

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: July 14, 2025 – July 27, 2025

Table of Contents

1	EXECUTIVE SUMMARY.....	3
1.1	Highlights of the Reporting Period	3
1.1.1	Deliverable Summary	4
1.2	BenefitsCal Project Status Dashboard	5
1.3	Highlights from the Reporting Period.....	5
1.4	Deliverable Management	5
1.5	CRFI/CIT Communications	5
1.6	Risks and Issues	6
1.6.1	Project Risks	6
1.6.2	Project Issues	6
1.7	Project Work Plan Reports	7
1.8	Project Action Items – Overdue.....	9
1.9	SIRFRA/SCERFRA/SIRFRA/SARRA Information.....	10
1.10	Deviation from Plan/Adjustments.....	10
2	BENEFITS CAL COLLABORATION MODEL (CM).....	10
3	MAINTENANCE AND OPERATIONS.....	12
3.1	Service Management	12
3.1.1	Overview	12
3.1.2	BenefitsCal Help Desk Metrics	13
3.2	Technology Operations.....	22
3.3	BenefitsCal Maintenance and Operations	22
3.4	Production Defect Backlog	23
3.4.1	Release Schedule Production Defect Fix	24
3.5	Production Operations	24
3.6	Deviation from Plan/Adjustments.....	24
4	APPLICATION DEVELOPMENT AND TEST.....	25
4.1	Priority Release Summary	25
4.2	Requirements and Design.....	25
4.3	User Centered Design (UCD)	26
4.4	Development	28
4.5	User Acceptance Test (UAT) Planning	29
4.6	Release Management	29
4.7	System Test Execution.....	29
4.7.1	Automated Regression Test (ART) Coverage	30

5	PERFORMANCE TEST.....	31
5.1	Performance Test	31
5.2	Training Materials Update	31
5.3	Deviations from Plan/Adjustments	31
5.4	Security	31

TABLE OF TABLES

Table 1: Biweekly Status Agenda Topics	3
Table 2: Deliverable Summary	4
Table 3: Status Dashboard	5
Table 4: CITs	5
Table 5: CRFIs	5
Table 6: Overdue CRFIs	6
Table 7: Project Risks	6
Table 8: Project Issues	6
Table 9: Overdue Action Items	9
Table 10: Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests	10
Table 11: Enhancements Updates, Prioritized by CM	11
Table 12: BenefitsCal Outages	22
Table 13: BenefitsCal Upcoming Maintenance	22
Table 14: Production Defect Fix – Release Schedule	24
Table 15: BenefitsCal Upcoming Releases	25
Table 16: Enhancement Actuals for Reporting Period	28
Table 17: Planned Enhancement Work	28
Table 18: Automated Regression Scripts Executed in BenefitsCal	30
Table 19: Performance Test Cycles and Test Case Status	31

TABLE OF FIGURES

Figure 1: BenefitsCal ServiceNow Incidents Created	13
Figure 2: BenefitsCal ServiceNow Incidents Resolved	14
Figure 3: BenefitsCal ServiceNow Incidents Closed	15
Figure 4: BenefitsCal ServiceNow Incidents Triaged	16
Figure 5: BenefitsCal ServiceNow Problems Created	17
Figure 6: BenefitsCal ServiceNow Problems Resolved	18
Figure 7: BenefitsCal ServiceNow Incidents by State and Age	19
Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code	20
Figure 9: BenefitsCal ServiceNow Incidents Created by Category	21
Figure 10: Production Defects Backlog Monthly Trend	23
Figure 11: UCD Stakeholder Engagement	27

Bi-Weekly Status – BenefitsCal M&O

1 EXECUTIVE SUMMARY

1.1 Highlights of the Reporting Period

Table 1: Biweekly Status Agenda Topics

STATUS REPORT SECTION	STATUS AGENDA TOPIC
1.3	<ul style="list-style-type: none"> ▪ Upcoming Monthly Release – The BenefitsCal Team is planning to deploy July Monthly Release 25.07.31 to BenefitsCal Production.
July Enhancements (July Monthly Release 25.07.31)	<ul style="list-style-type: none"> ▪ Nine (9) enhancements will be worked on in the Month of July 2025: <ul style="list-style-type: none"> • Four (4) Collaboration Model Enhancements: <ul style="list-style-type: none"> ◆ CSPM-74300: Collaboration Model - Q1-2024: Move "Prefer Not to Answer" Demographic Option to End of List ◆ CSPM-74295: Collaboration Model - Q1-2024: Pronoun Continuity ◆ CSPM-71696: Collaboration Model - Add Help Text on the Document Upload Flow (8MB Tooltip) ◆ CSPM-68270: Collaboration Model: Enhance display of linked cases on BenefitsCal. • Two (2) Partner Support Enhancement: <ul style="list-style-type: none"> ◆ CSPM-76303: Test Only: Verify Case Linking email is sent from CalSAWS in customer's preferred language. ◆ CSPM-80682: Test Only: FIS Regression Testing Support ◆ CSPM-75755: Update SAR 7 to Send CW/CF Income and IRT Related Information • One (1) Production Priority Enhancement: <ul style="list-style-type: none"> ◆ CSPM-80596: Remove GetCalFresh References from BenefitsCal Maintenance Page • One (1) Technical Enhancement: <ul style="list-style-type: none"> ◆ CSPM-79874: Phase II: BenefitsCal Database Request-Response Payload Table Optimization
GCF (GetCalFresh) Transition Items	<ul style="list-style-type: none"> ▪ 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	<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. • Started analyzing July Always on survey data.

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> ▪ User Engagement <ul style="list-style-type: none"> • Conducted recruitment for Usability Testing • Conducted Usability Testing for Collaboration Model: Account Creation OTP [CSPM-80558] • Conducted Usability Testing for Collaboration Model: CBO Account Creation [CSPM-74269] ▪ Enhancements <ul style="list-style-type: none"> • Finalized Collaboration Model: Remove Shelter Expense from MC RE Flow [CSPM-80431] • Finalized Collaboration Model: Account Creation OTP [CSPM-80558] • Continued Collaboration Model: Enable use of the browser back button for unauthenticated pages [CSPM-66458] • Started designs for MC Renewal Assets form [CSPM-80782] • Finalized designs for Collaboration Model: CBO Account Creation [CSPM-74269] • Finalized designs for Collaboration Model: Student Exemptions for LPIE in CalFresh [CSPM-74298] • Finalized designs for Collaboration Model: UCD Participation via Always on Survey [CSPM-74302] • Started research on Help Center current state assessment • Advocate Engagement <ul style="list-style-type: none"> • Prepared for July UCD Monthly Meeting • Conducted July UCD Monthly Meeting.

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
OWD 04	BenefitsCal Contingency Plan and Procedures	On Time	DDEL submission 08/01/25
OWD 05	BenefitsCal Risk Assessment Procedures	On Time	DDEL submission 08/01/25
WP 25.42	Monthly M&O Report – July 2025	On Time	DDEL submission 08/07/25
WP 28.40	BenefitsCal Work Plan Monthly Updates – July 2025	On Time	DDEL submission 08/07/25

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 seventy (70) active Production defects.
Incidents	On Time	There are eleven (11) 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** – None for the reporting period.
- **Planned Outages** – None for the reporting period.

1.4 Deliverable Management

- **Deliverables and Work Products submitted:**
 - None.
- **Deliverable and Work Product submissions for next reporting period:**
 - Draft OWD 04: BenefitsCal Contingency Plan and Procedures on 08/01/25.
 - Draft OWD 05: BenefitsCal Risk Assessment Procedures on 08/01/25.
 - FWP 25.42: Monthly M&O Report – July 2025 on 08/07/25.
 - FWP 28.40: BenefitsCal Work Plan Monthly Updates – July 2025 on 08/07/25.

1.5 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
None.					

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

Table 6: Overdue CRFIs

CRFI ID	To	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
None.							

