# CalSAWS
California Statewide Automated Welfare System



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

Reporting Period: July 28, 2025 – August 10, 2025

# Table of Contents

**TABLE OF TABLES**

**TABLE OF FIGURES**

# Bi-Weekly Status – BenefitsCal M&O

## 1   EXECUTIVE SUMMARY

### 1.1  Highlights of the Reporting Period

Table 1: Biweekly Status Agenda Topics

| STATUS REPORT SECTION | STATUS AGENDA TOPIC |
|---|---|
| 1.3 | ▪ Monthly Release – The BenefitsCal Team successfully deployed the July Monthly Release 25.07.31 to BenefitsCal Production.<br>▪ Priority Release – The BenefitsCal Team successfully deployed the August Priority Release 25.08.07 to BenefitsCal Production. |
| July Enhancements (July Monthly Release 25.07.31) | ▪ Nine (9) enhancements were delivered to Production on 31st July 2025:<br>  • Four (4) Collaboration Model Enhancements:<br>    ♦ CSPM-74300: Collaboration Model - Q1-2024: Move "Prefer Not to Answer" Demographic Option to End of List<br>    ♦ CSPM-74295: Collaboration Model - Q1-2024: Pronoun Continuity<br>    ♦ CSPM-71696: Collaboration Model - Add Help Text on the Document Upload Flow (8MB Tooltip)<br>    ♦ CSPM-68270: Collaboration Model: Enhance display of linked cases on BenefitsCal.<br>  • Two (2) Partner Support Enhancement:<br>    ♦ CSPM-76303: Test Only: Verify Case Linking email is sent from CalSAWS in customer's preferred language.<br>    ♦ CSPM-80682: Test Only: FIS Regression Testing Support<br>    ♦ CSPM-75755: Update SAR 7 to Send CW/CF Income and IRT Related Information<br>  • One (1) Production Priority Enhancement:<br>    ♦ CSPM-80596: Remove GetCalFresh References from BenefitsCal Maintenance Page<br>  • One (1) Technical Enhancement:<br>    ♦ CSPM-79874: Phase II: BenefitsCal Database Request-Response Payload Table Optimization |
| August Enhancements (August Priority Release 25.08.07, August Monthly Release 25.08.28) | ▪ One (1) enhancement was delivered to Production on 7th August 2025:<br>  • One (1) Production Priority Enhancement:<br>    ♦ CSPM-80804: Remove the "Citizenship/Immigration/Birth Certificate" Document Type from Document Upload section of the Apply For Benefits, CalWORKs Redetermination, SAR7 Periodic Report, and CF37 Recertification flows in BenefitsCal<br>▪ Six (6) additional enhancements will be worked on in the Month of August 2025:<br>  • Three (3) Collaboration Model Enhancements:<br>    ♦ CSPM-76291: Collaboration Model: Orange Banner |

| Status Report Section | Status Agenda Topic |
|---|---|
| | ♦ CSPM-74299: Collaboration Model - Q1-2024: MC RE Flow Language When No Info is on File<br>♦ CSPM-74297: Collaboration Model - Q1-2024: Error Message Display During Account Creation<br>• Three (3) Technical Enhancements:<br>  ♦ CSPM-79875: Phase III: BenefitsCal Database Request-Response Payload Table Optimization<br>  ♦ CSPM-80629: Technical: Removing Keys from Bitbucket<br>  ♦ CSPM-79706: Technical: Update e-Application logic indicators for Immediate Need requests |
| 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>  • Continued analyzing July Always on survey data.<br>▪ **User Engagement**<br>  • Conducted Usability Testing for Collaboration Model: CBO Account Creation [CSPM-74269]<br>▪ **Enhancements**<br>  • Continued designs for MC Renewal Assets form [CSPM-80782]<br>  • Continued Collaboration Model: Enable use of the browser back button for unauthenticated pages [CSPM-66458]<br>  • Continued research on Help Center current state assessment<br>▪ **Advocate Engagement**<br>  • Started drafting July UCD Monthly comment log responses<br>  • Developed materials for August UCD Monthly Meeting |

### 1.1.1 Deliverable Summary

Table 2: Deliverable Summary

| DEL # | DELIVERABLE NAME | STATUS | NEXT DEADLINE |
|---|---|---|---|
| WP 24.31 | CX Bimonthly Report (Jun/Jul 2025) | On Time | Draft submission 08/18/25<br>Final submission 09/02/25<br>Final approval 09/09/25 |

## 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. |

| TOPIC | STATUS | HIGHLIGHTS |
|---|---|---|
| Defects | On Time | There are seventy (52) active Production defects. |
| Incidents | On Time | There are fourteen (14) open Tier 3 incidents. |

## 1.3 Highlights from the Reporting Period

- **Priority Release** – The BenefitsCal Team successfully deployed Priority Release **25.08.07** to BenefitsCal Production.
- **Emergency Release** – None for the reporting period.
- **Monthly Release** – The BenefitsCal Team successfully deployed Monthly Release **25.07.31** to BenefitsCal Production.
- **Planned Outages**
- Thursday, 07/31/25 08:00 pm to 10:00 pm PST
- BenefitsCal Monthly Release 25.07.31
- Thursday, 08/07/25 08:00 pm to 9:30 pm PST
- BenefitsCal Priority Release 25.08.07

## 1.4 Deliverable Management

- **Deliverables and Work Products submitted:**
- 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.
- **Deliverable and Work Product submissions for next reporting period:**
- DWP 24.31: CX Bimonthly Report (Jun/Jul 2025) on 08/18/25.

## 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 |
|---|---|---|---|---|---|
| 0095-25 | Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; TombakianM@CalSAWS.org; tech.productionoperations@calsaws.org; Bill.Kelly@fisglobal.com; CalSAWS.All; Consortium.RegionalManagers.All; Consortium.SectionDirectors; | Scheduled Downtime Notification – 8/24/2025 | 08/04/25 | Communications.Infrastructure | Pete Quijada |

| CIT ID | To | Subject | Distribution Date | Primary CalSAWS Contact | Backup CalSAWS Contact |
|---|---|---|---|---|---|
| | Communications.Infra@CalSAWS.or | | | | |

