CalSAWS
California Statewide Automated Welfare System

Bi-Weekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: September 8, 2025 – September 21, 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 6

1.6 Risks and Issues 7

1.6.1 Project Risks 7

1.6.2 Project Issues 7

1.7 Project Work Plan Reports 8

1.8 Project Action Items – Overdue 10

1.9 SIRFRA/SCERFRA/SIRFRA/SARRA Information 11

1.10 Deviation from Plan/Adjustments 11

2 BENEFITSCAL COLLABORATION MODEL (CM) 12

3 MAINTENANCE AND OPERATIONS 12

3.1 Service Management 13

3.1.1 Overview 13

3.1.2 BenefitsCal Help Desk Metrics 14

3.2 Technology Operations 23

3.3 BenefitsCal Maintenance and Operations 23

3.4 Production Defect Backlog 24

3.4.1 Release Schedule Production Defect Fix 25

3.5 Production Operations 25

3.6 Deviation from Plan/Adjustments 25

4 APPLICATION DEVELOPMENT AND TEST 26

4.1 Priority Release Summary 26

4.2 Requirements and Design 26

4.3 User Centered Design (UCD) 27

4.4 Development 29

4.5 User Acceptance Test (UAT) Planning 30

4.6 Release Management 30

4.7 System Test Execution 30

4.7.1 Automated Regression Test (ART) Coverage 30

5 PERFORMANCE TEST....32

5.1 Performance Test....32
5.2 Training Materials Update....33
5.3 Deviations from Plan/Adjustments....33
5.4 Security....33

TABLE OF TABLES

Table 1: Biweekly Status Agenda Topics....3
Table 2: Deliverable Summary....4
Table 3: Status Dashboard....5
Table 4: CITs....6
Table 5: CRFIs....6
Table 6: Overdue CRFIs....7
Table 7: Project Risks....7
Table 8: Project Issues....7
Table 9: Overdue Action Items....10
Table 10: Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests....11
Table 11: Enhancements Updates, Prioritized by CM....12
Table 12: BenefitsCal Outages....23
Table 13: BenefitsCal Upcoming Maintenance....23
Table 14: Production Defect Fix – Release Schedule....25
Table 15: BenefitsCal Upcoming Releases....26
Table 16: Enhancement Actuals for Reporting Period....29
Table 17: Planned Enhancement Work....29
Table 18: Automated Regression Scripts Executed in BenefitsCal....30
Table 19: Performance Test Cycles and Test Case Status....33

TABLE OF FIGURES

Figure 1: BenefitsCal ServiceNow Incidents Created....14
Figure 2: BenefitsCal ServiceNow Incidents Resolved....15
Figure 3: BenefitsCal ServiceNow Incidents Closed....16
Figure 4: BenefitsCal ServiceNow Incidents Triaged....17
Figure 5: BenefitsCal ServiceNow Problems Created....18
Figure 6: BenefitsCal ServiceNow Problems Resolved....19
Figure 7: BenefitsCal ServiceNow Incidents by State and Age....20
Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code....21
Figure 9: BenefitsCal ServiceNow Incidents Created by Category....22
Figure 10: Production Defects Backlog Monthly Trend....24
Figure 11: UCD Stakeholder Engagement....28

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	▪ Priority Release – The BenefitsCal Team successfully deployed the September Priority Release **25.09.21** to BenefitsCal Production.
September Enhancements (September Priority Release 25.09.21, September Monthly Release 25.09.25)	▪ One (1) enhancement was successfully delivered to Production on 09/21/25: • One (1) Policy Enhancement: ♦ CSPM-78574: 2025 Updates to the Single Streamlined Application (SSApp) ▪ Seven (7) enhancements will be deployed to Production on 25th September 2025: • One (1) Production Priority Enhancement: ♦ CSPM-79311: Consolidate Document Upload Functionality Across the BenefitsCal System • One (1) Collaboration Model Enhancement: ♦ CSPM-74269: Collaboration Model - Q1-2024: CBO Account Creation • One (1) Technical Enhancement: ♦ CSPM-79876: Phase IV: BenefitsCal Database Request-Response Payload Table Optimization • Four (4) Partner Support Enhancements: ♦ 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-80139: Test Only: Update the Two-Way Messaging Action Process ♦ CSPM-73685: Test Only: Update Special Circumstances Triggers for e-Application Summary Pages ▪ One (1) enhancement will be deployed to Production on 09/30/25: • One (1) Policy Enhancement: ♦ CSPM-81629: Ask Robin Chatbot - See If I Qualify - Update CalFresh Income Limits for 2025/2026 Fiscal Year.
GetCalFresh(GCF) Transition Items	▪ 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 05/28/25.

Status Report Section	Status Agenda Topic
User Centered Design (UCD) Activities	▪ **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 August Always on survey data. ▪ **Enhancements** • Finalized designs for the MC Renewal Assets form [CSPM-80782]. • Finalized designs for the Login MFA Improvements to Customer Experience [CSPM-79752]. • Finalized designs for the Citizenship/Immigration/Birth Certificate Enhancement. • Started designs for ABAWD changes. • Started designs for Reinstatement of Assets Section. • Conducted workshops with State Partners for the Help Center current state assessment . ▪ **Advocate Engagement** • Conducted the September UCD monthly meeting. • Responded to the August UCD monthly meeting comment log.

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	Deliverable Name	Status	Next Deadline
OWD 01.01	BenefitsCal Security Planning and Architecture (Group 1)	On Time	Final submission 09/25/25
OWD 02.01	BenefitsCal Identification and Access Control Procedures (Group 1)	On Time	Final submission 09/25/25
OWD 03.01	BenefitsCal Incident Response Plan and Procedures (Group 1)	On Time	Final submission 09/25/25
OWD 04	BenefitsCal Contingency Plan and Procedures	On Time	Draft submission 09/26/25
OWD 05	BenefitsCal Risk Assessment Procedures	On Time	Draft submission 09/26/25
OWD 06	BenefitsCal Configuration Management Plan and Procedures	On Time	Draft submission 09/26/25

1.2 BenefitsCal Project Status Dashboard

Table 3: Status Dashboard

Topic	Status	Highlights
Availability	On Time	The BenefitsCal System did not experience any unplanned outages.
Defects	On Time	There are fifty-seven (57) active Production defects.
Incidents	On Time	There are Twelve (12) open Tier 3 incidents.

1.3 Highlights from the Reporting Period

- **Priority Release**:
  - The BenefitsCal Team successfully deployed Monthly Release **25.09.11** to BenefitsCal Production.
  - The BenefitsCal Team successfully deployed Monthly Release **25.09.21** to BenefitsCal Production.
- **Emergency Release**
  - None for the reporting period.
- **Monthly Release**
  - None for the reporting period.
- **Planned Outages**
  - Thursday, 09/11/25 8:00 pm to 9:30 pm PST
  - BenefitsCal Priority Release 25.09.11
  - Thursday, 09/21/25 6:00 am to 7:30 am PST
  - BenefitsCal Priority Release 25.09.21

1.4 Deliverable Management

- **Deliverables and Work Products submitted:**
  - 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.
  - Draft OWD 02.01: BenefitsCal Identification and Access Control Procedures (Group 1) on 09/09/25.
  - Draft OWD 03.01: BenefitsCal Incident Response Plan and Procedures (Group 1) on 09/09/25.
- **Deliverable and Work Product submissions for the next reporting period:**
  - Final OWD 01.01: BenefitsCal Security Planning and Architecture (Group 1) on 09/25/25.
  - Final OWD 02.01: BenefitsCal Identification and Access Control Procedures (Group 1) on 09/25/25.
  - Final OWD 03.01: BenefitsCal Incident Response Plan and Procedures (Group 1) on 09/25/25.
  - Draft OWD 04: BenefitsCal Contingency Plan and Procedures on 09/26/25.
  - Draft OWD 05: BenefitsCal Risk Assessment Procedures on 09/26/25.

- Draft OWD 06: BenefitsCal Configuration Management Plan and Procedures on 09/26/25.

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
0110-25	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 – 9/26/2025	09/08/25	Clay Erickson	Pete Quijada
0111-25	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 – 9/28/2025	09/08/25	Communications.Infra@CalSAWS.org	Pete Quijada

The following tables outline the CalSAWS Requests for Information (CRFIs) for the reporting period.

Table 5: CRFIs

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary CalSAWS Contact	Backup CalSAWS Contact
None.							

Table 6: Overdue CRFIs

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary CalSAWS Contact	Backup CalSAWS Contact
None.							

