



Bi-Weekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: August 25, 2025 – September 7, 2025

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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"> Monthly Release – The BenefitsCal Team successfully deployed the August Monthly Release 25.08.28 to BenefitsCal Production.
August Enhancements (August Priority Release 25.08.07, August Monthly Release 25.08.28)	<ul style="list-style-type: none"> One (1) enhancement was delivered to Production on 7th August 2025: <ul style="list-style-type: none"> One (1) Production Priority Enhancement: <ul style="list-style-type: none"> 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 Seven (7) additional enhancements were delivered to Production on 28th August 2025: <ul style="list-style-type: none"> Three (3) Collaboration Model Enhancements: <ul style="list-style-type: none"> CSPM-76291: Collaboration Model: Orange Banner CSPM-74299: Collaboration Model - Q1-2024: MC RE Flow Language When No Info is on File CSPM-74297: Collaboration Model – Q1-2024: Error Message Display During Account Creation One (1) Policy Enhancements: <ul style="list-style-type: none"> CSPM-80436: BenefitsCal-Update CalWORKs MBSAC Income Limits used in Chatbot to current 2025/26 Three (3) Technical Enhancements: <ul style="list-style-type: none"> CSPM-79875: Phase III: BenefitsCal Database Request-Response Payload Table Optimization CSPM-80629: Technical: Removing Keys from Bitbucket CSPM-79706: Technical: Update e-Application logic indicators for Immediate Need requests
September Enhancements (September Priority Release 25.09.21, September Monthly Release 25.09.25)	<ul style="list-style-type: none"> Nine (9) enhancements will be worked on in the month of September 2025: <ul style="list-style-type: none"> One (1) Production Priority Enhancement: <ul style="list-style-type: none"> CSPM-79311: Consolidate Document Upload Functionality Across the BenefitsCal System One (1) Collaboration Model Enhancement: <ul style="list-style-type: none"> CSPM-74269: Collaboration Model - Q1-2024: CBO Account Creation One (1) Policy Enhancement: <ul style="list-style-type: none"> CSPM-78574: 2025 Updates to the Single Streamlined Application (SSApp)

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> One (1) Technical Enhancement: <ul style="list-style-type: none"> ◆ CSPM-79876: Phase IV: BenefitsCal Database Request-Response Payload Table Optimization Five (5) Partner Support Enhancements: <ul style="list-style-type: none"> ◆ CSPM-81305: Update Form Status API to Accept Individual Name in String Format ◆ CSPM-50485: Update API to send CBO Manager/Assister Name for submitted applications for a new reporting requirement in CalSAWS ◆ CSPM-81370: Test Only - Cardholder Search Errors in FIS Integration ◆ CSPM-80139: Test Only: Update the Two-Way Messaging Action Process ◆ CSPM-73685: Test Only: Update Special Circumstances Triggers for e-Application Summary Pages
GetCalFresh(GCF) Transition Items	<ul style="list-style-type: none"> ▪ GCF Parity 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 August Always on survey data. ▪ User Engagement <ul style="list-style-type: none"> • None for the reporting period. ▪ Enhancements <ul style="list-style-type: none"> • Continued designs for MC Renewal Assets form [CSPM-80782]. • Continued designs for Login MFA Improvements to Customer Experience [CSPM-79752]. • Continued designs for Citizenship/Immigration/Birth Certificate Enhancement. • Continued preparing workshops for Help Center current state assessment. ▪ Advocate Engagement <ul style="list-style-type: none"> • Prepared materials for September UCD monthly meeting.

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP 25.43	Monthly M&O Report – August 2025	On Time	Final submission 09/08/25 Final approval 09/16/25
WP 28.41	BenefitsCal Work Plan Monthly Updates – August 2025	On Time	Final submission 09/08/25 Final approval 09/16/25

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-six (53) active Production defects.
Incidents	On Time	There are sixteen (16) 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 **25.08.28** to BenefitsCal Production.
- **Planned Outages**
 - Thursday, 08/25/25 8:00 pm to 10:00 pm PST
 - BenefitsCal Monthly Release 25.08.28

1.4 Deliverable Management

- **Deliverables and Work Products submitted:**
 - FWP 24.31: CX Bimonthly Report (Jun/Jul 2025) on 09/07/25.
- **Deliverable and Work Product submissions for the next reporting period:**
 - FWP 25.43: Monthly M&O Report – August 2025 on 09/08/25.
 - FWP 28.41: BenefitsCal Work Plan Monthly Updates – August 2025 on 09/08/25.
 - Draft OWD 01.01: BenefitsCal Security Planning and Architecture (Group 1) on 09/09/25.
 - OWD 02.01: BenefitsCal Identification and Access Control Procedures (Group 1) on 09/09/25.
 - OWD 03.01: BenefitsCal Incident Response Plan and Procedures (Group 1) on 09/09/25.

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
0103-25	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; Notify.SCATL.Outage; Consortium.RegionalManagers.All; Consortium.SectionDirectors; Communications.Infra@CalSAWS.org	Scheduled Downtime Notification – 9/7/2025	08/25/25	Communications .Infra@CalSAWS.org	Pete Quijada
0105-25	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; Notify.SCATL.Outage; Consortium.RegionalManagers.All; Consortium.SectionDirectors; Communications.Infra@CalSAWS.org	Scheduled Downtime Notification – 9/21/2025	08/27/25	Communications .Infra@CalSAWS.org	Pete Quijada
0108-25	Consortium.RegionalManagers.All; PPOC.All; Consortium.SectionDirectors;	BenefitsCal Community Based Organization (CBO) Awareness Training	08/29/25	Marsale Eramya	Carrie White

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.							

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	No updates for the reporting period.	Open	Low	02/04/25	312

1.6.2 Project Issues

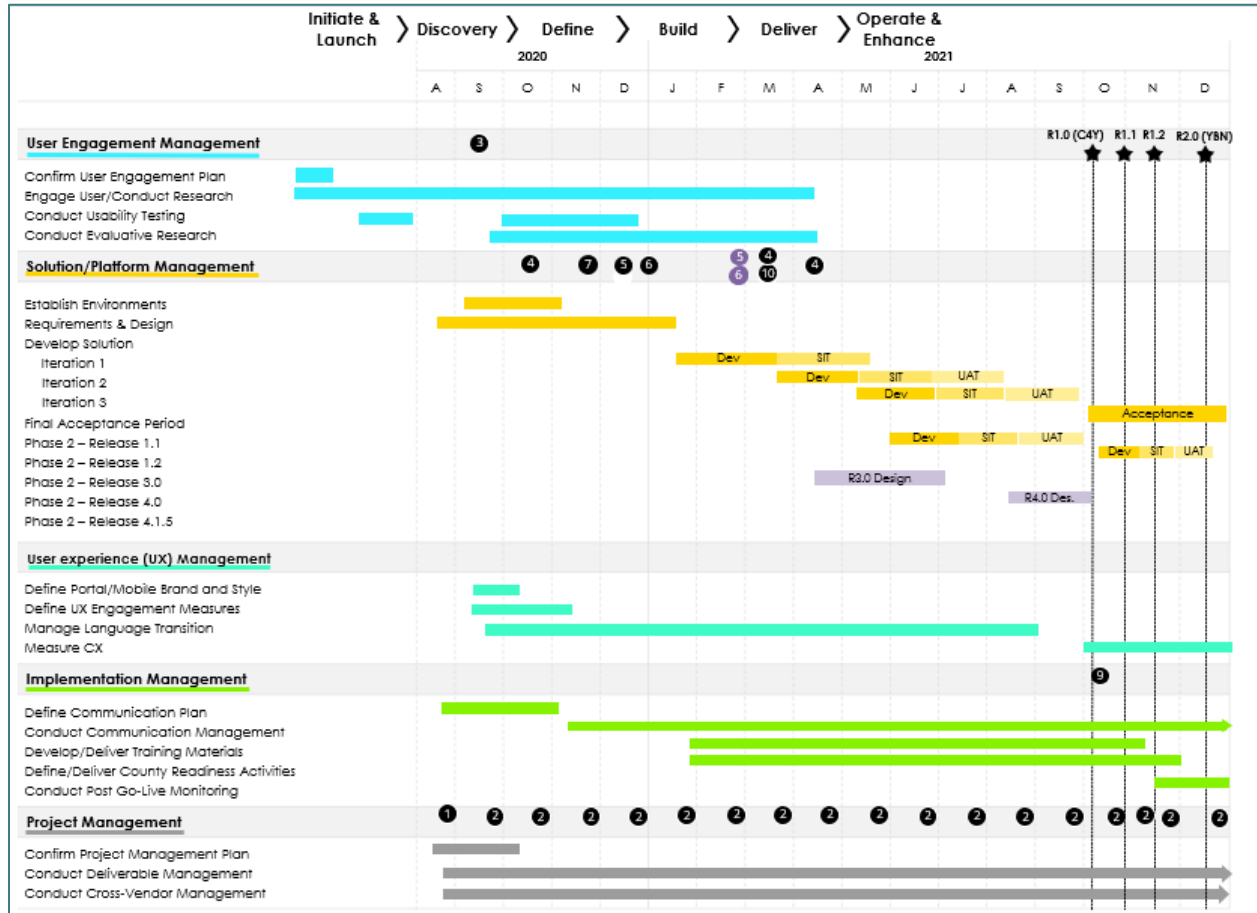
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

