

CalSAWS

California Statewide Automated Welfare System



Biweekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: November 3, 2025 – November 16, 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	4
1.3 Highlights of the Reporting Period	4
1.4 Deliverable Management	5
1.5 CRFI/CIT Communications	5
1.6 Risks and Issues	6
1.6.1 Project Risks.....	6
1.6.2 Project Issues.....	6
1.7 Project Work Plan Reports	7
1.8 Project Action Items – Overdue.....	9
1.9 SIRFRA/SCERFRA/SIRFRA/SARRA Information	10
1.10 Deviation from Plan/Adjustments.....	10
2 BENEFITSCAL COLLABORATION MODEL (CM).....	10
3 MAINTENANCE AND OPERATIONS.....	11
3.1 Service Management	11
3.1.1 Overview.....	11
3.1.2 BenefitsCal Help Desk Metrics	12
3.2 Technology Operations.....	21
3.3 BenefitsCal Maintenance and Operations	21
3.4 Production Defect Backlog	22
3.4.1 Release Schedule Production Defect Fix	23
3.5 Production Operations.....	23
3.6 Deviation from Plan/Adjustments.....	23
4 APPLICATION DEVELOPMENT AND TEST.....	24
4.1 Priority Release Summary	24
4.2 Requirements and Design.....	24
4.3 User Centered Design (UCD)	25
4.4 Development.....	27
4.5 User Acceptance Test (UAT) Planning	27
4.6 Release Management	28
4.7 System Test Execution.....	28
4.7.1 Automated Regression Test (ART) Coverage	28

5 PERFORMANCE TEST.....	29
5.1 Performance Test	29
5.2 Training Materials Update	30
5.3 Deviations from Plan/Adjustments	30
5.4 Security	30

TABLE OF TABLES

Figure 1: BenefitsCal ServiceNow Incidents Created	12
Figure 2: BenefitsCal ServiceNow Incidents Resolved	13
Figure 3: BenefitsCal ServiceNow Incidents Closed.....	14
Figure 4: BenefitsCal ServiceNow Incidents Triaged	15
Figure 5: BenefitsCal ServiceNow Problems Created	16
Figure 6: BenefitsCal ServiceNow Problems Resolved	17
Figure 7: BenefitsCal ServiceNow Incidents by State and Age	18
Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code	19
Figure 9: BenefitsCal ServiceNow Incidents Created by Category.....	20
Figure 10: Production Defects Backlog Monthly Trend.....	22
Figure 11: UCD Stakeholder Engagement.....	26

TABLE OF FIGURES

Figure 1: BenefitsCal ServiceNow Incidents Created	12
Figure 2: BenefitsCal ServiceNow Incidents Resolved	13
Figure 3: BenefitsCal ServiceNow Incidents Closed.....	14
Figure 4: BenefitsCal ServiceNow Incidents Triaged	15
Figure 5: BenefitsCal ServiceNow Problems Created	16
Figure 6: BenefitsCal ServiceNow Problems Resolved	17
Figure 7: BenefitsCal ServiceNow Incidents by State and Age	18
Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code	19
Figure 9: BenefitsCal ServiceNow Incidents Created by Category.....	20
Figure 10: Production Defects Backlog Monthly Trend.....	22
Figure 11: UCD Stakeholder Engagement.....	26

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 25.11.20 will be deployed to BenefitsCal Production on 11/20/25
November Enhancements (November Monthly Release 25.11.20)	<ul style="list-style-type: none">▪ Four (4) enhancements will be deployed to Production on 11/20/25:<ul style="list-style-type: none">• Two (2) Collaboration Model Enhancements:<ul style="list-style-type: none">◆ CSPM-74302: Collaboration Model - Q1-2024: UCD Participation via Always-On Survey◆ CSPM-74298: Collaboration Model - Q1-2024: Student Exemption for LPIE in CalFresh• Two (2) Production Priority Enhancements:<ul style="list-style-type: none">◆ CSPM-80805: Add language regarding the "Citizenship/Immigration/Birth Certificate" Document Type to the Document Upload section of the Apply For Benefits, CalWORKs Redetermination, SAR7 Periodic Report, and CF37 Recertification flows in BenefitsCal◆ CSPM-80014: Update Apply For Benefits YouTube Video
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 05/28/25.
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.• Continued analyzing October Always on survey data.▪ User Engagement<ul style="list-style-type: none">• Continued customer recruitment for Help Center customer sessions.• Continued conducting customer sessions for Help Center.• Finalized testing survey for Help Center customer sessions.▪ Enhancements<ul style="list-style-type: none">• Finalized designs for CSPM-81068: Update Case Link Logic to not de-link existing account until verified.▪ Advocate Engagement<ul style="list-style-type: none">• Sent out responses to October UCD monthly meeting comment log.• Developed materials for November UCD monthly meeting.

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> Conducted preparation calls for November UCD monthly meeting. Finalized plan for CalSAWS HR1 workgroups: ABAWD, CF Processing Error Rate and Truv Income Verification.

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP 28.43	BenefitsCal Work Plan Monthly Updates – October 2025	On Time	Final submission 11/07/25
WP 25.45	Monthly M&O Report – October 2025	On Time	Final submission 11/07/25
OWD 07	BenefitsCal Maintenance Procedures	On Time	Final submission 11/07/25
OWD 08	BenefitsCal System and Communications Protection and Procedures	On Time	Final submission 11/07/25
OWD 09	BenefitsCal System and Information Integrity Procedures	On Time	Final submission 11/07/25

1.2 BenefitsCal Project Status Dashboard

Table 3: Status Dashboard

TOPIC	STATUS	HIGHLIGHTS
Availability	On Time	The BenefitsCal System did not experience any unplanned outages.
Defects	On Time	There are twenty-eight (28) active Production defects.
Incidents	On Time	There are Five (5) open Tier 3 incidents.

1.3 Highlights of the Reporting Period

- Priority Release:**
 - None for the reporting period.
- Emergency Release**
 - The BenefitsCal Team successfully deployed Emergency Release 25.11.05 to BenefitsCal Production.
- Monthly Release**
 - None for the reporting period.
- Planned Outages**
 - Wednesday, 11/05/25 8:00 pm to 09:00 pm PST
 - BenefitsCal Emergency Release 25.11.05

1.4 Deliverable Management

- **Deliverables and Work Products submitted:**
 - FWP 28.43 BenefitsCal Work Plan Monthly Updates – October 2025 on 11/07/25.
 - FWP 25.45 Monthly M&O Report – October 2025 on 11/07/25.
 - Final OWD 07: BenefitsCal Maintenance Procedures on 11/07/25.
 - Final OWD 08: BenefitsCal System and Communications Protection and Procedures on 11/07/25.
 - Final OWD 09: BenefitsCal System and Information Integrity Procedures on 11/07/25.
- **Deliverable and Work Product submissions for the next reporting period:**
 - Draft OWD 10: BenefitsCal Media Protection Procedures on 11/21/25.
 - Draft OWD 11: BenefitsCal Personnel Security Procedures on 11/21/25.
 - Draft OWD 12: BenefitsCal Audit and Accountability Procedures on 11/21/25.

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
0134-25	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 – 11/23/2025	11/3/25	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
None.					

