

CalSAWS

California Statewide Automated Welfare System



Biweekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: November 17, 2025 – November 30, 2025

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Bi-Weekly Status – BenefitsCal M&O

1 EXECUTIVE SUMMARY

1.1 Highlights of the Reporting Period

Table 1: Biweekly Status Agenda Topics

STATUS REPORT SECTION	STATUS AGENDA TOPIC
1.3	<ul style="list-style-type: none"> Monthly Release 25.11.20 was successfully 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 were successfully 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. Started analyzing November Always on survey data. User Engagement <ul style="list-style-type: none"> Finished conducting customer sessions for Help Center. Sent out testing survey for Help Center customer sessions. Started synthesis for customer sessions and testing survey for Help Center customer sessions. Enhancements <ul style="list-style-type: none"> Continued designs for Production Deployment Message. Continued designs for CSPM-81926: Update the LA County CF ES (Pop-up) to accommodate new hours. Continued designs for Program Income Limits. Advocate Engagement <ul style="list-style-type: none"> Conducted November UCD monthly meeting.

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> Shared high-level overview of BenefitsCal HR1 workgroups plan during November UCD monthly meeting. Reviewed November UCD comment log feedback.

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP 28.44	BenefitsCal Work Plan Monthly Updates – November 2025	On Time	Final submission 12/05/25
WP 25.46	Monthly M&O Report – November 2025	On Time	Final submission 12/05/25
OWD 10	BenefitsCal Media Protection Procedures	On Time	Final submission 12/09/25
OWD 11	BenefitsCal Personnel Security Procedures	On Time	Final submission 12/09/25
OWD 12	BenefitsCal Audit and Accountability Procedures	On Time	Final submission 12/09/25
OWD 16	BenefitsCal System and Services Acquisition Procedures	On Time	Final submission 12/09/25

1.2 BenefitsCal Project Status Dashboard

Table 3: Status Dashboard

TOPIC	STATUS	HIGHLIGHTS
Availability	On Time	The BenefitsCal System did not experience any unplanned outages.
Defects	On Time	There are twenty-three (23) active Production defects.
Incidents	On Time	There are Thirteen (13) open Tier 3 incidents.

1.3 Highlights of the Reporting Period

- **Priority Release:**
 - None for the reporting period.
- **Emergency Release**
 - None for the reporting period.
- **Monthly Release**
 - The BenefitsCal Team successfully deployed Monthly Release 25.11.20 to BenefitsCal Production.
- **Planned Outages**
 - Thursday, 11/20/25 8:00 pm to 09:30 pm PST
 - BenefitsCal Emergency Release 25.11.20

1.4 Deliverable Management

▪ Deliverables and Work Products submitted:

- 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.
- Draft OWD 16: BenefitsCal System and Services Acquisition Procedures on 11/21/25.

▪ Deliverable and Work Product submissions for the next reporting period:

- Final OWD 10: BenefitsCal Media Protection Procedures on 12/09/25.
- Final OWD 11: BenefitsCal Personnel Security Procedures on 12/09/25.
- Final OWD 12: BenefitsCal Audit and Accountability Procedures on 12/09/25.
- Final OWD 16: BenefitsCal System and Services Acquisition Procedures on 12/09/25.
- FWP 25.46 Monthly M&O Report – November 2025 on 12/05/25.
- FWP 28.44 BenefitsCal Work Plan Monthly Updates – November 2025 on 12/05/25.

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
0138-25	Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; HoweG@CalSAWS.org; QuijadaP@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 – 12/5/2025	11/18/25	Clay Erickson	Pete Quijada
0139-25	Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; tech.productionoperations@calsaws.org; Bill.Kelly@fisglobal.com; CalSAWS.All; Notify.SCATL.Outage; Consortium.RegionalManagers.All;	Scheduled Downtime Notification – 12/7/2025	11/18/25	Communications.Infra@CalSAWS.org	Pete Quijada

CIT ID	To	SUBJECT	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
	ers.All; Consortium.SectionDirectors; Communications.Infra@CalS AWS.org				

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

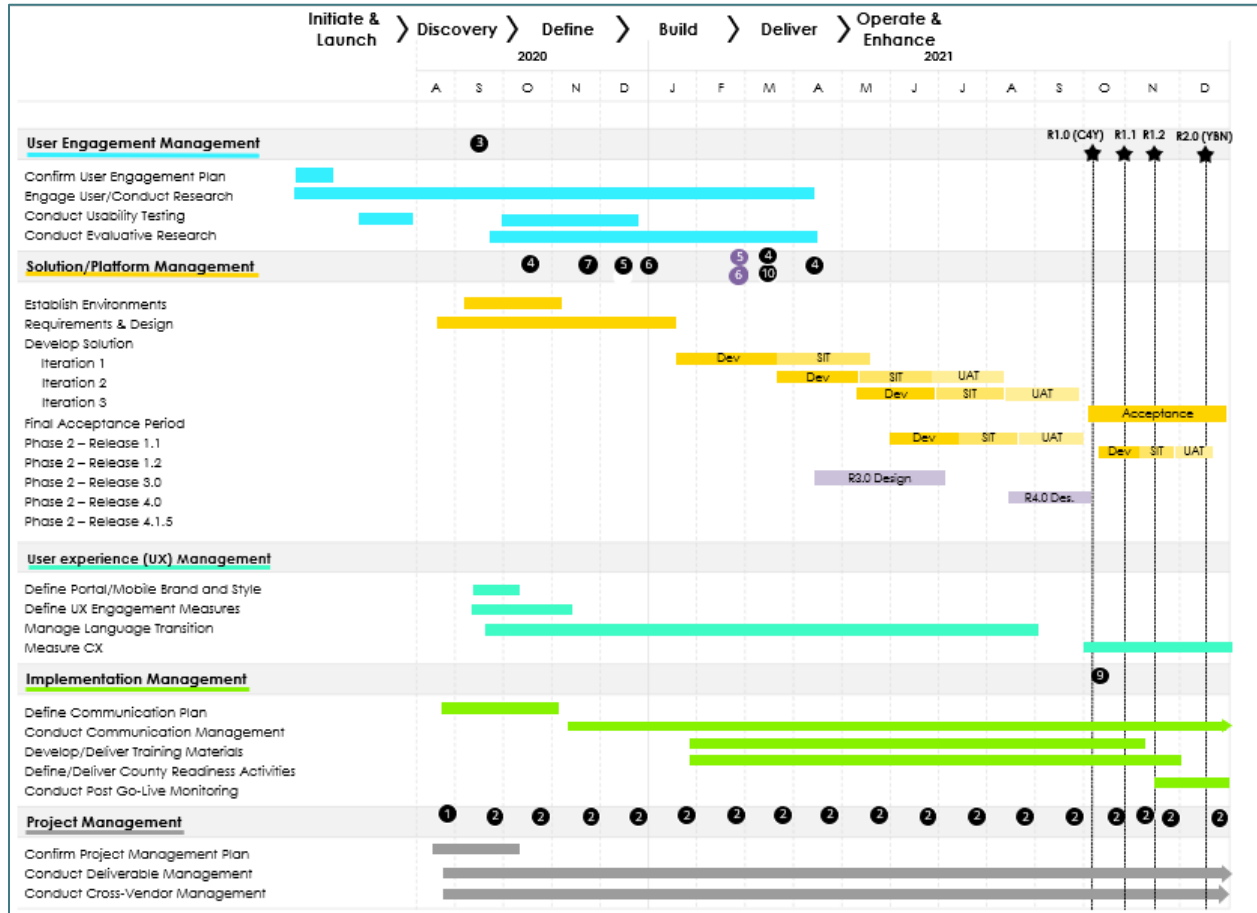
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