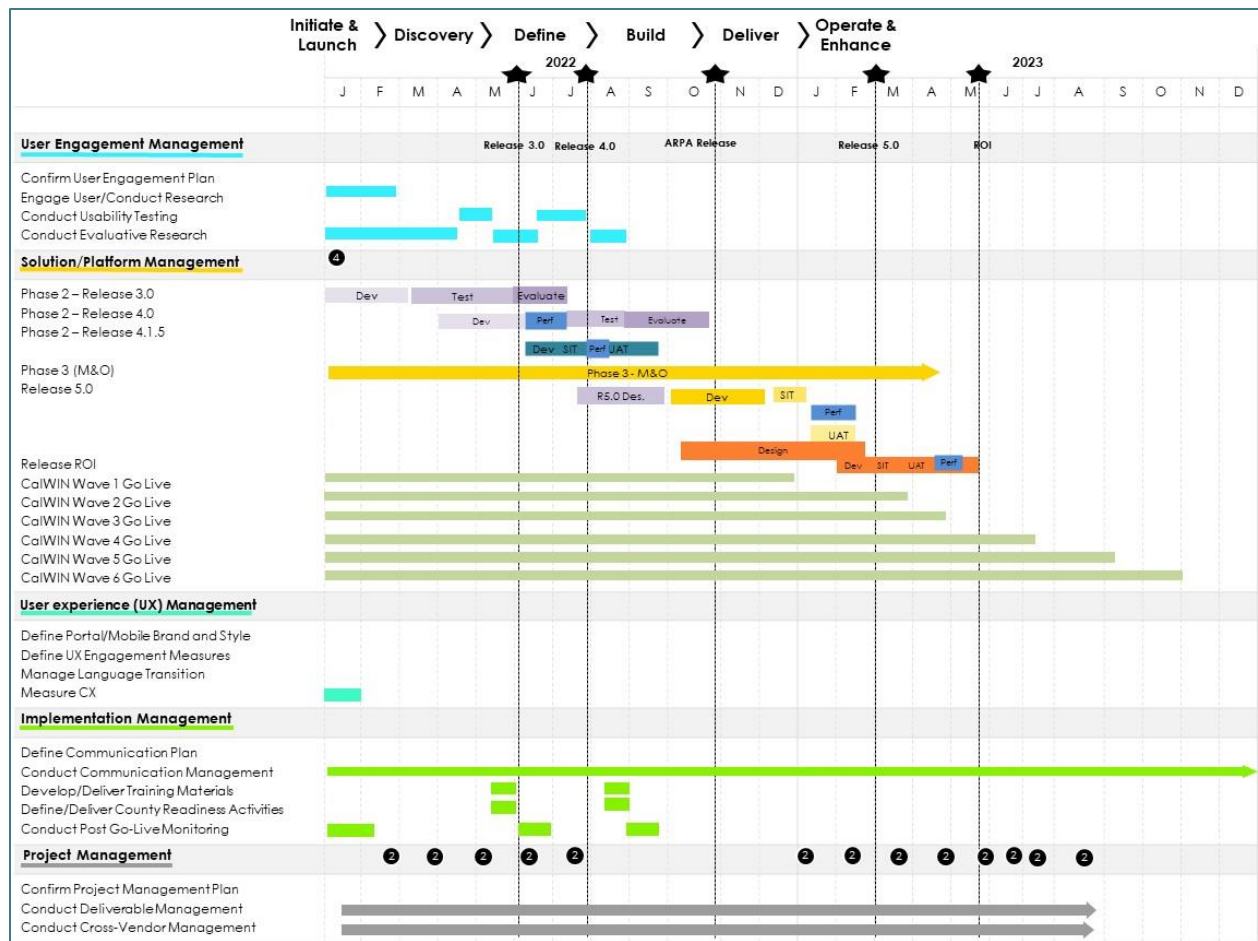
Table 8: Project Issues

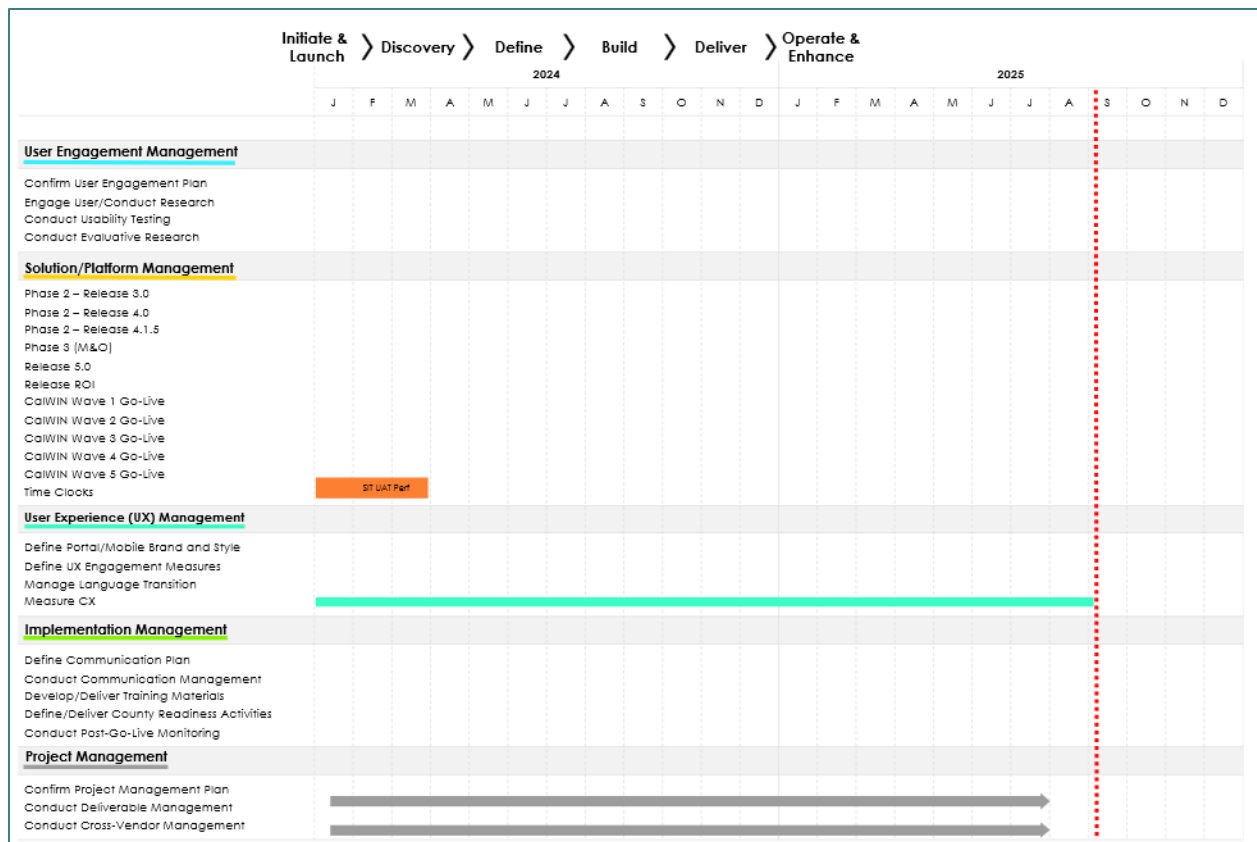
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
None.					

