![CalSAWS logo]

CalSAWS
California Statewide Automated Welfare System

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

Reporting Period: September 22, 2025 – October 5, 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	▪ Monthly Release – The BenefitsCal Team successfully deployed the September Monthly Release **25.09.25** to BenefitsCal Production. ▪ Priority Release – The BenefitsCal Team successfully deployed the September Priority Release **25.09.30** 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 were successfully delivered to Production on 09/25/25: • 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 was successfully delivered 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. • Started analyzing September Always on survey data. **User Engagement** • Developed discussion guides for Help Center customer sessions. • Developed unmoderated testing survey for Help Center customer sessions. **Enhancements** • Continued designs for the ABAWD changes. • Continued designs for the Reinstatement of Assets section. • Conducted workshops with Advocates for the Help Center current state assessment. **Advocate Engagement** • Drafted responses to September UCD monthly meeting comment log. • Started developing materials for October UCD Monthly Meeting.

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP 28.42	BenefitsCal Work Plan Monthly Updates – September 2025	On Time	Final submission 10/07/25
WP 25.44	Monthly M&O Report – September 2025	On Time	Final submission 10/07/25
WP 24.32	CX Bimonthly Report (Aug/Sept 2025)	On Time	Final submission 10/14/25
WP 26.14	BOM Review and License Renewals (Quarterly) Jul – Sep 2025	On Time	Final submission 10/10/25
OWD 04	BenefitsCal Contingency Plan and Procedures	On Time	Final submission 10/10/25
OWD 05	BenefitsCal Risk Assessment Procedures	On Time	Final submission 10/10/25
OWD 06	BenefitsCal Configuration Management Plan and Procedures	On Time	Draft submission 10/06/25

1.2 BenefitsCal Project Status Dashboard

Table 3: Status Dashboard

TOPIC	STATUS	HIGHLIGHTS
Availability	On Time	The BenefitsCal System did not experience any unplanned outages.
Defects	On Time	There are twenty-seven (27) active Production defects.
Incidents	On Time	There are Ten (10) open Tier 3 incidents.

1.3 Highlights from the Reporting Period

- **Priority Release**:
  - The BenefitsCal Team successfully deployed Priority Release **25.09.30** to BenefitsCal Production.
- **Emergency Release**
  - None for the reporting period.
- **Monthly Release**
  - The BenefitsCal Team successfully deployed Monthly Release **25.09.25** to BenefitsCal Production.
- **Planned Outages**
  - Thursday, 09/25/25 8:00 pm to 9:30 pm PST
  - BenefitsCal Monthly Release 25.09.25
  - Tuesday, 09/30/25 8:00 pm to 9:00 pm PST
  - BenefitsCal Priority Release 25.09.30

1.4 Deliverable Management

- **Deliverables and Work Products submitted:**
  - 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.
- **Deliverable and Work Product submissions for the next reporting period:**
  - Draft OWD 06: BenefitsCal Configuration Management Plan and Procedures on 10/06/25.
  - FWP 28.42 BenefitsCal Work Plan Monthly Updates – September 2025 on 10/07/25.
  - FWP 25.44 Monthly M&O Report – September 2025 on 10/07/25.
  - FWP 24.32 CX Bimonthly Report (Aug/Sept 2025) on 10/14/25.
  - FWP 26.14 BOM Review and License Renewals (Quarterly) Jul – Sep 2025 on 10/10/25.
  - Final OWD 04: BenefitsCal Contingency Plan and Procedures on 10/10/25.
  - Final OWD 05: BenefitsCal Risk Assessment Procedures on 10/10/25.

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
0124-25	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 – 10/19/2025	10/03/25	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	DATE LOGGED
312	Delays in completing requirements and design for Single Streamline Application (SSApp) may impact CalSAWS delivery and support	**September 22, 2025:** ▪ SSApp was deployed to production on 9/21/2025	Closed	Low	02/04/25

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 ❹

Phase 2 – Release 3.0 — Dev / Test / Evaluate
Phase 2 – Release 4.0 — Dev / Perf / Test / Evaluate
Phase 2 – Release 4.1.5 — Dev SIT / Perf UAT

Phase 3 (M&O) — Phase 3 - M&O
Release 5.0 — R5.0 Des. / Dev / SIT / Perf / UAT

Release ROI — Design / Dev SIT UAT Perf
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

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 ❷ ❷ ❷ ❷ ❷   ❷ ❷ ❷ ❷ ❷ ❷ ❷ ❷

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 / Duplicate	2
New/Assigned	0
Completed	3
Reopened	0
In Review	2
Withdrawn	0
TOTAL	**7**

▪ **Completed**
  • CSPM-81507: SCERFRA 25-525 – BenefitsCal Income Verification Service
  • CSPM-81615: SCERFRA 25-529 – Immunization Forms Revision Efforts
  • CSPM-81739: SCERFRA 25-530 – Termination of Standard Medical Deduction Demonstration Project
▪ **In Review**
  • CSPM-81729: SIRFRA 1454 – Adult Expansion Freeze Additional Outreach
  • CSPM-81786: SIRFRA 1455 – Record Telephonic Signature in CalSAWS
▪ **Rejected / Duplicate**
  • CSPM-81728: SIRFRA 1454 – Adult Expansion Freeze Additional Outreach
  • CSPM-81787: SIRFRA 1455 – Record Telephonic Signature in CalSAWS