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	August 1, 2025: ▪ SSApp is on track for 25.09 completion	Open	Low	02/04/25	312

1.6.2 Project Issues

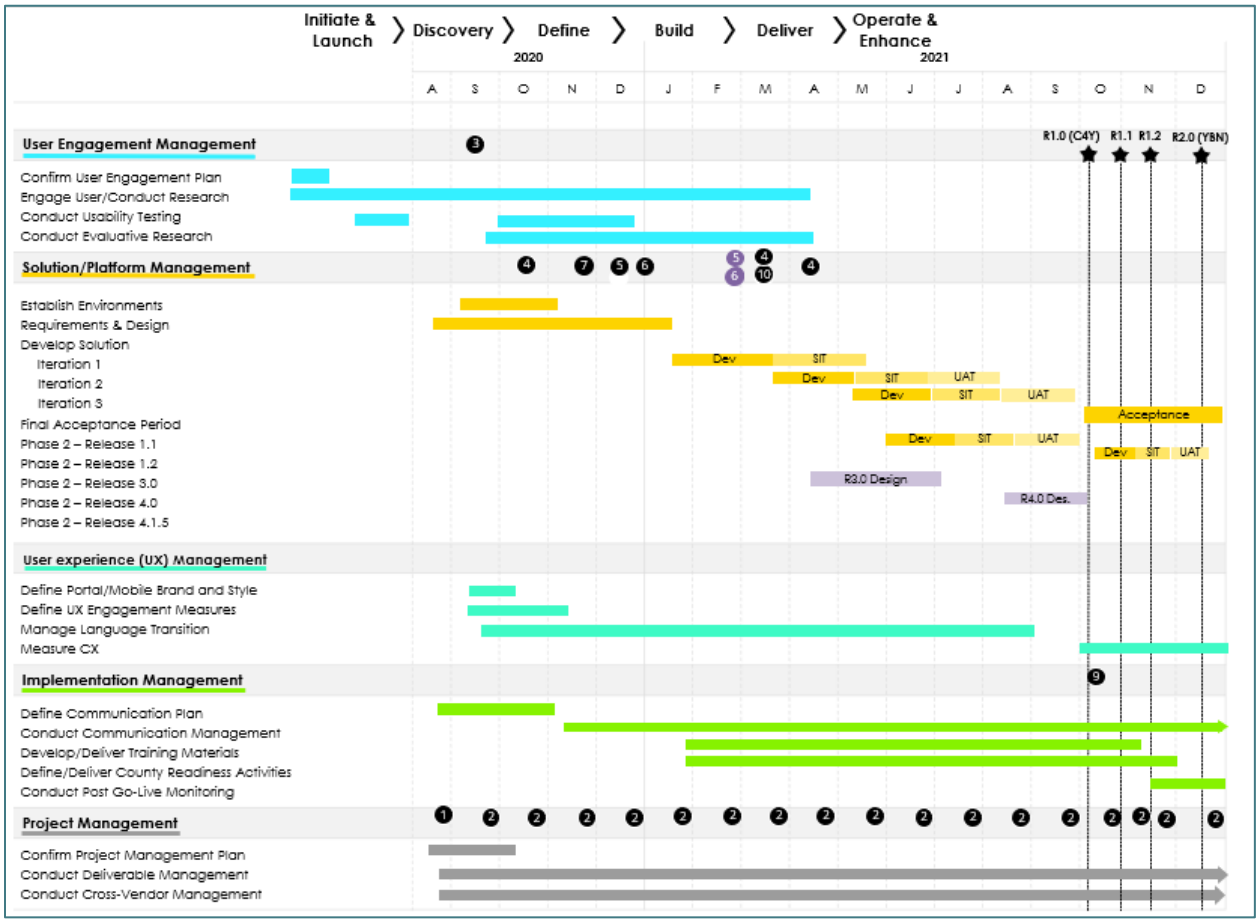
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: CalSAWS SharePoint > Issues Log