1.6.2 Project Issues

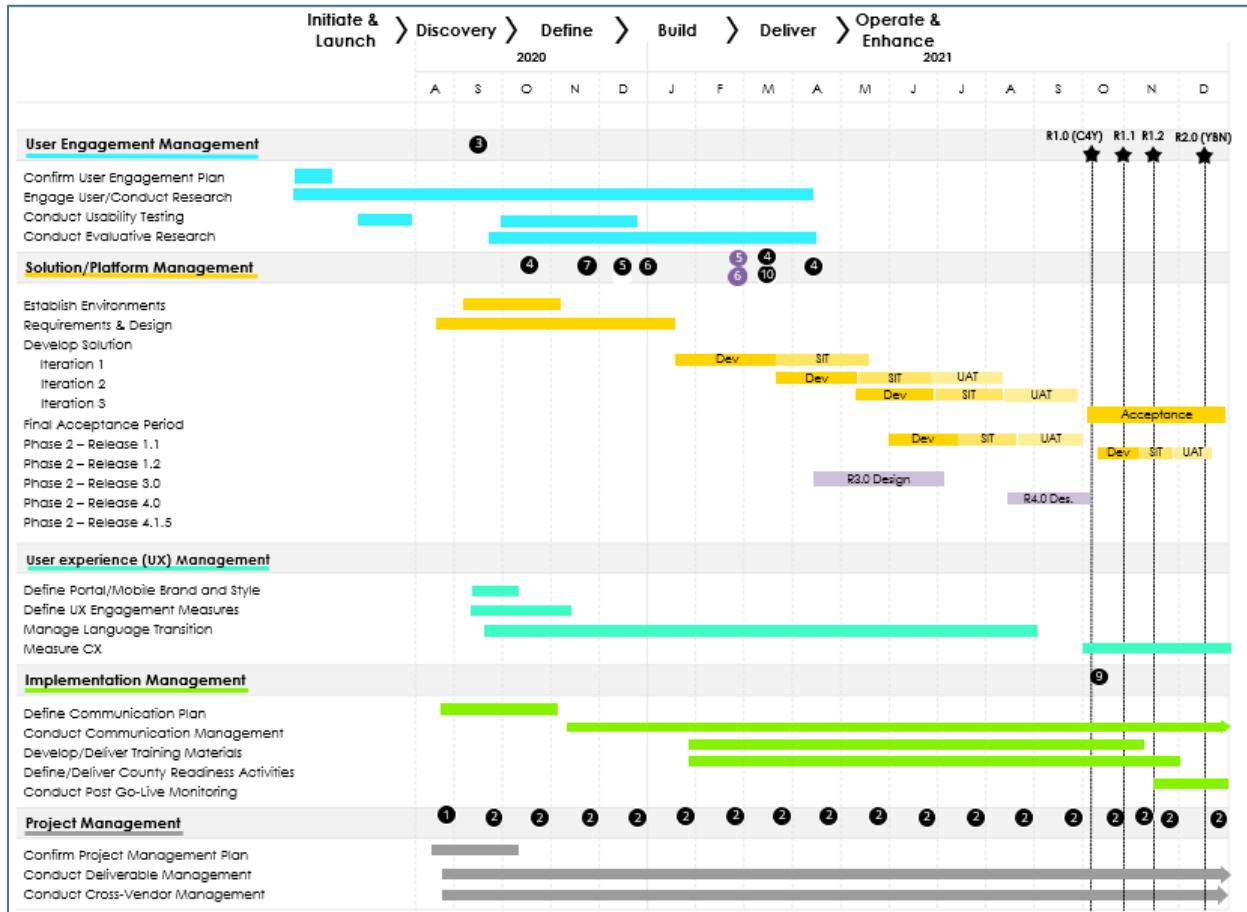
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