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	Closed	Successfully deployed to Production on 09/25/25
Enhancement	CSPM-75629	Collaboration Model: Document Upload – List of Options	Analysis In Progress	Design complete, 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 December 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**
  - Seven (7) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
  - The BenefitsCal Tier 3 Team resolved Six (6) incidents in the biweekly reporting period.
- **Incidents Closed**
  - The BenefitsCal Tier 3 Team closed Three (3) incidents in the biweekly reporting period.
- **Incidents Triaged**
  - The BenefitsCal Tier 3 Team has triaged Nineteen (19) 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 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.
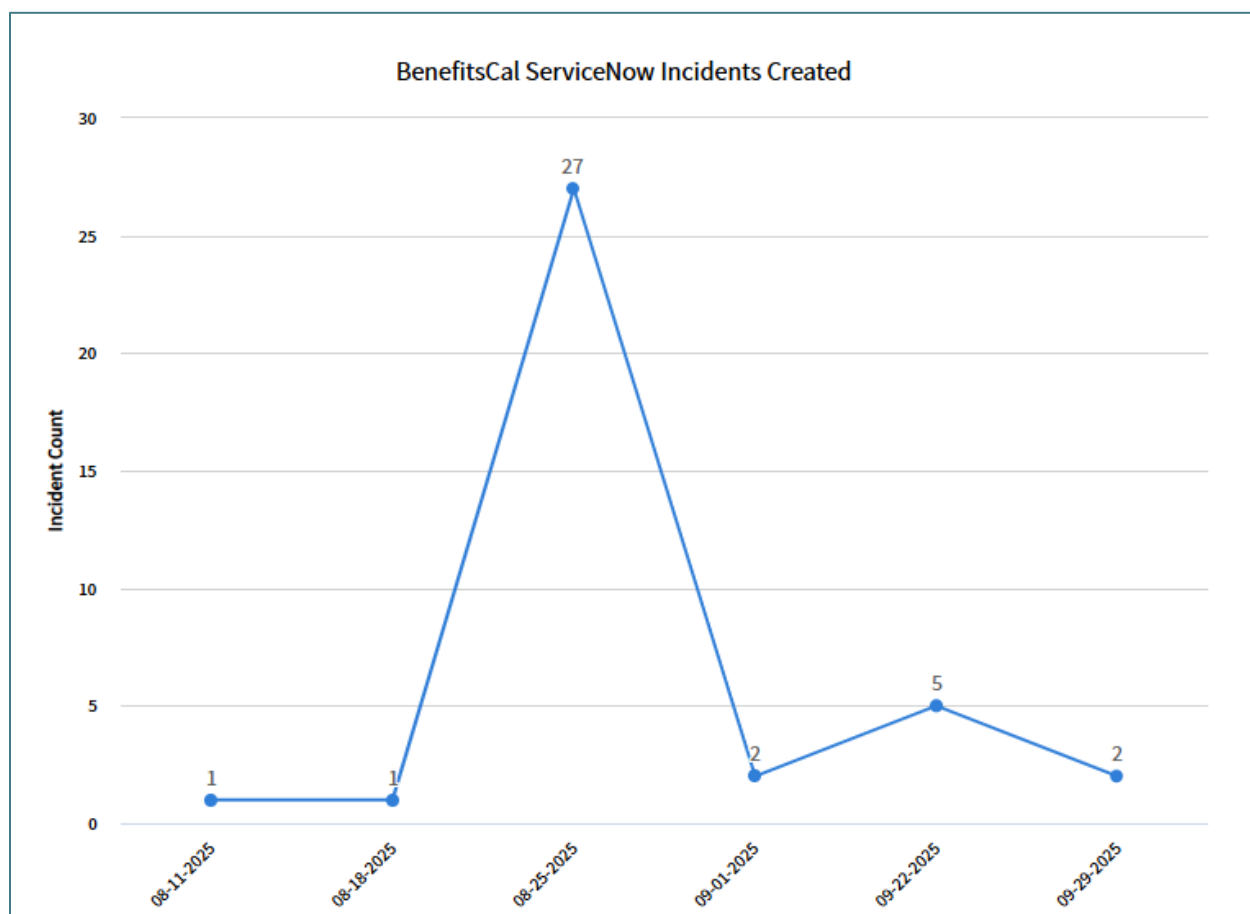
Figure 1: BenefitsCal ServiceNow Incidents Created
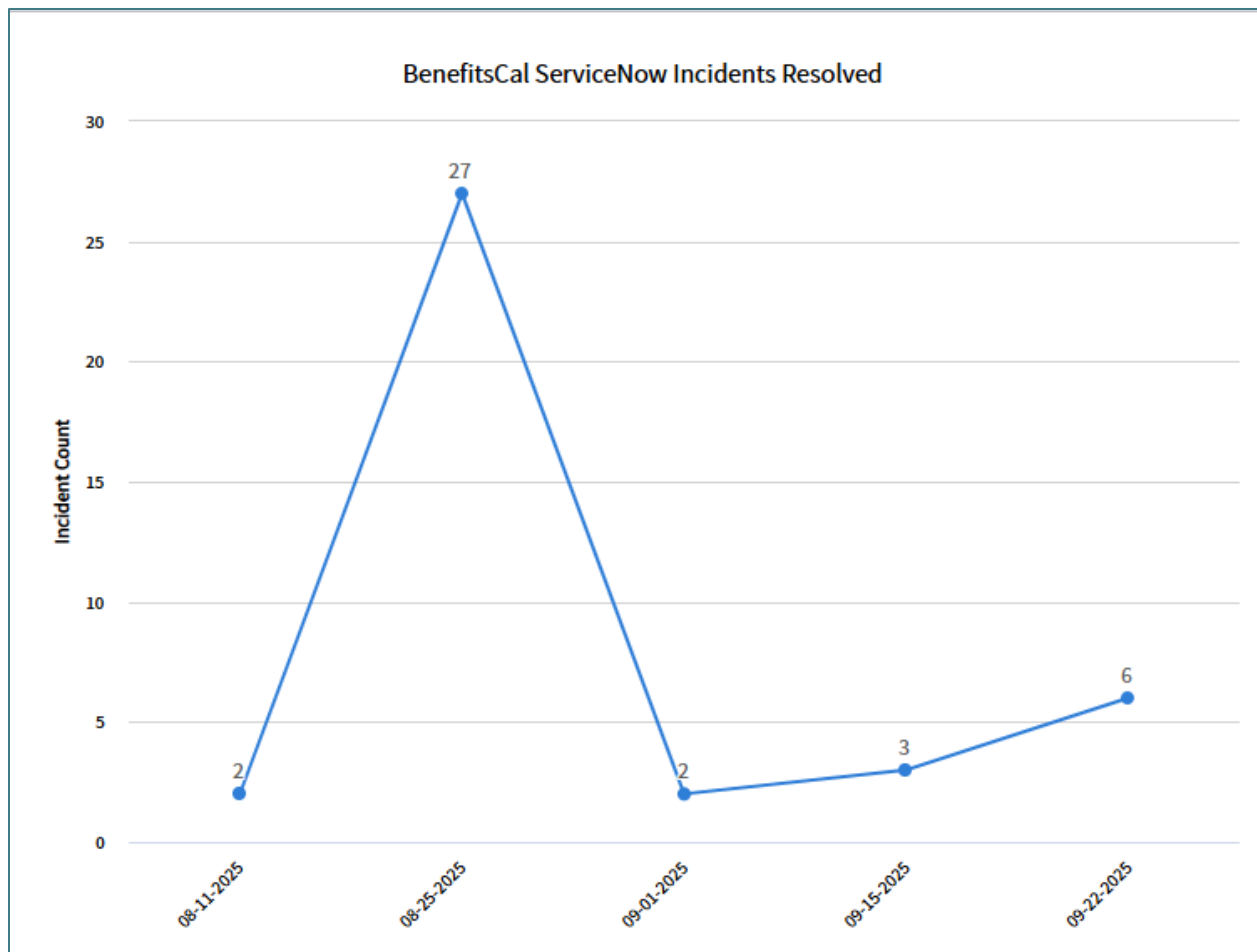
Figure 2: BenefitsCal ServiceNow Incidents Resolved
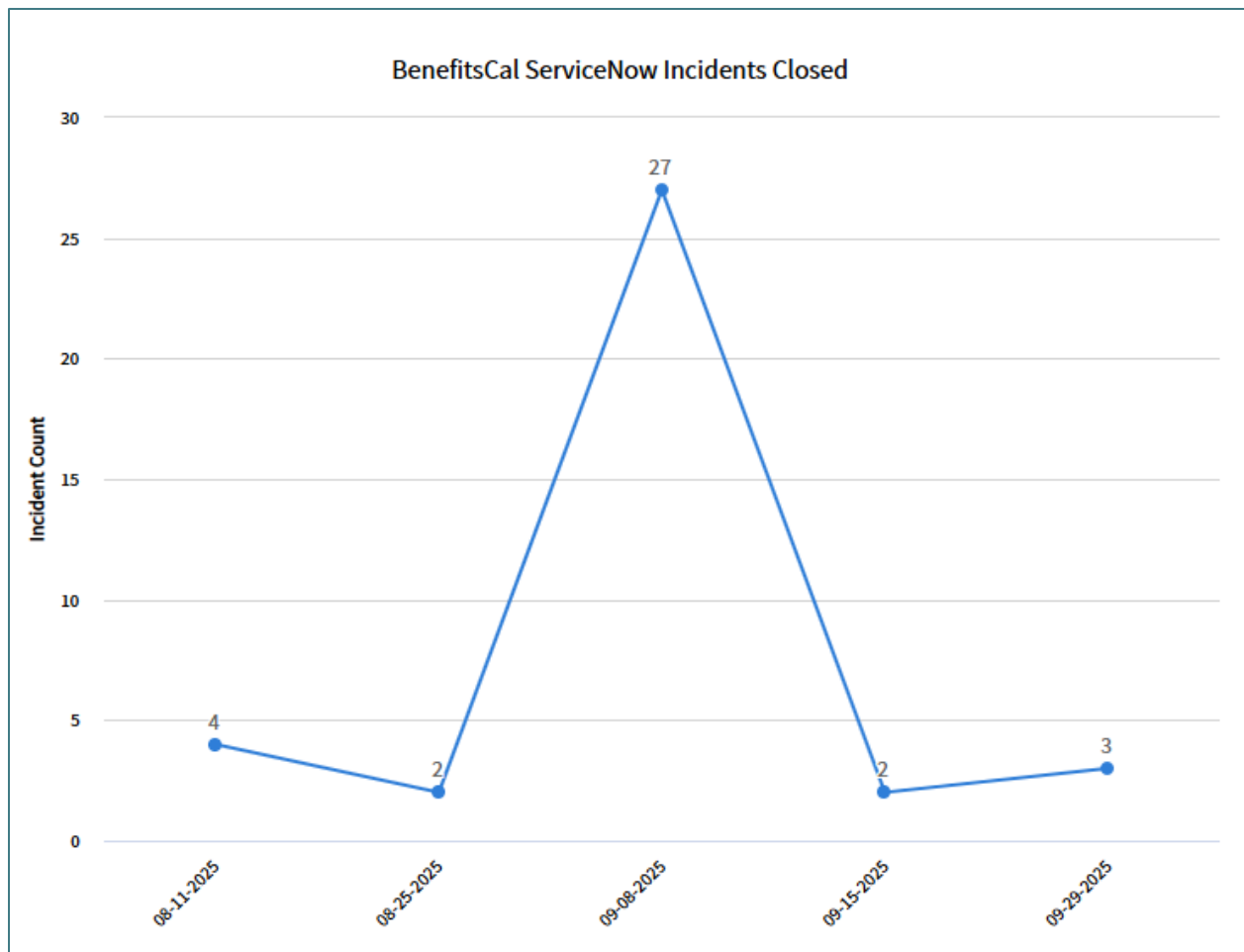
Figure 3: BenefitsCal ServiceNow Incidents Closed
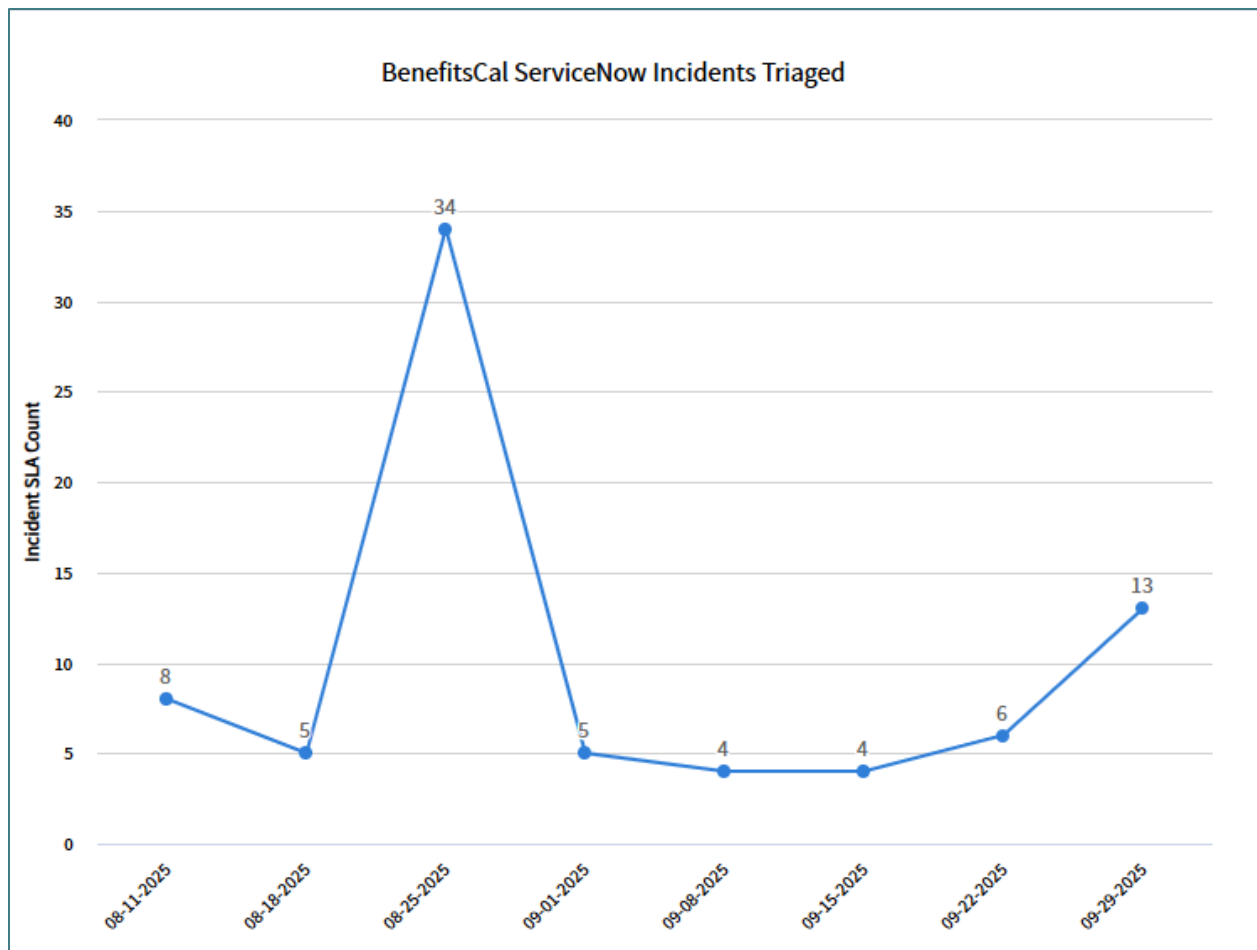
Figure 4: BenefitsCal ServiceNow Incidents Triaged