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 | **08/01/25**:<br>▪ SSApp is on track for 25.09 completion. | 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**
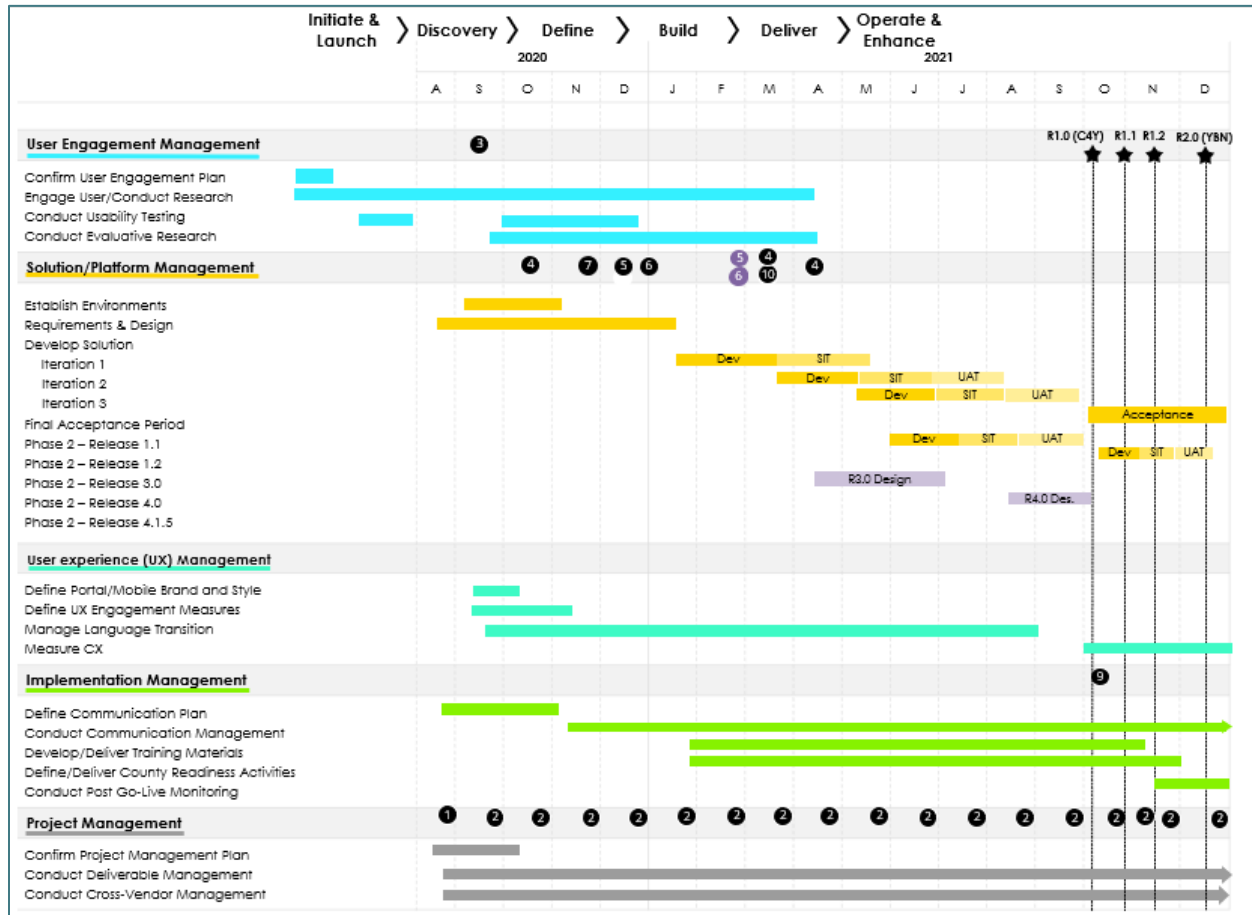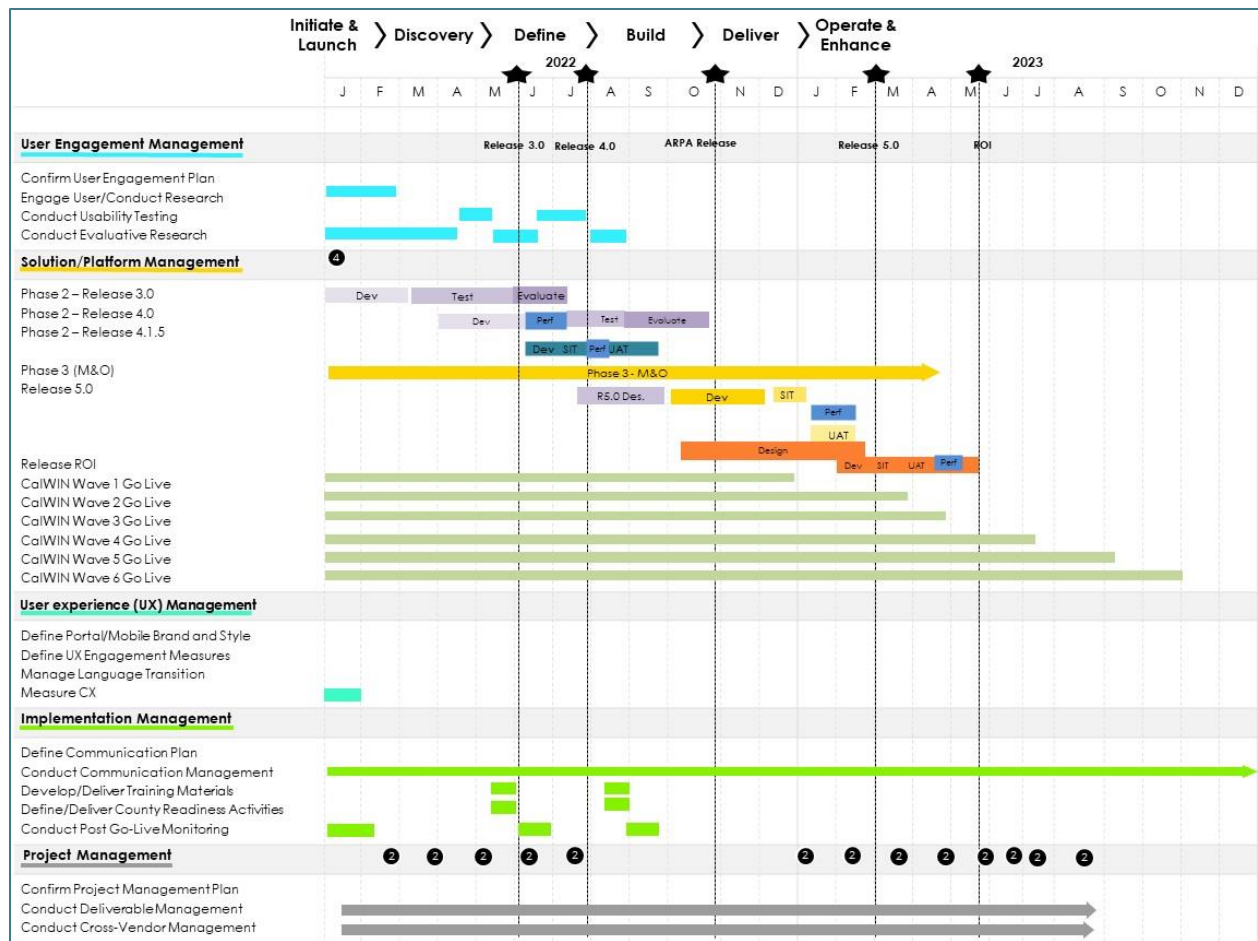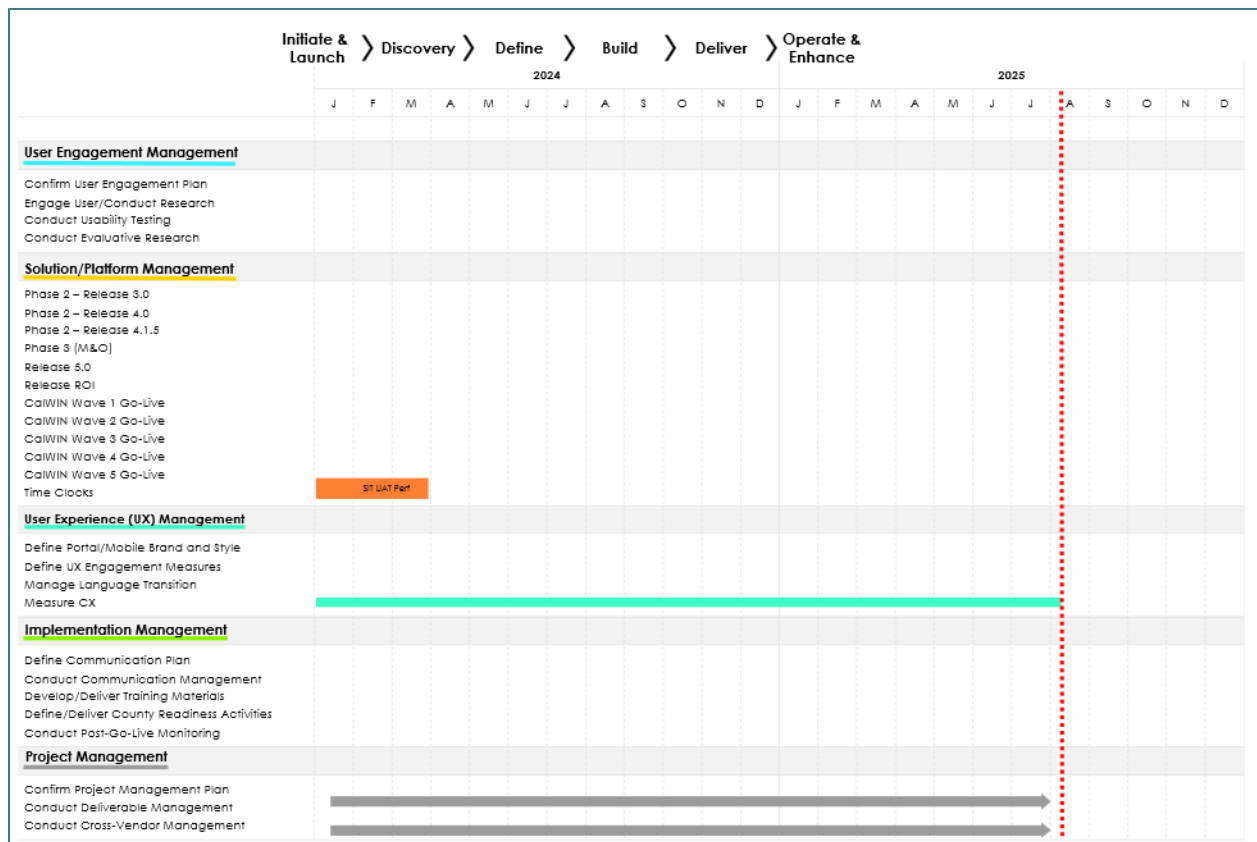
## 1.8 Project Action Items – Overdue