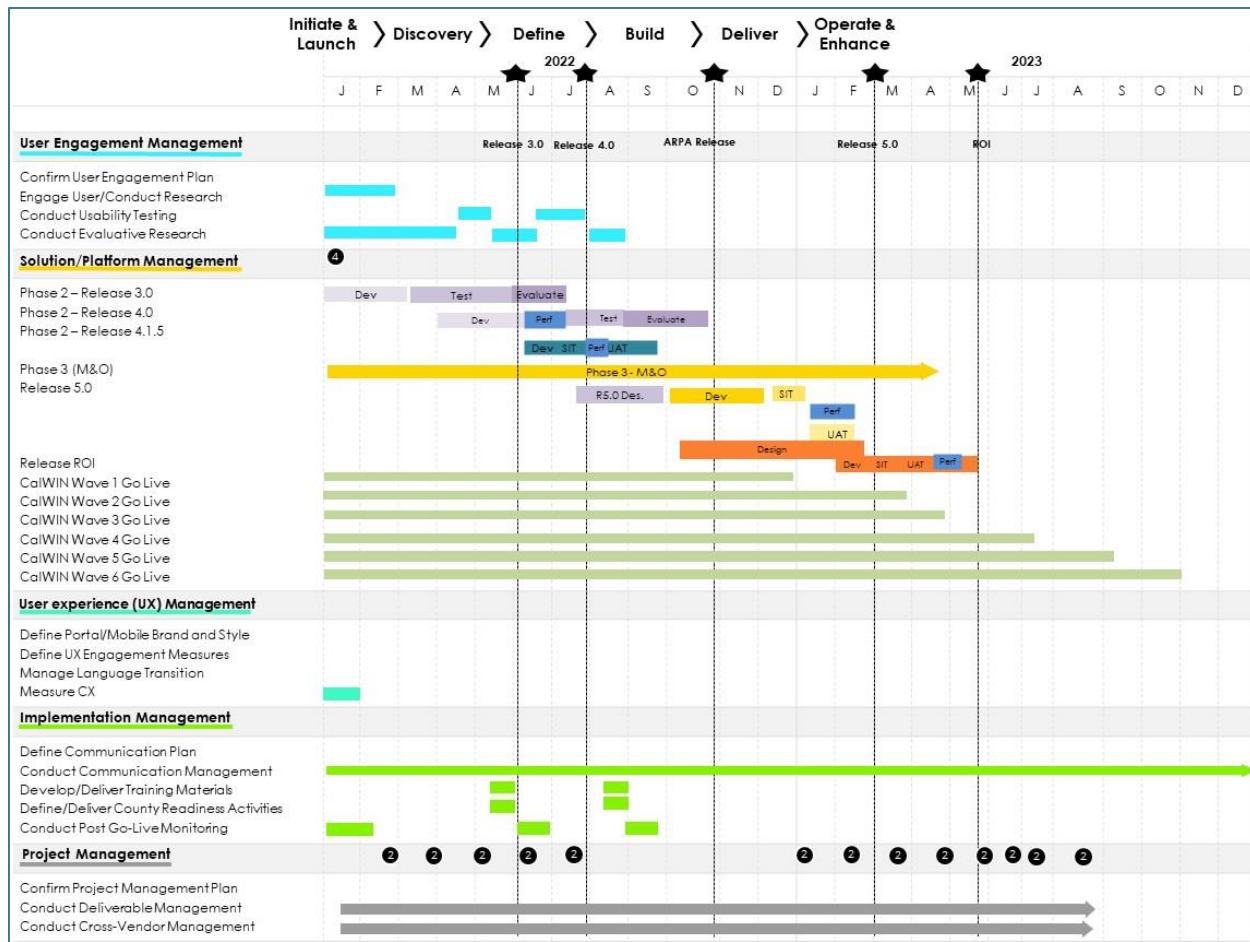
Table 8: Project Issues

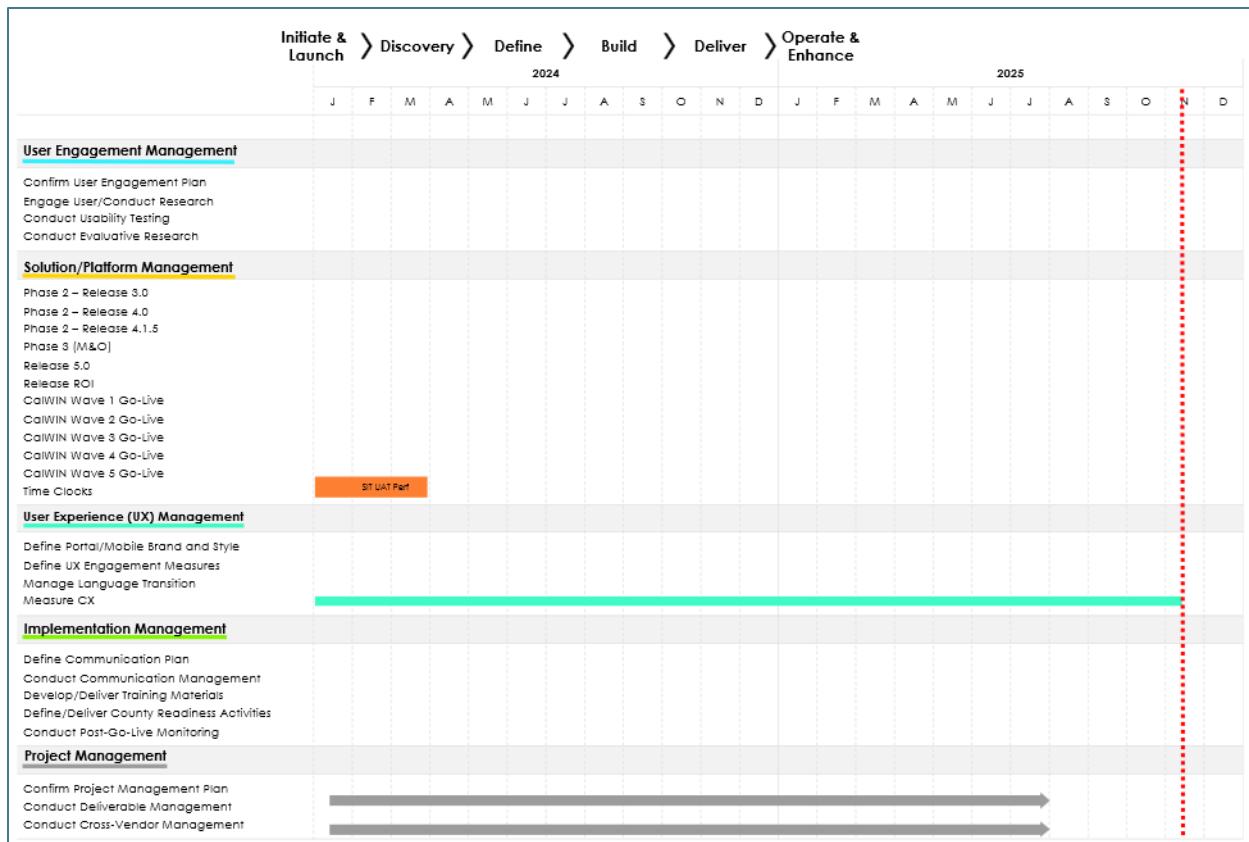
ID	Title	Updates for the Reporting Period	Status	Priority	Date Logged
None.					

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 / Duplicate	0
New/Assigned	0
Completed	1
Reopened	1
In Review	0
Withdrawn	0
TOTAL	2

- Completed**

- CSPM-81936: SCERFRA 25-534 – CalFresh ROI Enhancement for CalFresh Outreach Network

- Reopened**

- CSPM-81862: SCERFRA 25-531 - ABAWD Form – CF 377.11E

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 into 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-74302	Collaboration Model: UCD Participation via Always-On Survey	UAT Deployed	Development complete, planned for Production deployment on 11/20/25.

Issue Type	ID	Summary	Status	Update This Week
Enhancement	CSPM-74298	Collaboration Model: Student Exemption for LPIE in CalFresh	UAT Deployed	Development complete, planned for Production deployment on 11/20/25.
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**
 - Two (2) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved one (1) incident in the biweekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed thirty-eight (38) incidents in the biweekly reporting period.

- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged four hundred and twenty-eight (428) 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 zero (0) 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.