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	2
Completed	5
Reopened	0
In Review	1
Withdrawn	0
TOTAL	8

- **Completed:**
 - CSPM-81259: SIRFRA 1453 – Automation of Updated Member Address
 - CSPM-81355: SIRFRA 4025 – CAPI Automation in CalSAWS and Linkages to Forms SOC 814, 804, and 45
 - CSPM-79135: SCERFRA 25-918 – AB 969 – CalWORKs: Family Violence Option and Gender-based Violence Information
 - CSPM-79127: SCERFRA 25-916 – AB 1324 – CalWORKs
 - CSPM-80294: SCERFRA 25-512 – CalFresh Impact Analysis – One Big Beautiful Bill Act (HR 1)
- **In Review:**
 - CSPM-81410: SCERFRA 25-524 – Revised CW 105 Form
- **New/Assigned:**
 - CSPM-81507: SCERFRA 25-525 – BenefitsCal Income Verification Service
 - CSPM-81508: SCERFRA 25-526 – EBT Benefit Theft

1.10 Deviation from Plan/Adjustments

- None for the reporting period.

2 BENEFITS CAL COLLABORATION MODEL (CM)

■ Activities from the Reporting Period

Prioritization in progress for items prioritized in Q4 2023, Q1 2024, and Q2 2024. (They have already been logged in Jira.)

The table below contains the current enhancements prioritized by CM in any quarter and their updates.

Table 11: Enhancements Updates, Prioritized by CM

ISSUE TYPE	ID	SUMMARY	STATUS	UPDATE THIS WEEK
Enhancement	CSPM-76291	Collaboration Model: Orange Banner	Closed	Successfully delivered to Production on 28 th August 2025.
Enhancement	CSPM-74297	Collaboration Model: Error Message Display During Account Creation	Closed	Successfully delivered to Production on 28 th August 2025.
Enhancement	CSPM-74299	Collaboration Model – MC RE Flow Language When No Info is on File	Closed	Successfully delivered to Production on 28 th August 2025.
Enhancement	CSPM-74269	Collaboration Model: CBO Account Creation	SIT Deployed	Development complete, testing in progress, 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-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**
 - Thirty (30) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved twenty-nine (29) 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 forty-two (42) 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.