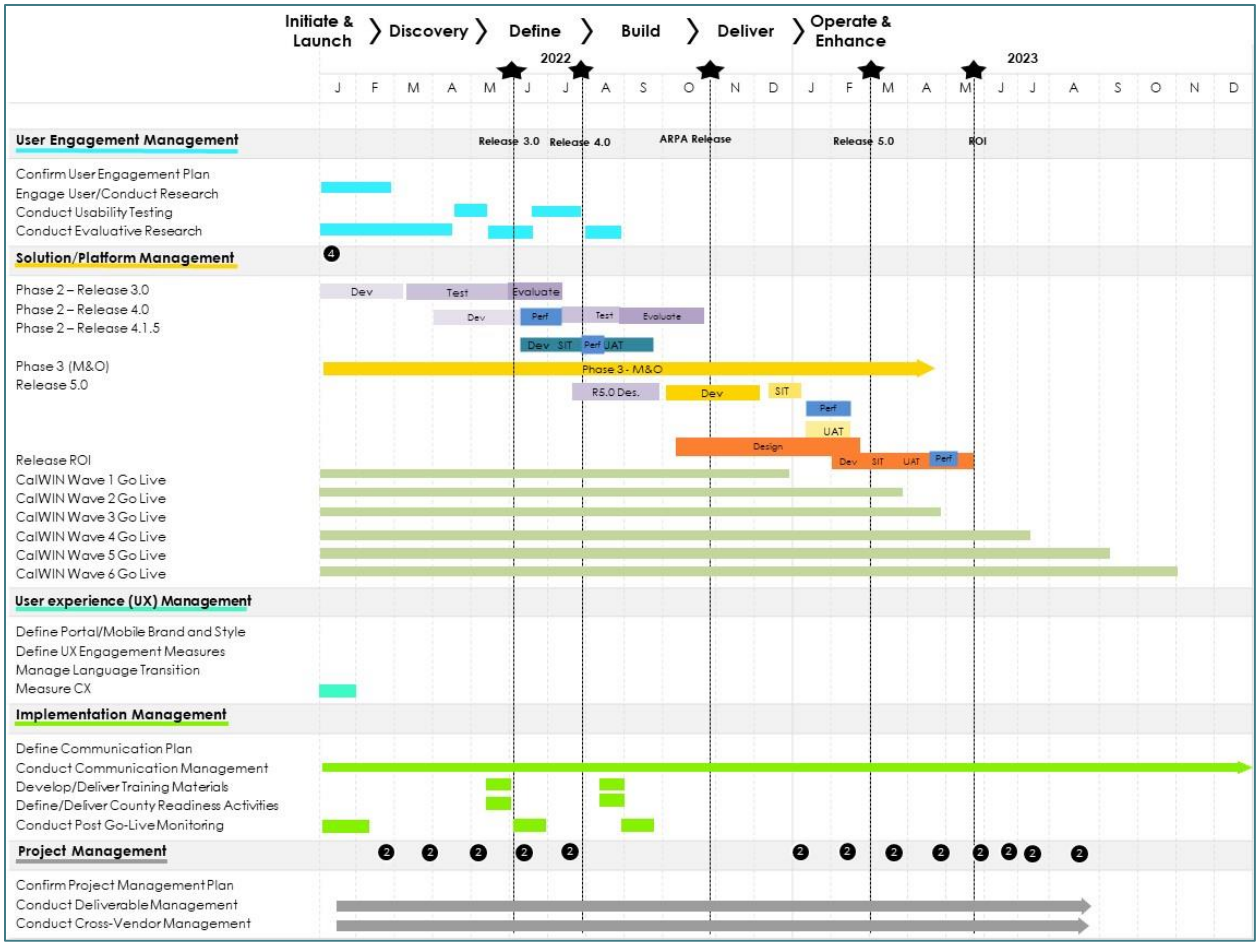
Table 8: Project Issues

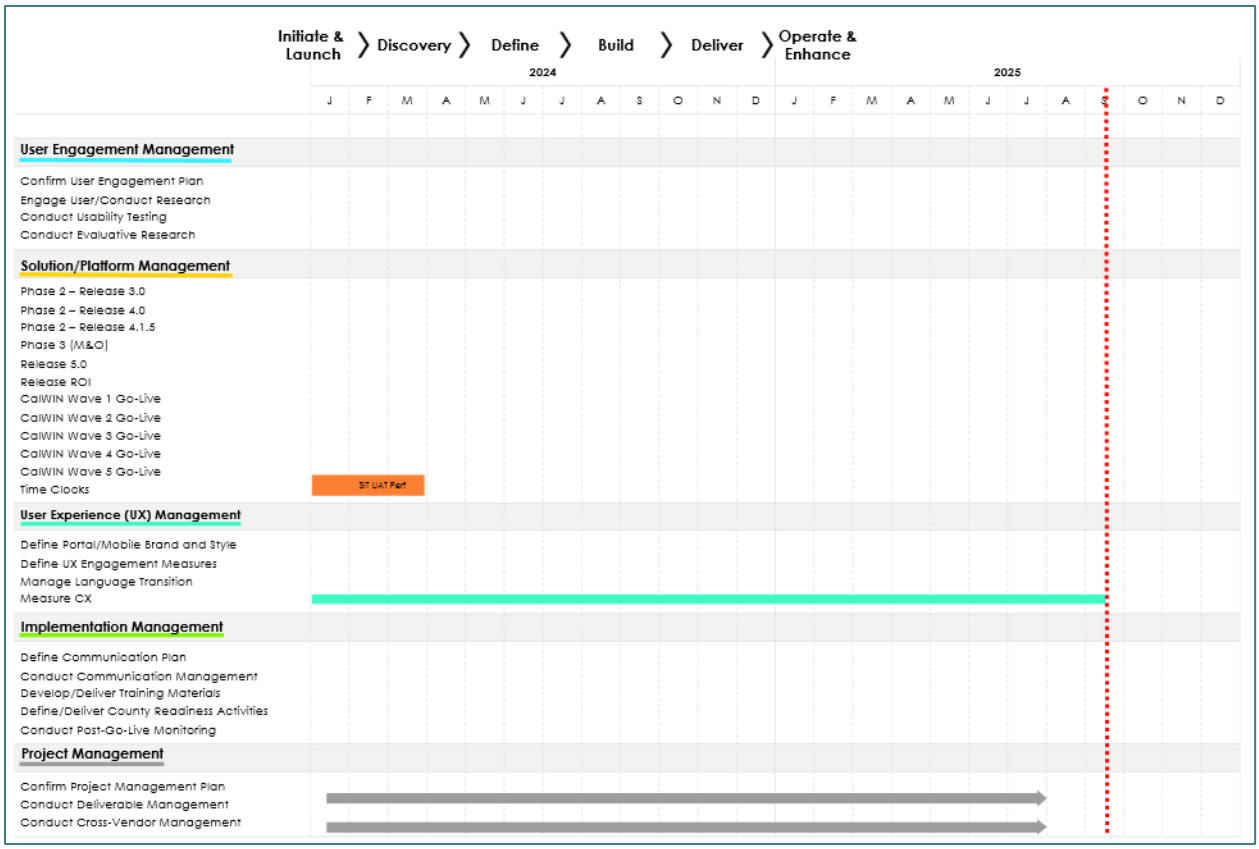
ID	Title	Updates for the Reporting Period	Status	Priority	Date Logged
None.					

1.7 Project Work Plan Reports

Project Timeline




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



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	5
Reopened	0
In Review	2
Withdrawn	0
TOTAL	**7**

- **Completed**:
  - CSPM-81525: SIRFRA 4028 – CA 237 HA Reporting Logic
  - CSPM-81526: SCERFRA 25-527 – Integration of the Work Number
  - CSPM-81410: SCERFRA 25-524 – Revised CW 105 Form
  - CSPM-81596: SCERFRA 25-528 – Revised SAR 2
  - CSPM-81508: SCERFRA 25-526 – EBT Benefit Theft
- **In Review:**
  - CSPM-81615: SCERFRA 25-529 – Immunization Forms Revision Efforts
  - CSPM-81517: SCERFRA 25-525 – BenefitsCal Income Verification Service

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-74269	Collaboration Model: CBO Account Creation	Ready for PRD Deployment	Development and testing complete, scheduled for deployment to Production on 09/25/25
Enhancement	CSPM-75629	Collaboration Model: Document Upload – List of Options	Prioritization Needed	Tentatively prioritized for October 2025
Enhancement	CSPM-74302	Collaboration Model: UCD Participation via Always-On Survey	Prioritization Needed	Tentatively prioritized for November 2025
Enhancement	CSPM-74298	Collaboration Model: Student Exemption for LPIE in CalFresh	Prioritization Needed	Tentatively prioritized for November 2025
Enhancement	CSPM-80431	Collaboration Model: Remove Shelter Expense from MC RE Flow	Prioritization Needed	Tentatively prioritized for November 2025
Enhancement	CSPM-80558	Collaboration Model: Account Creation OTP	Prioritization Needed	Tentatively prioritized for December 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**
  - Two (2) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
  - The BenefitsCal Tier 3 Team resolved Three (3) incidents in the biweekly reporting period.
- **Incidents Closed**
  - The BenefitsCal Tier 3 Team closed Twenty-Nine (29) incidents in the biweekly reporting period.
- **Incidents Triaged**
  - The BenefitsCal Tier 3 Team has triaged Eight (8) incidents in the biweekly reporting period.
- **Problems Created**
  - The BenefitsCal Tier 3 Team created Zero (0) problem tickets in the biweekly reporting period.
- **Problems Resolved**
  - The BenefitsCal Tier 3 Team resolved Three (3) 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.