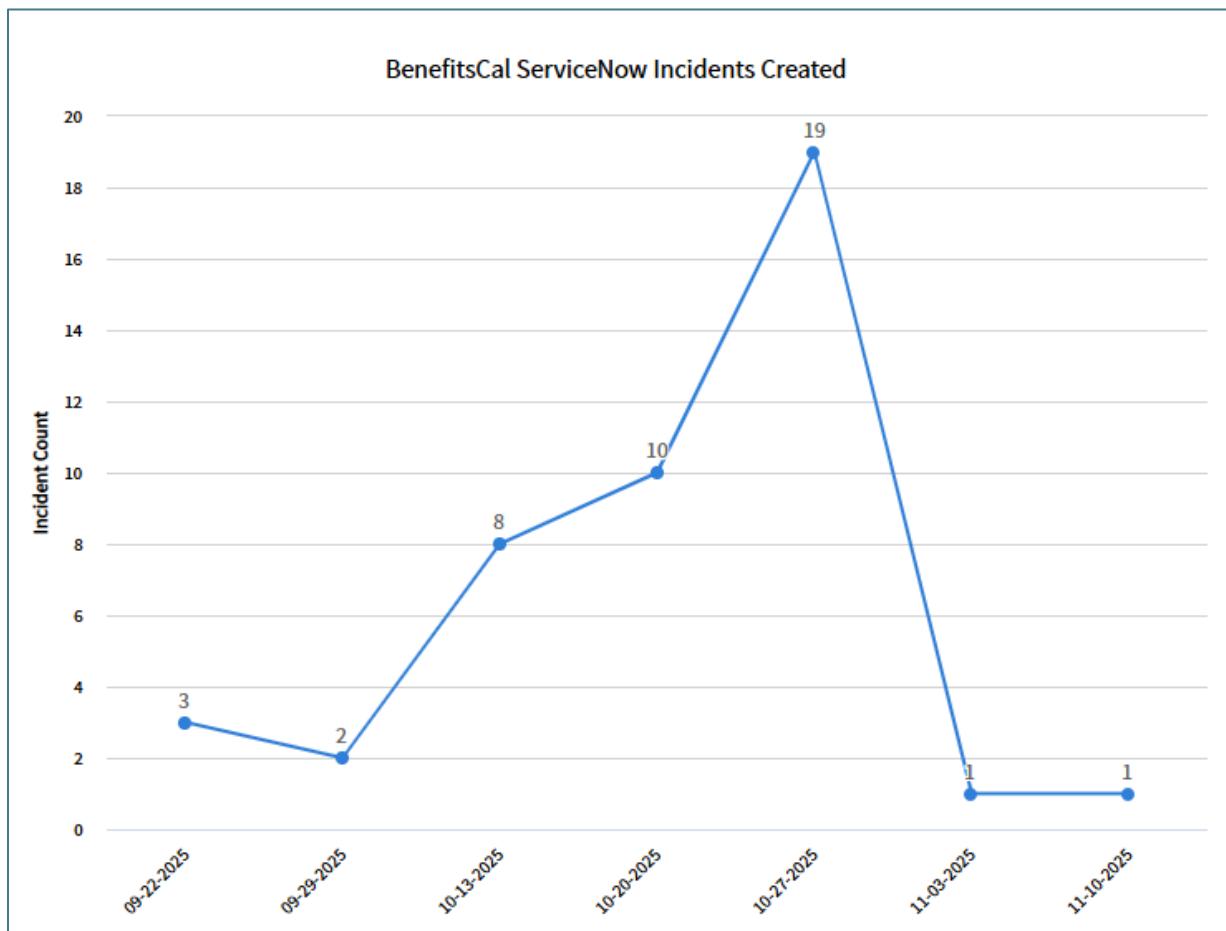


Figure 1: BenefitsCal ServiceNow Incidents Created

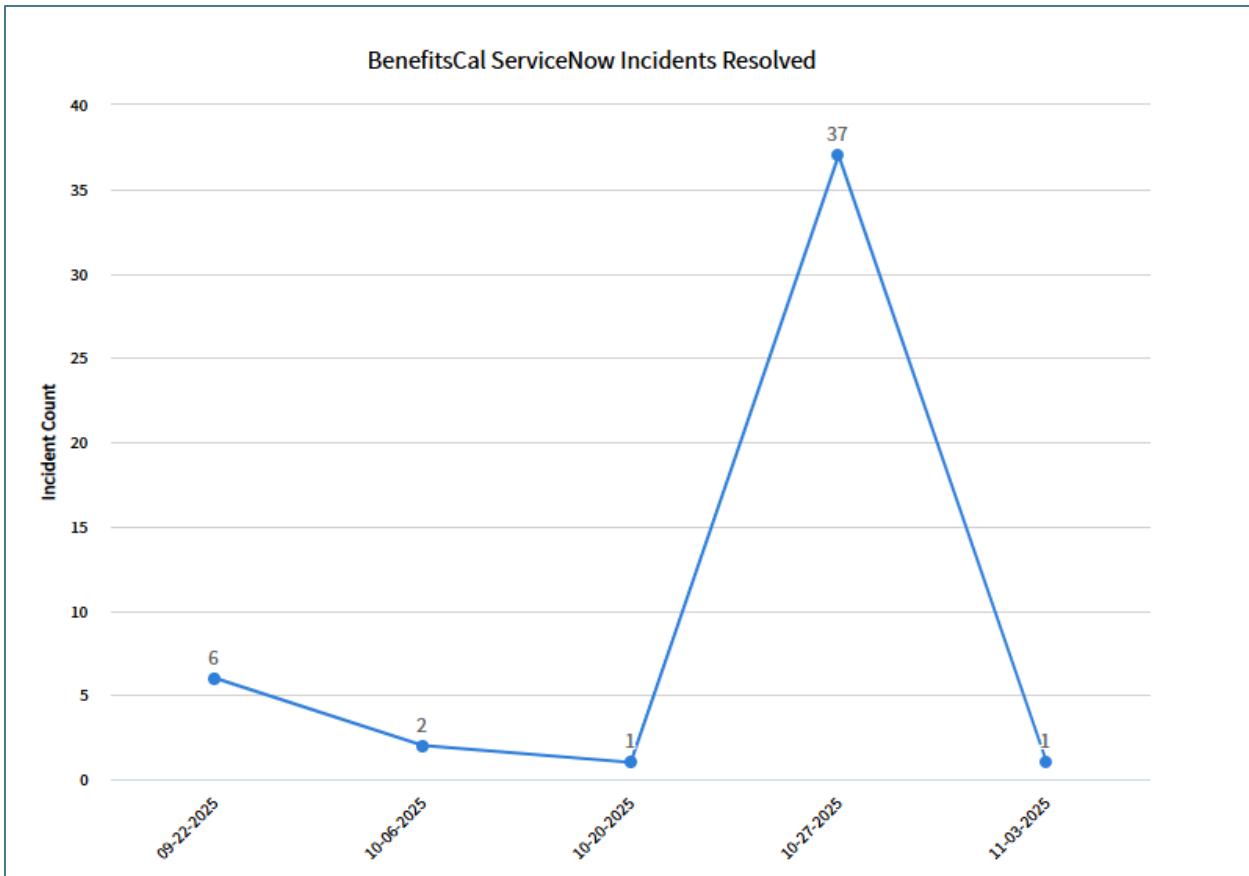


Figure 2: BenefitsCal ServiceNow Incidents Resolved

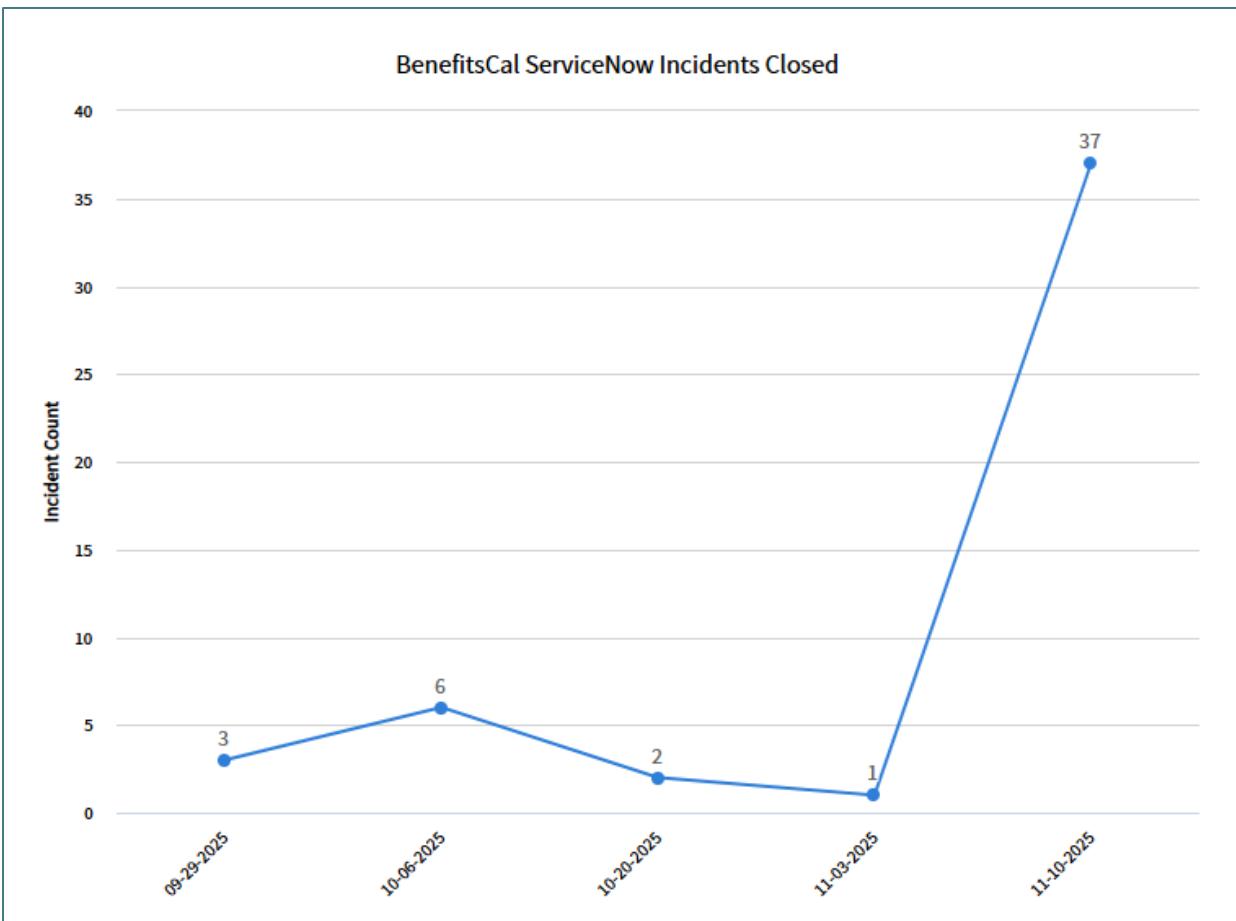


Figure 3: BenefitsCal ServiceNow Incidents Closed

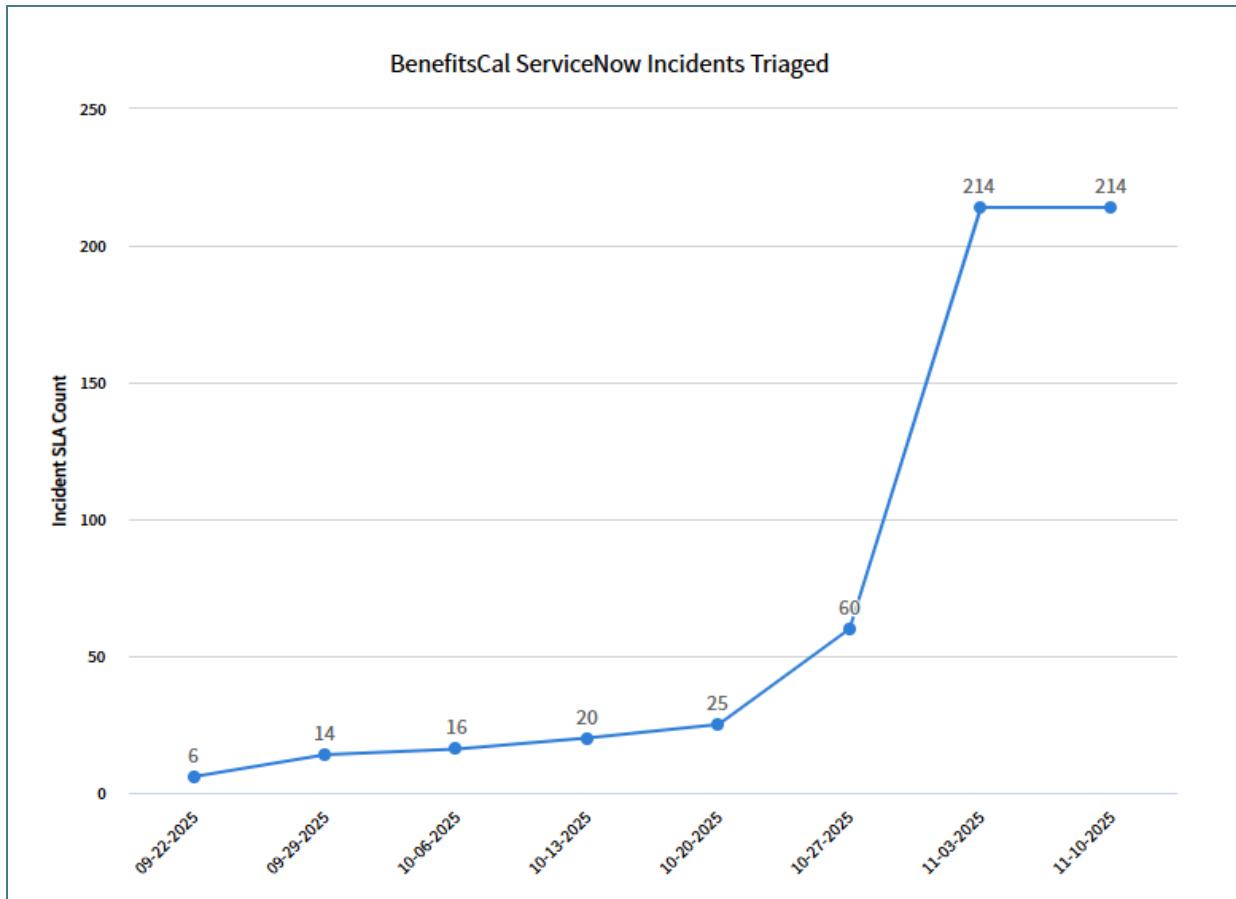


Figure 4: BenefitsCal ServiceNow Incidents Triaged