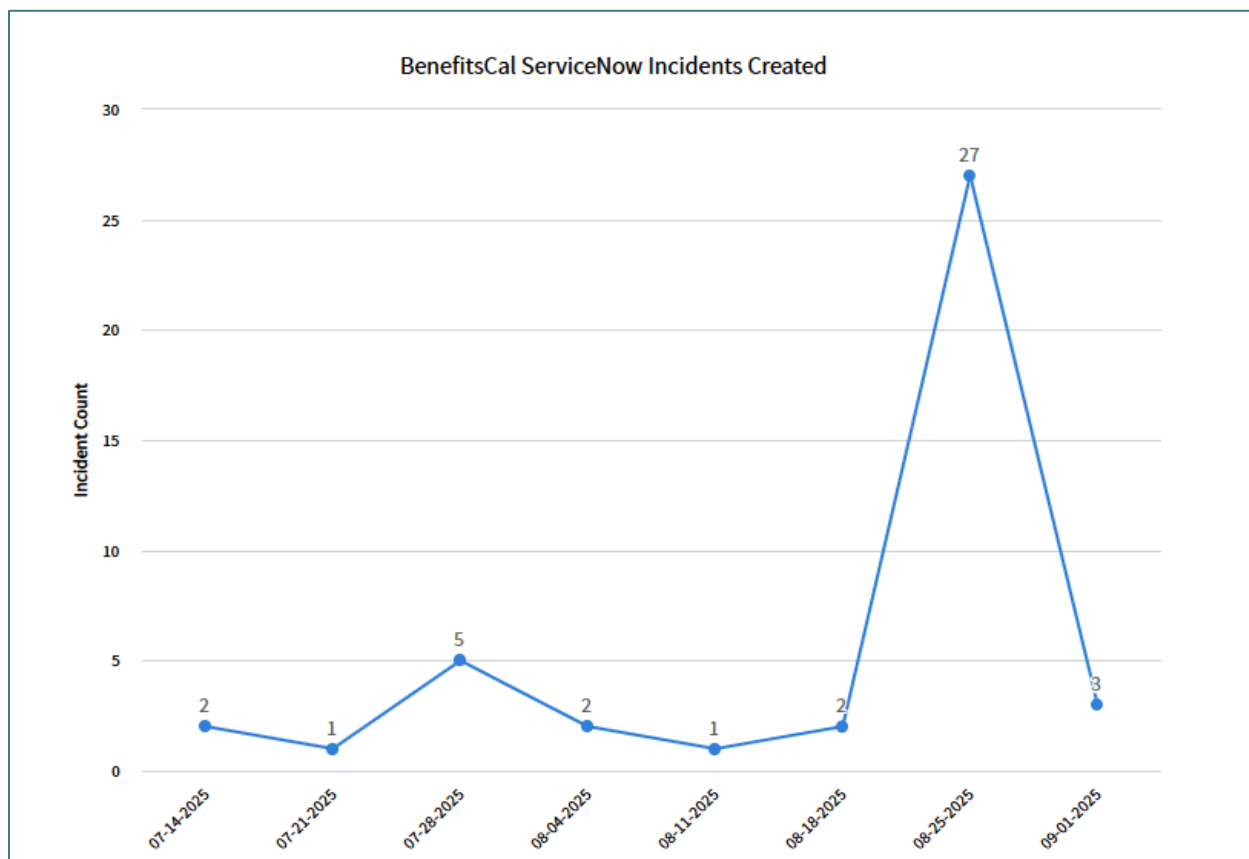


Figure 1: BenefitsCal ServiceNow Incidents Created

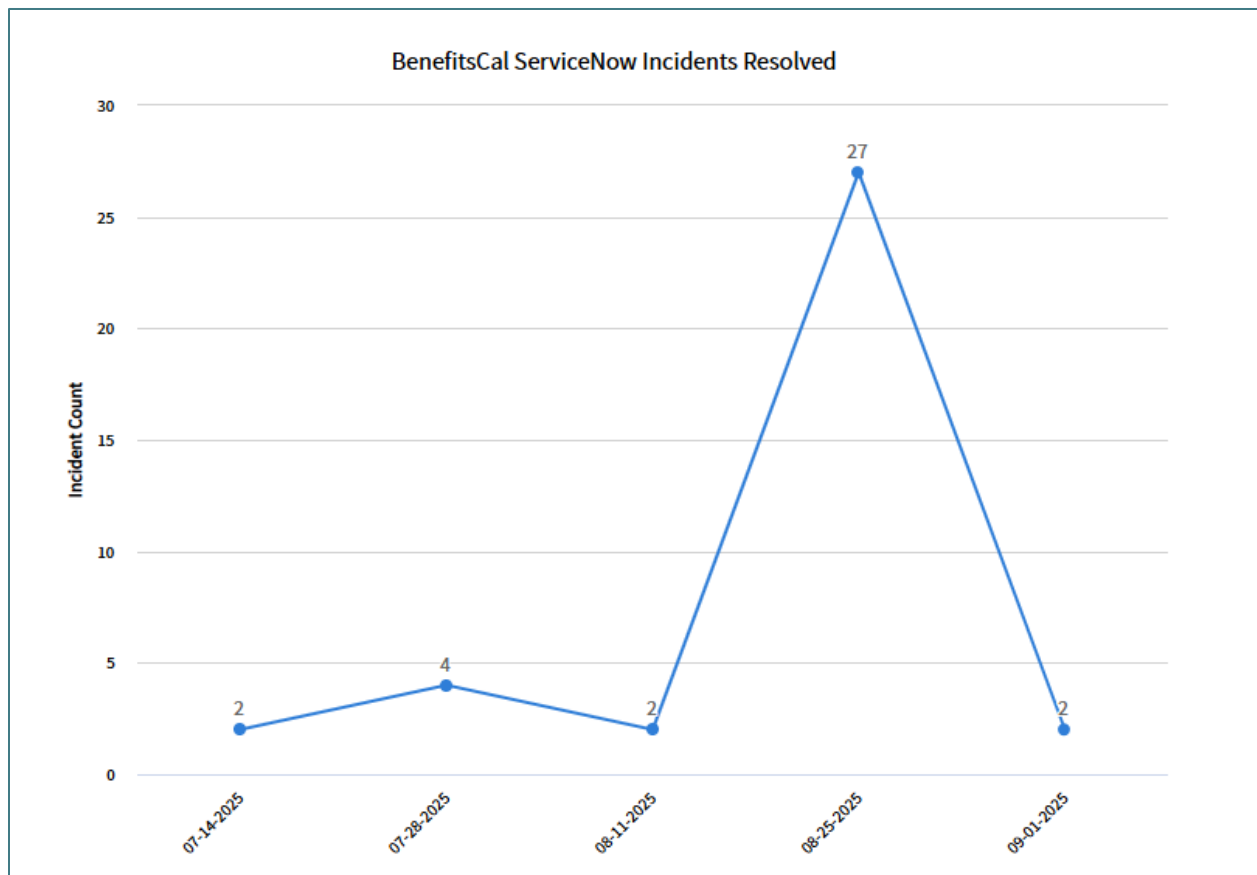


Figure 2: BenefitsCal ServiceNow Incidents Resolved

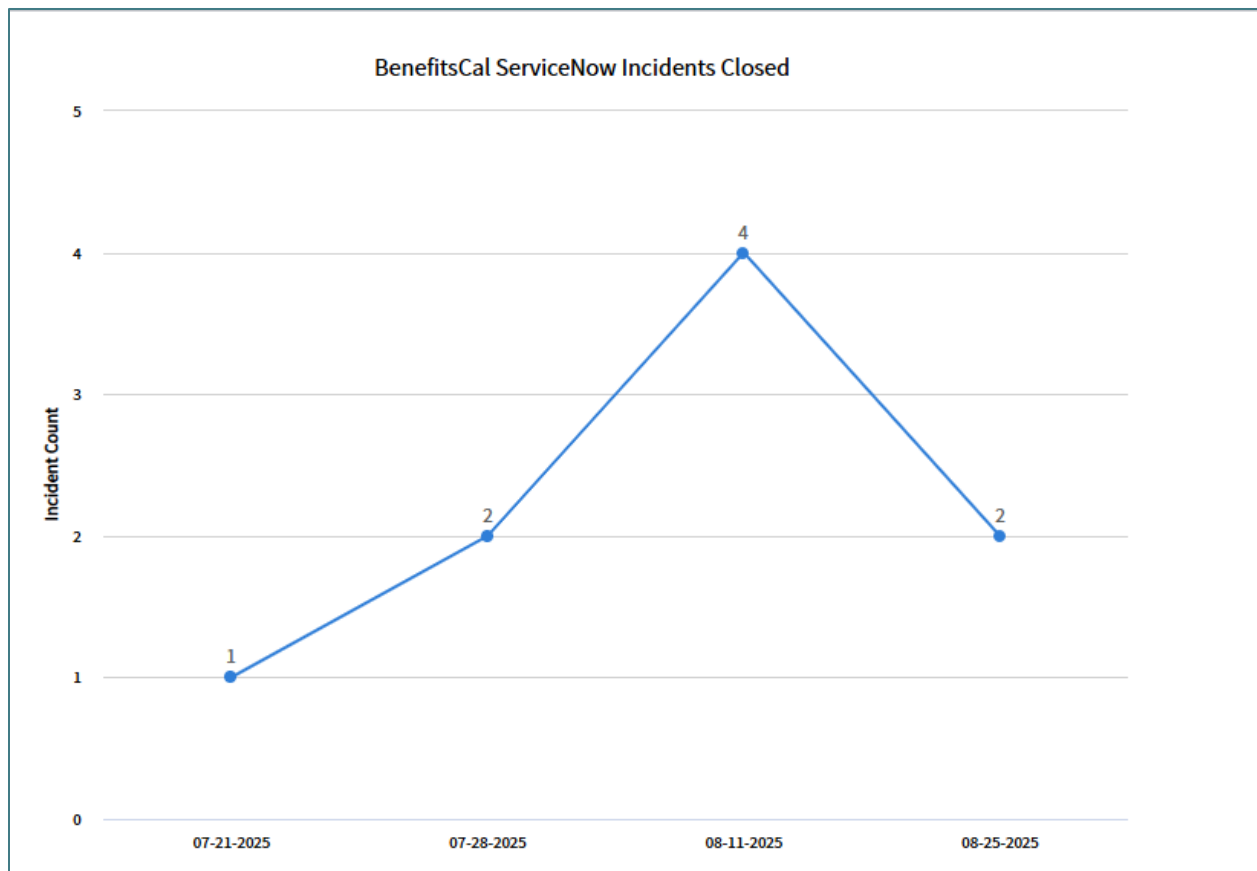


Figure 3: BenefitsCal ServiceNow Incidents Closed

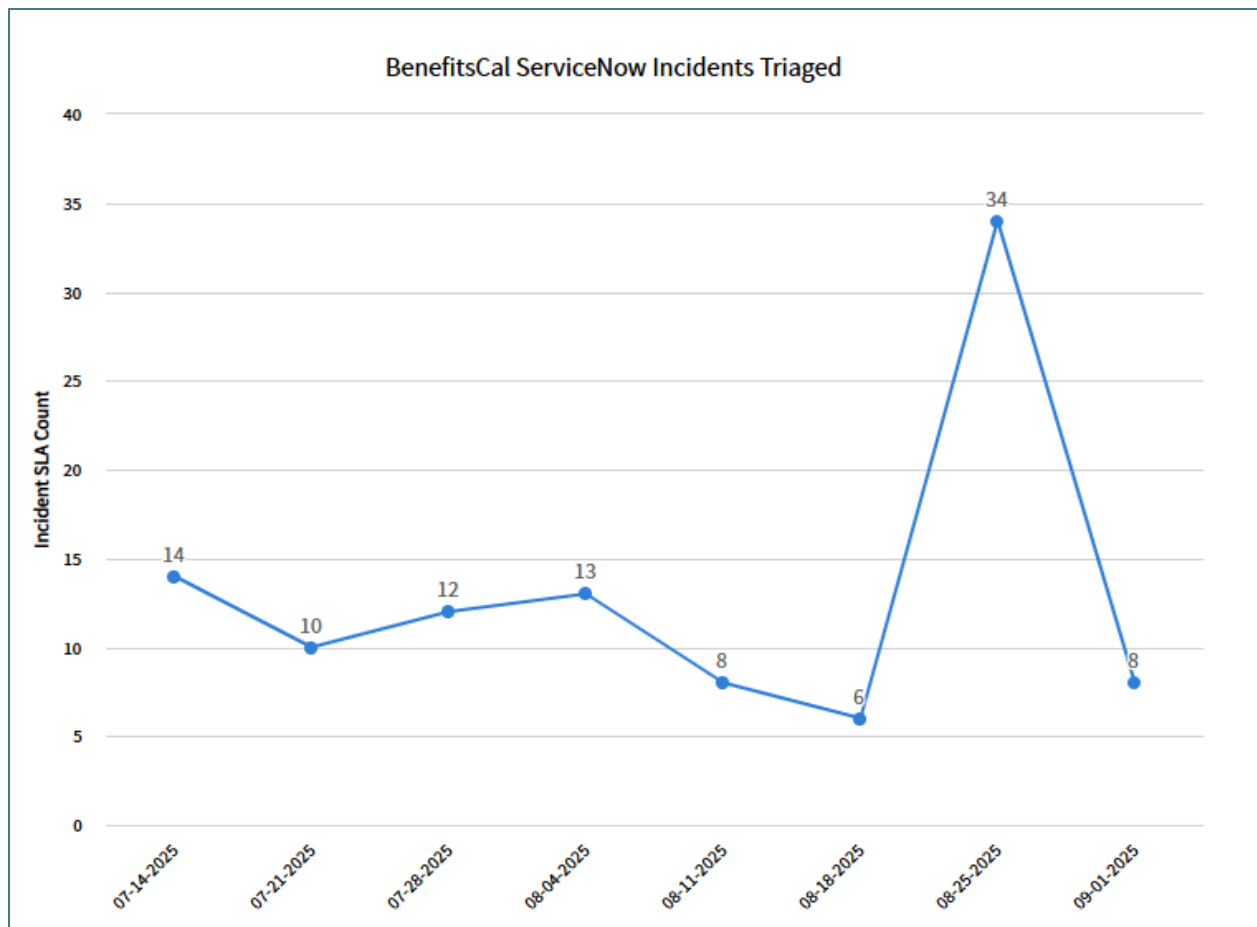


Figure 4: BenefitsCal ServiceNow Incidents Triaged

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

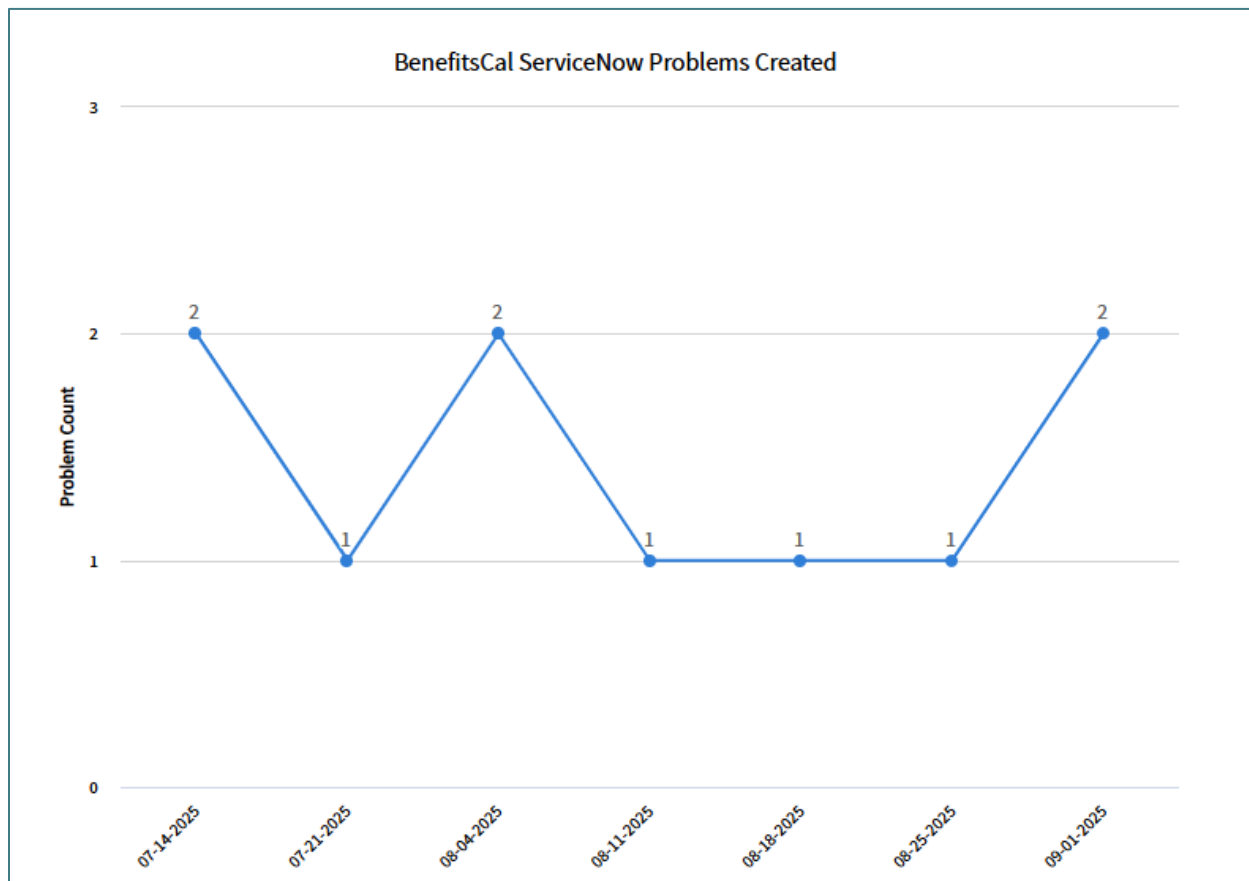