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 | 0 |
| Completed | 3 |
| Reopened | 0 |
| In Review | 0 |
| Withdrawn | 0 |
| TOTAL | 3 |

- **Completed**:
  - 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
  - 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 | Closed | Delivered to Production on 07/31/25. |

| Issue Type | ID | Summary | Status | Update this Week |
|---|---|---|---|---|
| Enhancement | CSPM-71696 | Collaboration Model - Add Help Text on the Document Upload Flow (8MB Tooltip) | Closed | Delivered to Production on 07/31/25. |
| Enhancement | CSPM-74295 | Collaboration Model – Pronoun Continuity | Closed | Delivered to Production on 07/31/25. |
| Enhancement | CSPM-74300 | Collaboration Model – Move "Prefer Not to Answer" Demographic Option to End of List | Closed | Delivered to Production on 07/31/25. |
| 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-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-80558 | Collaboration Model: Account Creation OTP | 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**
- Ten (10) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
- The BenefitsCal Tier 3 Team resolved five (5) incidents in the biweekly reporting period.
- **Incidents Closed**
- The BenefitsCal Tier 3 Team closed two (2) incidents in the biweekly reporting period.
- **Incidents Triaged**
- The BenefitsCal Tier 3 Team has triaged twenty-eight (28) 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 two (2) problem tickets 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.
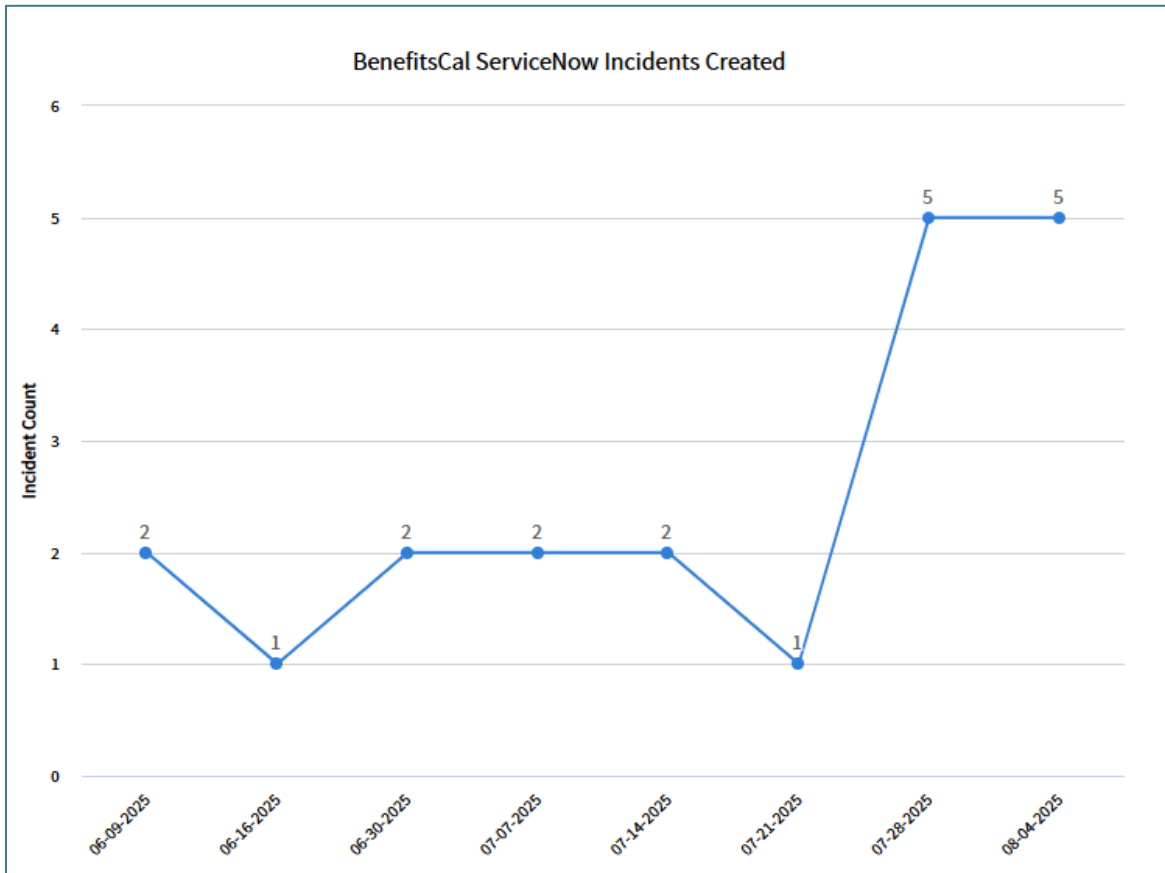