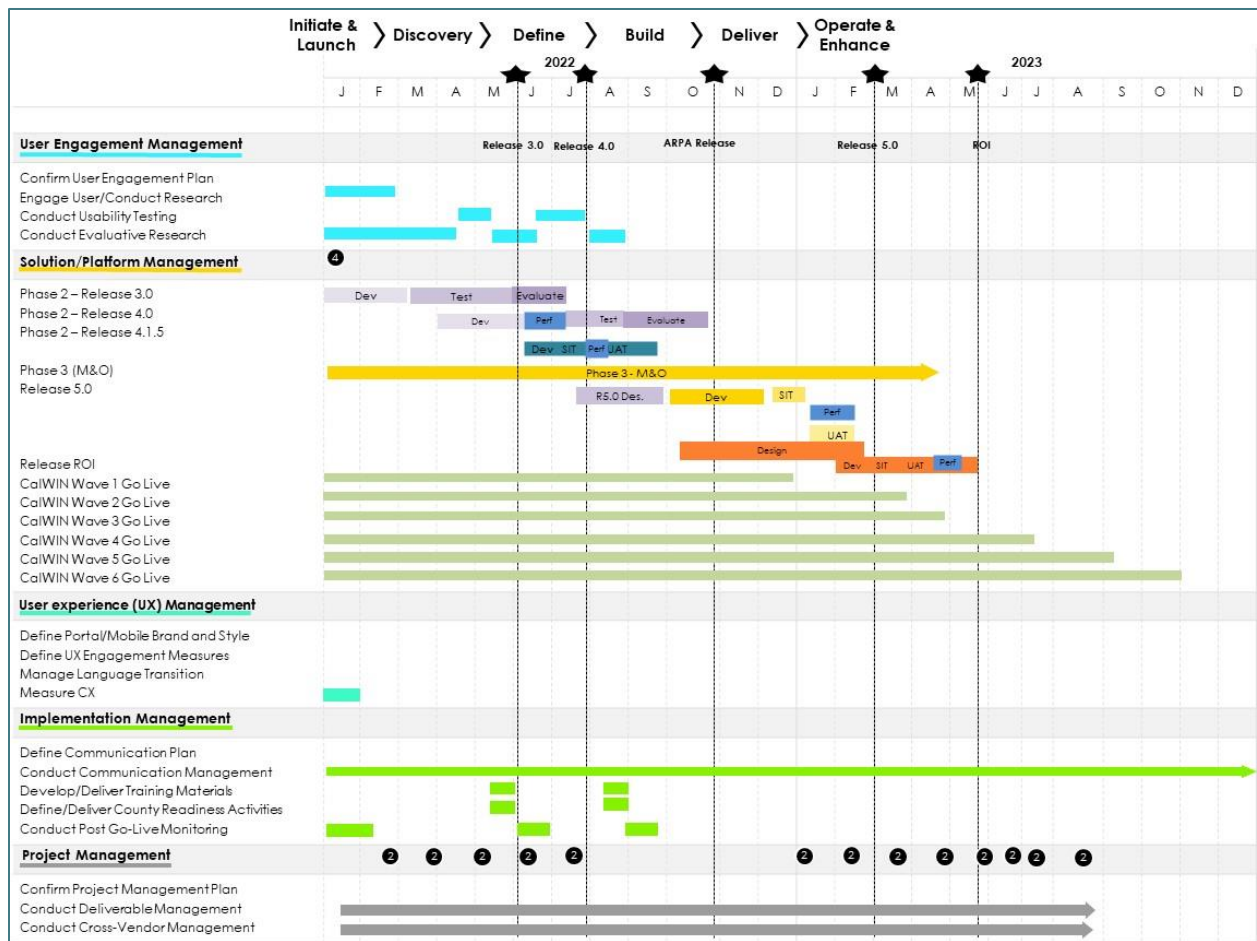
Table 8: Project Issues

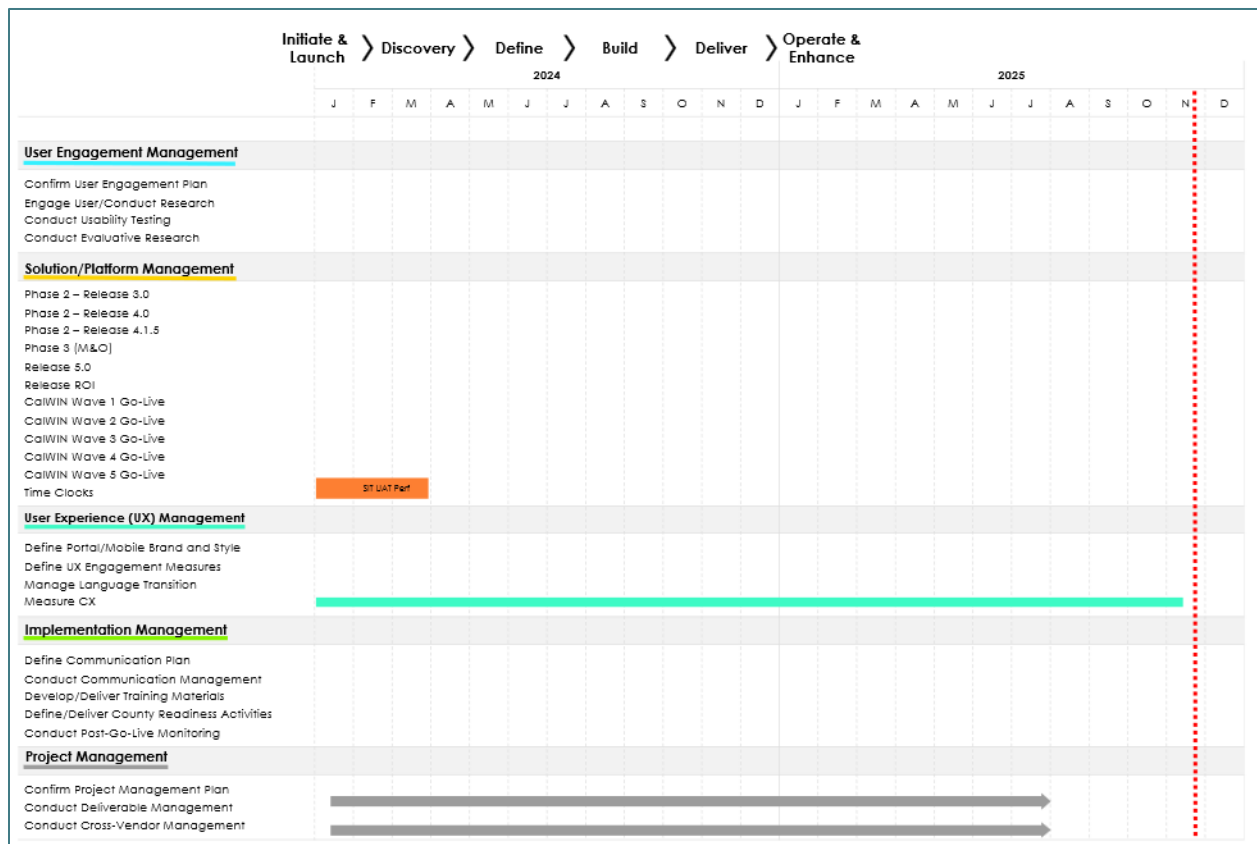
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
None.					