Figure 5: BenefitsCal ServiceNow Problems Created

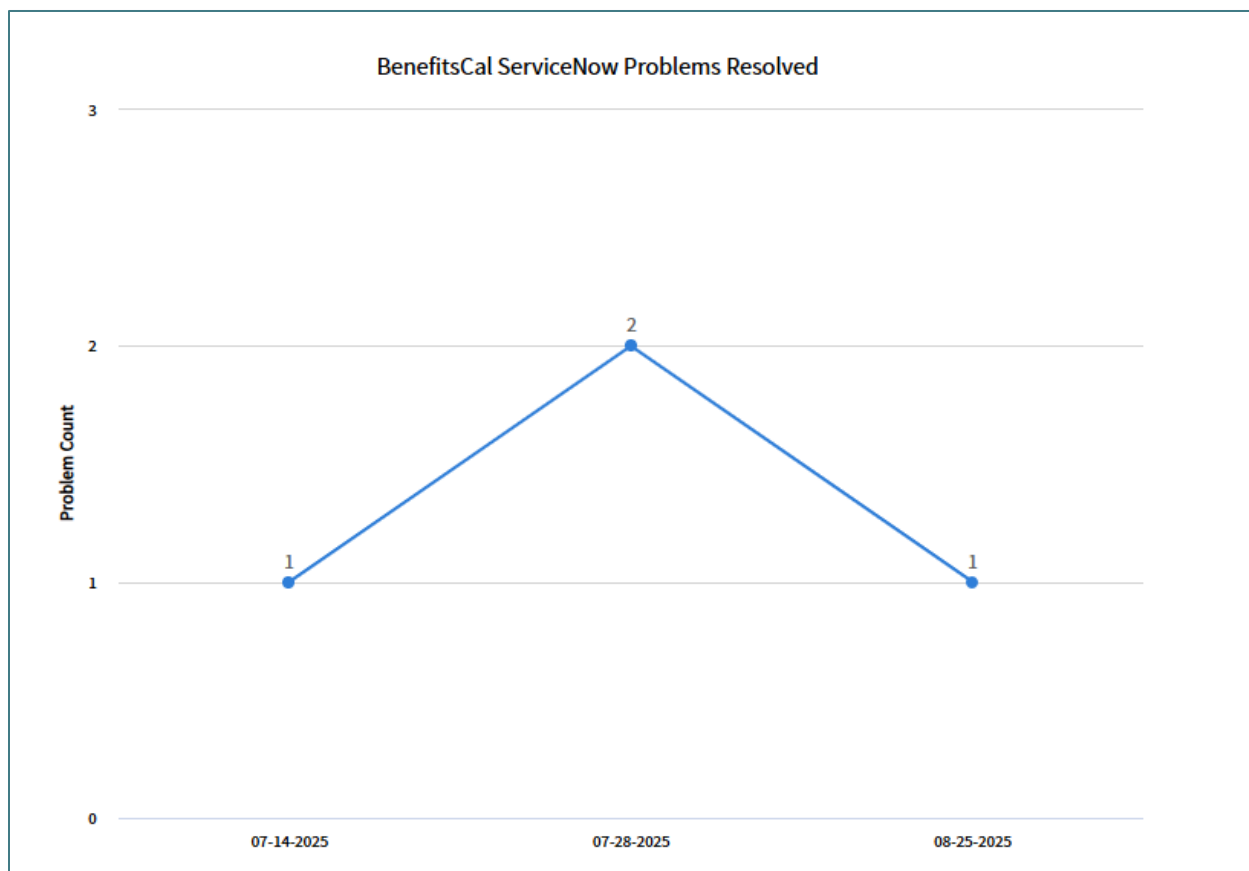


Figure 6: BenefitsCal ServiceNow Problems Resolved

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										
	Aging Category	(empty)	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
State										
New		1	1	0	0	0	0	0	0	2
On Hold		0	1	1	0	1	8	2	1	14
Resolved		0	0	0	27	1	0	1	0	29
Closed		0	0	0	80	459	181	144	3	867
Count		1	2	1	107	461	189	147	4	912