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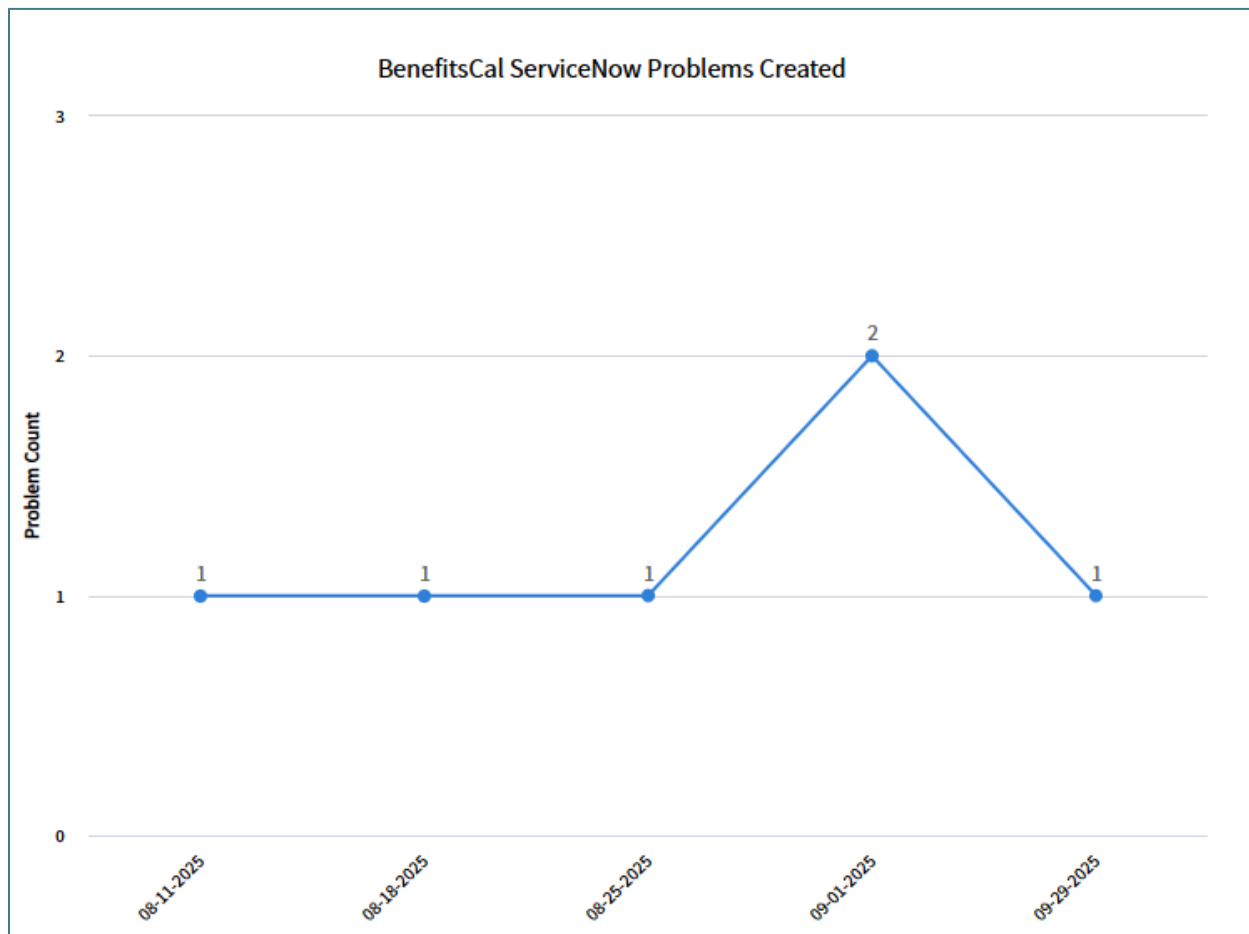
Figure 5: BenefitsCal ServiceNow Problems Created
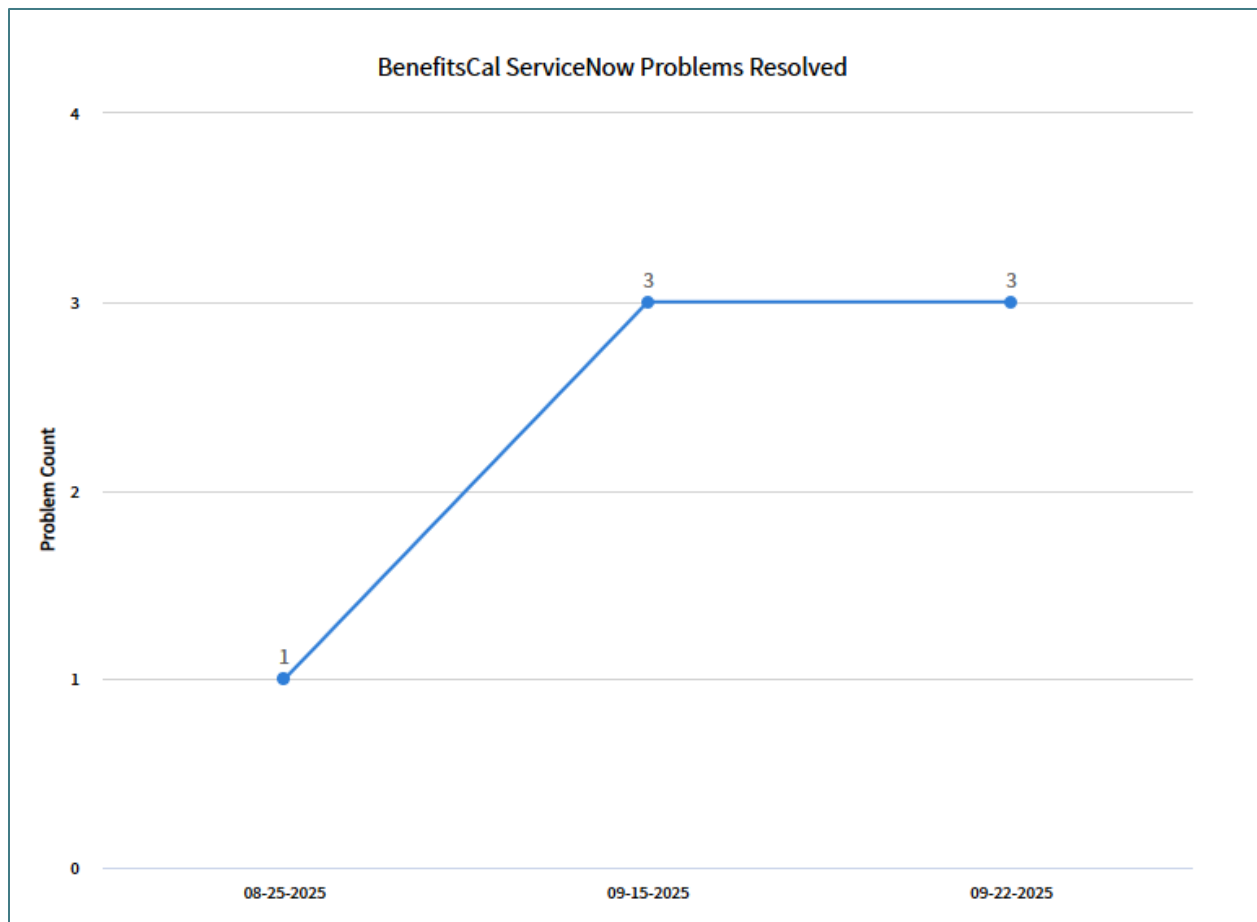
Figure 6: BenefitsCal ServiceNow Problems Resolved

