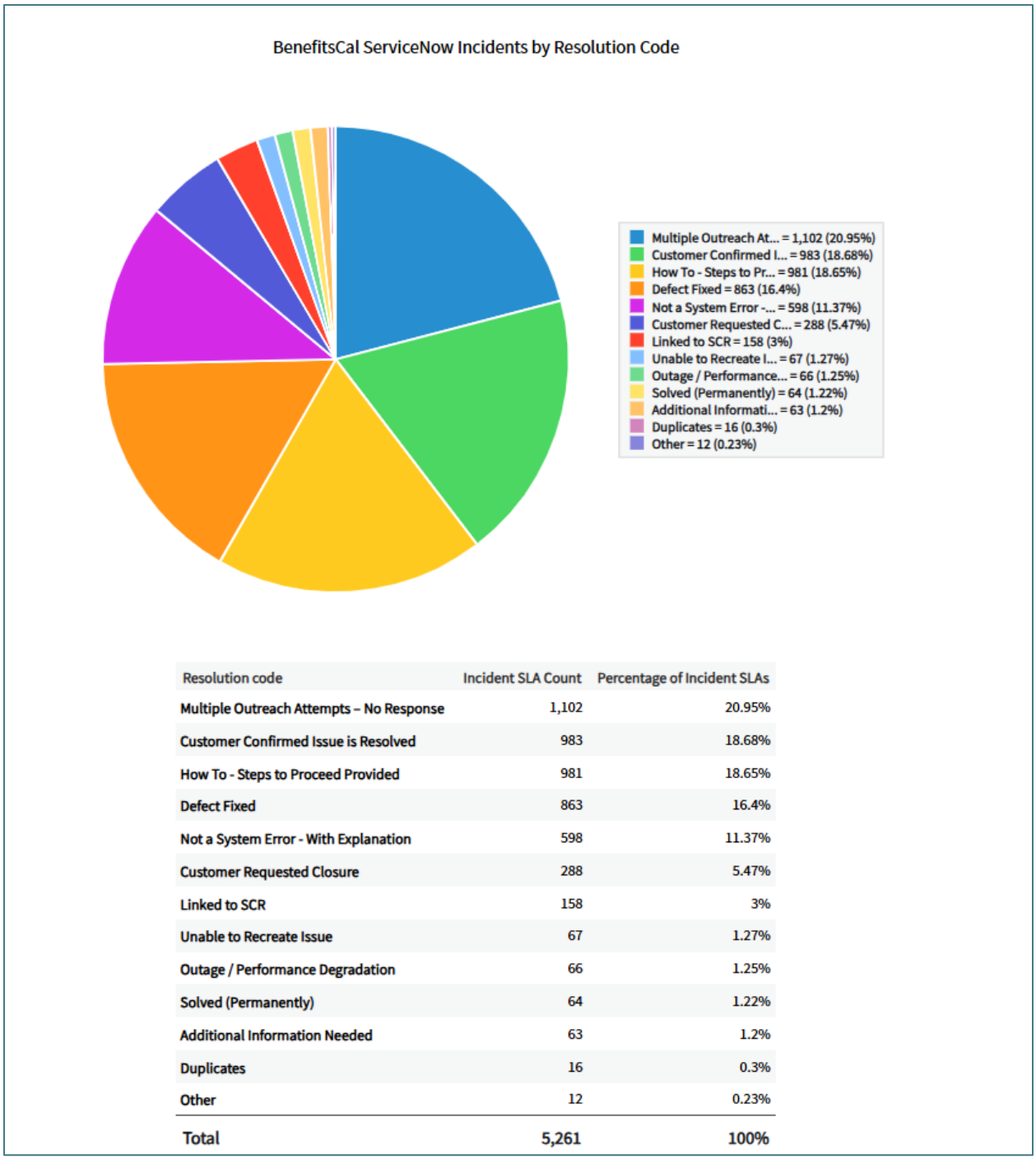
***Note**: The graphs above represent the ServiceNow problems associated to 58 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates on the x-axis represent the start of a week.*