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

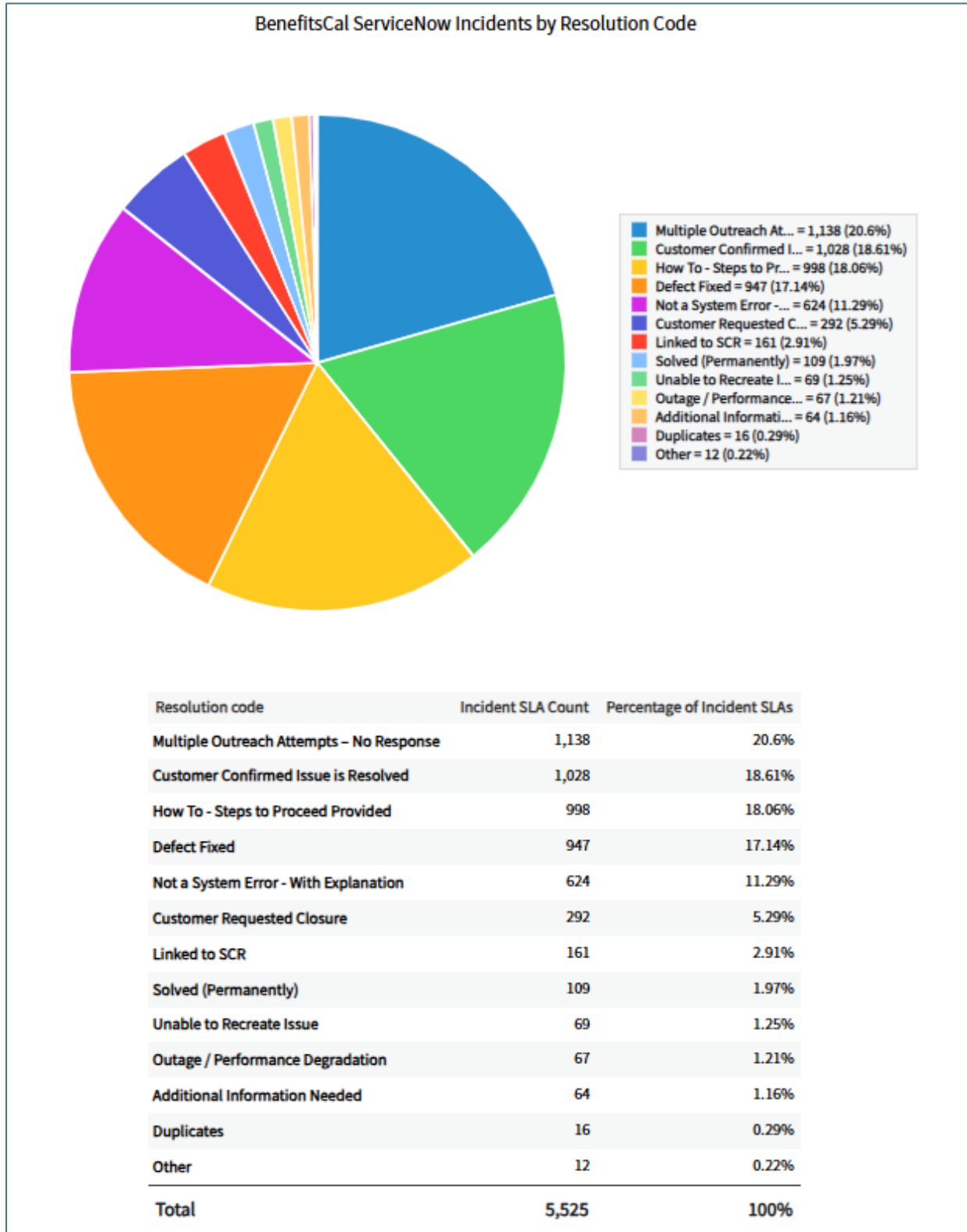


Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

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

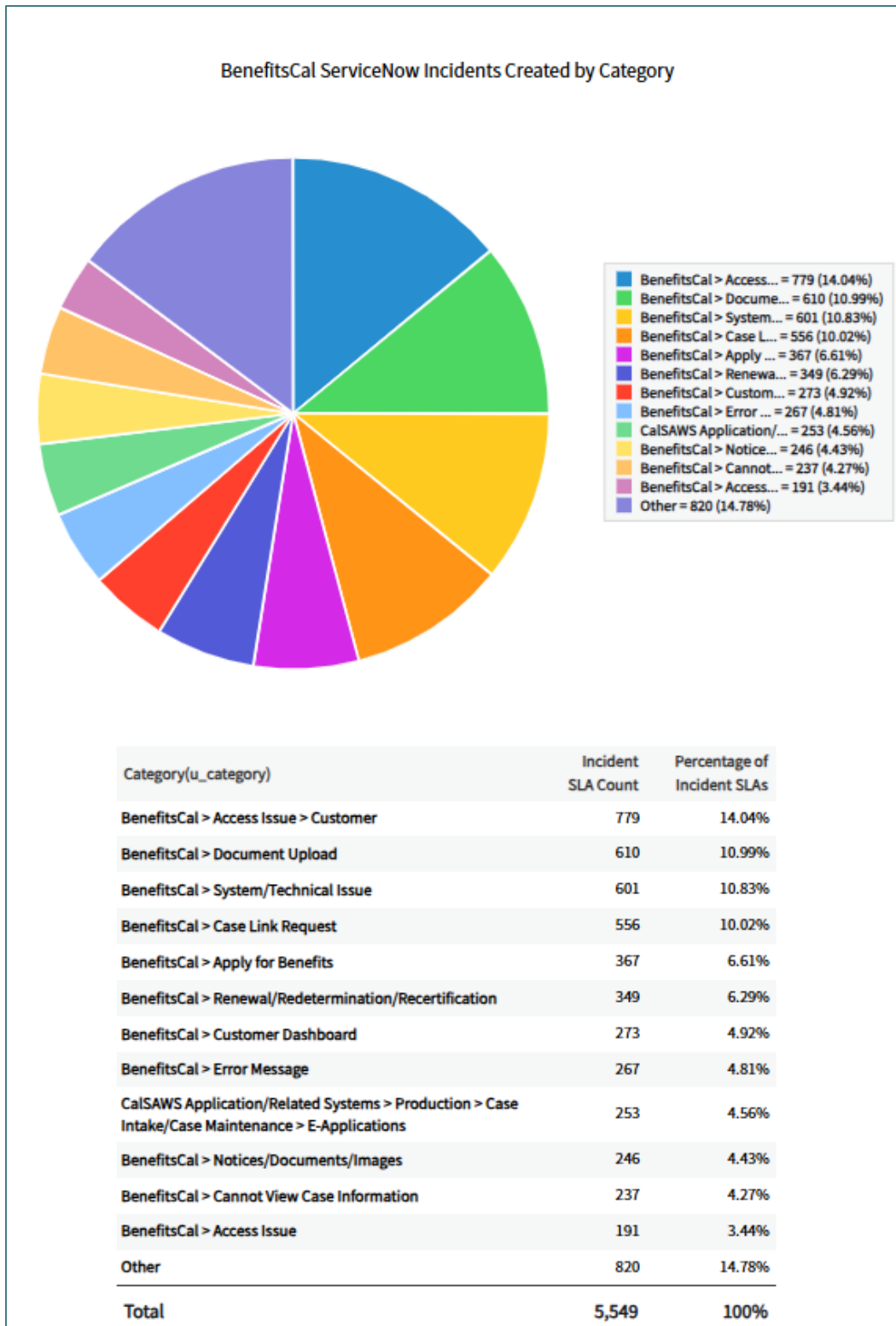


Figure 9: BenefitsCal ServiceNow Incidents Created by Category

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
08/28/25	8:00pm – 9:30 pm PST	BenefitsCal Production Deployment – 25.08.28.
09/05/25	10:00pm – 2:00 am PST	CalSAWS Application maintenance (Maintenance mode).
09/07/25	6:00am – 2:00 pm PST	CalSAWS Application maintenance (Offline mode).