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	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
New	0	1	1	0	0	0	0	2
In Progress	0	0	1	0	0	0	0	1
On Hold	1	2	1	0	2	1	0	7
Resolved	0	0	0	0	0	5	1	6
Closed	0	0	80	487	182	147	3	899
Count	1	3	83	487	184	153	4	915

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... = 1,145 (20.61%)
- Customer Confirmed I... = 1,033 (18.59%)
- How To - Steps to Pr... = 1,003 (18.05%)
- Defect Fixed = 956 (17.21%)
- Not a System Error -... = 628 (11.3%)
- Customer Requested C... = 293 (5.27%)
- Linked to SCR = 161 (2.9%)
- Solved (Permanently) = 109 (1.96%)
- Unable to Recreate I... = 69 (1.24%)
- Outage / Performance... = 67 (1.21%)
- Additional Informati... = 64 (1.15%)
- Duplicates = 16 (0.29%)
- Other = 12 (0.22%)

Resolution code	Incident SLA Count	Percentage of Incident SLAs
Multiple Outreach Attempts – No Response	1,145	20.61%
Customer Confirmed Issue is Resolved	1,033	18.59%
How To - Steps to Proceed Provided	1,003	18.05%
Defect Fixed	956	17.21%
Not a System Error - With Explanation	628	11.3%
Customer Requested Closure	293	5.27%
Linked to SCR	161	2.9%
Solved (Permanently)	109	1.96%
Unable to Recreate Issue	69	1.24%
Outage / Performance Degradation	67	1.21%
Additional Information Needed	64	1.15%
Duplicates	16	0.29%
Other	12	0.22%
Total	**5,556**	**100%**

Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

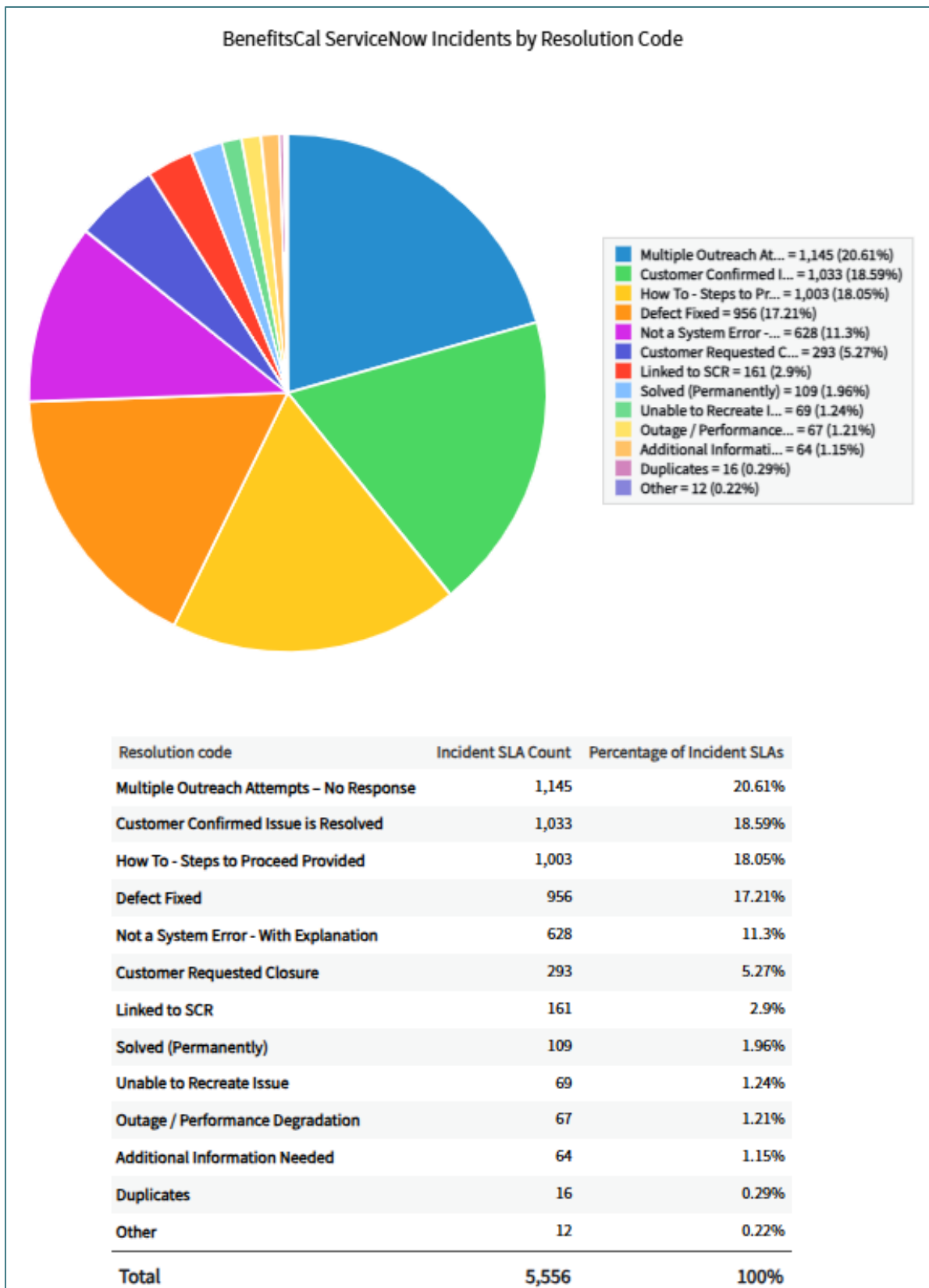*Note: The pie chart above represents Incidents resolved since BenefitsCal Go-Live on 09/27/21.*