**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 | 0 | 0 | 0 | 0 | 0 | **7** |
| On Hold | 1 | 1 | 1 | 2 | 6 | 3 | 0 | **14** |
| Resolved | 0 | 0 | 0 | 0 | 1 | 0 | 0 | **1** |
| Closed | 0 | 0 | 76 | 365 | 179 | 136 | 3 | **759** |
| **Count** | **6** | **3** | **77** | **367** | **186** | **139** | **3** | **781** |

| ***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. |

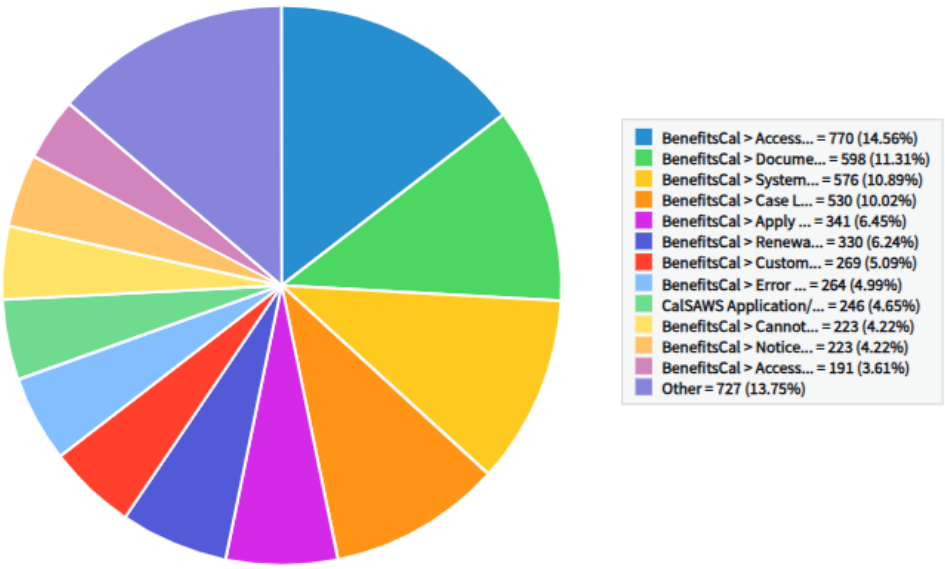
Figure 7: BenefitsCal ServiceNow Incidents by State and Age




| Resolution code | Incident SLA Count | Percentage of Incident SLAs |
|---|---|---|
| Multiple Outreach Attempts – No Response | 1,102 | 20.95% |
| Customer Confirmed Issue is Resolved | 983 | 18.68% |
| How To - Steps to Proceed Provided | 981 | 18.65% |
| Defect Fixed | 863 | 16.4% |
| Not a System Error - With Explanation | 598 | 11.37% |
| Customer Requested Closure | 288 | 5.47% |
| Linked to SCR | 158 | 3% |
| Unable to Recreate Issue | 67 | 1.27% |
| Outage / Performance Degradation | 66 | 1.25% |
| Solved (Permanently) | 64 | 1.22% |
| Additional Information Needed | 63 | 1.2% |
| Duplicates | 16 | 0.3% |
| Other | 12 | 0.23% |
| **Total** | **5,261** | **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.*




| Category(u_category) | Incident SLA Count | Percentage of Incident SLAs |
|---|---|---|
| BenefitsCal > Access Issue > Customer | 770 | 14.56% |
| BenefitsCal > Document Upload | 598 | 11.31% |
| BenefitsCal > System/Technical Issue | 576 | 10.89% |
| BenefitsCal > Case Link Request | 530 | 10.02% |
| BenefitsCal > Apply for Benefits | 341 | 6.45% |
| BenefitsCal > Renewal/Redetermination/Recertification | 330 | 6.24% |
| BenefitsCal > Customer Dashboard | 269 | 5.09% |
| BenefitsCal > Error Message | 264 | 4.99% |
| CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications | 246 | 4.65% |
| BenefitsCal > Cannot View Case Information | 223 | 4.22% |
| BenefitsCal > Notices/Documents/Images | 223 | 4.22% |
| BenefitsCal > Access Issue | 191 | 3.61% |
| Other | 727 | 13.75% |
| **Total** | **5,288** | **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 12: BenefitsCal Outages

| Scheduled Date | Outage Timeframe | Activity Description |
|---|---|---|
| 05/23/25 – 05/24/25 | 10:00 pm – 3:30 am PST | Hyland Maintenance (Holding queues) |
| 05/25/25 | 6:00 am – 10:00 pm PST | CalSAWS Application maintenance (offline mode) |
| 05/29/25 | 8:00 pm – 9:30 pm PST | BenefitsCal Production Release 25.05.29 |
| 05/30/25 | 10:00pm – 2:00 am PST | CalSAWS Application maintenance (maintenance mode) |
| 06/01/25 | 6:00 am – 2:00 pm | CalSAWS Application maintenance (offline mode) |

Table 13: BenefitsCal Upcoming Maintenance

| Scheduled Date | Outage Timeframe | Application Mode |
|---|---|---|
| 06/15/25 | 6:00am – 10:00 am 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.