Table 13: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
09/11/25	8:00pm – 9:30 pm PST	BenefitsCal Production Deployment – 25.09.11.

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.

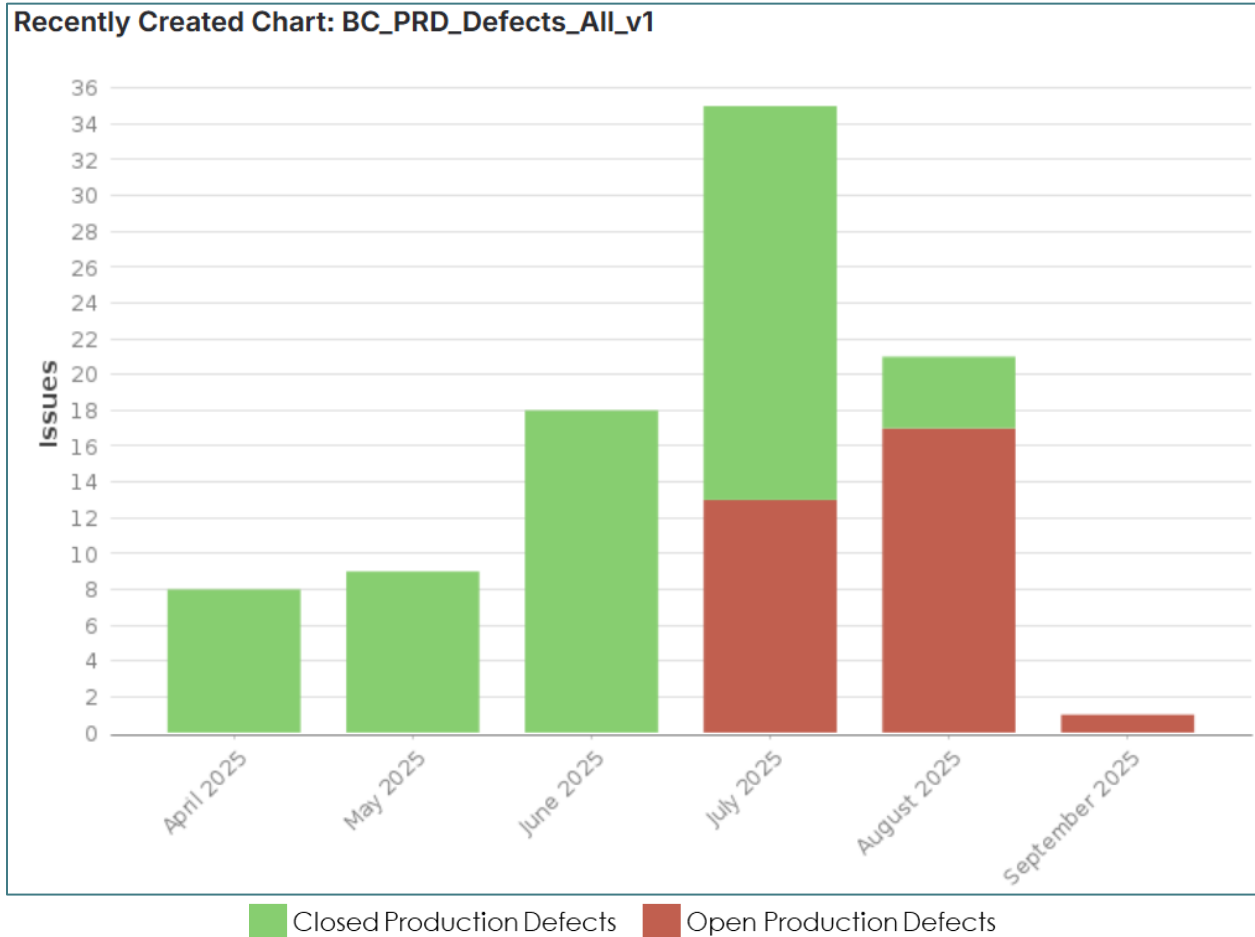


Figure 10: Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 25.09.11	RELEASE 25.09.25	RELEASE 25.10.30	TBD	TOTAL
1-HIGH	0	0	0	0	0
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
2-NORMAL/MEDIUM	0	0	0	0	0
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
3-NORMAL/LOW	1	31	16	5	53
New	0	1	9	5	15
In Progress	1	30	7	0	38
Closed	0	0	0	0	0
4-COSMETIC	0	0	0	0	0
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
TOTAL	1	31	16	5	53

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**
 - None for the reporting period.
- **BenefitsCal Monthly Release**
 - None for the reporting period.

Table 15: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
25.09.11 – Priority	09/11/25	One (1) production defect is planned for User Error Handling, Exception Handling, and Application Summary.
25.09.21 – Priority	09/21/25	One (1) enhancement is planned for User Error Handling, Exception Handling, and Application Summary.
25.09.25 – Monthly	09/25/25	Five (5) enhancements and thirty-three (33) production defects are planned for User Error Handling, Exception Handling, and Application Summary.
25.10.30 – Monthly	10/30/25	Two (2) enhancements and sixteen (16) 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 October 2025 enhancements.
 - ♦ Attended the Project Milestone Meeting with the Consortium and CalSAWS on 08/25/25.
 - ♦ Attended BR Refinement Meeting – Release 2026 Q4 CR 312102: Adult Expansion Work Requirement on 08/25/25.
 - ♦ Attended 25.09 Project Integrated Readiness Areas - T-4 Integrated Readiness Status on 08/25/25.
 - ♦ Hosted the DDI and M&O Biweekly meetings on 08/26/25, 08/28/25, 09/02/25, and 09/04/25.
 - ♦ Hosted SCRB/CCB Connect: Technical and Test Only Items with ClearBest QA on 08/27/25.
 - ♦ Hosted the BenefitsCal PM Stand-Up Meetings with the Consortium on 08/27/25 and 09/03/25.
 - ♦ Attended Get CalFresh Parity List Meeting on 08/27/25.
 - ♦ Attended CA-293605 requirements discussion with CalSAWS on 08/27/25.
 - ♦ Attended Discuss SCR CA-294039 with CalSAWS on 08/28/25.

- ♦ Hosted the BenefitsCal Pipeline Call - New Series on 08/28/25.
 - ♦ Attended CA-293605 discussions with CalSAWS on 08/29/25 and 09/05/25.
 - ♦ Attended CA-293605/CSPM-81068 Discussion with CalSAWS on 09/02/25.
 - ♦ Attended 25.09 Project Integrated Readiness Status T-3 Integrated Readiness Meeting on 09/02/25.
- **Activities for the Next Reporting Period – Requirements and Design**
 - **Designs and Design Meetings**
 - ♦ Finalize design work for the October 2025 enhancements.
 - ♦ Begin design work for the November 2025 enhancements.
 - ♦ Attend the Project Milestone Meetings with the Consortium and CalSAWS on 09/08/25 and 09/15/25.
 - ♦ Attend 25.09 Project Integrated Readiness Areas – T-2 Integrated Readiness Status on 09/08/25.
 - ♦ Attend BR Refinement Meeting – Release 2026 Q4 CR 312102: Adult Expansion Work Requirement on 09/08/25 and 09/15/25.
 - ♦ Host the DDI and M&O Biweekly meetings on 09/09/25, 09/11/25, 09/16/25, and 09/18/25.
 - ♦ Host the BenefitsCal PM Stand-Up Meetings with the Consortium on 09/10/25 and 09/17/25.
 - ♦ Host the UCD Monthly Mtg Prep Call with State Partners on 09/10/25.
 - ♦ Host the BenefitsCal Pipeline Call - New Series on 09/11/25.
 - ♦ Attend 25.09 Project Integrated Readiness Areas – T-2 Integrated Readiness Status on 09/15/25.
 - ♦ Attend CalSAWS Virtual Greenlight Release 25.09 on 09/17/25.
 - ♦ Host the UCD Monthly Meeting with Advocates and State Partners on 09/17/25.