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	2
Completed	3
Reopened	1
In Review	0
Withdrawn	0
TOTAL	6

- **Completed**
 - CSPM-81862: SCERFRA 25-531 – ABAWD Form – CF 377.11E
 - CSPM-80294: SCERFRA 25-512 – CalFresh Impact Analysis – One Big Beautiful Bill Act (HR 1)
 - CSPM-81936: SCERFRA 25-534 – CalFresh ROI Enhancement for CalFresh Outreach Network
- **New/Assigned**
 - CSPM-82267: SIRFRA 4034 – CalSAWS Screens for Completing CalWORKs Deprivation Questions on SAWS 2 Plus
 - CSPM-82300: SIRFRA 4035 – Automation of New CalWORKs Stage One Child Care Post-Cash Aid Informing Notice
- **Reopened**
 - CSPM-81729: SIRFRA 1454 – Adult Expansion Freeze Additional Outreach

1.10 Deviation from Plan/Adjustments

- None for the reporting period.

2 BENEFITS CAL COLLABORATION MODEL (CM)

■ Activities from the Reporting Period

Prioritization in progress for items prioritized in Q4 2023, Q1 2024, and Q2 2024. (They have already been logged 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	Closed	Successfully deployed to Production on 11/20/25.
Enhancement	CSPM-74298	Collaboration Model: Student Exemption for LPIE in CalFresh	Closed	Successfully deployed to Production on 11/20/25.
Enhancement	CSPM-80431	Collaboration Model: Remove Shelter Expense from MC RE Flow	Ready for SIT Deployment	Development complete, testing in progress, prioritized for December 2025
Enhancement	CSPM-80558	Collaboration Model: Account Creation OTP	Development In Progress	Design complete, development in progress, 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**
 - Eight (8) 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 one (1) incident in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged three hundred and sixty-nine (369) 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 one (1) problem ticket in the biweekly reporting period.

3.1.2 BenefitsCal Help Desk Metrics

The charts below represent incidents created, resolved, and triaged within the reporting period. If a week is not shown within a particular chart, it is because there were no incidents to report for that week.