Figure 1: BenefitsCal ServiceNow Incidents Created
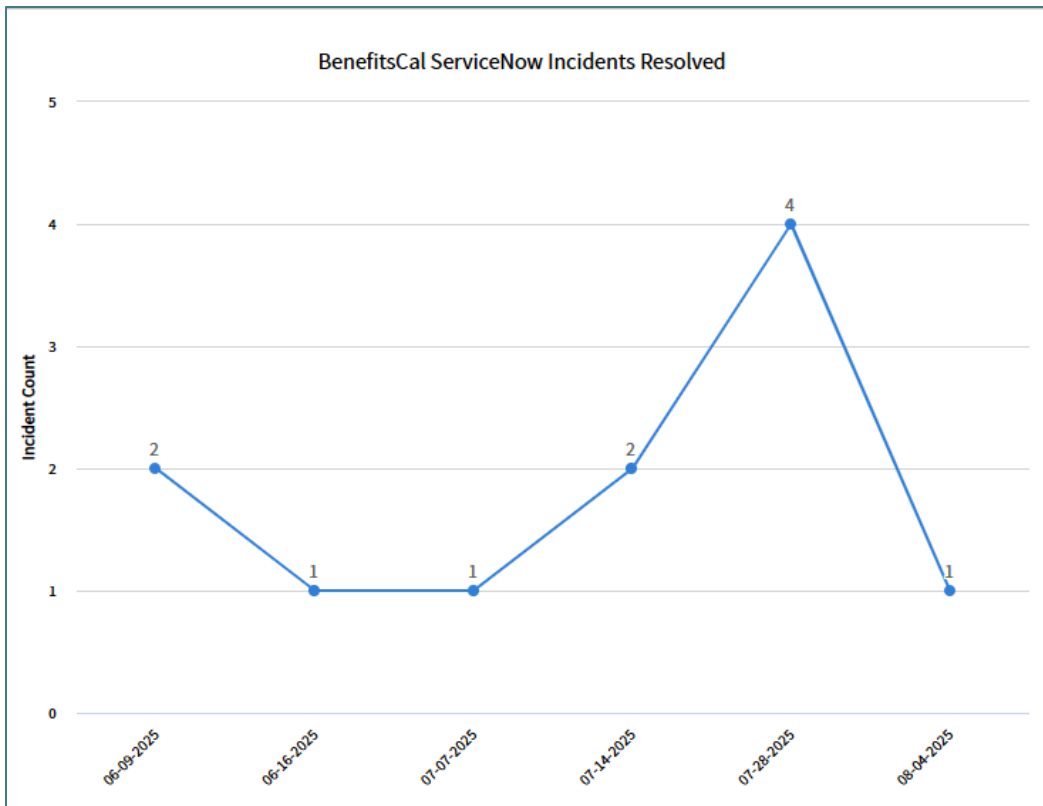
Figure 2: BenefitsCal ServiceNow Incidents Resolved
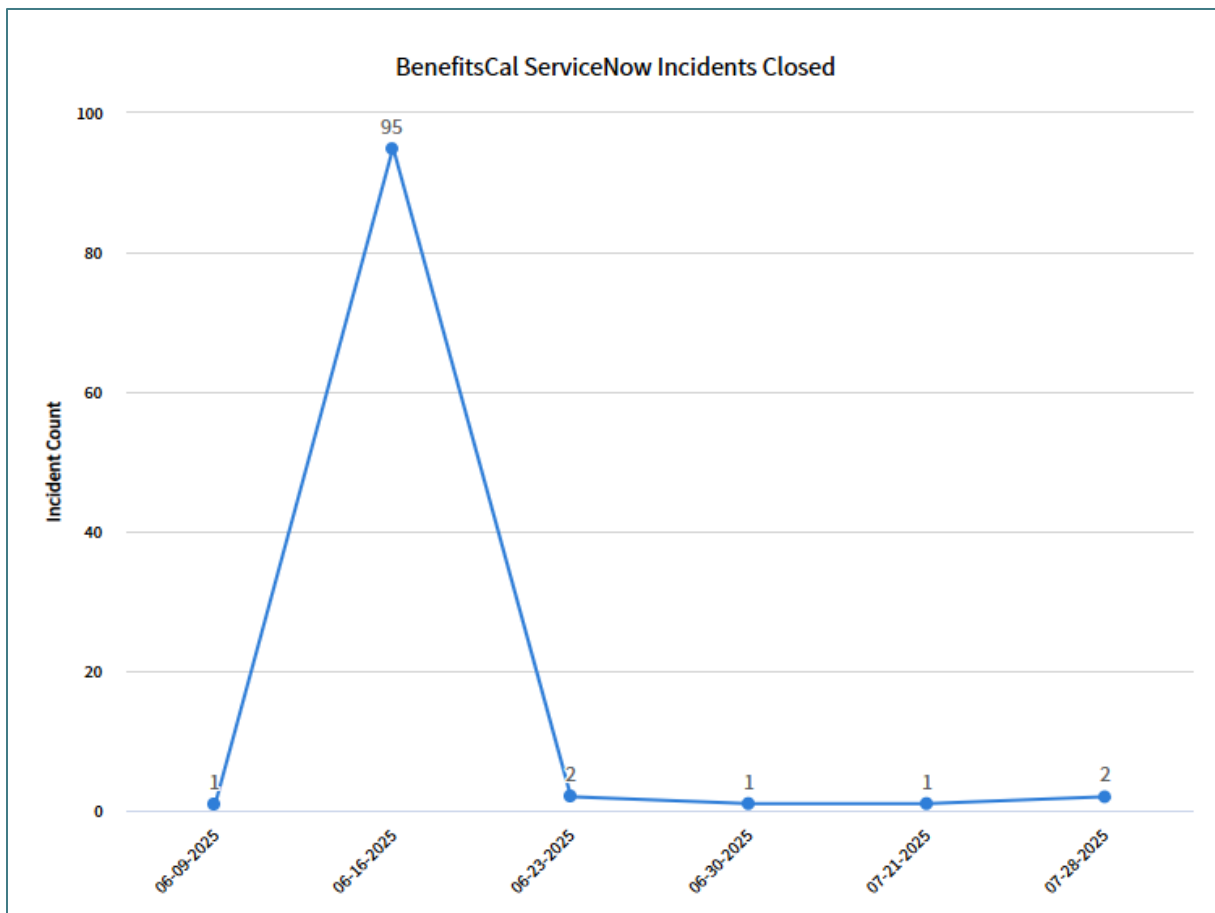
Figure 3: BenefitsCal ServiceNow Incidents Closed
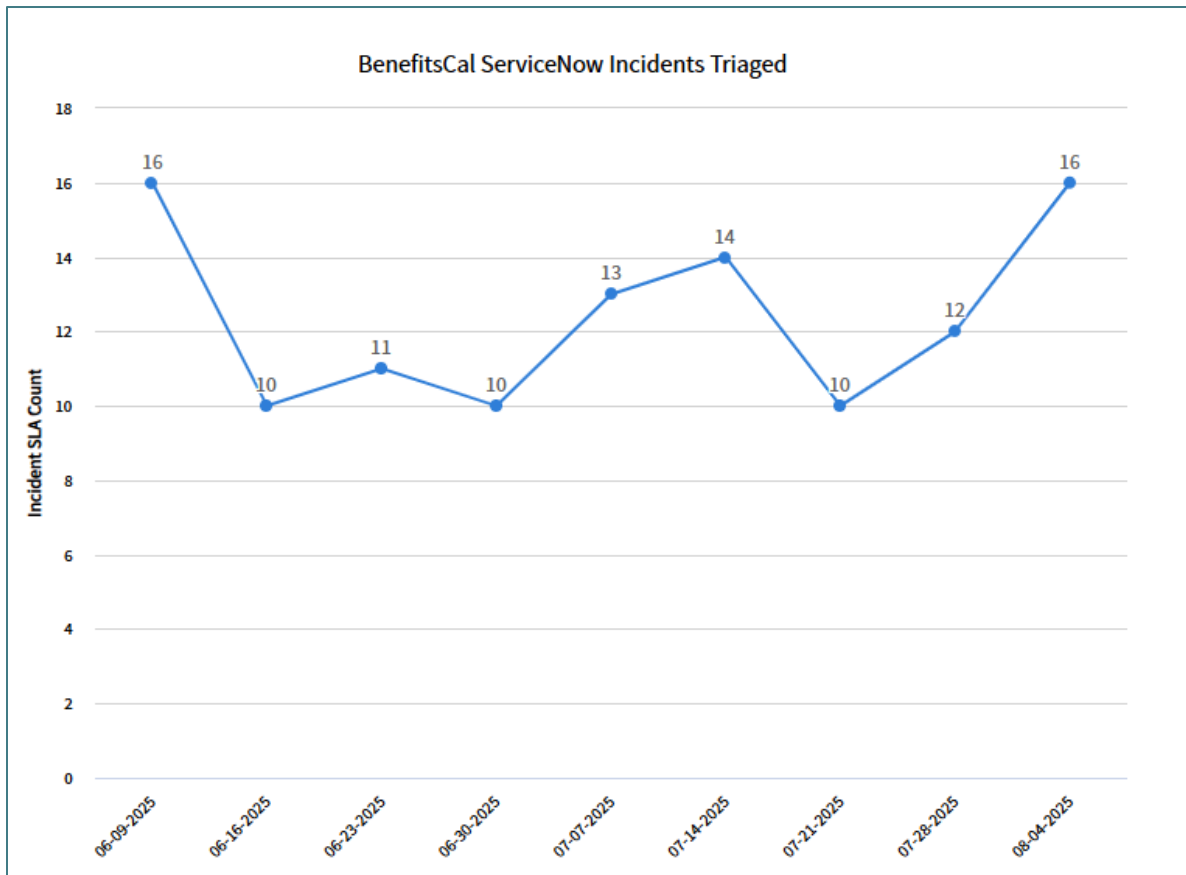
Figure 4: BenefitsCal ServiceNow Incidents Triaged