1.6 Risks and Issues

1.6.1 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	<ul style="list-style-type: none"> No updates for this reporting period. 	Open	Low	03/17/25	312

1.6.2 Project Issues

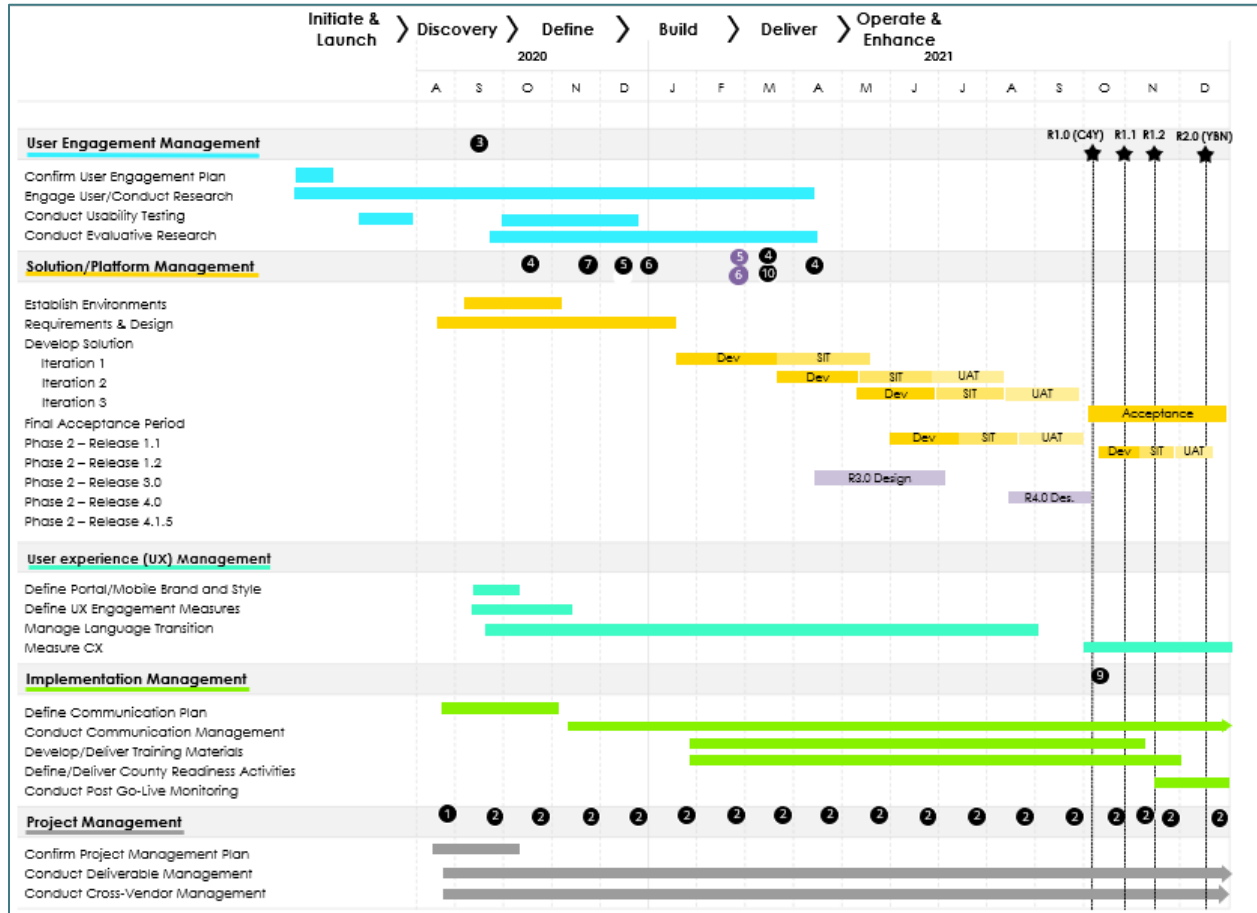
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