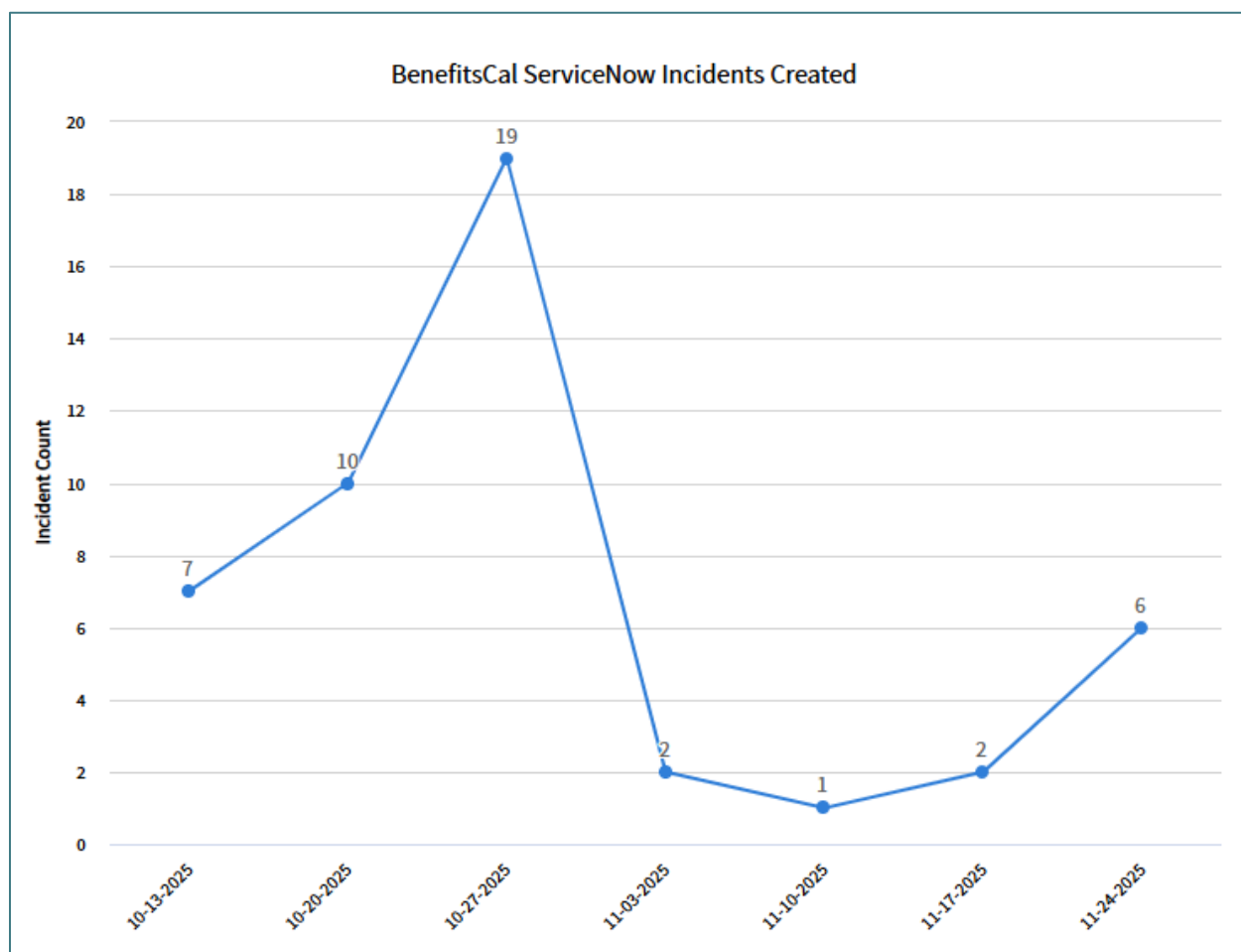


Figure 1: BenefitsCal ServiceNow Incidents Created

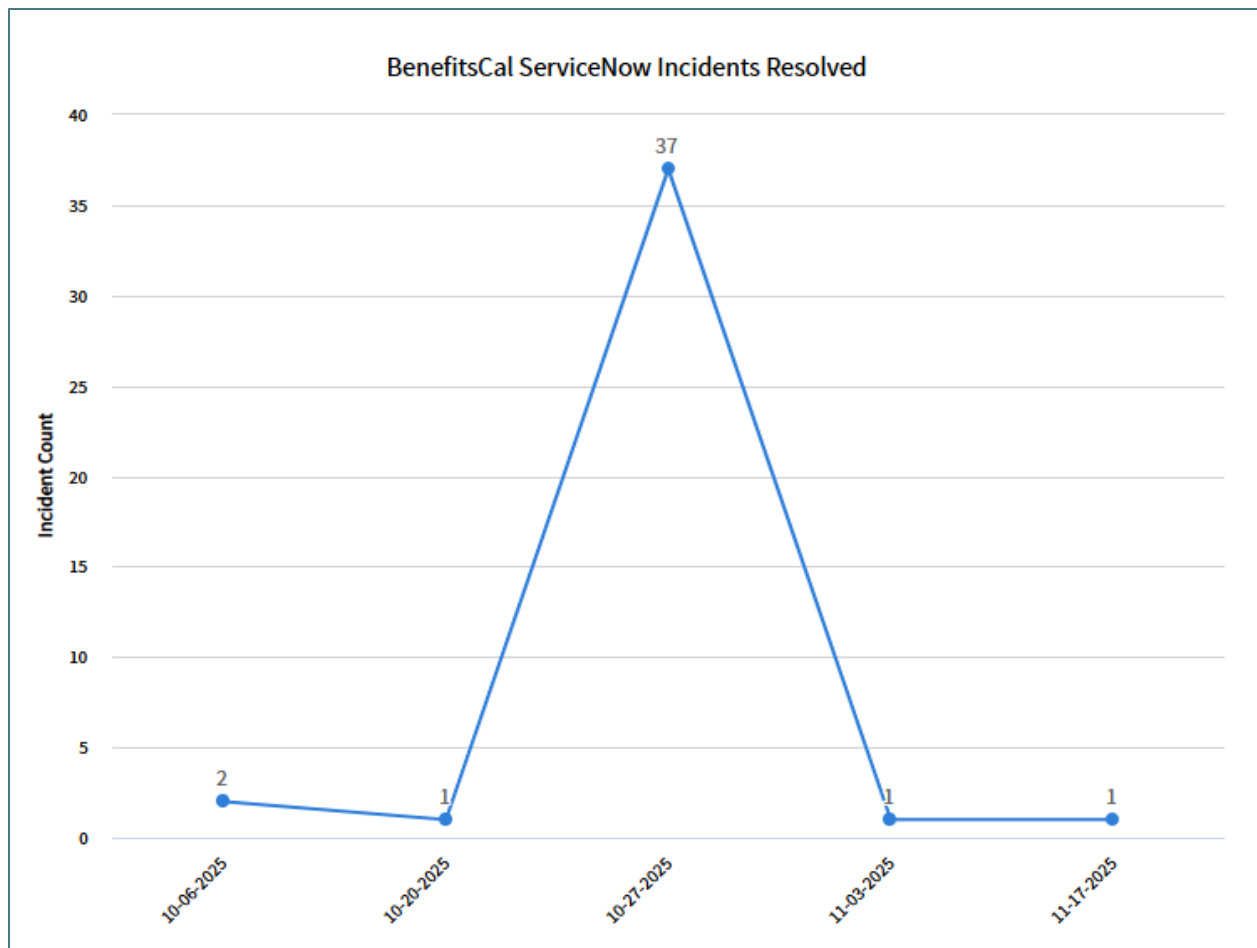


Figure 2: BenefitsCal ServiceNow Incidents Resolved

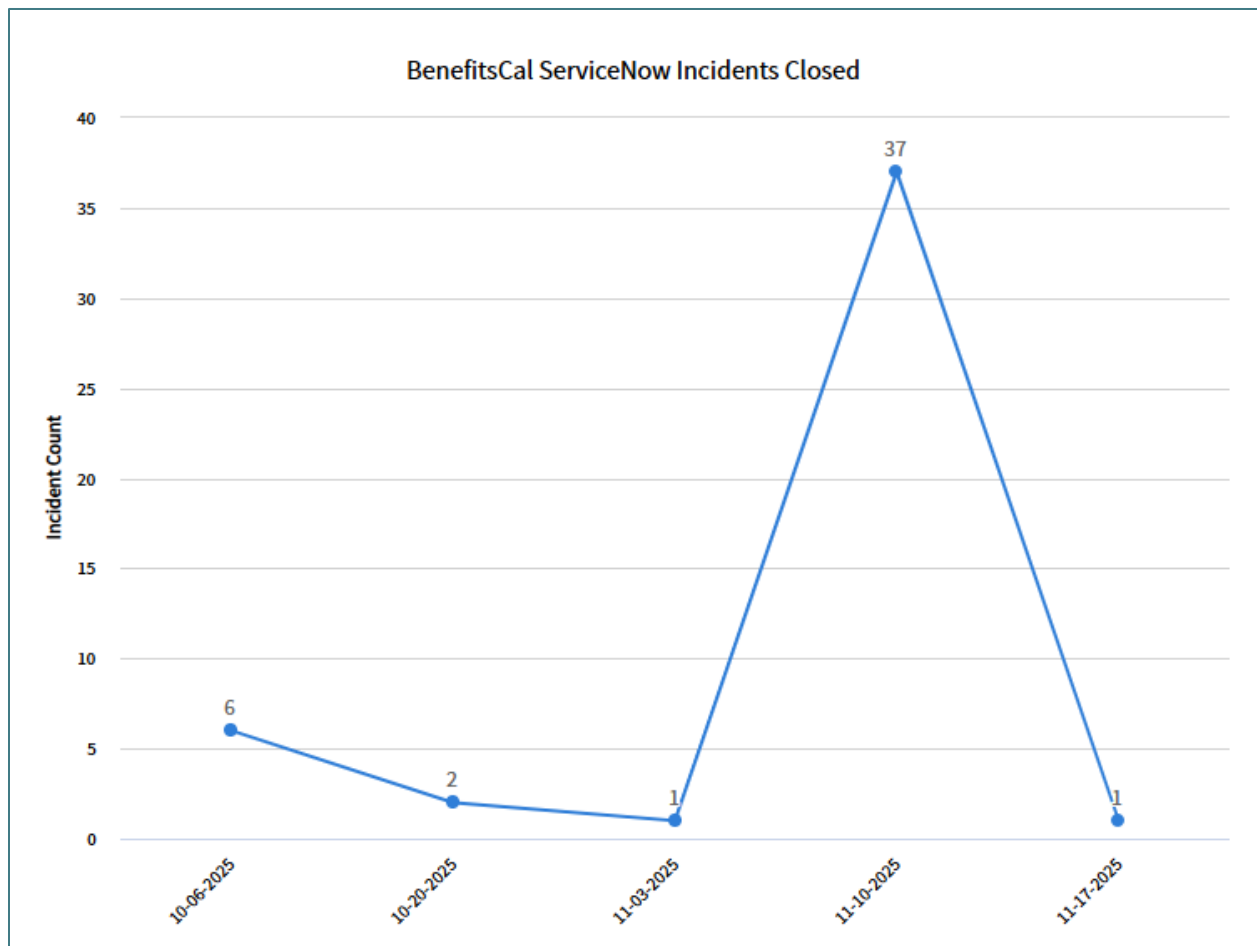


Figure 3: BenefitsCal ServiceNow Incidents Closed

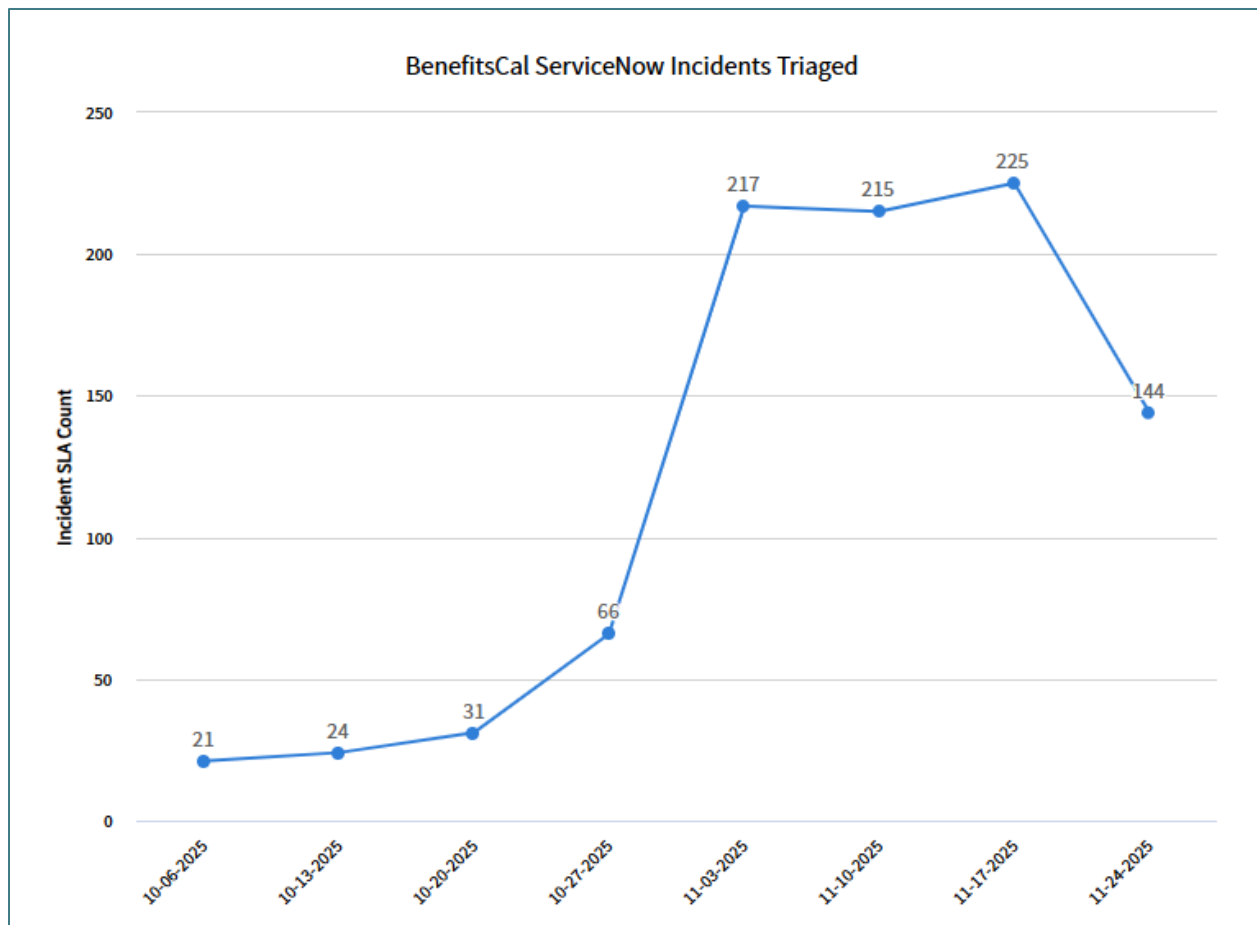


Figure 4: BenefitsCal ServiceNow Incidents Triaged

Note: The graphs above represent the ServiceNow incidents associated to all 58 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

The charts below represent problems created, resolved, and triaged within the reporting period. If a week is not shown within a particular chart, it is because there were no problems to report for that week.