BenefitsCal ServiceNow Incidents Created by Category

Legend:
- BenefitsCal > Access... = 782 (14.03%)
- BenefitsCal > Docume... = 613 (11%)
- BenefitsCal > System... = 602 (10.8%)
- BenefitsCal > Case L... = 564 (10.12%)
- BenefitsCal > Apply ... = 368 (6.6%)
- BenefitsCal > Renewa... = 349 (6.26%)
- BenefitsCal > Custom... = 275 (4.94%)
- BenefitsCal > Error ... = 267 (4.79%)
- CalSAWS Application/... = 253 (4.54%)
- BenefitsCal > Notice... = 248 (4.45%)
- BenefitsCal > Cannot... = 238 (4.27%)
- BenefitsCal > Access... = 191 (3.43%)
- Other = 822 (14.75%)

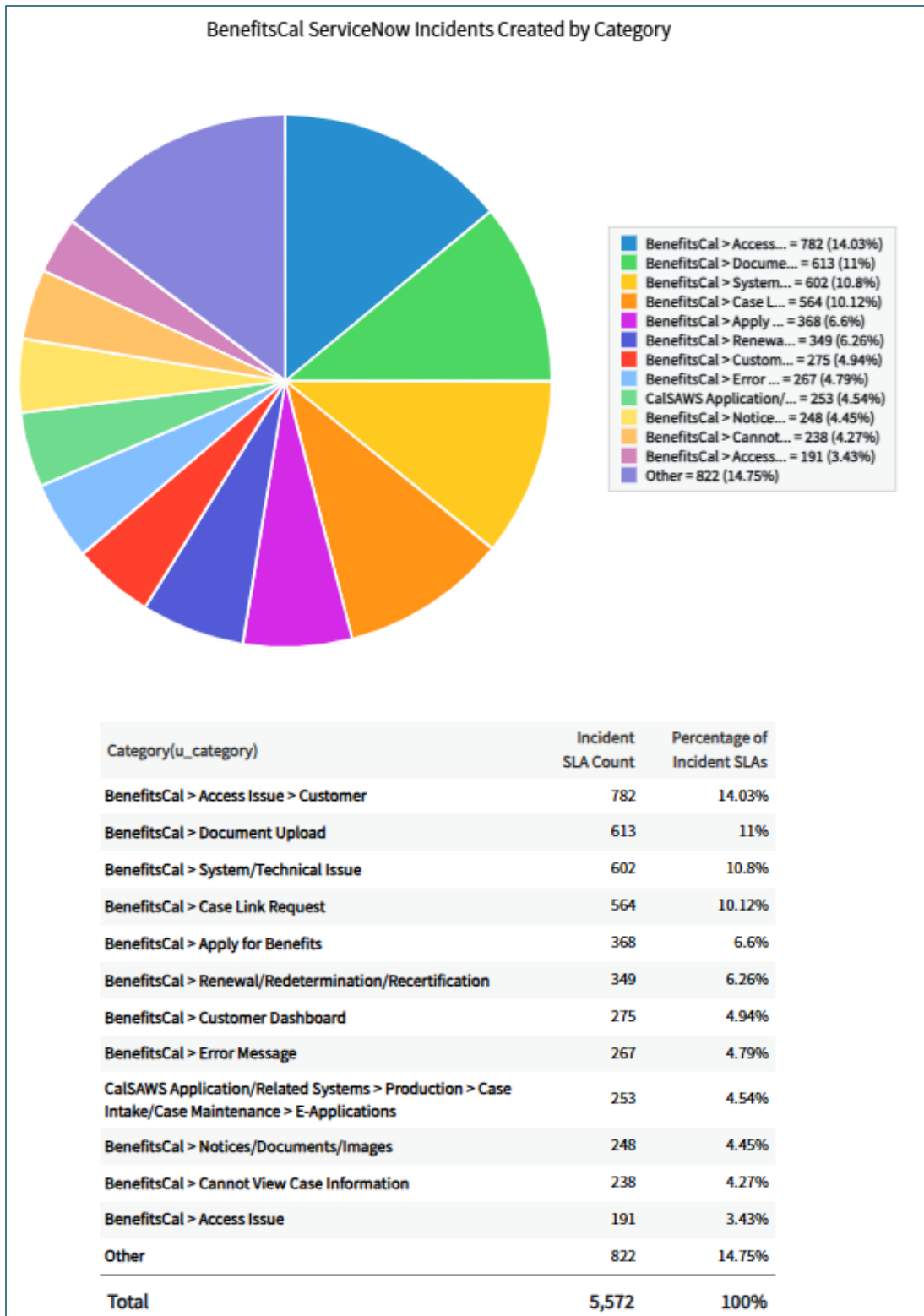| Category(u_category)	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue > Customer	782	14.03%
BenefitsCal > Document Upload	613	11%
BenefitsCal > System/Technical Issue	602	10.8%
BenefitsCal > Case Link Request	564	10.12%
BenefitsCal > Apply for Benefits	368	6.6%
BenefitsCal > Renewal/Redetermination/Recertification	349	6.26%
BenefitsCal > Customer Dashboard	275	4.94%
BenefitsCal > Error Message	267	4.79%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	253	4.54%
BenefitsCal > Notices/Documents/Images	248	4.45%
BenefitsCal > Cannot View Case Information	238	4.27%
BenefitsCal > Access Issue	191	3.43%
Other	822	14.75%
Total	**5,572**	**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 include 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
09/25/25	08:00pm – 9:30 pm PST	BenefitsCal Production Deployment – 25.09.25
09/26/25 – 09/27/25	10:00 pm – 2:00 am PST	CalSAWS Application maintenance (Maintenance mode)
09/28/25	2:00 pm – 6:30 pm PST	CalSAWS Application maintenance (Offline mode)