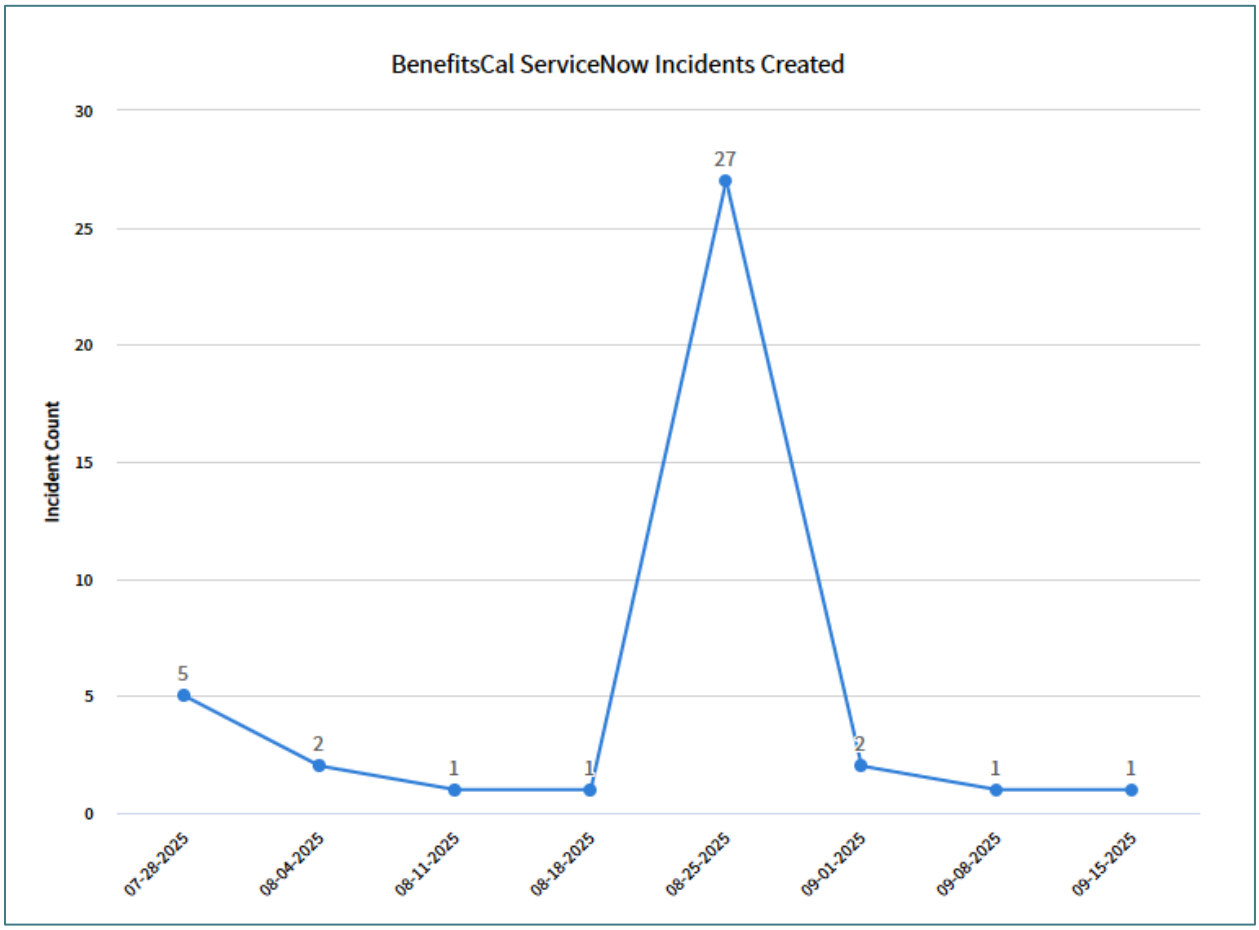


Figure 1: BenefitsCal ServiceNow Incidents Created

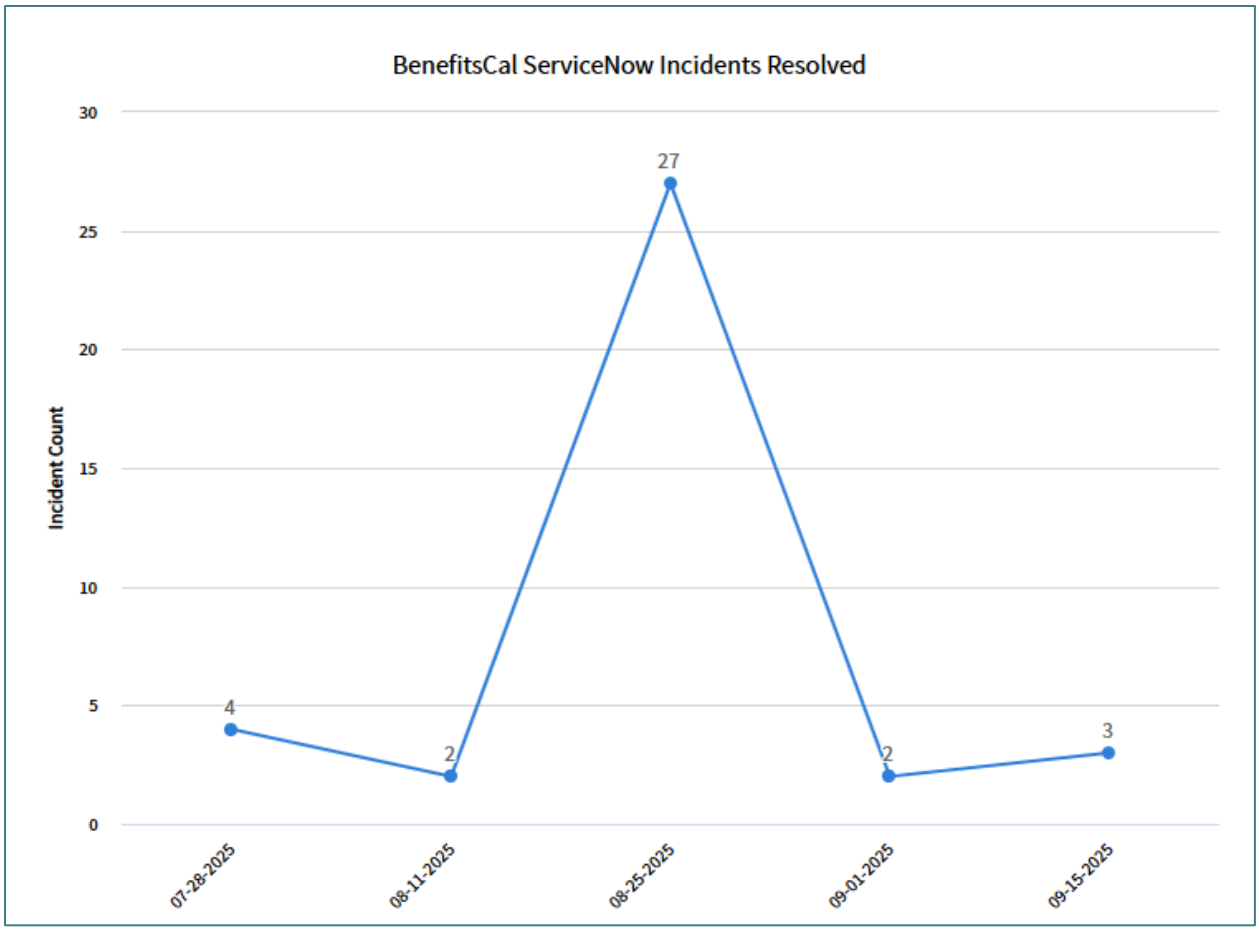


Figure 2: BenefitsCal ServiceNow Incidents Resolved

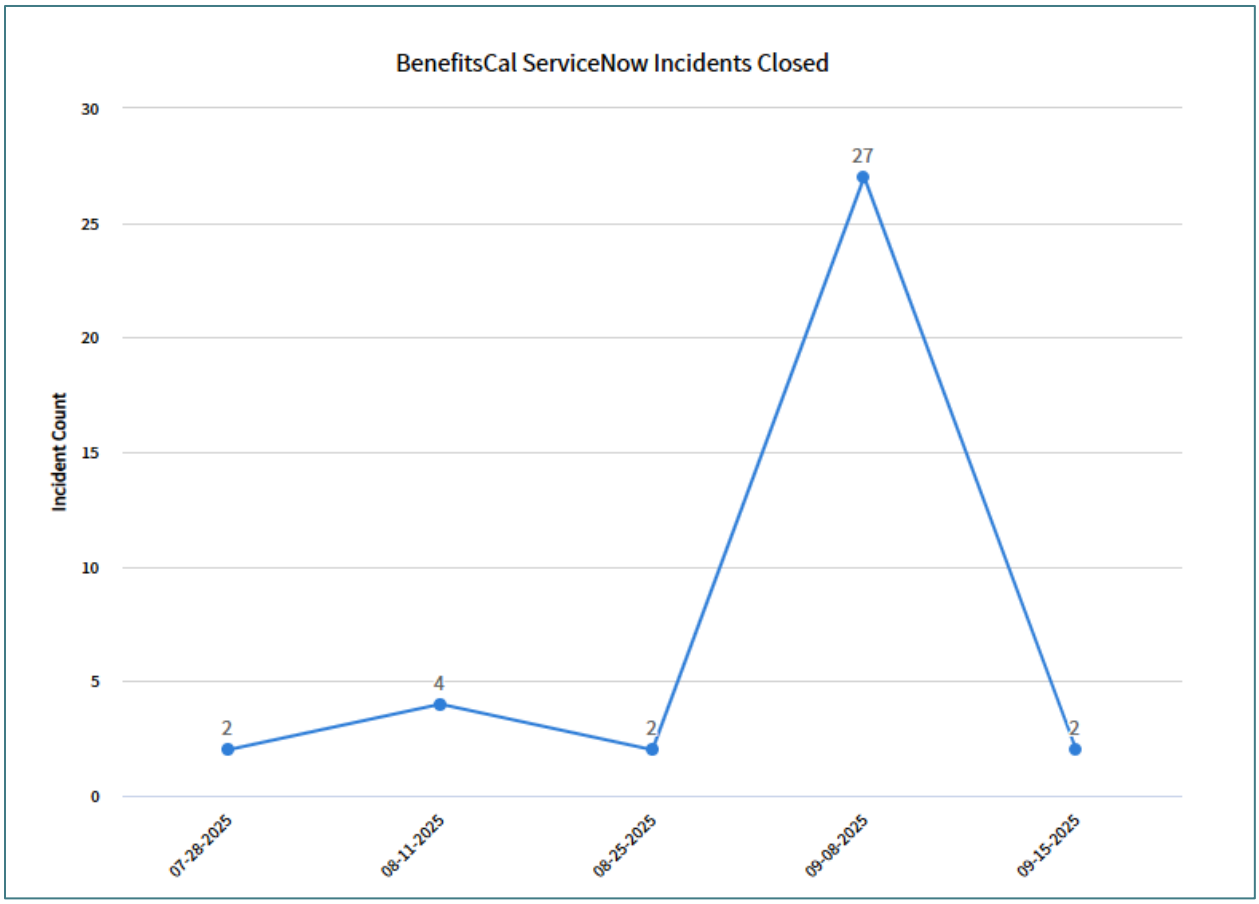


Figure 3: BenefitsCal ServiceNow Incidents Closed

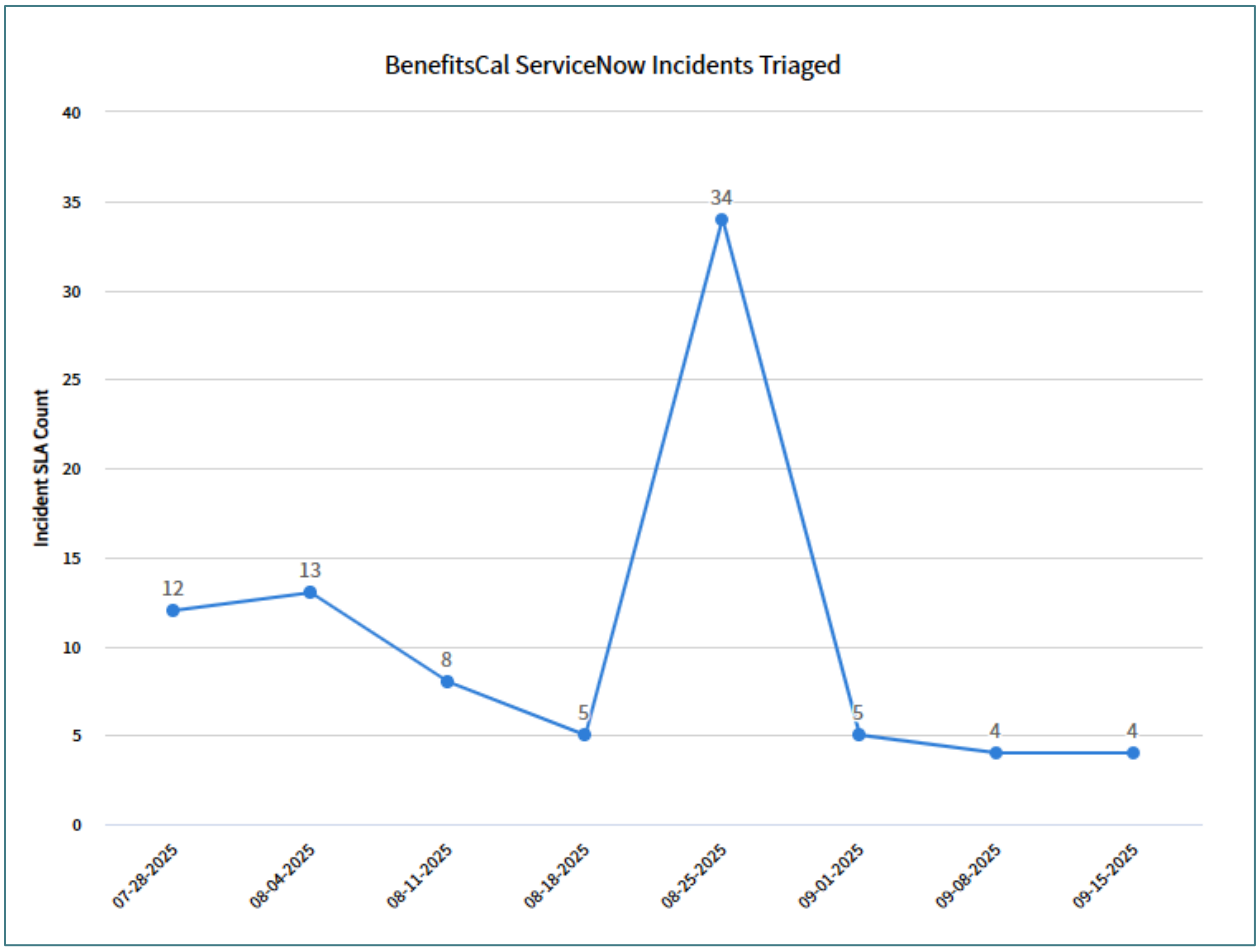


Figure 4: BenefitsCal ServiceNow Incidents Triaged

***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.

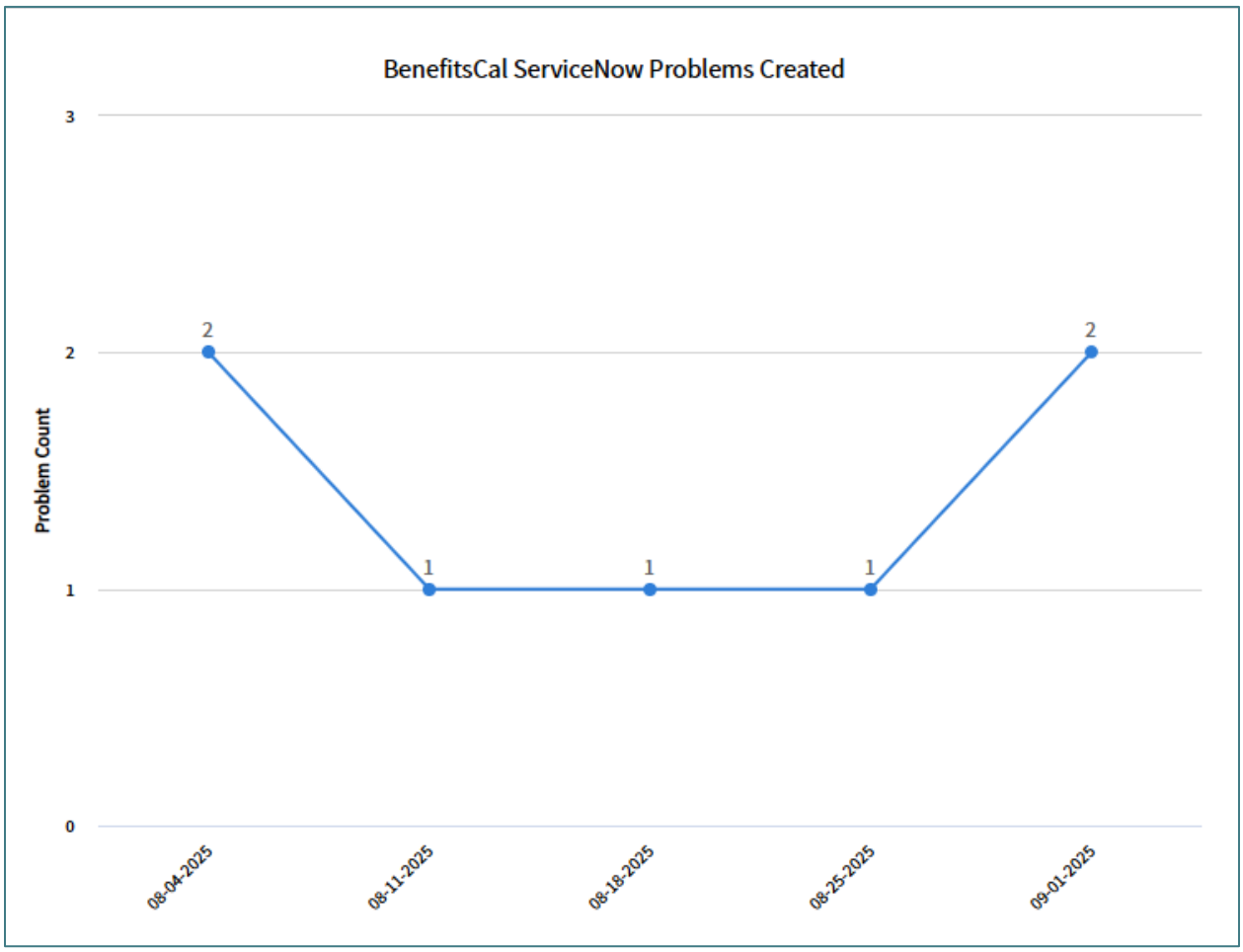