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

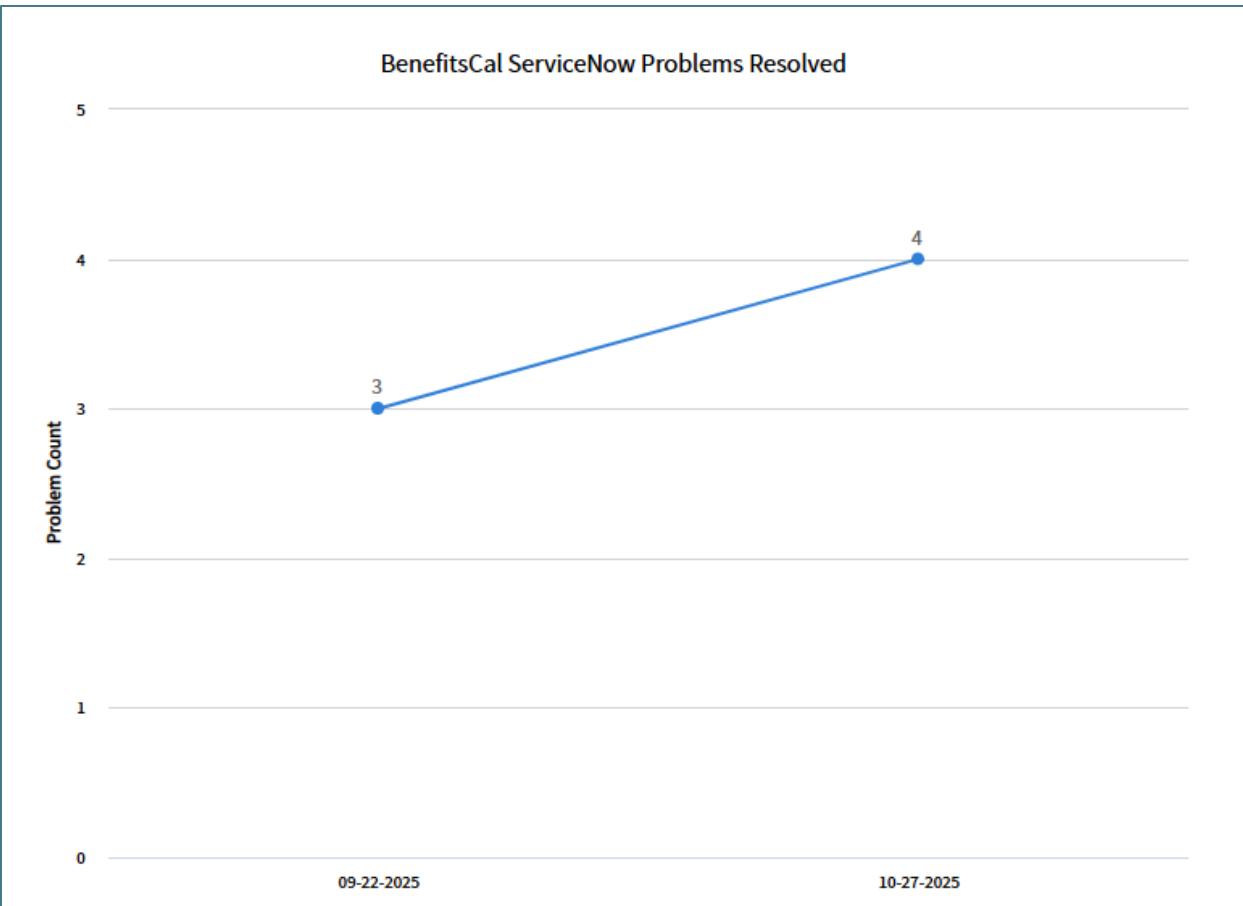


Figure 6: BenefitsCal ServiceNow Problems Resolved

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	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
On Hold		1	0	2	2	0	0	5
Resolved		0	1	0	0	0	0	1
Closed		0	80	520	187	154	4	945
Count		1	81	522	189	154	4	951