Table 13: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
10/30/25	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 25.10.30

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.
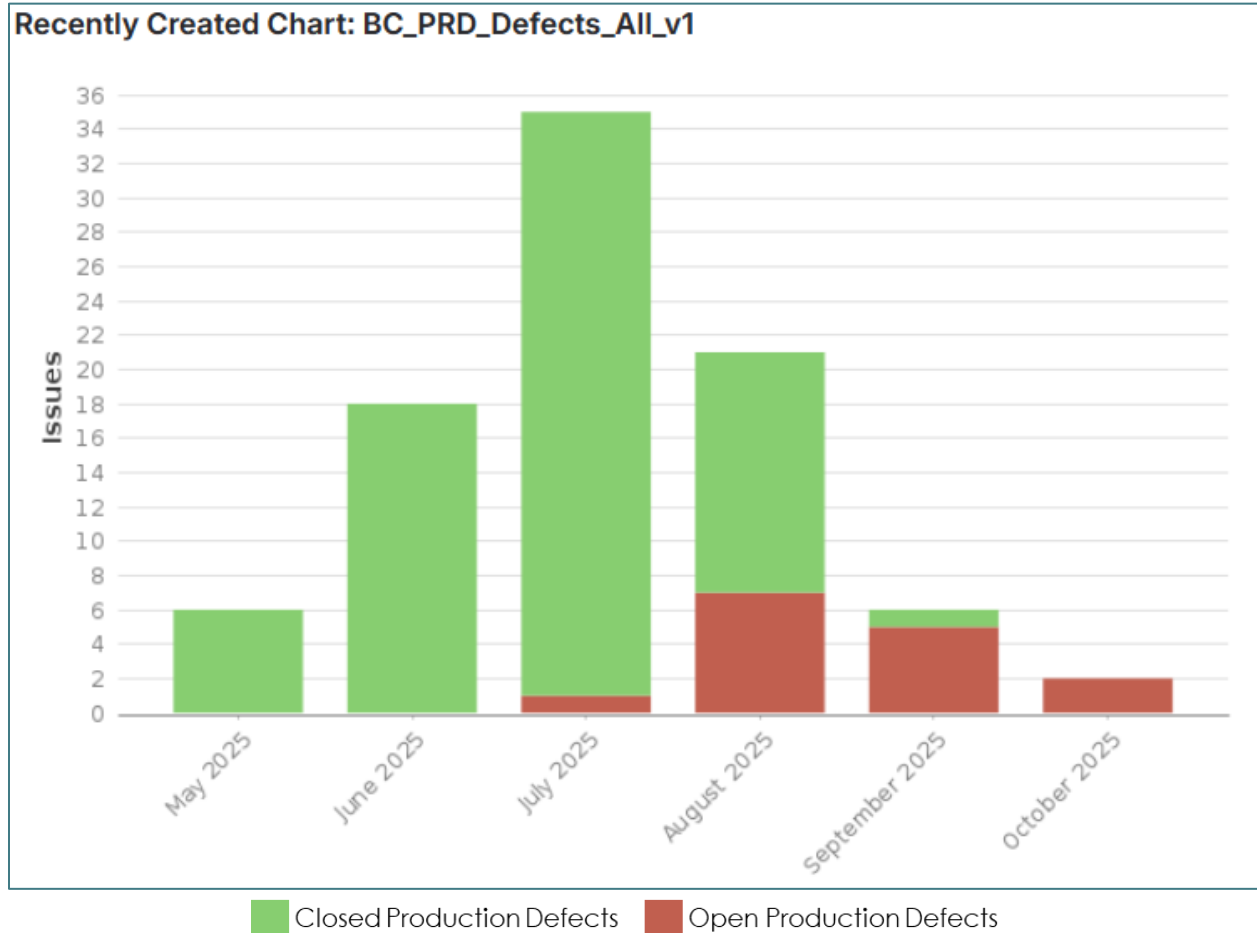

Figure 10: Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 25.10.30	RELEASE 25.11.27	RELEASE 25.12.18	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	**15**	**9**	**3**	**27**
New	1	7	3	11
In Progress	14	2	0	16
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	***15***	***9***	***3***	***27***

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) enhancement was deployed with BenefitsCal Priority Release 25.09.30 for User Error Handling, Exception Handling, and Application Summary.
- **BenefitsCal Monthly Release**
  - Five (5) enhancements and thirty-two (32) Production defects were deployed with BenefitsCal Priority Release 25.09.25 for User Error Handling, Exception Handling, and Application Summary.

Table 15: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
25.10.30 – Monthly	10/30/25	Two (2) 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 November 2025 enhancements.
    - Attended the Project Milestone meetings with the Consortium and CalSAWS on 09/22/25 and 09/29/25.
    - Hosted the DDI and M&O Biweekly meetings on 09/23/25, 09/25/25, 09/30/25, and 10/02/25.
    - Hosted the BenefitsCal PM Stand-Up meetings with the Consortium on 09/24/25 and 10/01/25.
    - Attended the Get CalFresh Parity List meeting on 09/24/25.
    - Attended CR 312102 – H.R.1 – Adult Expansion Work Requirement - Design Sessions on 09/25/25 and 10/02/25.
    - Hosted the BenefitsCal Pipeline (new series) call on 09/25/25.
    - Hosted CA-290673/CSPM-75629: Document Upload List of Options - Testing Support Discussion with CalSAWS and Hyland Imaging on 09/26/25.
    - Attended Case link updates approach discussion with CalSAWS on 09/30/25.
- **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 10/06/25 and 10/13/25.
    - Host the DDI and M&O Biweekly meetings on 10/07/25, 10/09/25, 10/14/25, and 10/16/25.
    - Attend the Self-Service Portal Committee Meeting on 10/07/25.

- Attend H.R. 1 - CR 313368 - Retroactive-Medi-Cal Reduced Time Frame – Design Session #5 on 10/07/25.
- Host the BenefitsCal PM Stand-Up meetings with the Consortium on 10/08/25 and 10/15/25.
- Host the BenefitsCal Pipeline (new series) call on 09/25/25.
- Attend CR 312102 - H.R.1 – Adult Expansion Work Requirement - Design Sessions on 10/09/25.
- Host the UCD Monthly Mtg Prep Call with State Partner on 10/15/25.