Figure 5: BenefitsCal ServiceNow Problems Created

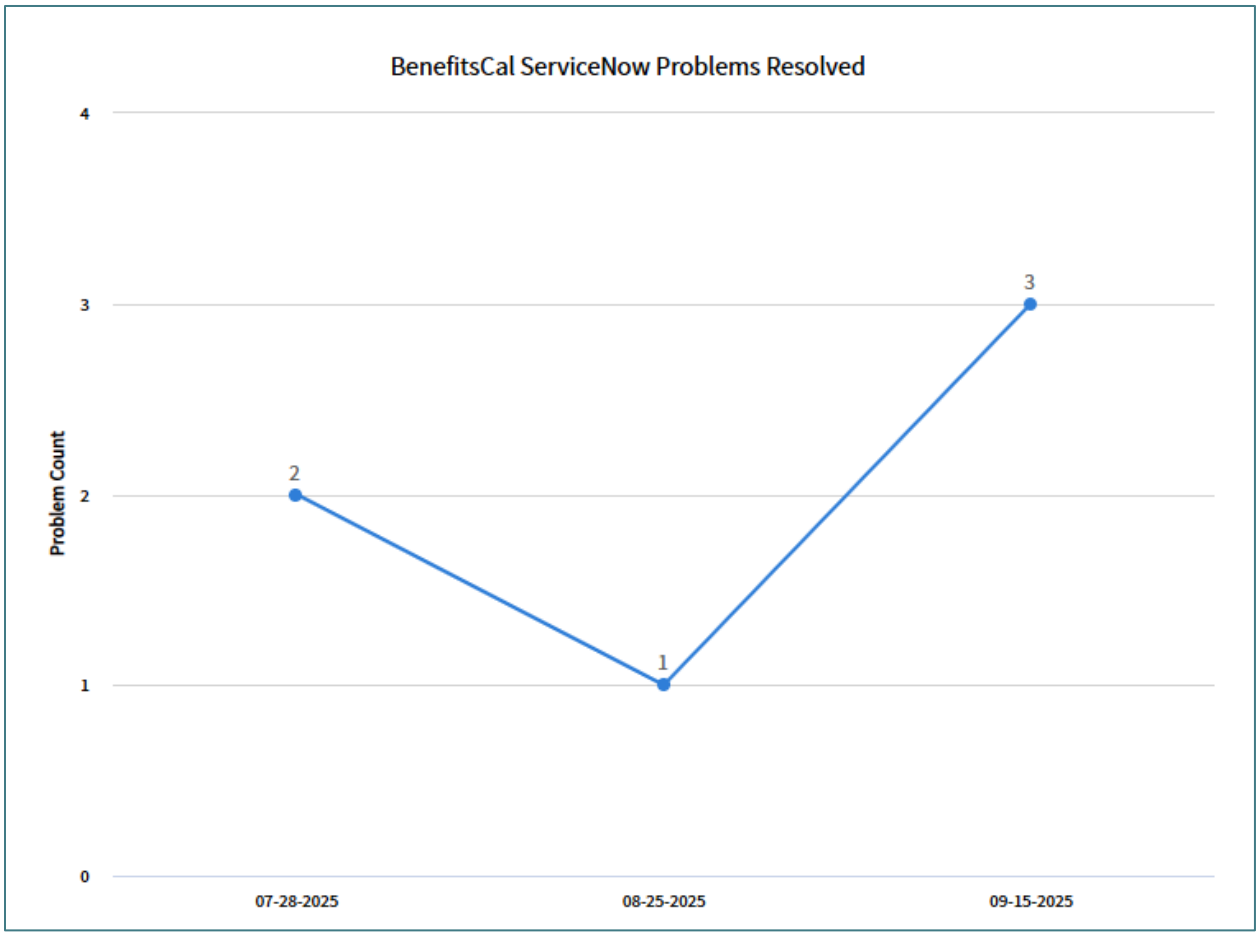


Figure 6: BenefitsCal ServiceNow Problems Resolved

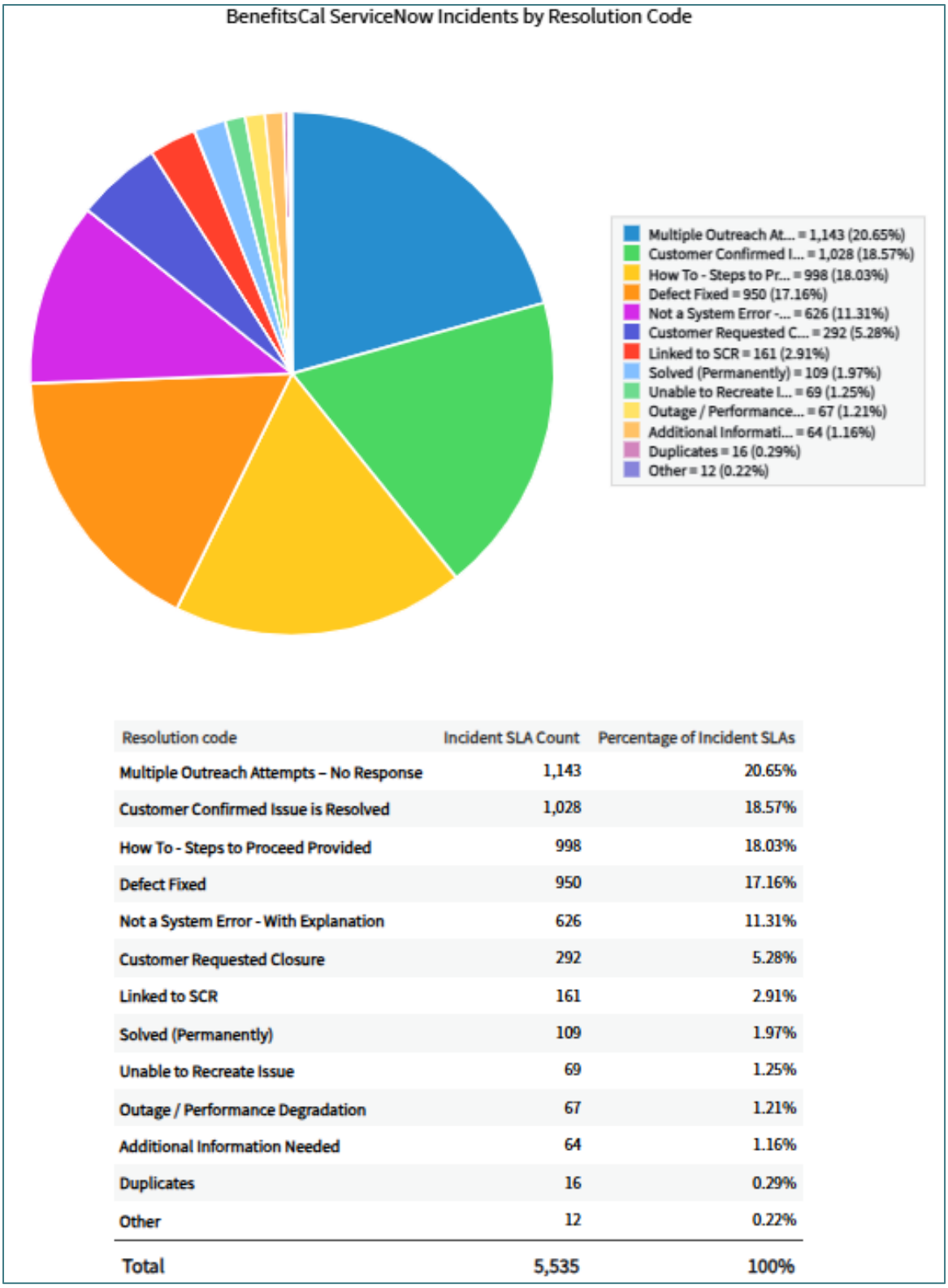
***Note**: The graphs above represent the ServiceNow problems associated to 58 Counties. Problems represent issues that can have a many to one relationship with incidents and the last step in escalation. The dates on the x-axis represent the start of a week.