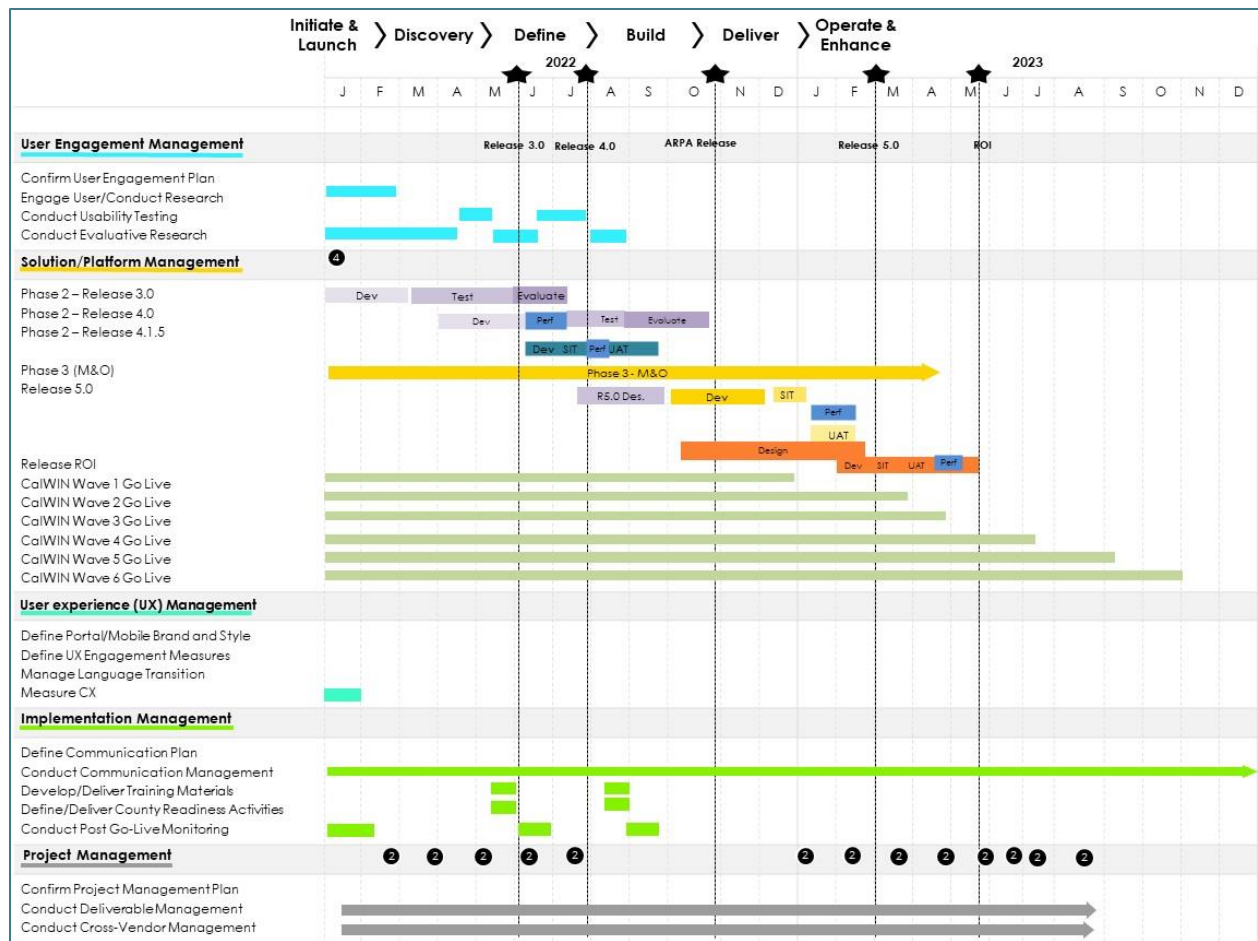
Table 8: Project Issues

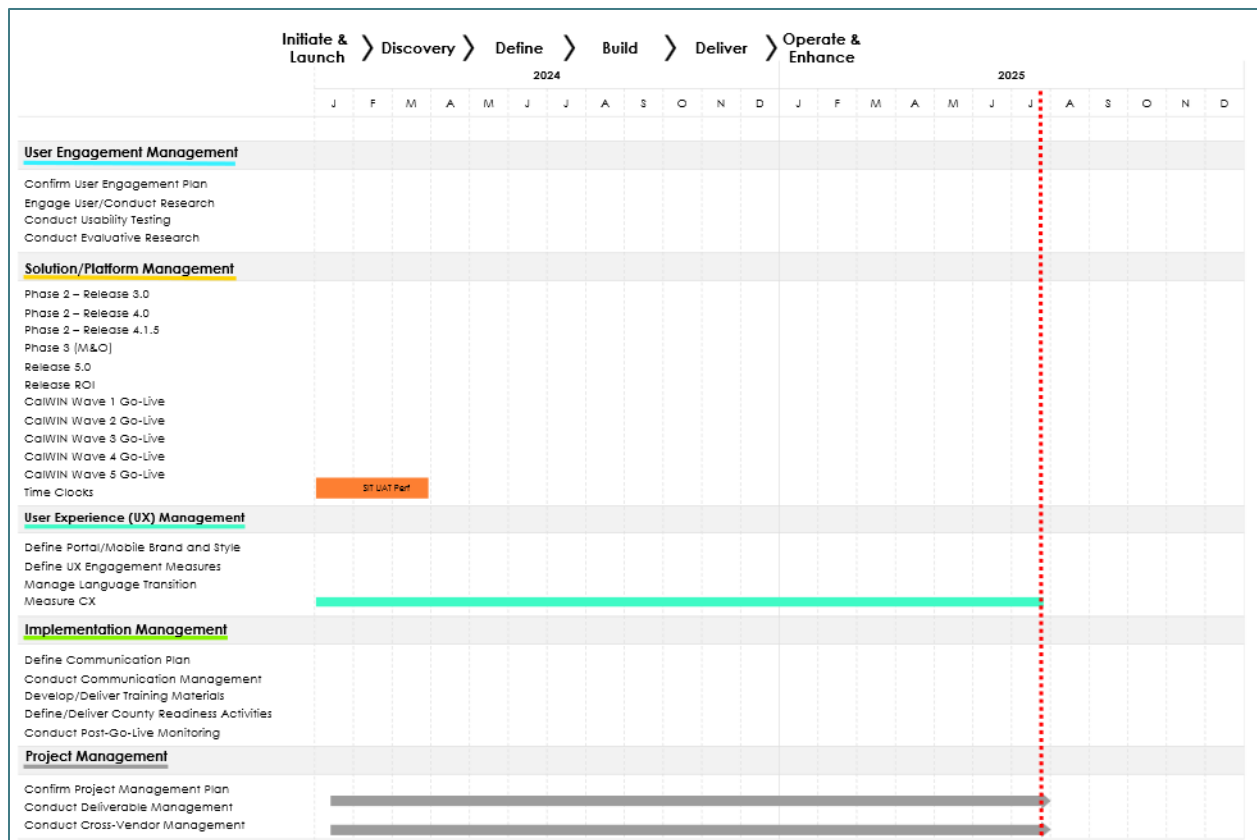
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
None.					

1.7 Project Work Plan Reports

Project Timeline







1.8 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.			

1.9 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	1
Completed	3
Reopened	0
In Review	2
Withdrawn	0
TOTAL	6

■ Completed:

- CSPM-79252: SCERFRA 25-503 – BenefitsCal Release of Information (ROI) to Community-Based Organization (CBO)
- CSPM-80457: SIRFRA 4019 - Online Fraudulent CalFresh and CalWORKs Applications
- CSPM-80595: SCERFRA 25-518 – Shorter Versions of the Prepopulated SAR 7 Form and SAR 7A

■ In Review:

- CSPM-80745: SCERFRA 25-519 - Child Care Programs Single Rate Structure: Emergency Child Care Bridge Program for Foster Children
- CSPM-80782: SIRFRA 1448 - Property Insert

New/Assigned:

- CSPM-80820: SIRFRA 1449 - Alternate Formats for Incarcerated Individuals in SAWS

1.10 Deviation from Plan/Adjustments

- None for the reporting period.

2 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-68270	Collaboration Model: Enhance display of linked cases on BenefitsCal	Ready for PRD Deployment	Ready for Production deployment, prioritized for July 2025
Enhancement	CSPM-71696	Collaboration Model - Add Help Text on the Document Upload Flow (8MB Tooltip)	Ready for PRD Deployment	Ready for Production deployment, prioritized for July 2025
Enhancement	CSPM-74295	Collaboration Model – Pronoun Continuity	Ready for PRD Deployment	Ready for Production deployment, prioritized for July 2025
Enhancement	CSPM-74300	Collaboration Model – Move “Prefer Not to Answer” Demographic Option to End of List	Ready for PRD Deployment	Ready for Production deployment, prioritized for July 2025
Enhancement	CSPM-76291	Collaboration Model: Orange Banner	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-74299	Collaboration Model – MC RE Flow Language When No Info is on File	Prioritization Needed	Tentatively prioritized for August 2025
Enhancement	CSPM-74269	Collaboration Model: CBO Account Creation	Prioritization Needed	Tentatively prioritized for September 2025
Enhancement	CSPM-79311	Consolidate Document Upload Functionality Across the BenefitsCal System	Prioritization Needed	Tentatively prioritized for September 2025
Enhancement	CSPM-74298	Collaboration Model: Student Exemption for LPIE in CalFresh	Prioritization Needed	Tentatively prioritized for October 2025
Enhancement	CSPM-75629	Collaboration Model: Document Upload – List of Options	Prioritization Needed	Tentatively prioritized for October 2025
Enhancement	CSPM-80431	Collaboration Model: Remove Shelter Expense from MC RE Flow	Prioritization Needed	Tentatively prioritized for October 2025
Enhancement	CSPM-74302	Collaboration Model: UCD Participation via Always-On Survey	Prioritization Needed	Tentatively prioritized for October 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.

3 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.

3.1 Service Management

3.1.1 Overview

- **Incidents Created**
 - Four (4) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved two (2) incidents in the biweekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed one (1) incident in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged twenty-four (24) incidents in the biweekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created three (3) problem tickets in the biweekly reporting period.
- **Problems Resolved**
 - The BenefitsCal Tier 3 Team resolved one (1) problem ticket in the biweekly reporting period.