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

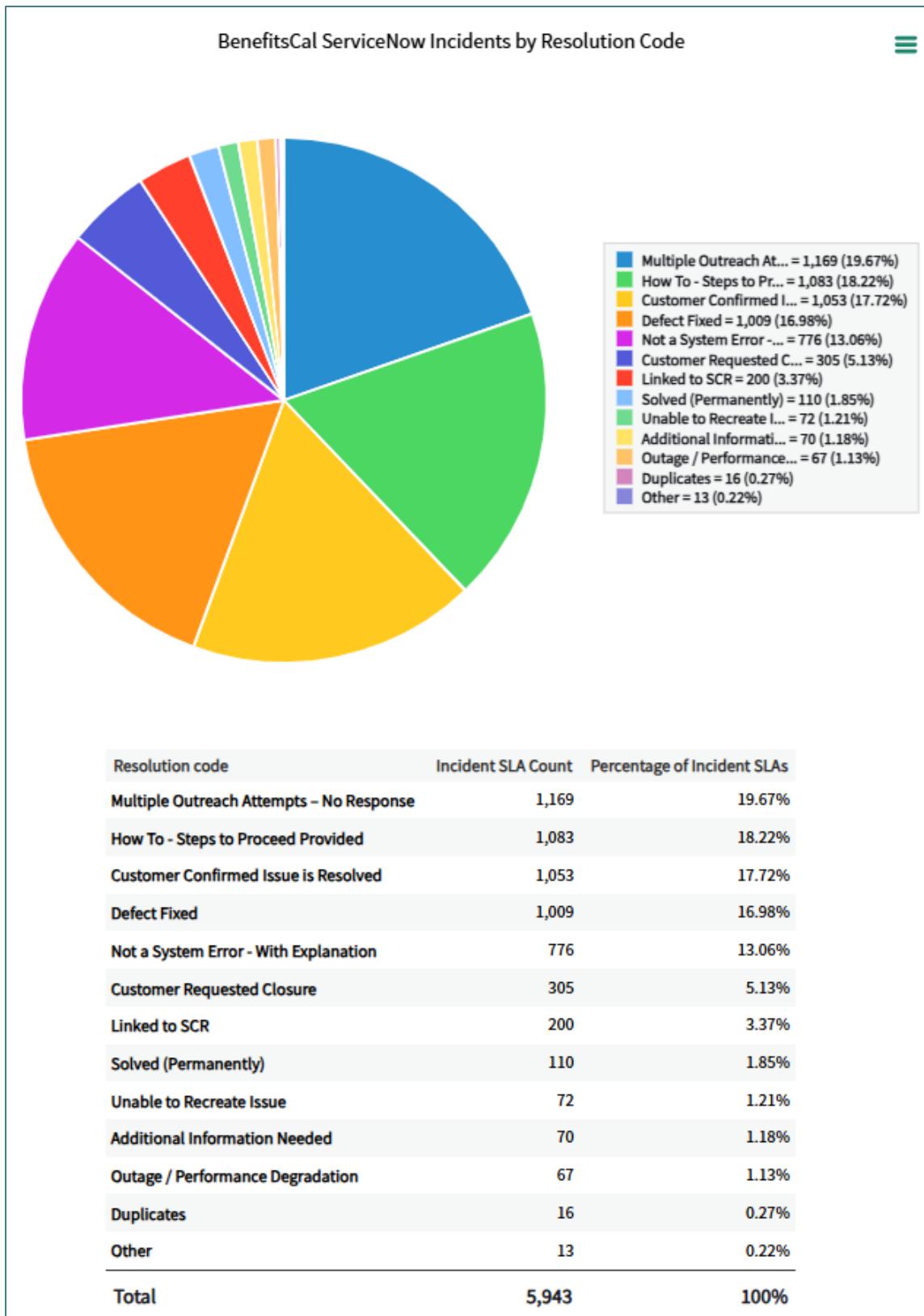


Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

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

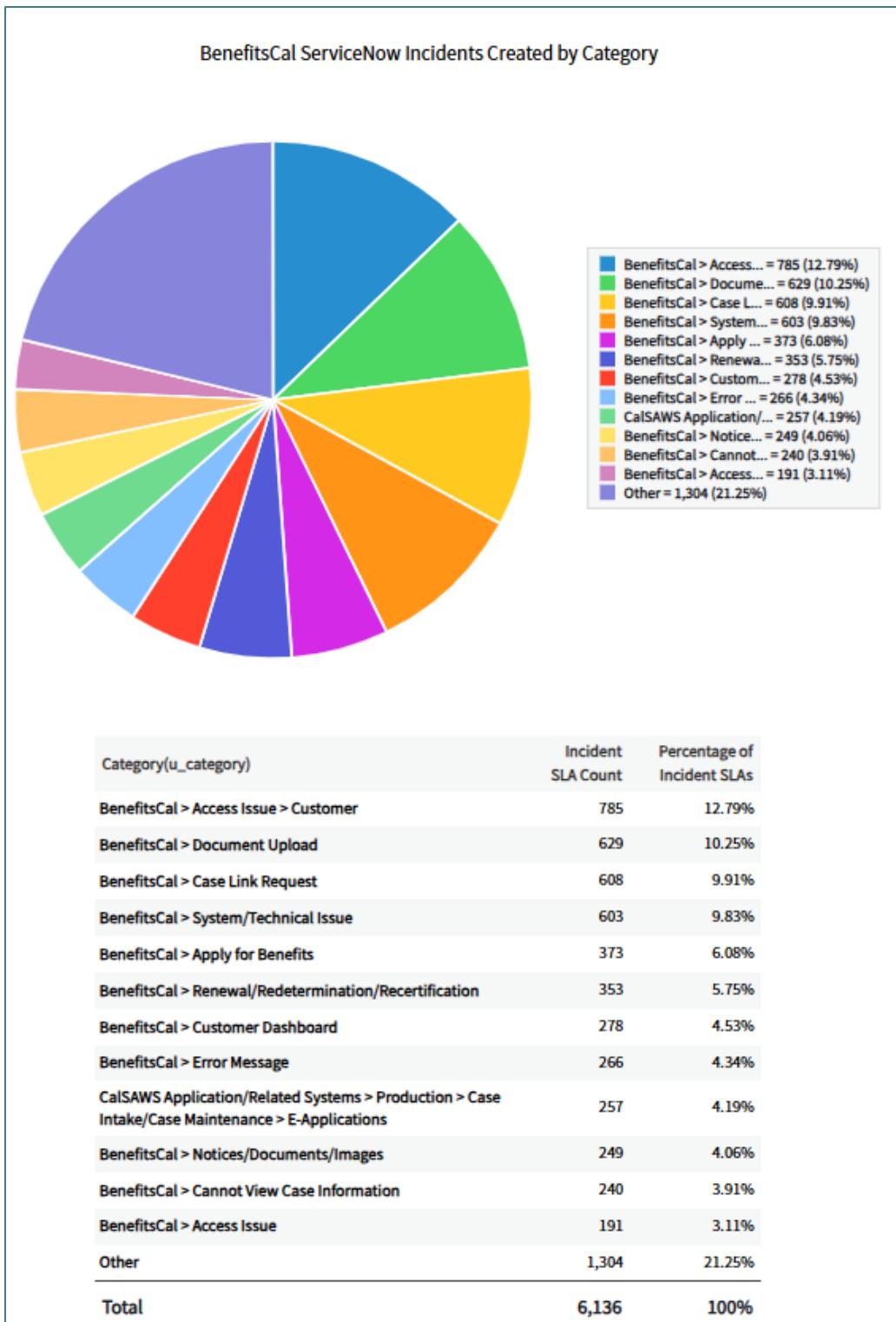


Figure 9: BenefitsCal ServiceNow Incidents Created by Category

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 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
11/04/25	9:45pm – 10:15 pm PST	Emergency ForgeRock Maintenance (Maintenance mode)
11/05/25	08:00 pm – 9:00 pm PST	BenefitsCal Emergency Release - 25.11.05

Table 13: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
11/20/25	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 25.11.20

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.