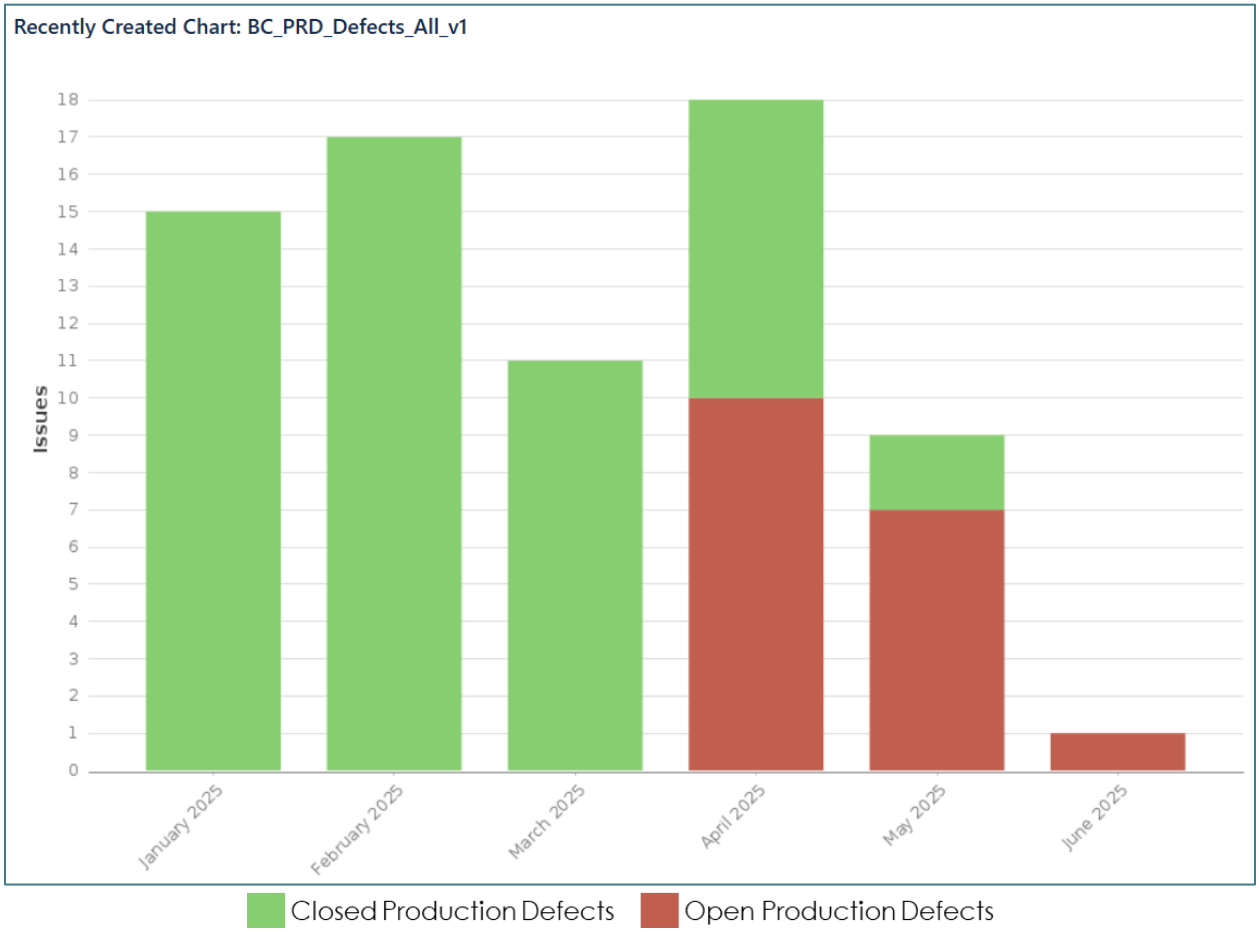



Figure 10: Production Defects Backlog Monthly Trend

### 4.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

| Severity | Release 25.06.05 | Release 25.06.26 | Release 25.07.31 | Total |
|---|---|---|---|---|
| **1-High** | **0** | **0** | **0** | **0** |
| New | 0 | 0 | 0 | 0 |
| In Progress | 0 | 0 | 0 | 0 |
| Closed | 0 | 0 | 0 | 0 |
| **2-Normal/Medium** | **0** | **0** | **0** | **0** |
| New | 0 | 0 | 0 | 0 |
| In Progress | 0 | 0 | 0 | 0 |
| Closed | 0 | 0 | 0 | 0 |
| **3-Normal/Low** | **1** | **22** | **9** | **32** |
| New | 0 | 0 | 0 | 0 |
| In Progress | 1 | 22 | 9 | 32 |
| Closed | 0 | 0 | 0 | 0 |
| **4-Cosmetic** | **0** | **0** | **0** | **0** |
| New | 0 | 0 | 0 | 0 |
| In Progress | 0 | 0 | 0 | 0 |
| Closed | 0 | 0 | 0 | 0 |
| ***Total*** | ***1*** | ***22*** | ***9*** | ***32*** |

## 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 Monthly Release**
  - **Monthly Release** – Seven (7) enhancements and twenty-five (2) production defects were deployed with BenefitsCal Monthly Release 25.05.29 for User Error Handling, Exception Handling, and Application Summary.

Table 15: BenefitsCal Upcoming Releases

| RELEASE | RELEASE DATE | SUMMARY |
|---|---|---|
| 25.06.05 – Priority | 06/05/25 | Two (2) enhancements and one (1) production defect are planned for User Error Handling, Exception Handling, and Application Summary. |
| 25.06.15 – Priority | 06/15/25 | One (1) enhancement are planned for User Error Handling, Exception Handling, and Application Summary. |
| 25.06.26 – Monthly | 06/26/25 | Two (2) 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
    - Finalized design work for the June 2025 enhancements.
    - Began design work for the July 2025 enhancements.
    - Hosted the BenefitsCal CWDA Check-in Meeting on 05/19/25.