3.1.2 BenefitsCal Help Desk Metrics

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

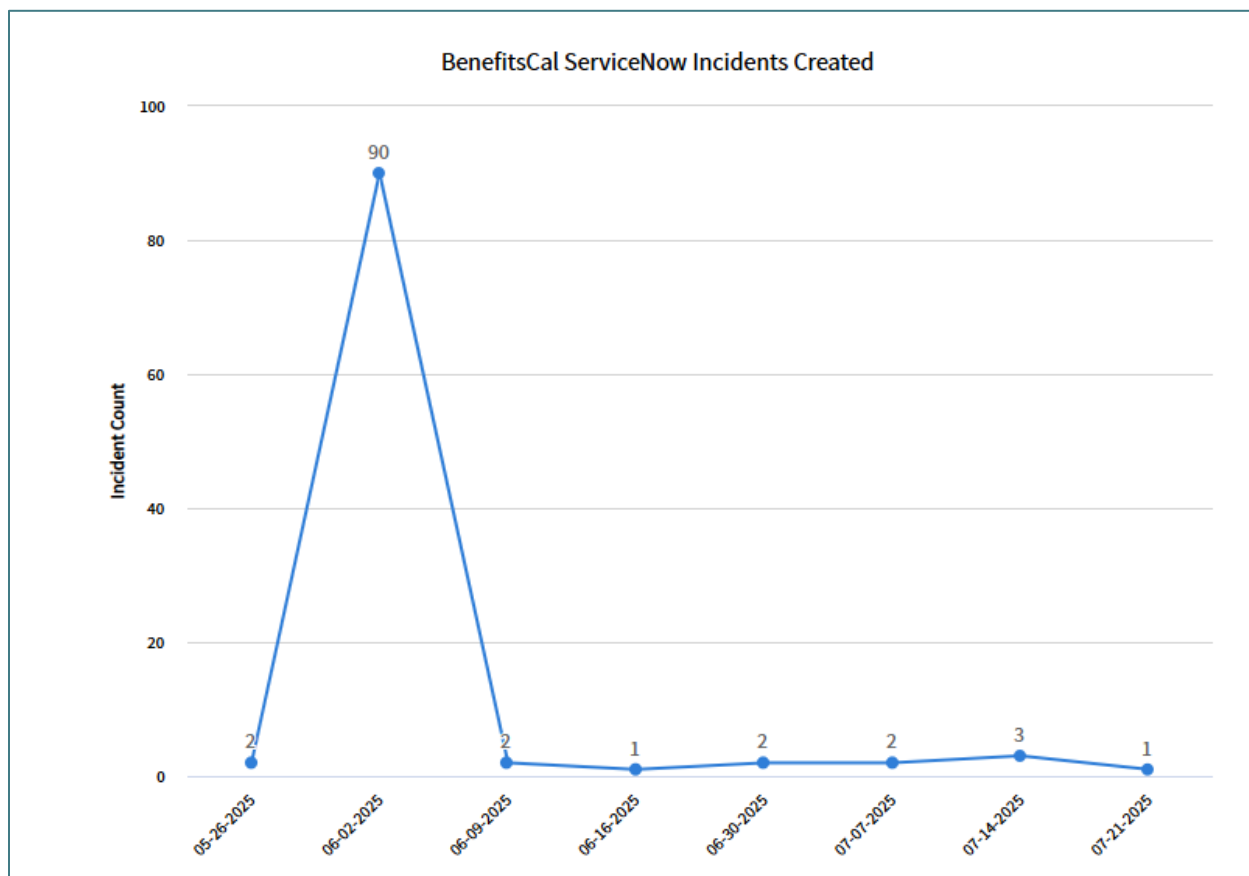


Figure 1: BenefitsCal ServiceNow Incidents Created

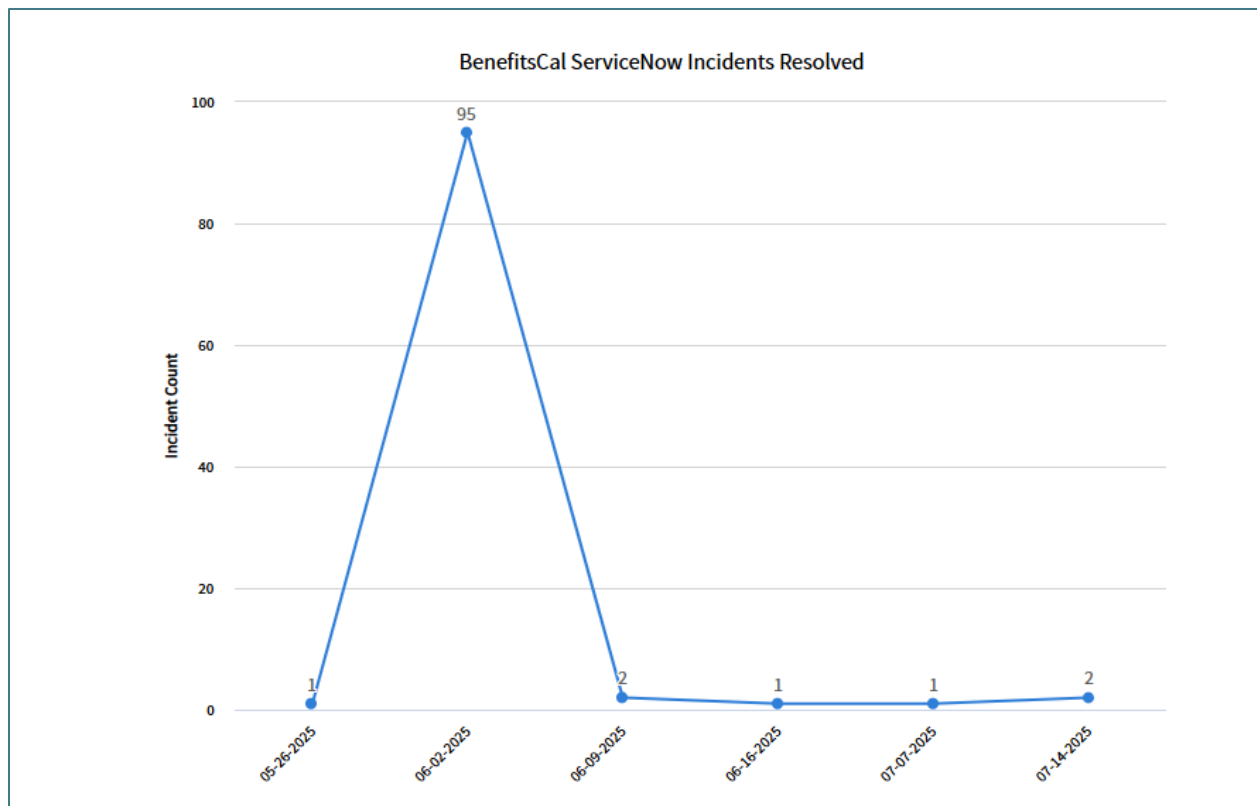


Figure 2: BenefitsCal ServiceNow Incidents Resolved

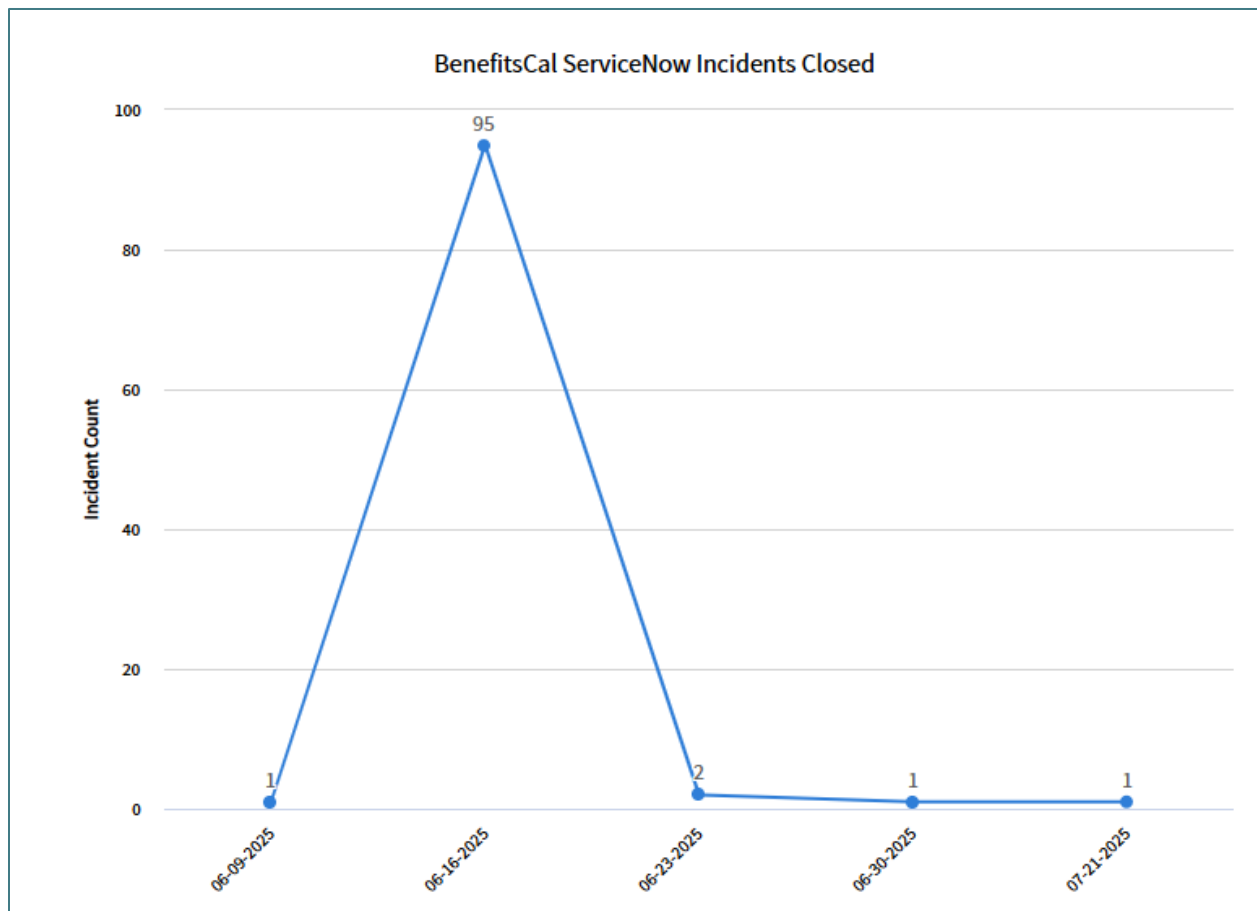


Figure 3: BenefitsCal ServiceNow Incidents Closed

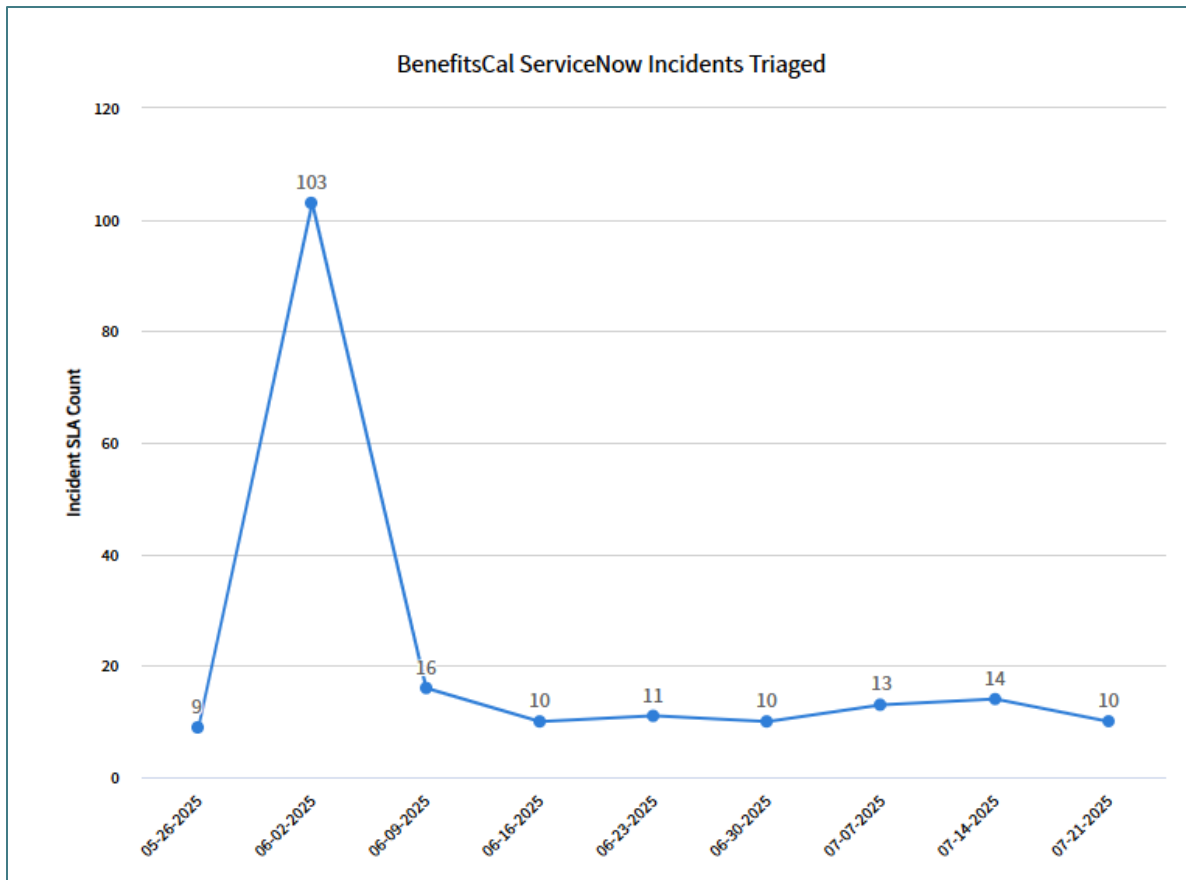