*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 shown within a particular chart, it is because there were no problems to report for that week.
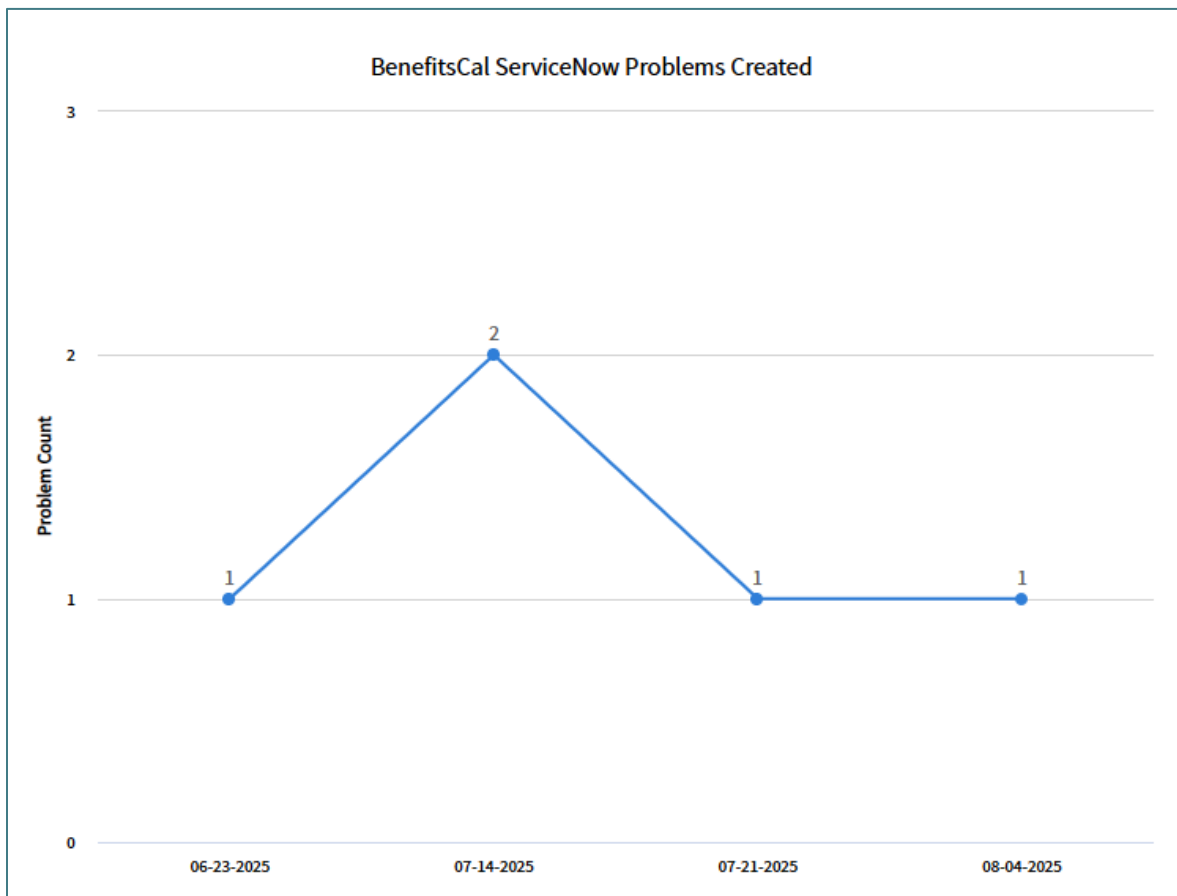


Figure 5: BenefitsCal ServiceNow Problems Created
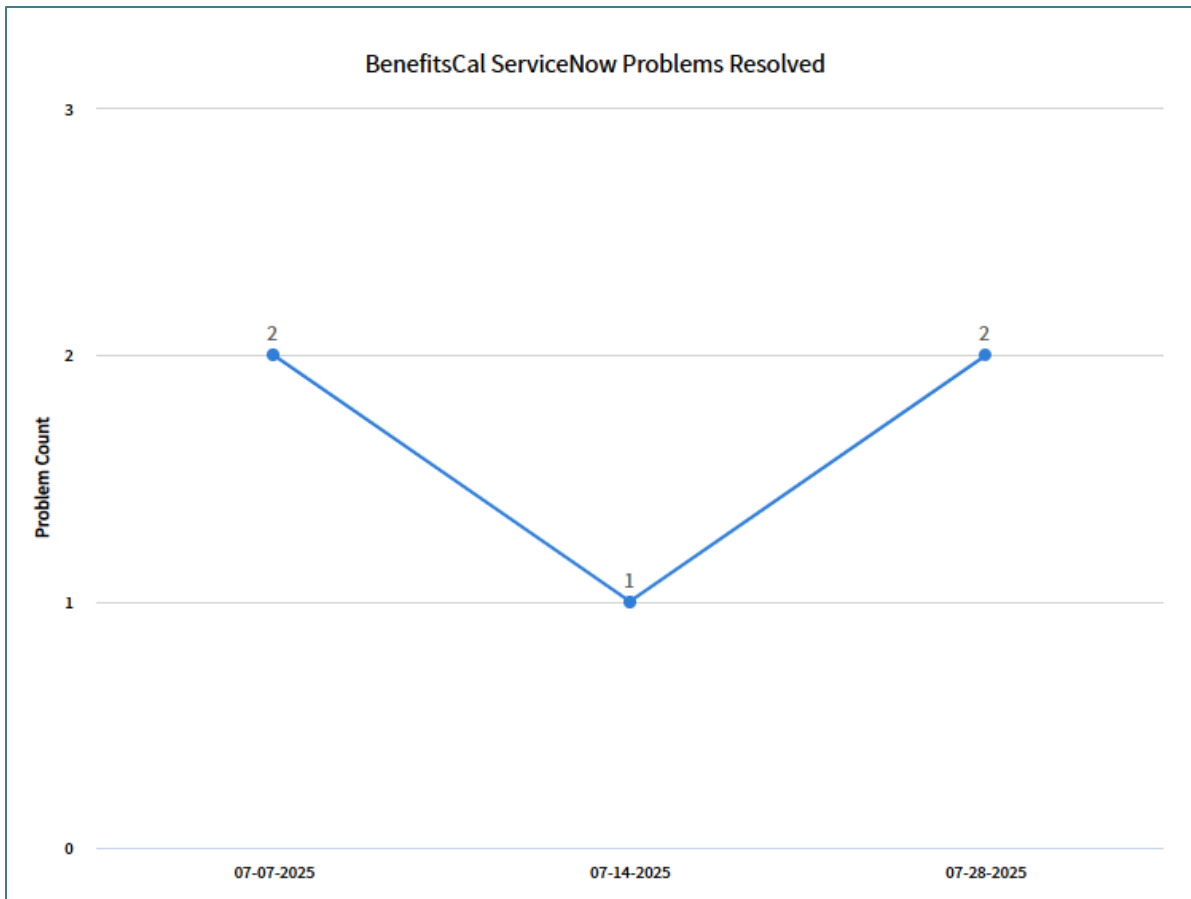
Figure 6: BenefitsCal ServiceNow Problems Resolved