*

BenefitsCal ServiceNow Incidents by State and Age

State	Aging Category	1-5 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
New		1	0	0	0	0	0	1
On Hold		0	1	2	3	4	1	11
Resolved		0	0	0	2	1	0	3
Closed		0	80	487	181	145	3	896
Count		1	81	489	186	150	4	911

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

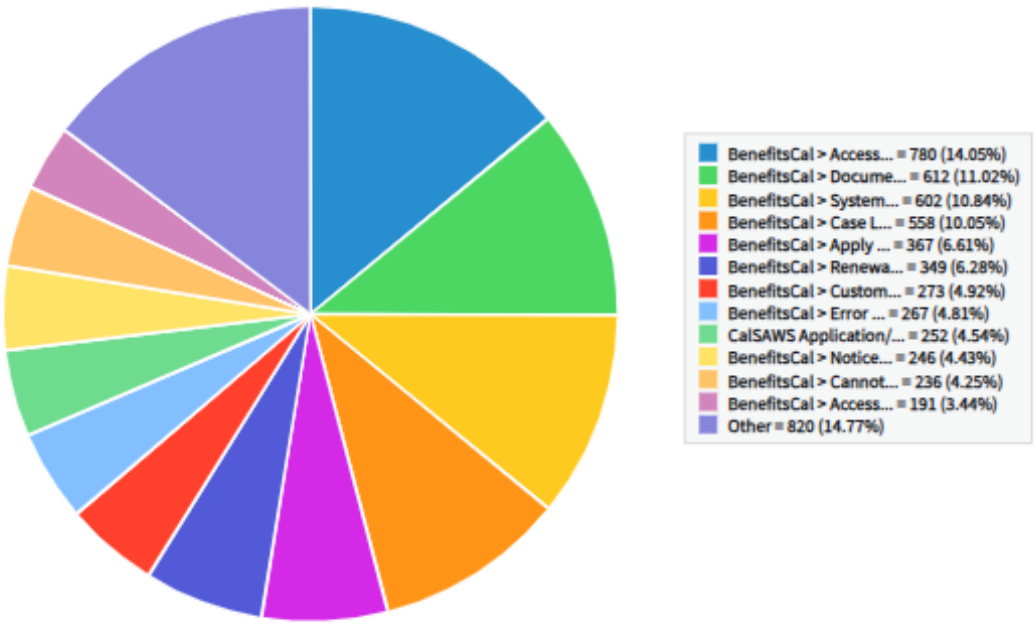
Figure 7: BenefitsCal ServiceNow Incidents by State and Age