Figure 4: BenefitsCal ServiceNow Incidents Triaged

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.

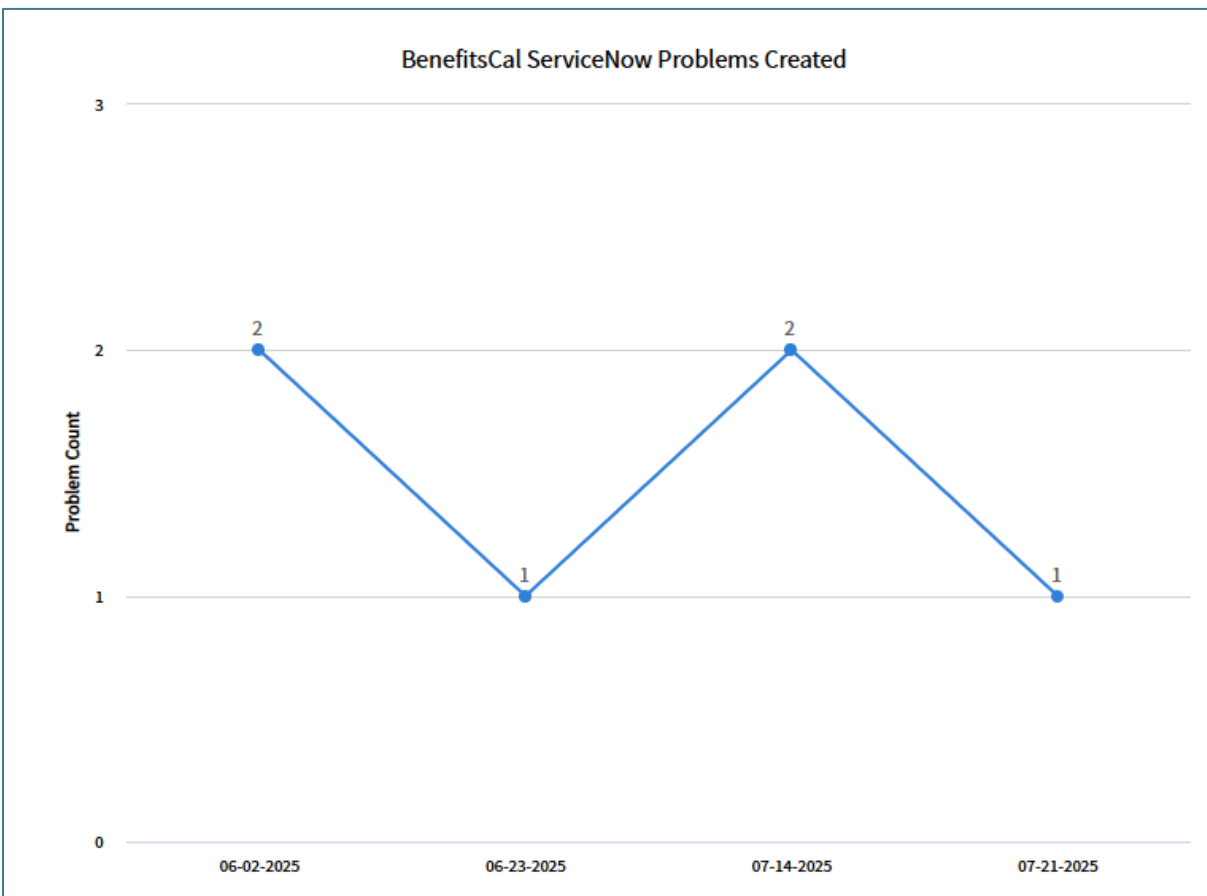


Figure 5: BenefitsCal ServiceNow Problems Created

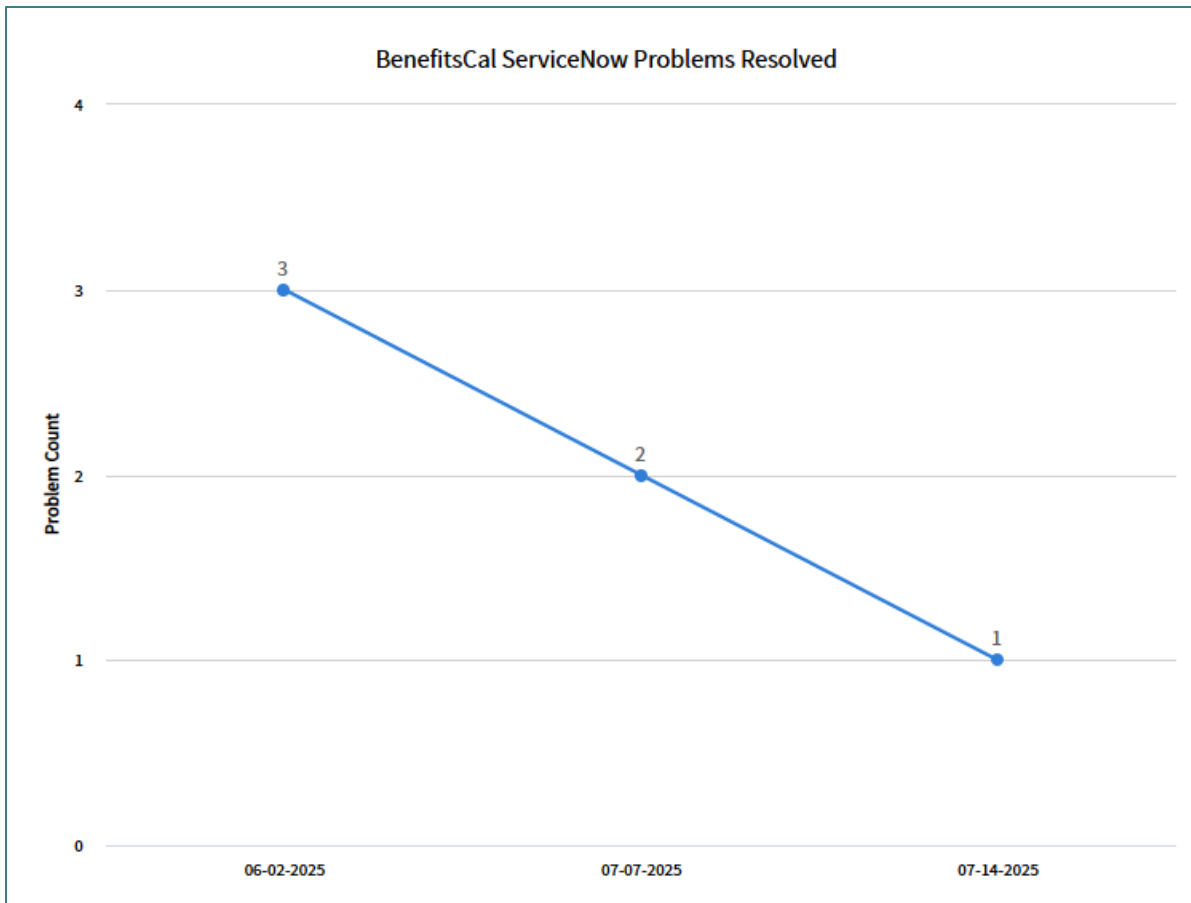


Figure 6: BenefitsCal ServiceNow Problems Resolved

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 last step in escalation. The dates on the x-axis represent the start of a week.