***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**

| 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 | | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 5 |
| On Hold | | 1 | 1 | 1 | 2 | 3 | 0 | 1 | 9 |
| Resolved | | 0 | 0 | 2 | 0 | 1 | 2 | 0 | 5 |
| Closed | | 0 | 0 | 80 | 456 | 180 | 142 | 3 | 861 |
| Count | | 5 | 2 | 83 | 458 | 184 | 144 | 4 | 880 |

| Aging "State" definitions: | |
|---|---|
| **New** | Incident triage not started. |
| **In Progress** | Incident triage in progress. |
| **On Hold** | Incident triage paused – awaiting information/problem. |
| **Resolved** | Incident triage completed providing steps for resolution. |
| **Closed** | Incident triage completed after a defect fix or change request implementation. |

Figure 7: BenefitsCal ServiceNow Incidents by State and Age

## BenefitsCal ServiceNow Incidents by Resolution Code



Legend:
- Multiple Outreach At... = 1,130 (20.65%)
- Customer Confirmed I... = 1,024 (18.71%)
- How To - Steps to Pr... = 995 (18.18%)
- Defect Fixed = 918 (16.77%)
- Not a System Error -... = 620 (11.33%)
- Customer Requested C... = 291 (5.32%)
- Linked to SCR = 160 (2.92%)
- Solved (Permanently) = 109 (1.99%)
- Outage / Performance... = 67 (1.22%)
- Unable to Recreate I... = 67 (1.22%)
- Additional Informati... = 64 (1.17%)
- Duplicates = 16 (0.29%)
- Other = 12 (0.22%)

| Resolution code | Incident SLA Count | Percentage of Incident SLAs |
|---|---|---|
| Multiple Outreach Attempts – No Response | 1,130 | 20.65% |
| Customer Confirmed Issue is Resolved | 1,024 | 18.71% |
| How To - Steps to Proceed Provided | 995 | 18.18% |
| Defect Fixed | 918 | 16.77% |
| Not a System Error - With Explanation | 620 | 11.33% |
| Customer Requested Closure | 291 | 5.32% |
| Linked to SCR | 160 | 2.92% |
| Solved (Permanently) | 109 | 1.99% |
| Outage / Performance Degradation | 67 | 1.22% |
| Unable to Recreate Issue | 67 | 1.22% |
| Additional Information Needed | 64 | 1.17% |
| Duplicates | 16 | 0.29% |
| Other | 12 | 0.22% |
| **Total** | **5,473** | **100%** |

Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

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

**BenefitsCal ServiceNow Incidents Created by Category**



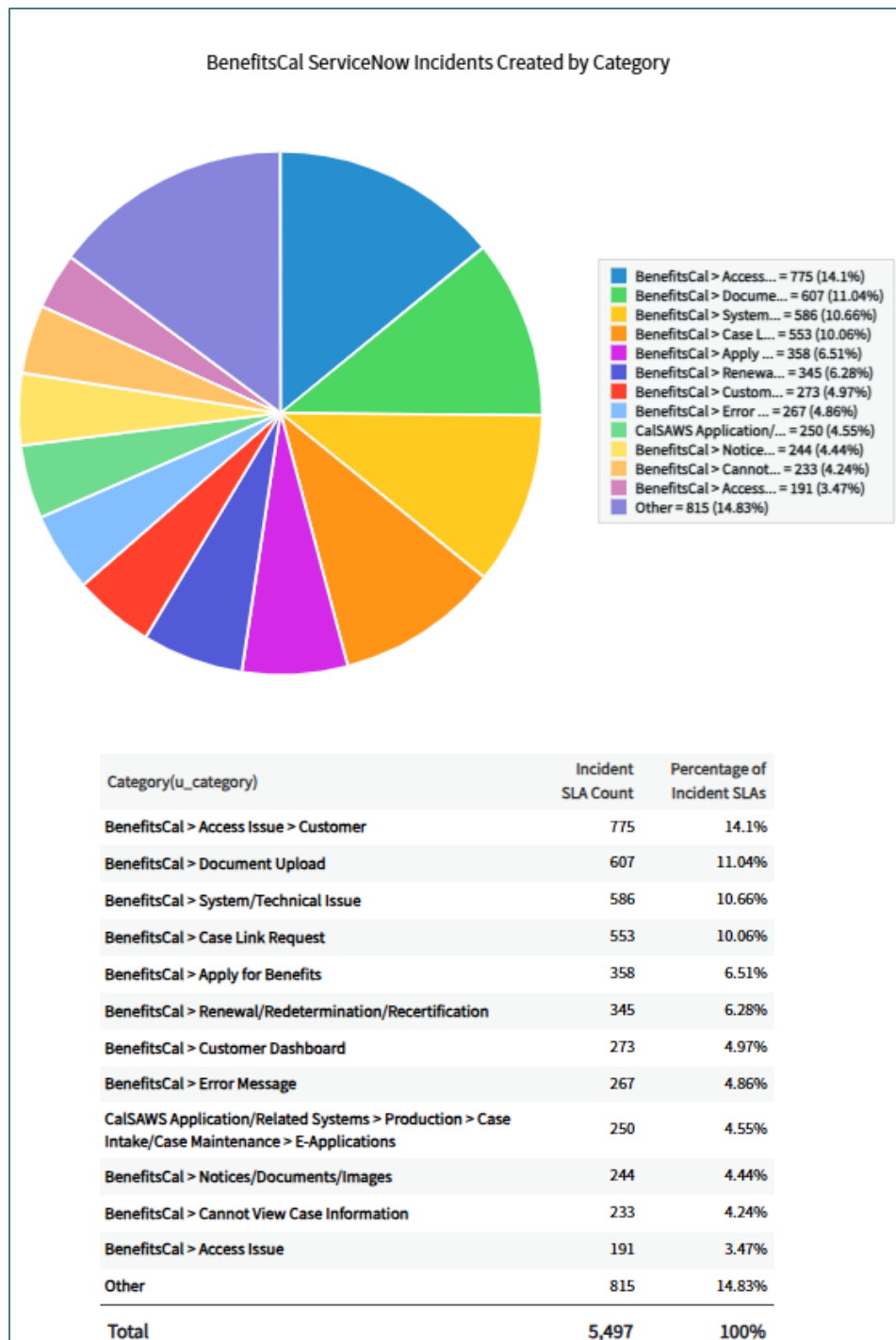| Category(u_category) | Incident SLA Count | Percentage of Incident SLAs |
|---|---|---|
| BenefitsCal > Access Issue > Customer | 775 | 14.1% |
| BenefitsCal > Document Upload | 607 | 11.04% |
| BenefitsCal > System/Technical Issue | 586 | 10.66% |
| BenefitsCal > Case Link Request | 553 | 10.06% |
| BenefitsCal > Apply for Benefits | 358 | 6.51% |
| BenefitsCal > Renewal/Redetermination/Recertification | 345 | 6.28% |
| BenefitsCal > Customer Dashboard | 273 | 4.97% |
| BenefitsCal > Error Message | 267 | 4.86% |
| CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications | 250 | 4.55% |
| BenefitsCal > Notices/Documents/Images | 244 | 4.44% |
| BenefitsCal > Cannot View Case Information | 233 | 4.24% |
| BenefitsCal > Access Issue | 191 | 3.47% |
| Other | 815 | 14.83% |
| **Total** | **5,497** | **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.*