Resolution code	Incident SLA Count	Percentage of Incident SLAs
Multiple Outreach Attempts – No Response	1,143	20.65%
Customer Confirmed Issue is Resolved	1,028	18.57%
How To - Steps to Proceed Provided	998	18.03%
Defect Fixed	950	17.16%
Not a System Error - With Explanation	626	11.31%
Customer Requested Closure	292	5.28%
Linked to SCR	161	2.91%
Solved (Permanently)	109	1.97%
Unable to Recreate Issue	69	1.25%
Outage / Performance Degradation	67	1.21%
Additional Information Needed	64	1.16%
Duplicates	16	0.29%
Other	12	0.22%
Total	5,535	100%

Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

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



Category(u_category)	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue > Customer	780	14.05%
BenefitsCal > Document Upload	612	11.02%
BenefitsCal > System/Technical Issue	602	10.84%
BenefitsCal > Case Link Request	558	10.05%
BenefitsCal > Apply for Benefits	367	6.61%
BenefitsCal > Renewal/Redetermination/Recertification	349	6.28%
BenefitsCal > Customer Dashboard	273	4.92%
BenefitsCal > Error Message	267	4.81%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	252	4.54%
BenefitsCal > Notices/Documents/Images	246	4.43%
BenefitsCal > Cannot View Case Information	236	4.25%
BenefitsCal > Access Issue	191	3.44%
Other	820	14.77%
Total	5,553	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
09/19/25	10:00pm – 1:00 am PST	Hyland maintenance (Holding queues for Document Transfer)
09/21/25	6:00 am – 7:30 am PST	BenefitsCal Priority Release– 25.09.21
09/21/25	6:00 am – 1:00 pm PST	CalSAWS Application maintenance (Offline mode)

Table 13: BenefitsCal Upcoming Maintenance

Scheduled Date	Outage Timeframe	Application Mode
09/25/25	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 25.09.25

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.

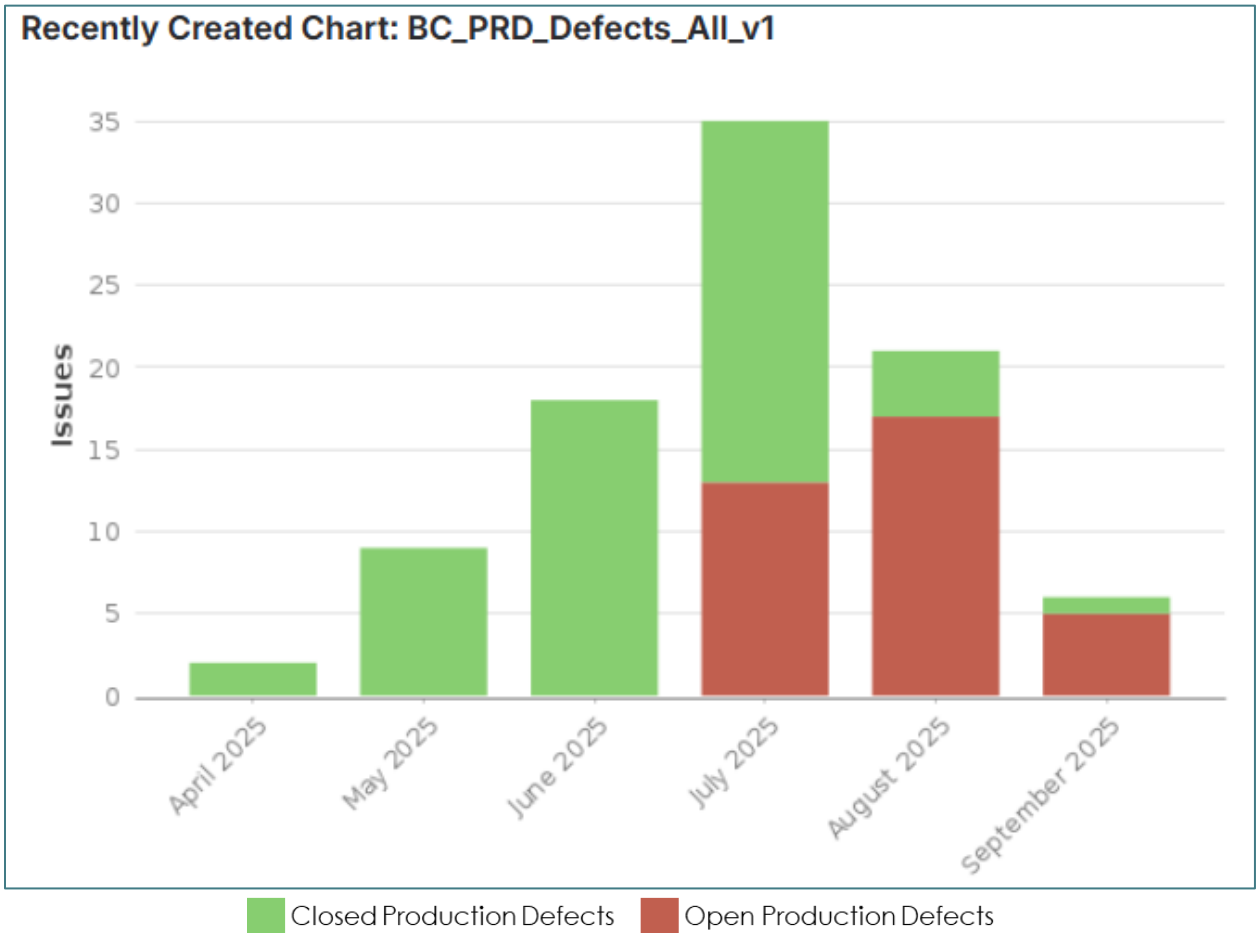


Figure 10: Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 25.09.25	RELEASE 25.10.30	RELEASE 25.11.27	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	**32**	**19**	**6**	**57**
New	0	8	5	13
In Progress	32	11	1	44
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	***32***	***19***	***6***	***57***

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**
  - One (1) defect was deployed with BenefitsCal Priority Release 25.09.11 for User Error Handling, Exception Handling, and Application Summary.
  - One (1) enhancement was deployed with BenefitsCal Priority Release 25.09.21 for User Error Handling, Exception Handling, and Application Summary.
- **BenefitsCal Monthly Release**
  - None for the reporting period.

Table 15: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
25.09.25 – Monthly	09/25/25	Five (5) enhancements and thirty-two (32) production defects are planned for User Error Handling, Exception Handling, and Application Summary.
25.10.30 – Monthly	10/30/25	Two (2) enhancements and nineteen (19) 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 October 2025 enhancements.
    - Began design work for the November 2025 enhancements.
    - Attended the Project Milestone Meeting with the Consortium and CalSAWS on 09/08/25 and 09/15/25.
    - Attended the BR Refinement – Release 2026 Q4 CR 312102: Adult Expansion Work Requirement meetings on 09/08/25 and 09/15/25.
    - Hosted a September UCD Presentation Review with the Consortium on 09/08/25.
    - Attended the 25.09 Project Integrated Readiness Areas – T-2 Integrated Readiness Status meeting on 09/08/25.
    - Hosted the DDI and M&O Biweekly meetings on 09/09/25, 09/11/25, 09/16/25, and 0918/25.
    - Hosted the UCD Monthly Meeting Prep call with the State Partners on 09/10/25.
    - Hosted the BenefitsCal PM Stand-Up meetings with the Consortium on 09/10/25 and 09/17/25.
    - Attended the Request for BenefitsCal Validation discussion on 09/11/25.
    - Hosted the BenefitsCal Pipeline (new series) call on 09/11/25.
    - Attended the CA-292683 BenefitsCal Impacts with CalSAWS meeting on 09/12/25.

- Attended the 25.09 Project Integrated Readiness Areas – T-1 Integrated Readiness Status meeting on 09/15/25.
- Attended the DHCS-CalSAWS 6-Month Renewal touchpoint on 09/15/25.
- Attended the CA-256584 discussion with CalSAWS and Hyland Imaging on 09/16/25.
- Hosted the UCD Monthly meeting with the Advocates and State Partners on 09/17/25.
- Attended the CalSAWS Virtual Greenlight Release 25.09 meeting on 09/17/25.
- Attended the CA-293605 Case linking Impacts meeting on 09/17/25.
- Attended the H.R. 1 – CR 313368 – Retroactive-Medi-Cal Reduced Time Frame – Design Session #2 on 09/18/25.
- Attended the BR Refinement – CR 312102: Adult Expansion Work Requirement meeting on 09/18/25.
- Attended the caseLink API BenefitsCal Impacts discussion with CalSAWS on 09/19/25.