BenefitsCal ServiceNow Incidents by State and Age

	Aging Category	(empty)	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
State									
New		1	0	0	0	0	0	0	1
On Hold		0	1	2	4	0	3	0	10
Resolved		0	1	0	0	0	1	0	2
Closed		0	0	79	456	180	141	3	859
Count		1	2	81	460	180	145	3	872

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

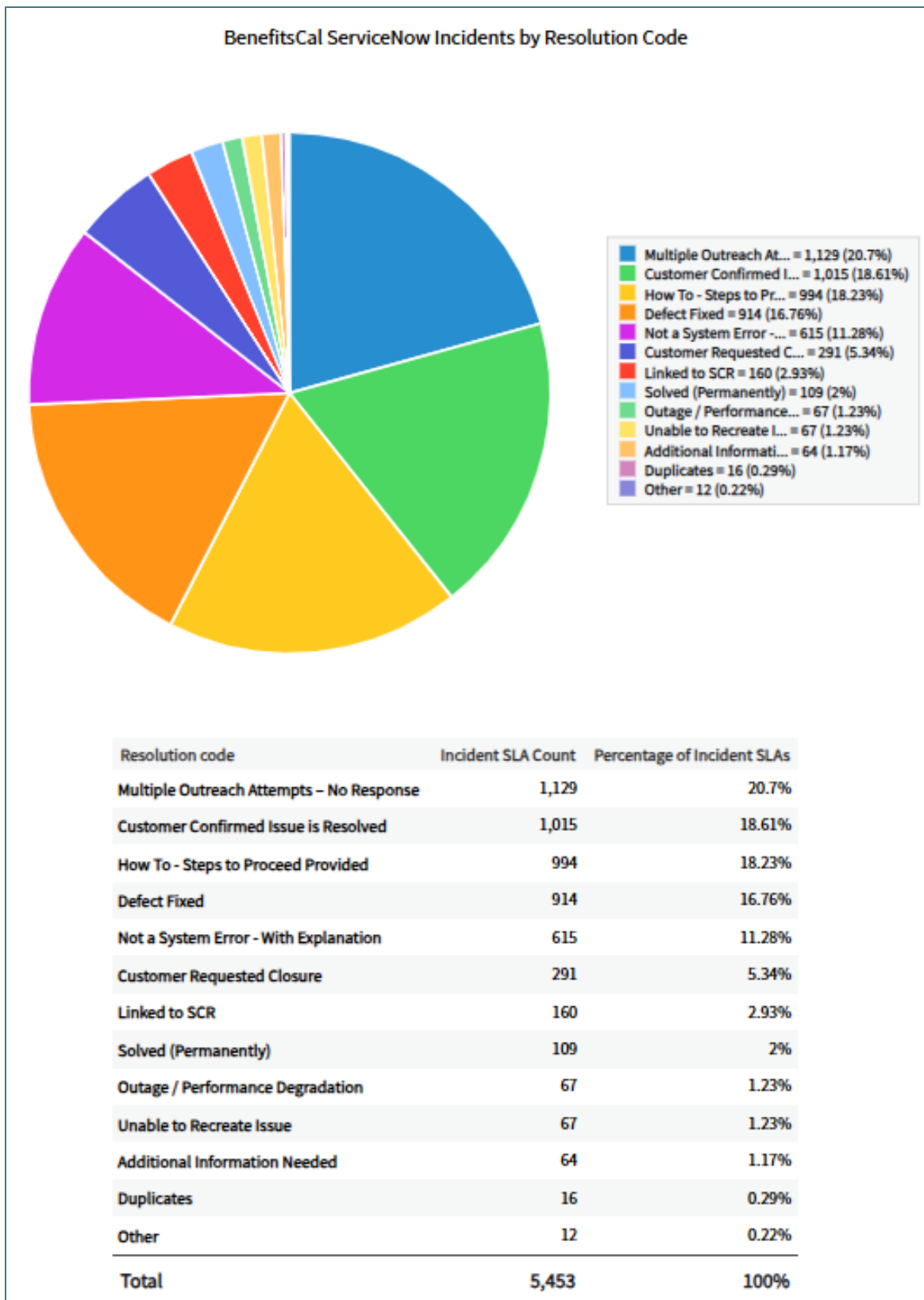


Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

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

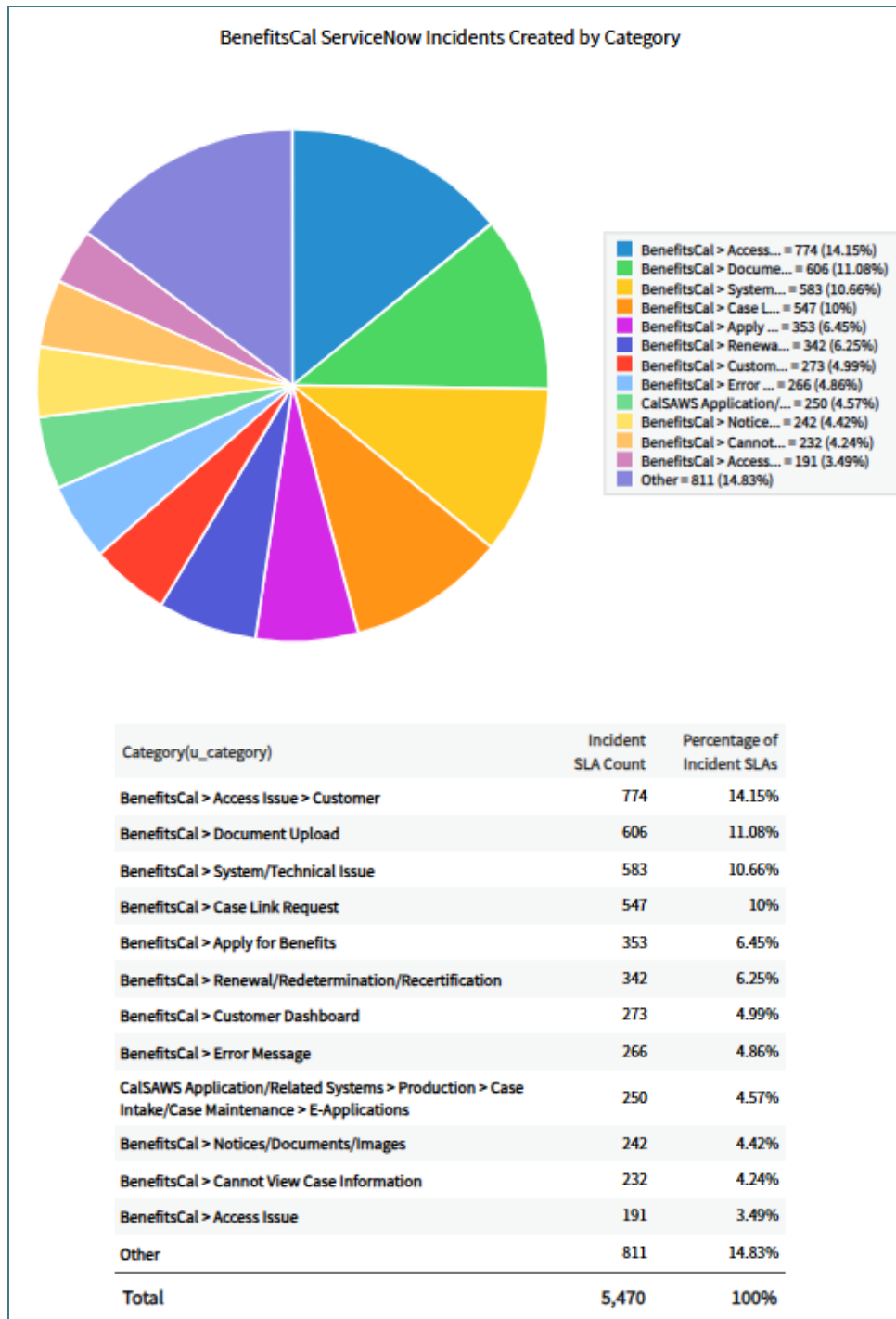


Figure 9: BenefitsCal ServiceNow Incidents Created by Category

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.