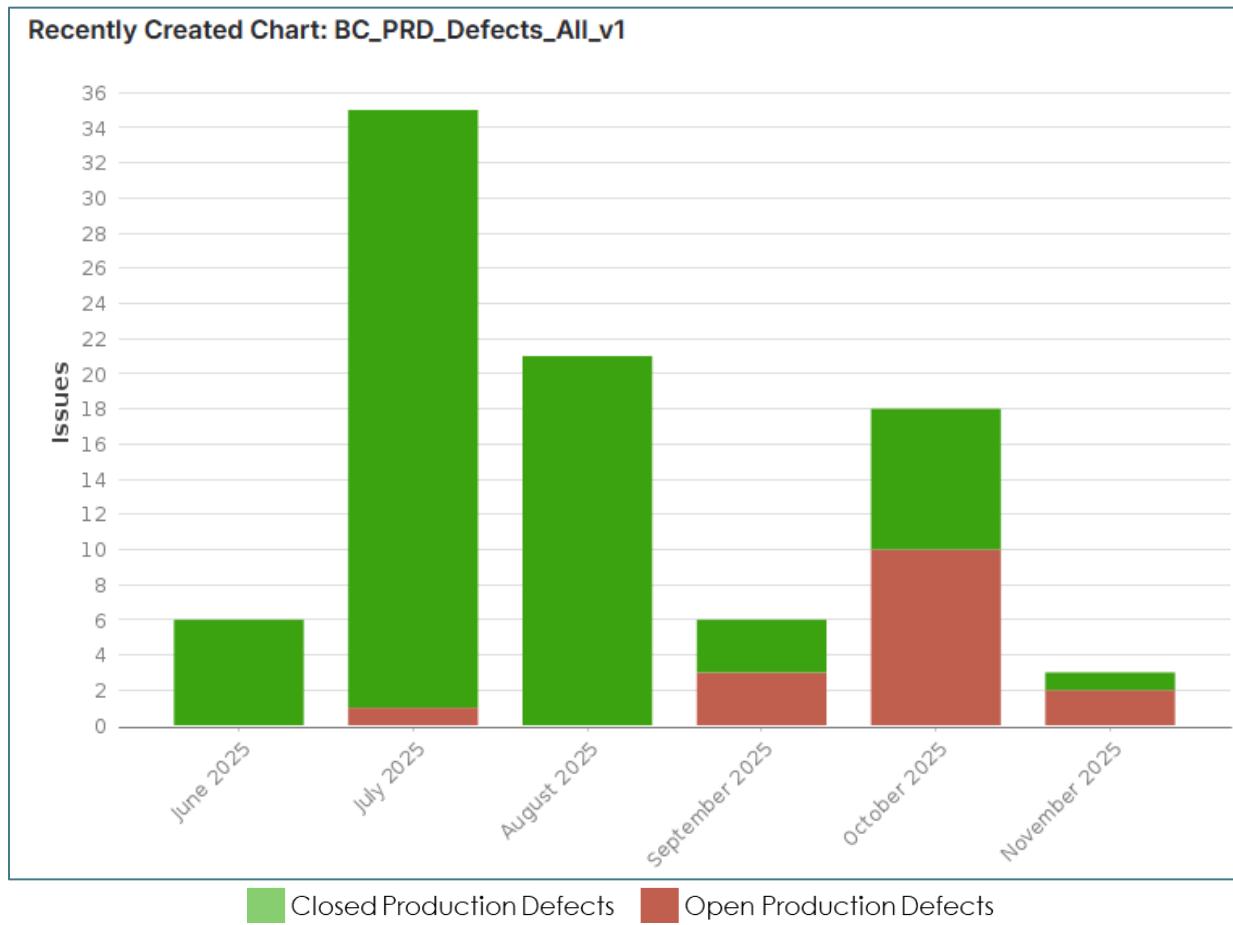


Figure 10: Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 25.11.20	RELEASE 25.12.18	TBD	TOTAL
1-HIGH	0	0	0	0
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
2-NORMAL/MEDIUM	0	0	0	0
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
3-NORMAL/LOW	10	16	2	28
New	0	7	1	8
In Progress	10	9	1	20
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	10	16	2	28

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 Emergency Release**
 - One (1) defect was deployed with BenefitsCal Emergency Release 25.11.05 for User Error Handling, Exception Handling, and Application Summary.
- **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
25.11.20 – Monthly	11/20/25	Four (4) enhancements and ten (10) production defects are planned for User Error Handling, Exception Handling, and Application Summary.
25.12.18 – Monthly	12/18/25	Four (4) 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 December 2025 enhancements.
 - ◆ Hosted Case Linking and Delinking Clarifications with CalSAWS on 11/03/25.
 - ◆ Hosted the DDI and M&O Biweekly meetings on 11/04/25, 11/06/25, and 11/13/25.
 - ◆ Hosted SCERFRA 25-534 Updated BenefitsCal Response on 11/04/25.
 - ◆ Hosted UCD + CX Check-in with the Consortium on 11/04/25.
 - ◆ Attended Internal Check-In meetings – HR1 ABAWD with CalSAWS on 11/05/25.
 - ◆ Hosted the BenefitsCal PM Standup with Consortium on 11/05/25 and 11/12/25.
 - ◆ Hosted the BenefitsCal Pipeline Call – New Series with the Consortium on 11/06/25.
 - ◆ Attended the Project Milestone meeting with the Consortium and CalSAWS on 11/10/25.
 - ◆ Hosted the November UCD Deck Review with the Consortium on 11/10/25.
 - ◆ Hosted Case Linking Queries | Aligning BenefitsCal and CalSAWS on 11/11/25.
 - ◆ Hosted the UCD Monthly Mtg Prep Call with Consortium and State Partners on 11/12/25.

- ♦ Attended BenefitsCal HR1 Workgroup Planning on 11/12/25.
- ♦ Attended DHCS CalSAWS Touchpoint Meeting on 11/12/25.
- **Activities for the Next Reporting Period – Requirements and Design**
 - **Designs and Design Meetings**
 - ♦ Finalize design work for the December 2025 enhancements.
 - ♦ Begin design work for the January 2026 enhancements.
 - ♦ Attend the Project Milestone meetings with the Consortium and CalSAWS on 11/17/25 and 11/24/25.
 - ♦ Attend Internal Check-In meetings – HR1 ABAWD with CalSAWS on 11/17/25, 11/19/25, and 11/21/25.
 - ♦ Host the DDI and M&O Biweekly meetings on 11/18/25, 11/20/25, and 11/25/25.
 - ♦ Hosted the BenefitsCal PM Standup with Consortium on 11/19/25 and 11/26/25.
 - ♦ Host the UCD Monthly Meeting with Advocates and State Partners on 11/19/25.
 - ♦ Host the BenefitsCal Pipeline Call – New Series with the Consortium on 11/20/25.
 - ♦ Attend HR 1 ABAWD Automation Working Session (In Person) on 11/24/25.
 - ♦ Attend DHCS CalSAWS Touchpoint Meeting on 11/26/25.