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 August Always on survey data.
 - **User Engagement**
 - ♦ N/A.
 - **Enhancements**
 - ♦ Continued designs for MC Renewal Assets form [CSPM-80782].
 - ♦ Continued designs for Login MFA Improvements to Customer Experience [CSPM-79752].
 - ♦ Continued designs for Citizenship/Immigration/Birth Certificate Enhancement.
 - ♦ Continued preparing workshops for Help Center current state assessment.
 - **Advocate Engagement**
 - ♦ Prepared materials for September 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 August Always on survey data.

● User Engagement

- ◆ None for the reporting period.

● Enhancements

- ◆ Continue designs for MC Renewal Assets form [CSPM-80782].
- ◆ Continue designs for Login MFA Improvements to Customer Experience [CSPM-79752].
- ◆ Continue designs for Citizenship/Immigration/Birth Certificate Enhancement.
- ◆ Continue designs for Collaboration Model Student Exemption for LPIE in CalFresh Enhancement [CSPM-74298].
- ◆ Conduct workshops for Help Center research.

● Advocate Engagement

- ◆ Draft comment log responses for August UCD monthly meeting.
- ◆ Conduct September UCD Monthly meeting.

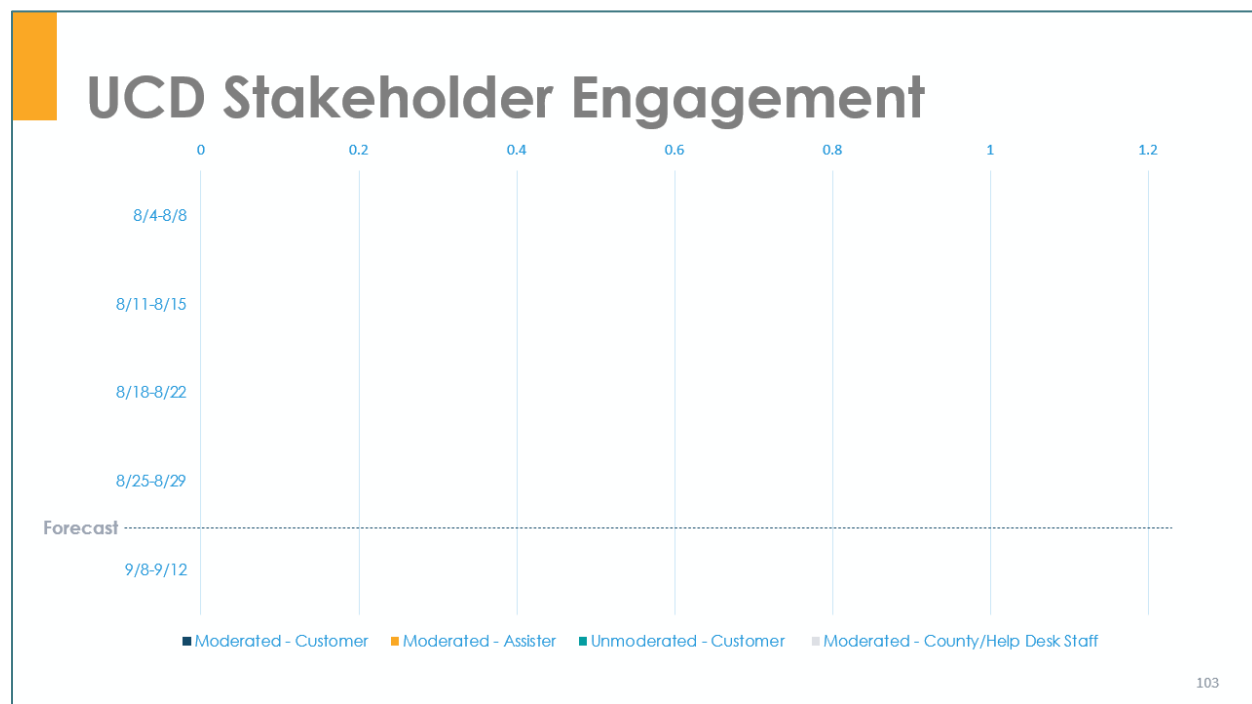


Figure 11: UCD Stakeholder Engagement

4.4 Development

■ Activities the Reporting Period – Development

- Enhancements (M&E)

Table 16: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 09/05/25	ACTUAL FOR WEEK ENDING 09/05/25	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 25.08.28	6	6	6	Release 25.08.28 was deployed to production on 07/28/25.
Release 25.09.11	1	1	1	Release 25.09.11 is planned for on 09/11/25. CSPM-81167 is planned for this priority release.
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.
Release 25.09.25	1	1	5	Release 25.09.25 is planned for deployment on 09/25/25.

■ Activities for the Next Reporting Period – Development

- Enhancements (M&E)

Table 17: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 09/19/25	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 25.08.28	6	6	2	Release 25.08.28 was deployed to production on 07/28/25.
Release 25.09.11	1	1	1	Release 25.09.11 is planned for on 09/11/25. CSPM-81167 is planned for this priority release.
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.
Release 25.09.25	5	5	1	Release 25.09.25 is planned for deployment on 09/25/25.

■ Unscheduled Release Updates

- Chatbot

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

- ♦ Engaging with native speakers to conduct thorough testing of the bot. Following their validation, we will collaborate with the AWS team to address any further issues that may arise.

4.5 User Acceptance Test (UAT) Planning

- **Activities for the Reporting Period – User Acceptance Test Planning**
 - **UAT Test Execution**
 - ♦ Defects for Release 25.08.28 were validated.
 - **Test Support**
 - ♦ Provided clarification and support to QA/Consortium/Independent Test Team for defect for the Release 25.08.28.
- **Activities for the Next Reporting Period – User Acceptance Test Planning**
 - **UAT Test Execution**
 - ♦ Defects for Release 25.09.11 will be validated.
 - ♦ Defects for Release 25.09.21 will be validated.
 - ♦ Defects for Release 25.09.25 will be validated.
 - **Test Support**
 - ♦ Clarification and Support will be provided to QA/Consortium/Independent Test Teams for defects tagged to Release 25.09.11.
 - ♦ Clarification and Support will be provided to QA/Consortium/Independent Test Teams for defects tagged to Release 25.09.21.
 - ♦ Clarification and Support will be provided to QA/Consortium/Independent Test Teams for defects tagged to Release 25.09.25.

4.6 Release Management

- **Activities for the Reporting Period – Release Management**
 - **Release 25.08.28– August Monthly Release**
 - ♦ Deployed August Monthly Release – 25.08.28 into Production on 08/28/2025

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.

4.7.1 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 25.08.28.

Table 18: Automated Regression Scripts Executed in BenefitsCal

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
25.08.28	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 25.09.25 – September Monthly Release**
 - BenefitsCal September performance team scope includes six (6) enhancements and fourteen (14) defects as *CSPM-78574: 2025 Updates to the Single Streamlined Application (SSApp)*, *CSPM-81305: Technical: Update Form Status API to Accept Individual Name in String Format*, *CSPM-79876: Phase IV: BenefitsCal Database Request-Response Payload Table Optimization*, *CSPM-50485: Update API to send CBO Manager/Assister Name for submitted applications for a new reporting requirement in CalSAWS*, *CSPM-79311: Consolidate Document Upload Functionality Across the BenefitsCal System*, *CSPM-74269: Collaboration Model – Q1-2024: CBO Account Creation*, *CSPM-80728*, *CSPM-80729*, *CSPM-80730*, *CSPM-80731*, *CSPM-8073*, *CSPM-80751*, *CSPM-80807*, *CSPM-81000*, *CSPM-81171*, *CSPM-81286*, *CSPM-81299*, *CSPM-81305*, *CSPM-81319* and *CSPM-81320* 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	08/27/25	09/22/25	Release 25.09.25 September Monthly Release	Scope: Six (6) enhancements and Fourteen (14) defects in scope. Executions: BenefitsCal isolated Load tests with mock services. <ul style="list-style-type: none">▪ Thursday, September 18▪ Friday, September 19	40%

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 09/05/25.

- [REDACTED]

- ♦ [REDACTED]

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

- [REDACTED]

- ♦ [REDACTED]

- **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.