## 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 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.

## 3.3  BenefitsCal Maintenance and Operations

Table 12: BenefitsCal Outages

| SCHEDULED DATE | OUTAGE TIMEFRAME | ACTIVITY DESCRIPTION |
|---|---|---|
| 07/31/25 | 8:00pm – 10:00 pm PST | BenefitsCal Production Deployment – 25.07.31. |
| 07/08/25 | 8:00pm – 9:30 pm PST | BenefitsCal Production Deployment – 25.08.07. |

Table 13: BenefitsCal Upcoming Maintenance

| SCHEDULED DATE | OUTAGE TIMEFRAME | APPLICATION MODE |
|---|---|---|
| 08/28/25 | 8:00pm – 9:30 pm PST | BenefitsCal Production Deployment – 25.08.28. |

## 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.
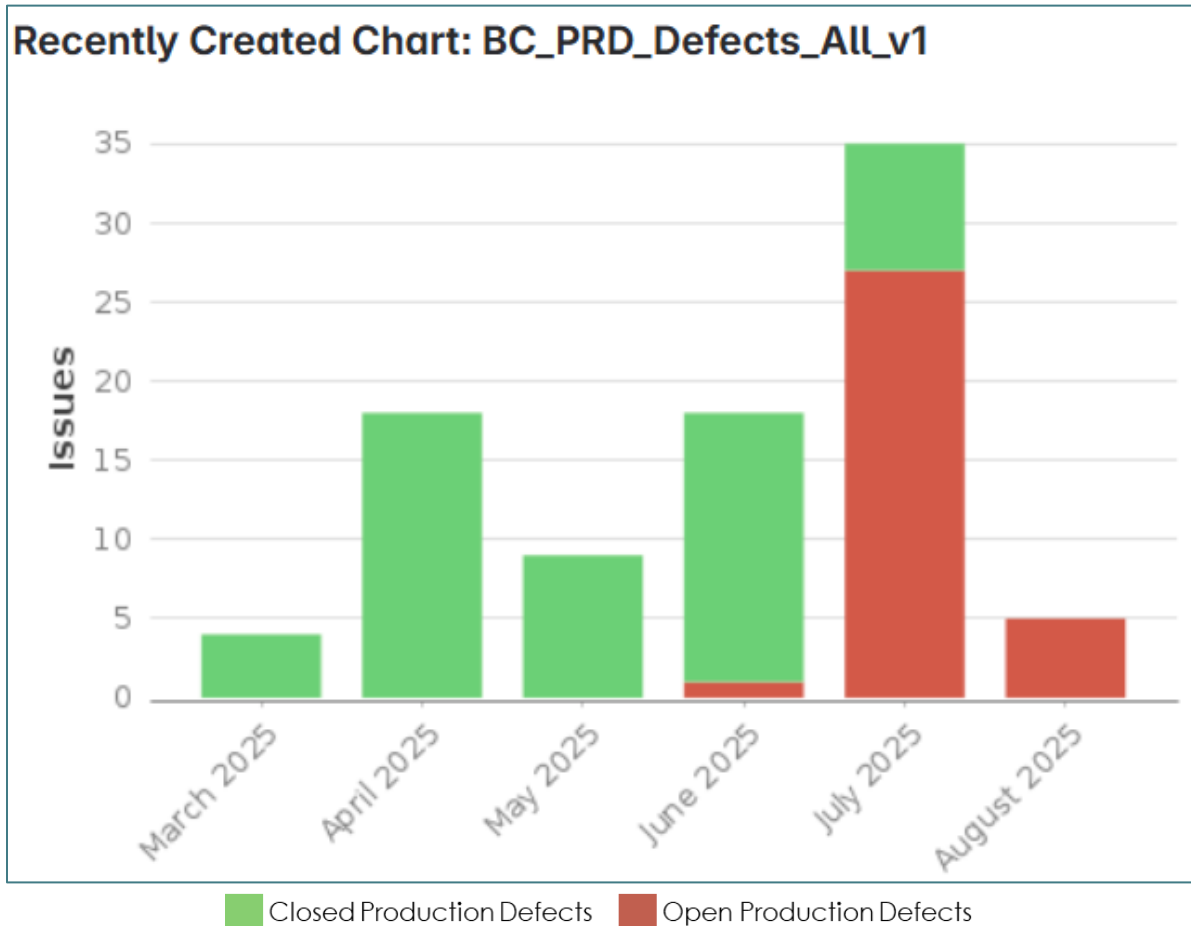


Figure 10: Production Defects Backlog Monthly Trend

### 3.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

| Severity | Release 25.08.28 | | Release 25.09.25 | TBD | 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** | **27** | **24** | **1** | | **52** |
| New | 0 | 9 | 0 | | 9 |
| In Progress | 27 | 15 | 1 | | 43 |
| 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*** | **27** | **24** | *1* | | **52** |

## 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** – One (1) enhancement was deployed with BenefitsCal Priority Release 25.08.07 for User Error Handling, Exception Handling, and Application Summary.
- **BenefitsCal Monthly Release**
- **Monthly Release** – Seven (7) enhancements and nineteen (19) production defects were deployed with BenefitsCal Monthly Release 25.07.31 for User Error Handling, Exception Handling, and Application Summary.

Table 15: BenefitsCal Upcoming Releases

| RELEASE | RELEASE DATE | SUMMARY |
|---|---|---|
| 25.08.28 – Monthly | 08/28/25 | Six (6) enhancements and fifteen (15) 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
  - Continued design work for the September 2025 enhancements.
  - Hosted the DDI and M&O Biweekly meetings on 07/29/25, 07/31/25, 08/05/25, and 08/07/25.
  - Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 07/30/25 and 08/06/25.
  - Hosted the FIS - BenefitsCal Connect: BenefitsCal Enhancements on 07/31/25.
  - Hosted the BenefitsCal Pipeline Call - New Series on 07/31/25.
  - Attended the Project Milestone Meeting with the Consortium and CalSAWS on 08/04/25.
  - Attended the Self-Service Portal Committee Meeting on 08/05/25.
- **Activities for the Next Reporting Period – Requirements and Design**
- **Designs and Design Meetings**
  - Finalize design work for the September 2025 enhancements.
  - Begin design work for the October 2025 enhancements.
  - Attend the Project Milestone Meetings with the Consortium and CalSAWS on 08/11/25 and 08/18/25.
  - Attend the 25.09 County Validation P.M. Touchpoint on 08/11/25, 08/12/25, 08/13/25, 08/14/25, 08/18/25, 08/19/25, 08/20/25, and 08/21/25.
  - Host the DDI and M&O Biweekly meetings on 08/12/25, 08/14/25, 08/19/25, and 08/21/25.
  - Host the UCD Monthly Mtg Prep Call with State Partners on 08/13/25.