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 October Always on survey data.
 - **User Engagement**
 - ♦ Continued customer recruitment for Help Center customer sessions.
 - ♦ Continued conducting customer sessions for Help Center.
 - ♦ Finalized testing survey for Help Center customer sessions.
 - **Enhancements**
 - ♦ Finalized designs for CSPM-81068: Update Case Link Logic to not de-link existing account until verified.
 - **Advocate Engagement**
 - ♦ Sent out responses to October UCD monthly meeting comment log.
 - ♦ Developed materials for November UCD monthly meeting.
 - ♦ Conducted preparation calls for November UCD monthly meeting.
 - ♦ Finalized plan for CalSAWS HR1 workgroups: ABAWD, CF Processing Error Rate and Truv Income Verification.

- **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.
 - ◆ Start analyzing November Always on survey data.
 - **Enhancements**
 - ◆ Start designs for Production Deployment Message.
 - ◆ Start designs for CSPM-81926: Update the LA County CF ES (Pop-up) to accommodate new hours.
 - ◆ Start designs for Program Income Limits Update.
 - **User Engagement**
 - ◆ Continue conducting customer sessions for Help Center.
 - ◆ Start synthesis for customer sessions for Help Center.
 - **Advocate Engagement**
 - ◆ Conduct November UCD monthly meeting.
 - ◆ Share high-level overview of BenefitsCal HR1 Workgroups plan during November UCD monthly meeting.

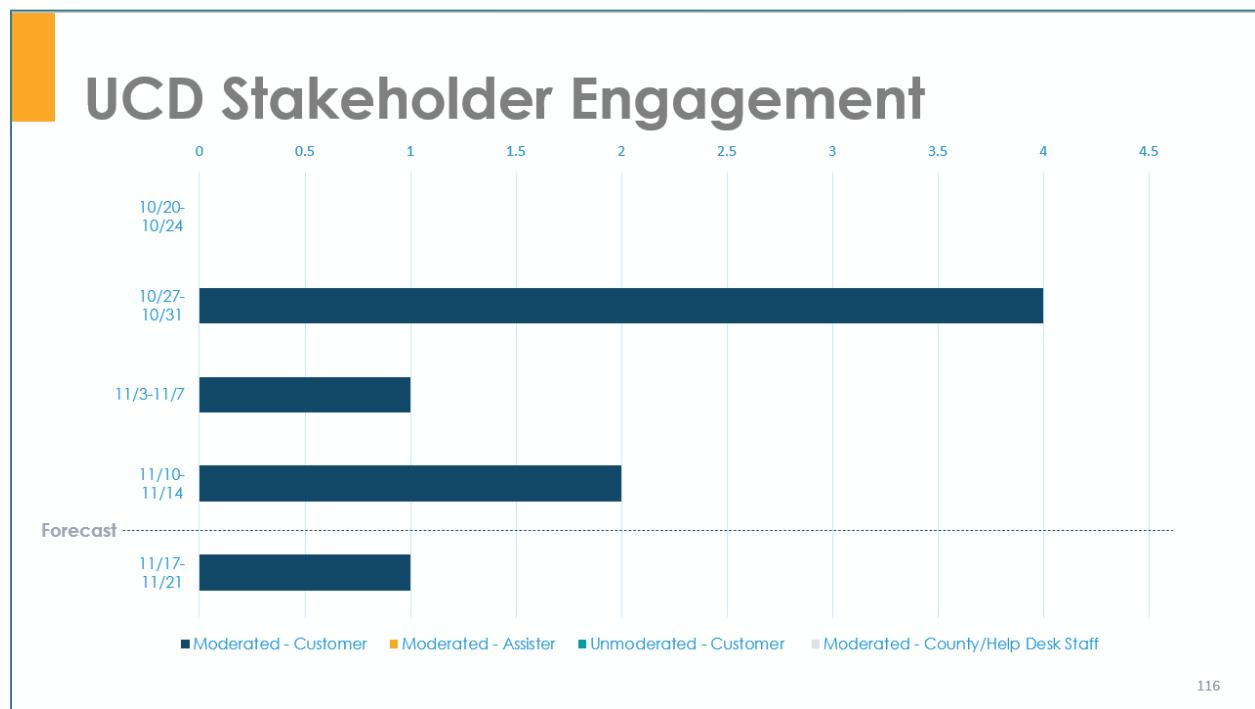


Figure 11: UCD Stakeholder Engagement

4.4 Development

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

Table 16: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 11/14/25	ACTUAL FOR WEEK ENDING 11/14/25	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 25.11.20	4	4	4	Release 25.11.20 is planned for deployment on 11/20/25.

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

- Enhancements (M&E)

Table 17: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 11/28/25	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 25.12.18	1	4	0	Release 25.12.18 is planned for deployment on 12/18/25.
Release 26.01.29	1	2	0	Release 26.01.29 is planned for deployment on 01/29/26.

- **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 25.11.05 were validated.
 - ♦ Defects and Enhancements for Release 25.11.20 were validated.

- **Test Support**

- ♦ Provided clarification and support to the QA/Consortium/Independent Test Team for defects and enhancements tagged 25.11.05.
 - ♦ Provided clarification and support to the QA/Consortium/Independent Test Team for defects and enhancements tagged 25.11.20.

- **Activities for the Next Reporting Period – User Acceptance Test Planning**

- **UAT Test Execution**

- ♦ Defects for Release 25.12.18 will be validated.

- **Test Support**
 - ◆ Clarification and Support will be provided to the QA/Consortium/Independent Test Teams for defects tagged to Release 25.12.18

4.6 Release Management

- **Activities for the Reporting Period – Release Management**
 - **Release 25.11.05– November Emergency Release**
 - ◆ Validated tickets tagged to the November Emergency Release – 25.11.05.

4.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
 - **Release 25.11.05– November Emergency Release**
 - ◆ Validation of tickets tagged to 11/05/25.
 - **Release 25.11.20– November Monthly Release**
 - ◆ Validation of tickets tagged to 11/20/25.

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
25.10.30	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

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
						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 25.11.20 – November Monthly Release

- The BenefitsCal November performance team successfully executed two (2) rounds of performance tests with the scope as one (1) enhancements and two (2) defects as 'CSPM-74302: Collaboration Model - Q1-2024: UCD Participation via Always-On Survey', 'CSPM-81628: Vulnerability in Snyk tool for CVE-2021-33813 - org.jdom:jdom package' and 'CSPM-81799: Resolving CVE-2024-3651, CVE-2024-39689, CVE-2023-37920, CVE-2023-43804 vulnerabilities in opensearchlambda' respectively. Both rounds of the performance tests results were comparable to the previous baseline test results in terms of Average Response time, overall application errors, and DB CPU utilization metrics. These tests were also executed with the security tool implemented in the performance environment. The detailed jMeter reports and the consolidated results summary worksheet were uploaded to the CAISAWS SharePoint.

Table 19: Performance Test Cycles and Test Case Status

CYCLE	START DATE	END DATE	SCOPE	TEST CASES STATUS	EXECUTION STATUS
15	10/29/25	11/17/25	Release 25.11.20 November Monthly Release	<p>Scope: One (1) enhancement and two (2) defects in scope.</p> <p>Executions: BenefitsCal isolated Load tests with mock services.</p> <ul style="list-style-type: none"> Monday, November 10 (Completed) Thursday, November 13 (Completed) 	100%

5.2 Training Materials Update

- None for the reporting period.

5.3 Deviations from Plan/Adjustments

- None for the reporting period.

5.4 Security

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

- [REDACTED]
 - ◆ [REDACTED]

- **DAST**

- ◆ Executed the biweekly Dynamic Application Security Testing (DAST) manual penetration testing test cases and shared the analysis of the security scan reports with the BenefitsCal Development Team on 11/14/25.

- [REDACTED]
 - ◆ [REDACTED]

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

- [REDACTED]
 - ◆ [REDACTED]

- **AWS SSO (Shared Services and Outsourcing) for BenefitsCal**

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