- **Activities for the Next Reporting Period – Requirements and Design**
  - **Designs and Design Meetings**
    - Continue design work for the November 2025 enhancements.
    - Attend the Project Milestone meetings with the Consortium and CalSAWS on 09/22/25 and 09/29/25.
    - Host the DDI and M&O Biweekly meetings on 09/23/25, 09/25/25, 09/30/25, and 10/02/25.
    - Host the BenefitsCal PM Stand-Up meetings with the Consortium on 09/24/25 and 10/01/25.
    - Attend the Get CalFresh Parity List meeting on 09/24/25.
    - Host the BenefitsCal Pipeline (new series) call on 09/25/25.

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 August Always on survey data.
  - **User Engagement**
    - N/A.
  - **Enhancements**
    - Finalized designs for the MC Renewal Assets form [CSPM-80782].
    - Finalized designs for Login MFA Improvements to Customer Experience [CSPM-79752].
    - Finalized designs for Citizenship/Immigration/Birth Certificate Enhancement.
    - Started designs for the ABAWD changes.
    - Started designs for the Reinstatement of Assets section.
    - Conducted workshops with the State Partners for the Help Center current state assessment.

- **Advocate Engagement**
  - Conducted September UCD monthly meeting.
  - Responded to August UCD monthly meeting comment log.

- **Activities for the Next Reporting Period – UCD**
  - **CX Measurements Data**
    - Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues.
  - **Enhancements**
    - Continue designs for ABAWD changes.
    - Continue designs for Reinstatement of Assets Section.
    - Prepare Advocate workshops for Help Center research.
  - **Advocate Engagement**
    - Draft comment log responses for September UCD monthly meeting.
    - Start preparing materials for October UCD monthly meeting.

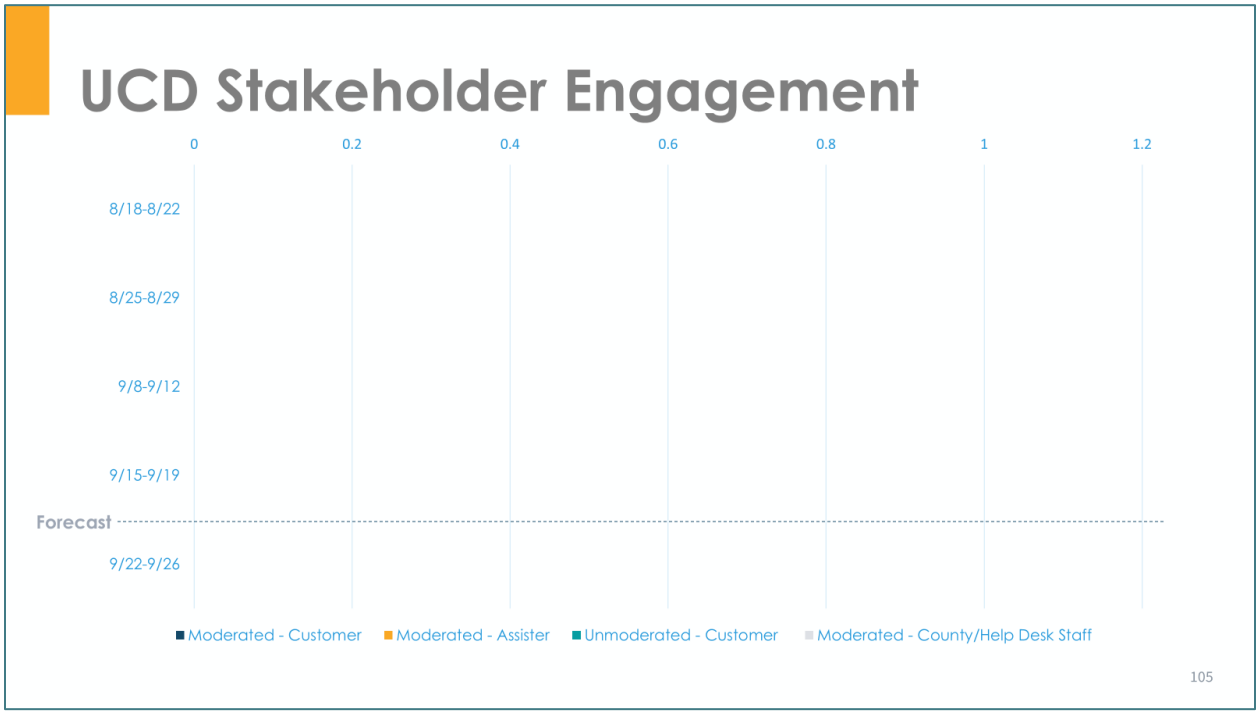


Figure 11: UCD Stakeholder Engagement

4.4 Development

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

Table 16: Enhancement Actuals for Reporting Period

Release	Planned for Week Ending 09/19/25	Actual for Week Ending 09/19/25	Total Planned for the Release	Comments
Release 25.09.11	1	1	1	Release 25.09.11 was deployed to Production on 09/11/25. CSPM-81167 was part of this priority release.
Release 25.09.21	1	1	1	Release 25.09.21 was deployed to Production on 09/21/25. CSPM-78574 was part of this release.
Release 25.09.25	5	5	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 10/03/25	Total Planned for the Release	Total Completed for the Release	Comments
Release 25.09.11	1	1	1	Release 25.09.11 was deployed to Production on 09/11/25. CSPM-81167 was part of this priority release.
Release 25.09.21	1	1	1	Release 25.09.21 was deployed to Production on 09/21/25. CSPM-78574 was part of this release.
Release 25.09.25	5	5	5	Release 25.09.25 is planned for deployment on 09/25/25.
Release 25.10.30	0	2	0	Release 25.10.30 is planned for deployment on 09/30/25. CSPM-81491 and CSPM-75629 will be part of 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 and Enhancements for Release 25.09.11 and 25.09.21 were validated.
  - **Test Support**
    - Provided clarification and support to QA/Consortium/Independent Test Team for defects and enhancements tagged to 25.09.11 and 25.09.21
- **Activities for the Next Reporting Period – User Acceptance Test Planning**
  - **UAT Test Execution**
    - 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 25.09.25.

4.6 Release Management

- **Activities for the Reporting Period – Release Management**
  - **Release 25.09.11– September Priority Release**
    - Deployed September Priority Release – 25.09.11 into Production on 09/11/25.
  - **Release 25.09.21– September Priority Release**
    - Deployed September Priority Release – 25.09.21 into Production on 09/21/25.

4.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
  - **Release 25.09.11– September Priority Release**
    - Validation of tickets tagged to 09/11/25.
  - **Release 25.09.21– September Priority Release**
    - Validation of tickets tagged to 09/21/25.

4.7.1 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 25.09.25.

Table 18: Automated Regression Scripts Executed in BenefitsCal

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass %	Pass of Executed	Coverage
25.09.25	57	57	0	100	100	CalFresh (CF), CalWORKs, Medi-Cal (MC), General Assistance or General Relief (GA/GR), and Disaster

Release	# of Scenarios Executed	# of Scenarios Passed	# of Scenarios Failed	Overall Pass %	Pass of Executed	Coverage
						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**
  - The BenefitsCal September performance team executed two (2) rounds of Performance tests with the scope inclusive 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 updated the impacted scripts on the latest codebase to reflect the enhancements and defect changes and ensured all other scripts work as expected.

    The performance team executed the 1st test as per the below plan and observed errors code "504" in document/getDocumentsHistoryByUserid for CBO users and DB CPU utilization reaching 90%. As the CBO scenarios has limited virtual users and iterations, the errors were very limited, however, the timeouts causing high DB CPU utilization caught teams attention and the test was stopped/ended ten (10) minutes into ramp up, with overall the test duration as 1 hour and five (5) minutes compared to the typical one (1) hour fifty-five (55) minutes duration. The team further analyzed the database query performance issues and identified the root cause as applying an additional where clause and primary and foreign key joins in SQL subquery. The team further made the query optimization and tuning and the performance team executed the second test as planned, observing no 504 errors or high database CPU utilization and the overall tests results were comparable to baseline in terms of errors and average response time. Also, the query in question was executed within the expected response time.

    The Team shared the findings outlined in the previous paragraph with the Consortium team on 09/22/25 and received approval to execute a third round of performance testing as per the plan outlined below to confirm the query tuning and attain two (2) consistent performance test results for the September monthly release.

Table 19: Performance Test Cycles and Test Case Status

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
15	08/27/25	09/23/25	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. ▪ Friday, September 19 **(Completed)** ▪ Monday, September 22 **(Completed)** ▪ Tuesday, September 23	90%

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 09/19/25.
  - [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.