- Host the BenefitsCal PM Stand-Up Meetings with the Consortium on 08/13/25 and 08/20/25.
- Host the BenefitsCal Pipeline Call - New Series on 08/14/25.
- Host the UCD Monthly Meeting with Advocates and State Partners on 08/20/25.

## 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.
  - Continued analyzing July Always on survey data.
- **User Engagement**
  - Conducted Usability Testing for Collaboration Model: CBO Account Creation [CSPM-74269].
- **Enhancements**
  - Continued designs for MC Renewal Assets form [CSPM-80782].
  - Continued Collaboration Model: Enable use of the browser back button for unauthenticated pages [CSPM-66458].
  - Continued research on Help Center current state assessment.
- **Advocate Engagement**
  - Started drafting July UCD Monthly comment log responses.
  - Developed materials for August 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**
  - N/A
- **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].
  - Start preparing workshops for Help Center research.
- **Advocate Engagement**
  - Conduct prep calls for August UCD monthly meeting.
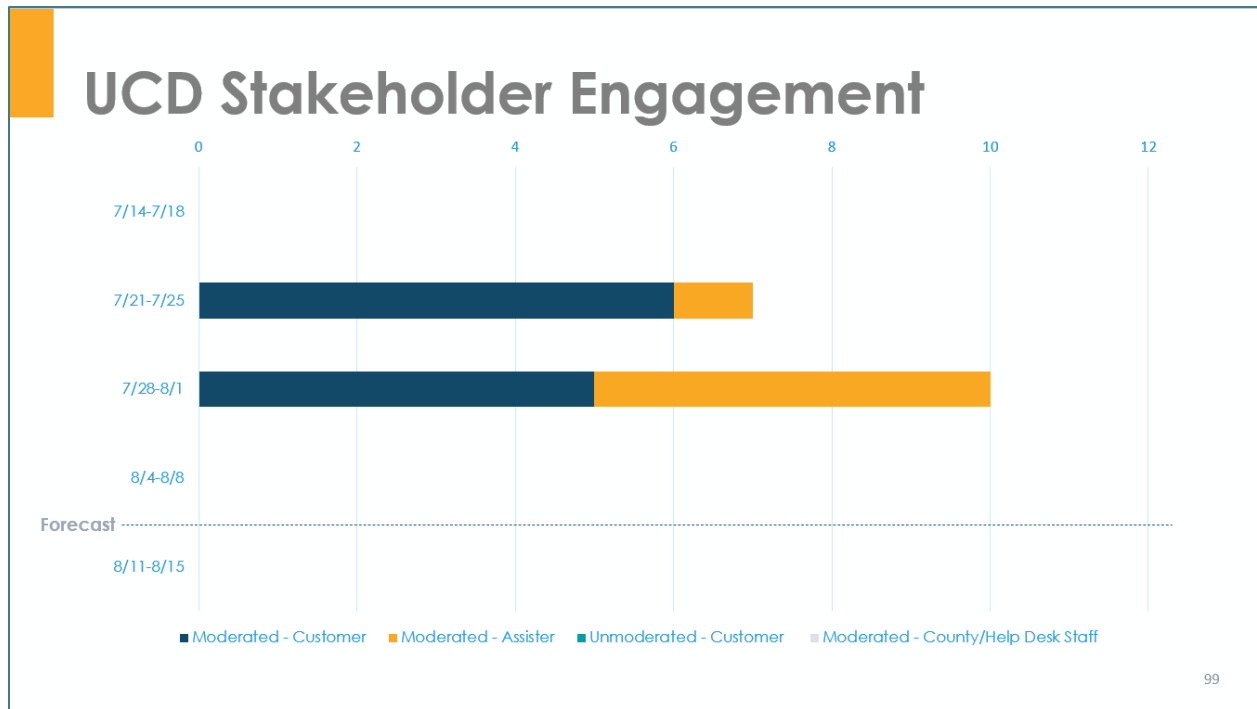  - Conduct August UCD Monthly meeting.

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 08/08/25 | Actual for Week Ending 08/08/25 | Total Planned for the Release | Comments |
|---|---|---|---|---|
| Release 25.07.31 | 7 | 7 | 7 | Release 25.07.31 was deployed to production on 07/27/25. CSPM-80596 was later added to the list. |
| Release 25.08.07 | 1 | 1 | 1 | Release 25.08.07 was deployed to production on 08/07/25. CSPM-80804 was planned as part of this release. |
| Release 25.08.28 | 1 | 2 | 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. |

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

Table 17: Planned Enhancement Work

| RELEASE | PLANNED FOR WEEK ENDING 08/22/25 | 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 25.08.07 | 1 | 1 | 1 | Release 25.08.07 was deployed to production on 08/07/25. CSPM-80804 was planned as part of this release. |
| Release 25.08.28 | 6 | 6 | 2 | 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 25.08.28 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
    - ◆ Deployed 25.07.31 in Production on 07/31
  - Release 25.08.07– August Priority Release
    - ◆ Deployed 25.08.07 in Production on 08/07

## 4.7  System Test Execution

- Activities for the Reporting Period – System Test Execution
  - Release 25.08.28– August Monthly Release
    - ◆ Validation of tickets tagged to 08/28/31 in progress.

### 4.7.1  Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 25.07.31.

Table 18: Automated Regression Scripts Executed in BenefitsCal

| RELEASE | # OF SCENARIOS EXECUTED | # OF SCENARIOS PASSED | # OF SCENARIOS FAILED | OVERALL PASS % | PASS OF EXECUTED | COVERAGE |
|---|---|---|---|---|---|---|
| 25.07.31 | 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 25.08.28 – August Monthly Release**
- BenefitsCal August monthly release performance testing scope includes two (2) enhancements and eleven (11) defects as 'CSPM-80629: Technical: Removing Keys from Bitbucket', 'CSPM-79875: Phase III: BenefitsCal Database Request-Response Payload Table Optimization', 'CSPM-80931: Unauthenticated User Information Disclosure', 'CSPM-80749: Technical: Move the database sequence to main schema from public schema', 'CSPM-80546: Delete unused project aws-chime from code repository', 'CSPM-80541', 'CSPM-80542', 'CSPM-80543', 'CSPM-80544', 'CSPM-80547', 'CSPM-80548', 'CSPM-80549' and 'CSPM-80559' respectively. The performance testing team will update the impacted scripts on the latest codebase to reflect the enhancements and defect changes and ensure all other scripts work as expected.

Table 19: Performance Test Cycles and Test Case Status

| CYCLE | START DATE | END DATE | SCOPE | TEST CASES STATUS | EXECUTION STATUS |
|-------|-----------|----------|-------|-------------------|------------------|
| 15 | 08/04/25 | 08/22/25 | Release 25.08.28 August Monthly Release | **Scope**: Two (2) enhancements and eleven (11) defects in scope. **Executions:** BenefitsCal isolated Load tests with mock services. <br>▪ Thursday, August 21 <br>▪ Friday, August 22 | 20% |

## 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**
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  - ◆ ████████████████████████████████████████████████████████████████████████████████████████████

- **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 08/08/25.

- ▪ ███████
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- **AWS SSO (Shared Services and Outsourcing) for BenefitsCal**
  - ◆ Collaborate with the Consortium Security Team to update Single Sign-On (SSO) users specific to BenefitsCal and facilitate onboarding and offboarding of SSO for BenefitsCal users, as needed.