    - Attend the Project Milestone Meeting with the Consortium and CalSAWS on 05/19/25.
    - Hosted Prep for May 2025 UCD Monthly Meeting with State Partners on 05/19/25.
    - Hosted the DDI and M&O Biweekly meetings on 05/20/25, 05/22/25, 05/27/25, and 05/29/25.
    - Hosted FIS EBT SUID Enhancement Discussion on 05/20/25.
    - Attended NA 1273/eNotification in BenefitsCal Discussion on 05/20/25.
    - Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 05/21/25 and 05/28/25.
    - Attended CalSAWS BenefitsCal touch base call to review inquiry on "CAEBT" on 05/21/25.

- Hosted the BenefitsCal - May 2025 UCD Monthly Meeting with Advocates and State Partners on 05/21/25.
- Attended Forms Status API Swagger – Review with CalSAWS on 05/22/25.
- Attended Get CalFresh Parity List Meeting with CDSS on 05/28/25.
- Attended CA-291277/CSPM-80139 Update the Two-Way Messaging Action Process for Read Actions Discussion with CalSAWS on 05/29/25.
- Attended CA-243152/CSPM-50485 Add the CBO Assistor ID To App Transfer API Design Discussion with CalSAWS on 05/29/25.

- **Activities for the Next Reporting Period – Requirements and Design**
  - Designs and Design Meetings
    - Continue design work for the July 2025 enhancements.
    - Host the BenefitsCal CWDA Check-in Meetings on 06/02/25 and 06/09/25.
    - Attend the Project Milestone Meetings with the Consortium and CalSAWS on 06/02/25 and 06/09/25.
    - Attend SSP Comm Prep Meeting with CalSAWS on 06/02/25.
    - Host the DDI and M&O Biweekly meetings on 06/03/25, 06/05/25, 06/10/25, and 06/12/25.
    - Attend the Self-Service Portal Committee Meeting on 06/03/25.
    - Host the BenefitsCal PM Stand-Up Meetings with the Consortium on 06/04/25 and 06/11/25.
    - Host the BenefitsCal Pipeline Call - New Series on 06/05/25.
    - Host Prep for June 2025 UCD Monthly Meeting on 06/11/25.