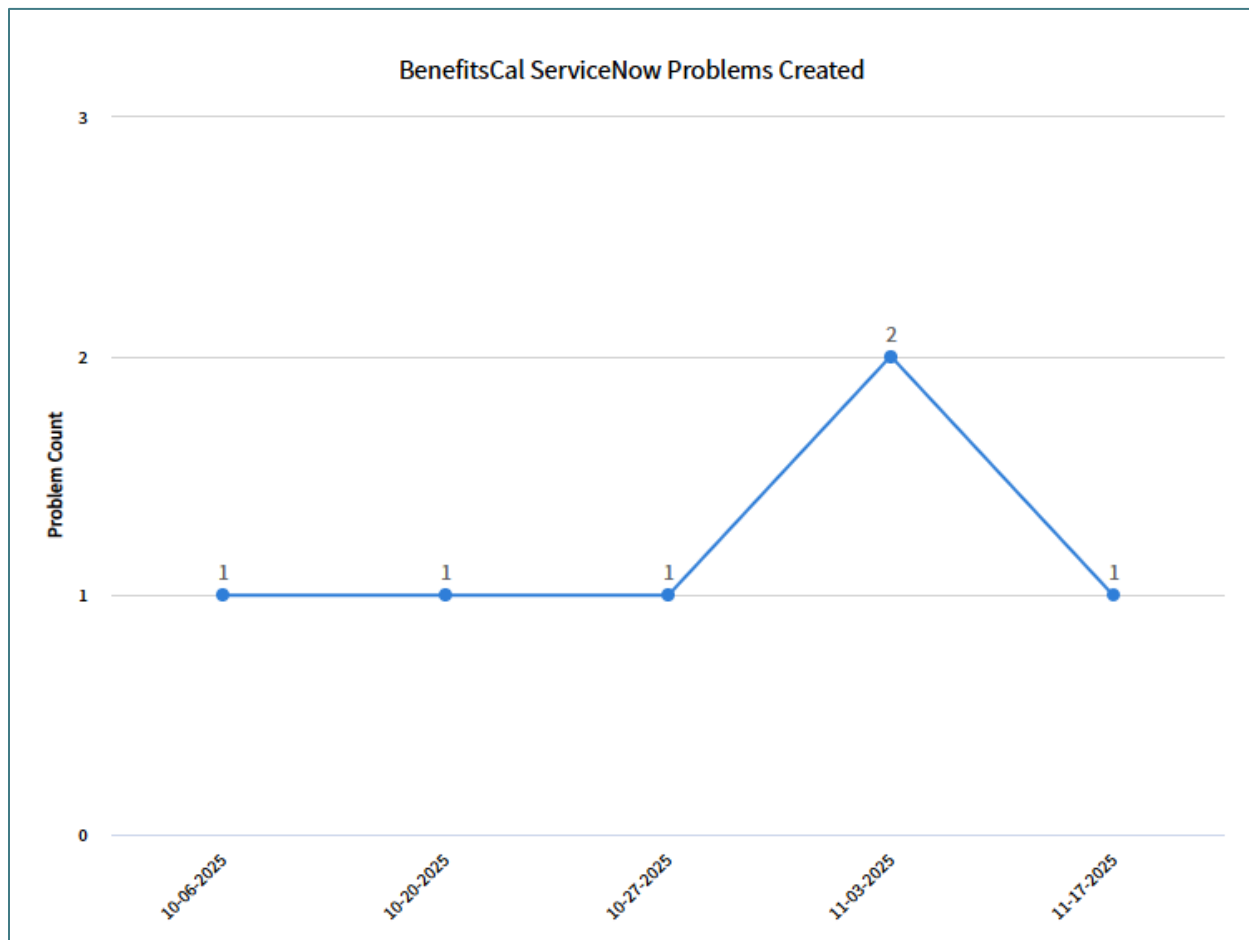


Figure 5: BenefitsCal ServiceNow Problems Created

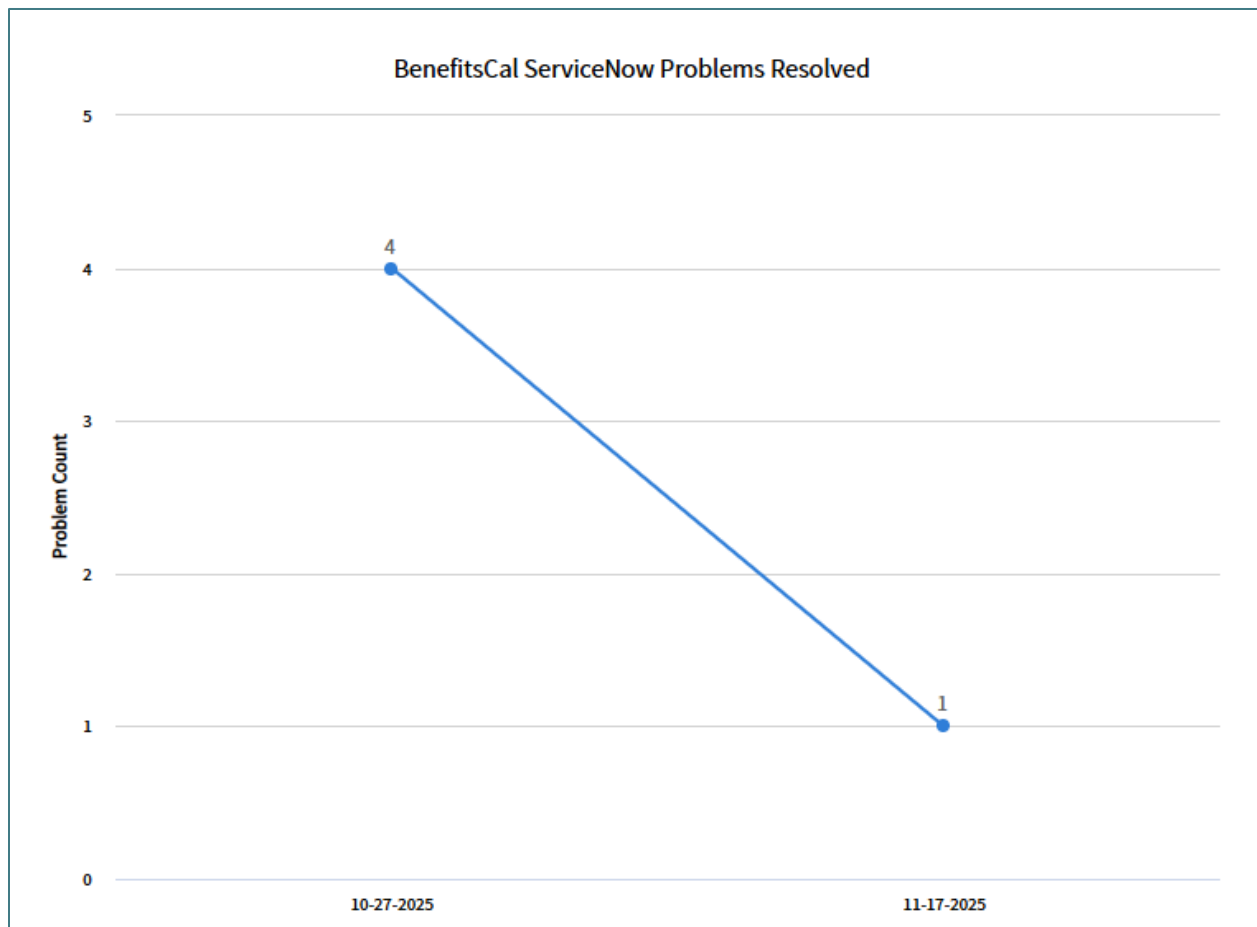


Figure 6: BenefitsCal ServiceNow Problems Resolved

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

BenefitsCal ServiceNow Incidents by State and Age

	Aging Category	(empty)	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
State										
New		2	2	1	0	0	0	0	0	5
In Progress		0	0	1	0	2	0	0	0	3
On Hold		0	0	3	0	0	2	0	0	5
Resolved		0	0	0	0	0	0	1	0	1
Closed		0	0	0	80	521	187	154	4	946
Count		2	2	5	80	523	189	155	4	960