3.2 Technology Operations

The BenefitsCal technology operations team provides Amazon Web Services (AWS) serverless infrastructure and BenefitsCal application support. 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.

3.3 BenefitsCal Maintenance and Operations

Table 12: BenefitsCal Outages

SCHEDULED DATE	OUTAGE TIMEFRAME	ACTIVITY DESCRIPTION
07/18/25 – 07/19/25	10:00 pm PST – 2:00 am PST	Hyland Maintenance (Holding queues for Document Transfer)
07/20/25	6:00 am – 1:00 pm PST	CalSAWS Application Maintenance (Offline mode)
07/25/25	10:00 pm PST – 2:00 am PST	CalSAWS Application Maintenance (Maintenance mode)
07/27/25	2:00 pm – 6:30 pm PST	CalSAWS Application Maintenance (Offline mode)

Table 13: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
07/31/25	8:00pm – 9:30 pm PST	BenefitsCal Production Deployment – 25.07.31.

3.4 Production Defect Backlog

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

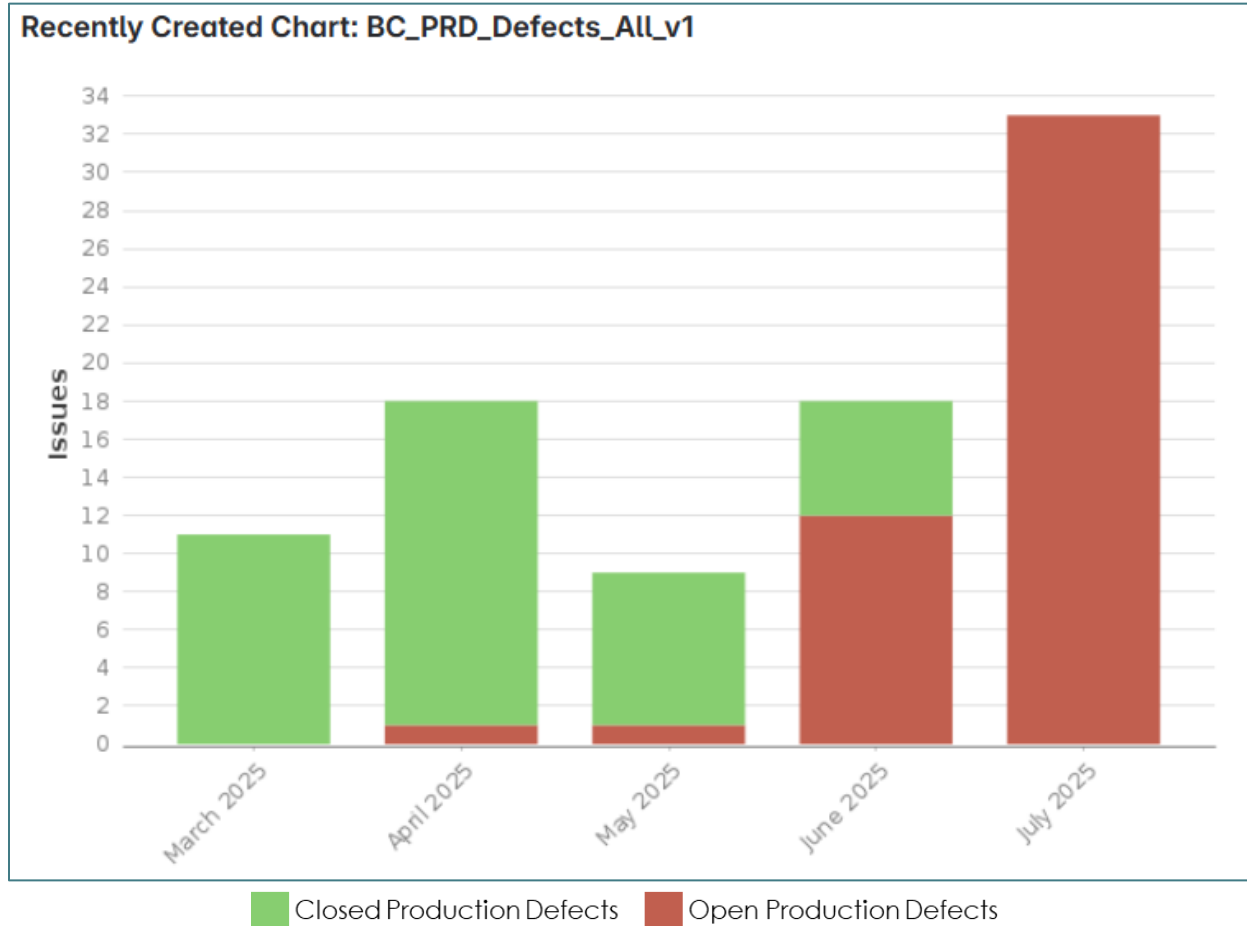


Figure 10: Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 25.07.31	RELEASE 25.08.28	25.09.25	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	2	0	0	2
New	0	0	0	0
In Progress	2	0	0	2
Closed	0	0	0	0
3-NORMAL/LOW	21	26	21	68
New	0	12	7	19
In Progress	21	14	14	49
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	23	26	21	70

3.5 Production Operations

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

3.6 Deviation from Plan/Adjustments

- None for the reporting period.

4 APPLICATION DEVELOPMENT AND TEST

4.1 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** – None for the reporting period.

Table 15: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
25.07.31 – Monthly	07/31/25	Seven (7) enhancements and twenty-one (23) production defects are planned for User Error Handling, Exception Handling, and Application Summary.

4.2 Requirements and Design

- **Activities for the Reporting Period – Requirements and Design**
 - Designs and Design Meetings
 - ♦ Finalized design work for the August 2025 enhancements.
 - ♦ Hosted the BenefitsCal CWDA Check-in Meetings on 07/14/25 and 07/21/25.
 - ♦ Attended the Project Milestone Meetings with the Consortium and CalSAWS on 07/14/25 and 07/21/25.
 - ♦ Hosted the DDI and M&O Biweekly meetings on 07/15/25, 07/17/25, 07/22/25, and 07/24/25.
 - ♦ Attended CA-291277 Update the Two-Way Messaging Action Process for Read Actions - Diagram Flow on 07/15/25.
 - ♦ Hosted the UCD Monthly Meeting Prep Call with State Partners on 07/16/25.
 - ♦ Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 07/16/25 and 07/23/25.
 - ♦ Hosted the BenefitsCal Pipeline Call - New Series on 07/17/25.
 - ♦ Host the UCD Monthly Meeting with Advocates and State Partners on 07/23/25.
 - ♦ Attend the Get CalFresh Parity List Meeting on 07/23/25.
 - ♦ Hosted BenefitsCal - CalSAWS Connect: NA 1273 Digitization in BenefitsCal on 07/24/25.
 - ♦ Hosted Gainwell - BenefitsCal Connect: One-Time Password During Account Creation on 07/24/25.
 - ♦ Attended CA-291144 - Reinstatement of the Asset Limit Non-Magi Medical on 07/25/25.
- **Activities for the Next Reporting Period – Requirements and Design**
 - **Designs and Design Meetings**
 - ♦ Begin design work for the September 2025 enhancements.
 - ♦ Host the BenefitsCal CWDA Check-in Meetings on 07/28/25 and 08/04/25.

- ♦ Attend the Project Milestone Meetings with the Consortium and CalSAWS on 07/28/25 and 08/04/25.
- ♦ Host the DDI and M&O Biweekly meetings on 07/29/25, 07/31/25, 08/05/25, and 08/07/25.
- ♦ Host the BenefitsCal PM Stand-Up Meetings with the Consortium on 07/30/25 and 08/06/25.
- ♦ Host the BenefitsCal Pipeline Call - New Series on 07/31/25.
- ♦ Attend the Self-Service Portal Committee Meeting on 08/05/25.

4.3 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.
- ♦ Started analyzing July Always on survey data.