## 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 May Always on survey data.
  - **User Engagement**
    - Conducted customer outreach for Take it to the Lab – Account Creation [CSPM-80060].
    - Conducted customer sessions for Take it to the Lab – Account Creation [CSPM-80060].
    - Conducted Unmoderated Testing for Document Upload: List of Options [CSPM-75629].
  - **Enhancements**
    - Synthesized Usability Testing findings for Document Upload: List of Options [CSPM-75629].
    - Finalized Collaboration Model: Orange Banner [CSPM-76291].
    - Continued Collaboration Model: Browser back button [CSPM-66458].
    - Finalized designs for Document Upload: List of Options [CSPM-75629].
    - Conducted synthesis for BenefitsCal – Adoption.
    - Started design for Collaboration Model: Move "Prefer Not to Answer" Demographic Option to End of List [CSPM-74300]

- Started designs for Collaboration Model: MC RE Flow Language When No Info is on File [CSPM-74299]
- Started designs for Collaboration Model - Q1-2024: Pronoun Continuity [CSPM-74295]
- Started designs for Collaboration Model: Enable use of the browser back button for unauthenticated pages [CSPM-66458]

- **Advocate Engagement**
  - Responded to April UCD Monthly Meeting comment log.
  - Conducted May 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
    - Continue customer outreach for Take it to the Lab – Account Creation [CSPM-80060]
    - Conduct customer sessions for Take it to the Lab – Account Creation [CSPM 80060]
  - **Enhancements**
    - Finalize synthesis for "BenefitsCal – Adoption."
    - Continue design for Collaboration Model: Move "Prefer Not to Answer" Demographic Option to End of List [CSPM-74300]
    - Started designs for Collaboration Model: MC RE Flow Language When No Info is on File [CSPM-74299]
    - Continue designs for Collaboration Model - Q1-2024: Pronoun Continuity [CSPM-74295]
    - Continue designs for Collaboration Model: Enable use of the browser back button for unauthenticated pages [CSPM-66458]
  - **Advocate Engagement**
    - Respond to May UCD Monthly Meeting comment log.
    - Develop June UCD Monthly Meeting materials.