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

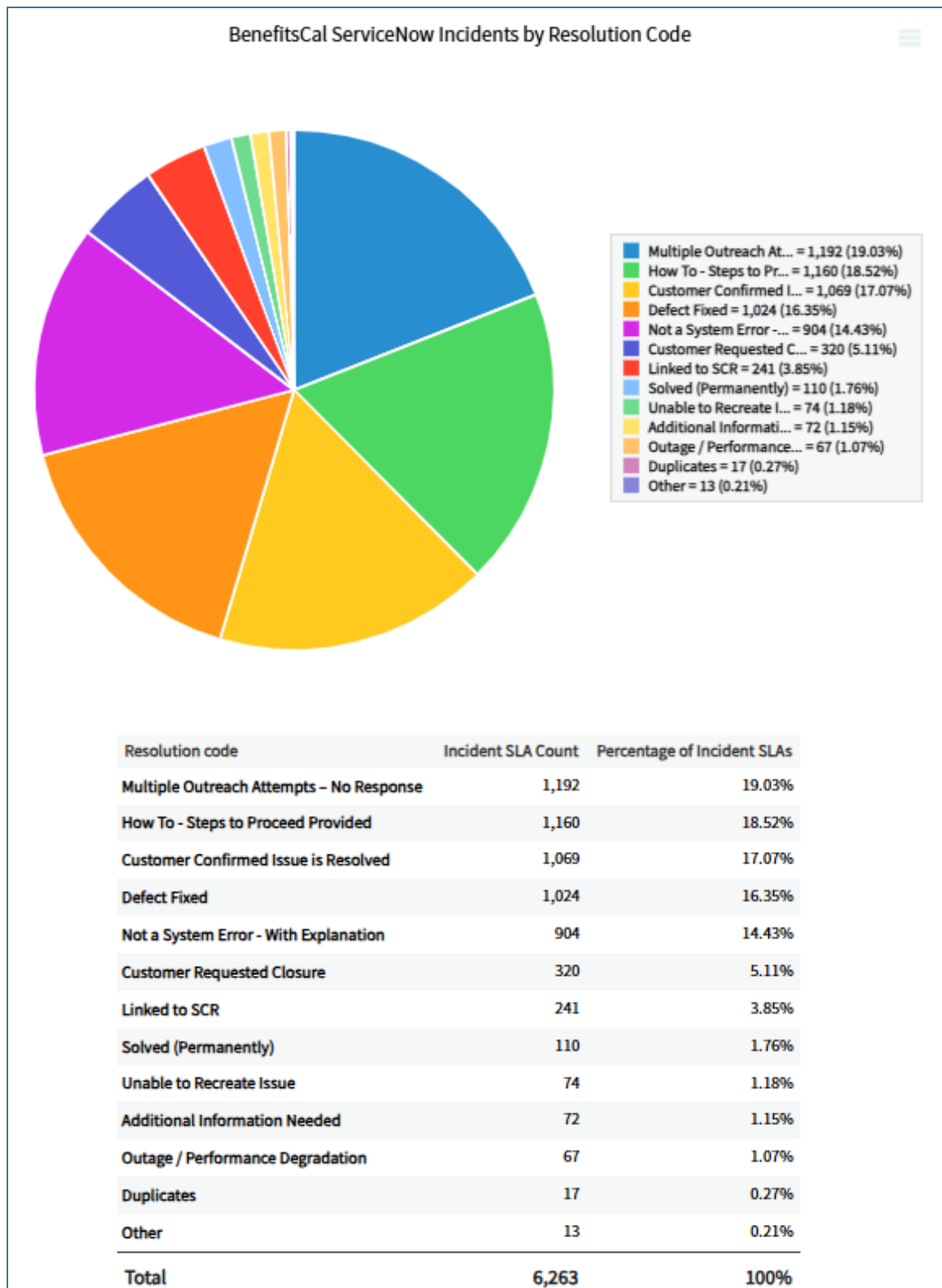


Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

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

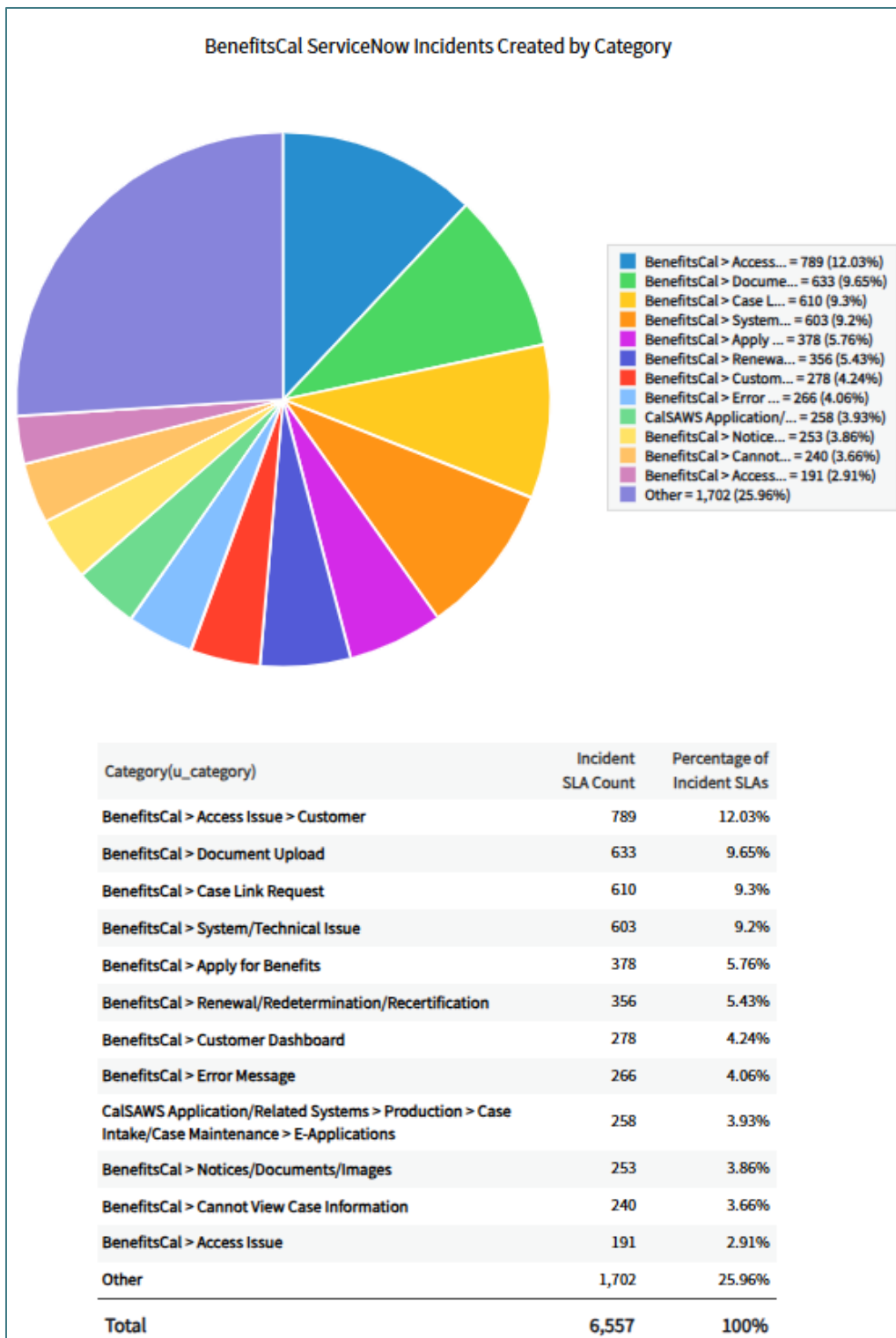


Figure 9: BenefitsCal ServiceNow Incidents Created by Category

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
11/20/25	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 25.11.20
11/21/25	10:00 pm – 1:00 am PST	Hyland Maintenance (Holding Document Queues)
11/23/25	6:00 am – 1:00pm	CalSAWS Application Maintenance (Offline Mode)

Table 13: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
12/18/25	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 25.12.18

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 of deployment to Production.