● User Engagement

- ♦ Conducted recruitment for Usability Testing
- ♦ Conducted Usability Testing for Collaboration Model: Account Creation OTP [CSPM-80558]
- ♦ Conducted Usability Testing for Collaboration Model: CBO Account Creation [CSPM-74269]

● Enhancements

- ♦ Finalized Collaboration Model: Remove Shelter Expense from MC RE Flow [CSPM-80431]
- ♦ Finalized Collaboration Model: Account Creation OTP [CSPM-80558]
- ♦ Continued Collaboration Model: Enable use of the browser back button for unauthenticated pages [CSPM-66458]
- ♦ Started designs for MC Renewal Assets form [CSPM-80782]
- ♦ Finalized designs for Collaboration Model: CBO Account Creation [CSPM-74269]
- ♦ Finalized designs for Collaboration Model: Student Exemptions for LPIE in CalFresh [CSPM-74298]
- ♦ Finalized designs for Collaboration Model: UCD Participation via Always on Survey [CSPM-74302]
- ♦ Started research on Help Center current state assessment

● Advocate Engagement

- ♦ Prepared for July UCD Monthly Meeting
- ♦ Conducted July 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.
- ♦ Continue analyzing July Always on survey data.

- **User Engagement**
 - ♦ Continue recruitment for Usability Testing
 - ♦ Conduct Usability Testing for Collaboration Model: Account Creation OTP [CSPM-80558]
 - ♦ Conduct Usability Testing for Collaboration Model: CBO Account Creation [CSPM-74269]
- **Enhancements**
 - ♦ Continue designs for MC Renewal Assets form [CSPM-80782]
 - ♦ Continue Collaboration Model: Enable use of the browser back button for unauthenticated pages [CSPM-66458]
 - ♦ Continue designs for Collaboration Model: Account Creation OTP [CSPM-80558]
 - ♦ Continue research on Help Center current state assessment
- **Advocate Engagement**
 - ♦ Develop August UCD monthly meeting materials.
 - ♦ Conduct prep calls for August UCD monthly meeting.

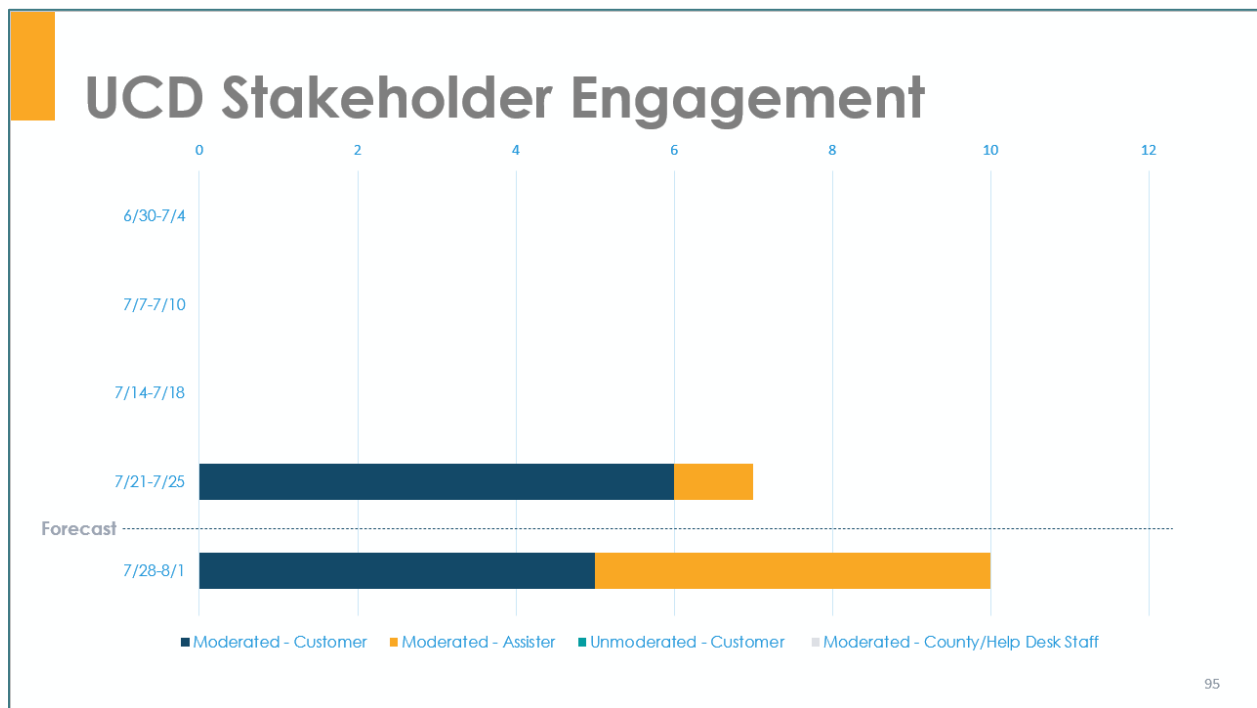


Figure 11: UCD Stakeholder Engagement

4.4 Development

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

Table 16: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 07/25/25	ACTUAL FOR WEEK ENDING 07/25/25	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 25.07.31	4	4	7	Release 25.07.31 is planned for deployment on 07/27/25. CSPM-80596 was later added to the list.
Release 25.08.28	0	0	6	Release 25.08.28 is planned for deployment on 07/28/25.
Release 25.09.21	0	0	1	Release 25.09.21 is planned for deployment on 09/21/25. CSPM-78574 is planned for this release.

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

Table 17: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 08/08/25	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 25.07.31	7	7	7	Release 25.07.31 is planned for deployment on 07/31/25. CSPM-80596 was later added to the list.
Release 25.08.28	0	0	6	Release 25.08.28 is planned for deployment on 07/28/25.
Release 25.09.21	1	1	1	Release 25.09.21 is planned for deployment on 09/21/25. CSPM-78574 is planned for this release.

- **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.

4.5 User Acceptance Test (UAT) Planning

- **Activities for the Reporting Period – User Acceptance Test Planning**
 - UAT Test Execution
 - ♦ Defects for Release 25.07.31 were validated.
 - Test Support
 - ♦ Provided clarification and support to QA/Consortium/Independent Test Team for defect for the Release 25.07.31
- **Activities for the Next Reporting Period – User Acceptance Test Planning**
 - UAT Test Execution
 - ♦ Defects for Release 25.07.31 will be validated.
 - Test Support
 - ♦ Clarification and Support will be provided to QA/Consortium/Independent Test Teams for defects tagged to Release 25.07.31.

4.6 Release Management

- **Activities for the Reporting Period – Release Management**
 - **Release 25.07.31– July Monthly Release**
 - ♦ Validation of tickets tagged to 07/03/31 in progress.

4.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
 - **Release 25.07.31– July Monthly Release**
 - ♦ Validation of tickets tagged to 07/03/31 in progress.

4.7.1 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 25.06.26.

Table 18: Automated Regression Scripts Executed in BenefitsCal

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
25.06.26	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.

5 PERFORMANCE TEST

5.1 Performance Test

▪ Release 25.07.31 – July Monthly Release

- The BenefitsCal performance team successfully executed two (2) rounds of performance tests for the July monthly release performance testing scope inclusive of three (3) enhancements and two (2) defects as 'CSPM-75755: Update SAR 7 to Send CW/CF Income and IRT Related Information', 'CSPM-79874: Phase II: BenefitsCal Database Request-Response Payload Table Optimization', 'CSPM-68270: Collaboration Model: Enhance display of linked cases on BenefitsCal', 'CSPM-80357: Handling exceptions in EBT-Service Lambda function' and 'CSPM-80301: CVE-2023-44487,CVE-2024-47535, CVE-2025-24970 - io.netty:netty-handler, io.netty:netty-common, io.netty:netty-codec-http2, CVE-2023-5072 - org.json:json - Package Vulnerability'. 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 July 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	06/30/25	07/25/25	Release 25.07.31 July Monthly Release	Scope: Three (3) enhancements and two (2) defects in scope. Executions: BenefitsCal isolated Load tests with mock services. <ul style="list-style-type: none">▪ Wednesday, July 23 (Completed)▪ Friday, July 25 (Completed)	100%

5.2 Training Materials Update

- None for the reporting period.

5.3 Deviations from Plan/Adjustments

- None for the reporting period.

5.4 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 07/25/25.

- [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 Single Sign-On users specific to BenefitsCal and facilitate onboarding and offboarding of SSO for BenefitsCal users, as needed.