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 September Always on survey data.
  - **User Engagement**
    - Developed discussion guides for Help Center customer sessions.
    - Developed unmoderated testing survey for Help Center customer sessions.
  - **Enhancements**
    - Continued designs for the ABAWD changes.
    - Continued designs for the Reinstatement of Assets section.
    - Conducted workshops with Advocates for the Help Center current state assessment.
  - **Advocate Engagement**
    - Drafted responses to September UCD monthly meeting comment log.
    - Started developing materials for October 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 September Always on survey data
  - **Enhancements**
    - Continue designs for ABAWD changes.
    - Continue designs for Reinstatement of Assets Section.
  - **User Engagement**
    - Review discussion guides for Help Center customer sessions.
    - Review unmoderated testing surveys for Help Center customer sessions.
    - Conduct recruitment for Help Center customer sessions.
  - **Advocate Engagement**
    - Send out responses to September UCD Monthly Meeting comment log

♦ Conduct prep calls for October UCD monthly meeting.
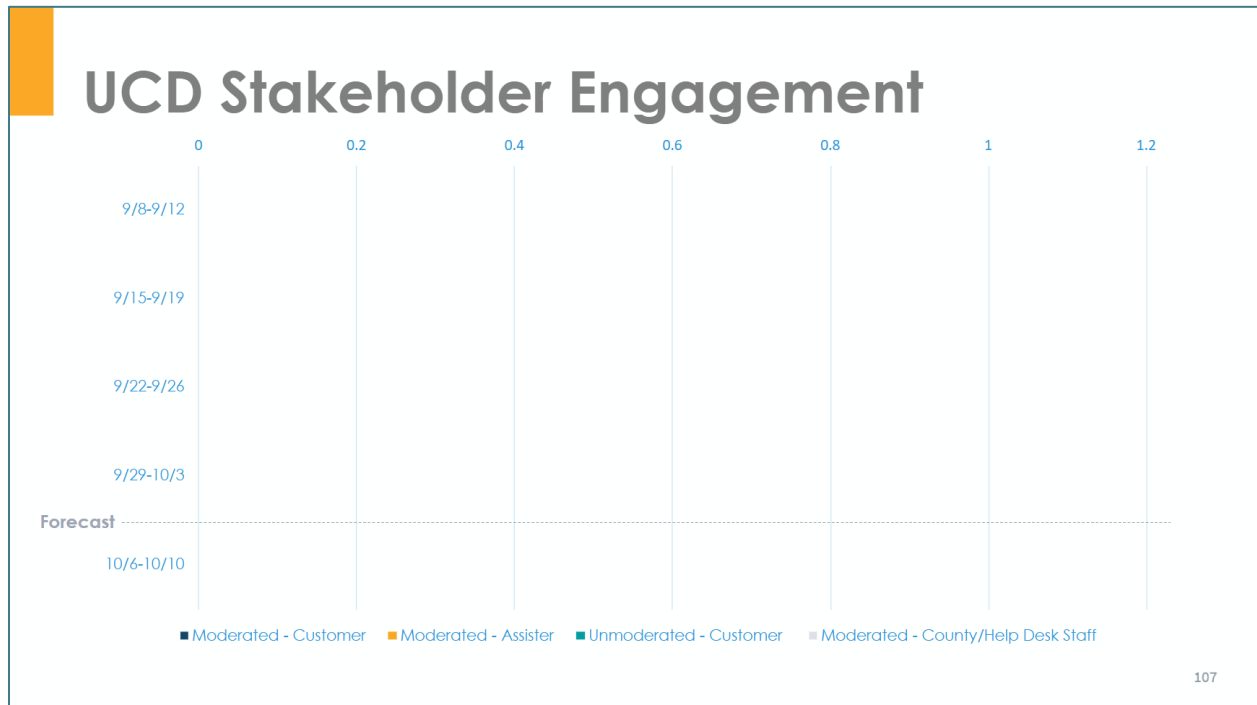
UCD Stakeholder Engagement

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 10/03/25	ACTUAL FOR WEEK ENDING 10/03/25	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 25.09.25	5	5	5	Release 25.09.25 was deployed to production on 09/25/25.
Release 25.09.30	1	1	1	Release 25.09.30 was deployed to production on 09/30/25. CSPM-81629 was delivered as part of this release.
Release 25.10.30	0	0	2	Release 25.10.30 is planned for deployment on 10/30/25. CSPM-81491 and CSPM-75629 will be part of this release.

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

Table 17: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 10/17/25	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 25.10.30	0	2	0	Release 25.10.30 is planned for deployment on 10/30/25. 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 25.09.25 were validated.
  - **Test Support**
    - Provided clarification and support to QA/Consortium/Independent Test Team for defects and enhancements tagged to 25.09.25
- **Activities for the Next Reporting Period – User Acceptance Test Planning**
  - **UAT Test Execution**
    - Defects for Release 25.10.30 will be validated.
  - **Test Support**
    - Clarification and Support will be provided to QA/Consortium/Independent Test Teams for defects tagged to Release 25.10.30

4.6   Release Management

- **Activities for the Reporting Period – Release Management**
  - **Release 25.09.25– September Monthly Release**
    - Deployed September Monthly Release – 25.09.25 into Production on 09/21/25.

4.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
  - **Release 25.09.25– September Monthly 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 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 four (4) 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.

  The Performance testing team executed the third round of performance test as planned with the increased applications and documents to One (1) CBO user profile and observed the similar database contentions with high CPU utilizations and limited 504 errors again. The development team further analyzed the issue and fine-tuned the SQL query to be optimized further fetching and processing high number of documents for specific CBO user. The Team shared the latest findings with the Consortium team on 09/23/25 and received approval to

execute a fourth 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.

The fourth round of performance testing was successful, the results attained were comparable to the 2nd round and previous baseline results in terms of Avg. Response time, errors and most importantly DB CPU utilization metrics. The detailed jMeter reports and consolidated results summary worksheet was uploaded to the CalSAWS SharePoint.

Table 19: Performance Test Cycles and Test Case Status

Cycle	Start Date	End Date	Scope	Test Cases Status	Execution Status
15	08/27/25	09/24/25	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 **(Completed)** ▪ Wednesday, September 24 **(Completed)**	100%

5.2 Training Materials Update

▪ None for the reporting period.

5.3 Deviations from Plan/Adjustments

▪ None for the reporting period.

5.4 Security

▪ **Activities for the Reporting Period – Security**

- **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.