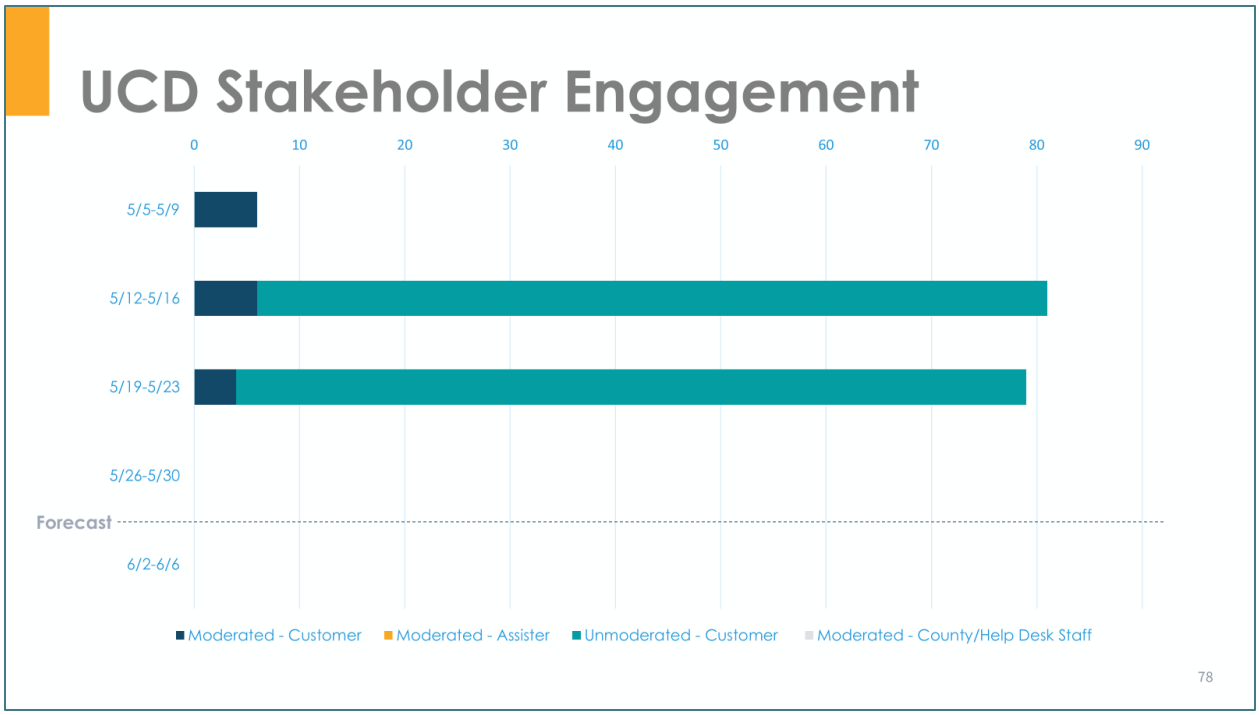


Figure 11: UCD Stakeholder Engagement

## 5.4 Development

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

Table 16: Enhancement Actuals for Reporting Period

| Release | Planned for Week Ending 05/30/25 | Actual for Week Ending 05/30/25 | Total Planned for the Release | Comments |
|---|---|---|---|---|
| Release 25.05.29 | 1 | 1 | 9 | Release 25.05.29 was deployed to production on 05/29/25. |
| Release 25.06.05 | 2 | 2 | 2 | Release 25.06.05 is planned for deployment on 06/05/25. (CSPM-74296 & CSPM-39069) |
| Release 25.06.15 | 0 | 0 | 1 | Release 25.06.15 is planned for deployment on 06/15/25. (CSPM-78463) |
| Release 25.06.26 | 0 | 0 | 2 | Release 25.06.26 is planned for deployment on 06/26/25. (CSPM-73298 & CSPM-75755) EBT and Accelerate enrollment are preponed to Release 25.06.05 & Release 25.06.15 |

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

Table 17: Planned Enhancement Work

| Release | Planned for Week Ending 06/13/25 | Total Planned for the Release | Total Completed for the Release | Comments |
|---|---|---|---|---|
| Release 25.05.29 | 9 | 9 | 9 | Release 25.05.29 was deployed to production on 05/29/25. |
| Release 25.06.05 | 2 | 2 | 2 | Release 25.06.05 is planned for deployment on 06/05/25. (CSPM-74296 & CSPM-39069) |
| Release 25.06.15 | 0 | 0 | 1 | Release 25.06.15 is planned for deployment on 06/15/25. (CSPM-78463) |
| Release 25.06.26 | 2 | 2 | 0 | Release 25.06.26 is planned for deployment on 06/26/25. (CSPM-73298 & CSPM-75755) EBT and Accelerate enrollment are preponed to Release 25.06.05 & Release 25.06.15 |

- **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 25.05.29 – May Monthly Release**
  - Deployed the May Monthly Release to Production on 05/29.

## 5.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
- **Release 25.05.29 – May Monthly Release**
  - Deployed the May Monthly Release to Production on 05/29.

### 5.7.1 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 25.05.29.

Table 18: Automated Regression Scripts Executed in BenefitsCal

| Release | # of Scenarios Executed | # of Scenarios Passed | # of Scenarios Failed | Overall Pass % | Pass of Executed | Coverage |
|---|---|---|---|---|---|---|
| 25.05.29 | 57 | 57 | 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, Time Clock, 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, Bulk Doc Upload |

***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 25.05.29 – May Monthly Release**
  - The BenefitsCal performance team successfully executed two (2) rounds of performance tests for the May monthly release with the identified scope of three (3) enhancements and two (2) defects as "CSPM-75756: Update e-Message Functionality to receive New Statuses from CalSAWS," "CSPM-79375: CBO Support Assistance Phase II: Add CBO Information on the Before We Begin screen in the application," "CSPM-79168: Technical: Spring Vulnerabilities Upgrade to 3.4.3," "CSPM-79595: CBO Reports: Unresponsive behavior of screen on page load," and "CSPM-79661: Applications are auto re-triggered and end up with 409 status." The performance tests results were analyzed, and the average response time of the entire BenefitsCal application and overall errors were comparable to previous baseline results. The May 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** | 04/28/25 | 05/23/25 | Release 25.07.29 May Monthly Release | **Scope**: Three (3) enhancements and two (2) defects in scope.<br>**Executions:** BenefitsCal isolated Load tests with mock services.<br>▪ Thursday, May 22 **(Completed)**<br>▪ Friday, May 23 **(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 05/30/25.
  - [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.