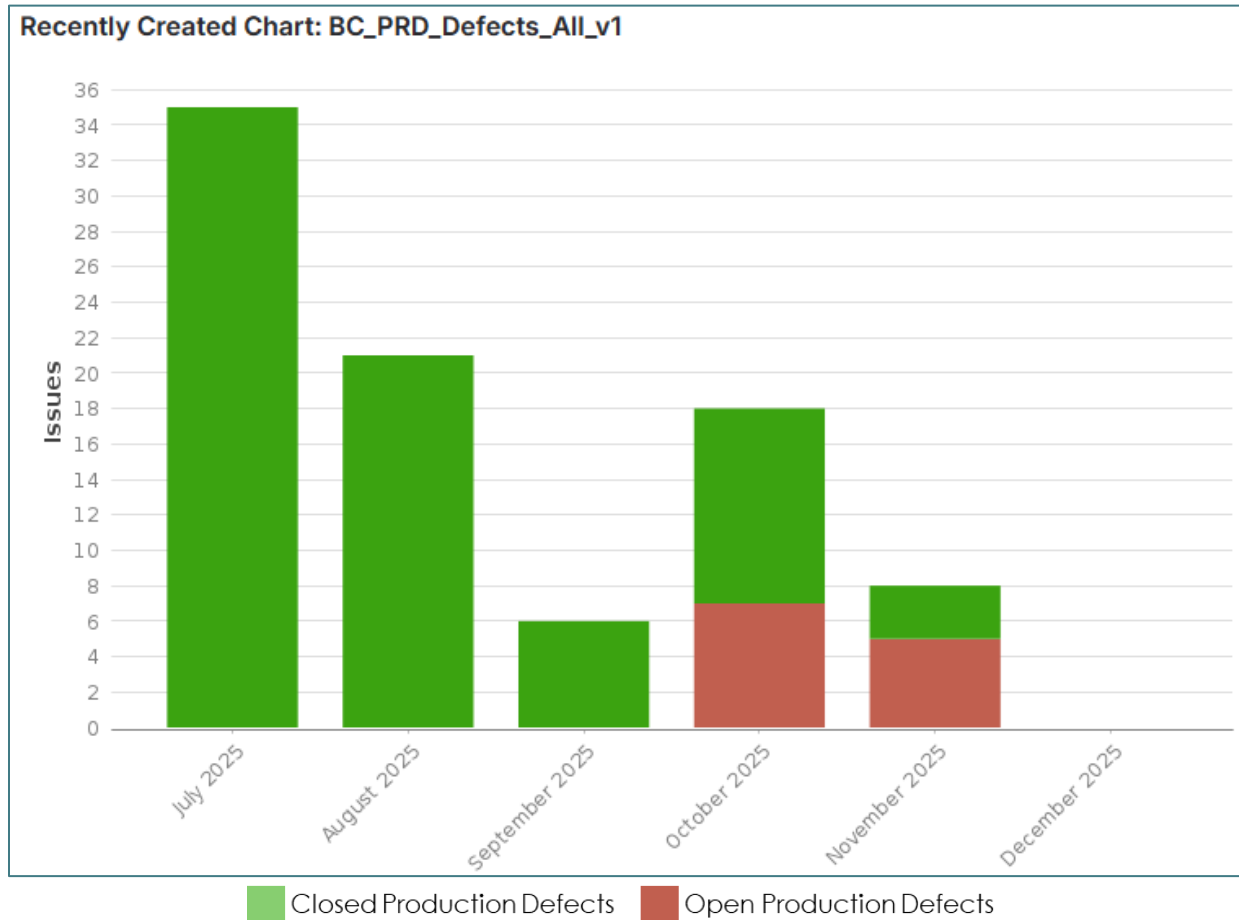


Figure 10: Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 25.12.18	RELEASE 26.01.29	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	15	7	1	23
New	0	2	0	2
In Progress	15	5	1	21
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	7	1	23

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 Monthly Release**

- Four (4) enhancements and eleven (11) defects were deployed with BenefitsCal Monthly Release 25.11.20 for User Error Handling, Exception Handling, and Application Summary.

Table 15: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
25.12.18 – Monthly	12/18/25	Five (5) enhancements and sixteen (16) production defects are planned for User Error Handling, Exception Handling, and Application Summary.
26.01.29 – Monthly	01/29/26	Four (4) enhancements and seven (7) 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 December 2025 enhancements.
- ♦ Began design work for the January 2026 enhancements.
- ♦ Attended the Project Milestone Meeting with the Consortium and CalSAWS on 11/17/25.
- ♦ Hosted the DDI and M&O Biweekly meetings on 11/18/25, 11/20/25, and 11/25/25.
- ♦ Attended the BenefitsCal Testing Discussion with CalSAWS on 11/18/25.
- ♦ Hosted Brainstorm Session: Adding Disability Accommodation to BenefitsCal with Consortium on 11/18/25.
- ♦ Hosted the BenefitsCal PM Standup with Consortium on 11/19/25 and 11/26/25.
- ♦ Hosted the UCD Monthly Meeting with Advocates and State Partners on 11/19/25.
- ♦ Hosted the BenefitsCal Pipeline Call – New Series with the Consortium on 11/20/25.
- ♦ Attended the DHCS CalSAWS Touchpoint Meeting on 11/26/25.

- **Activities for the Next Reporting Period – Requirements and Design**

- **Designs and Design Meetings**

- ♦ Continue design work for the January 2026 enhancements.
- ♦ Attend the Project Milestone meetings with the Consortium and CalSAWS on 12/01/25 and 12/08/25.

- ♦ Host the DDI and M&O Biweekly meetings on 12/02/25, 12/04/25, 12/09/25 and 12/11/25.
- ♦ Attend the Self-Service Portal Committee Meeting on 12/02/25.
- ♦ Host the UCD and CX Check-in with the Consortium on 12/02/25.
- ♦ Attend the HR 1 ABAWD Automation Working Session (In Person) – Day 1 on 12/03/25.
- ♦ Host the BenefitsCal PM Standup with the Consortium on 12/03/25 and 12/10/25.
- ♦ Attend the CR 312739 – H.R.1 – Adult Expansion 6-Month Redetermination – Design Session #2 (In Person) on 12/04/25.
- ♦ Attend the HR 1 ABAWD Automation Working Session (In-Person) – Day 2 on 12/04/25.
- ♦ Host the BenefitsCal Pipeline Call – New Series on 12/04/25.
- ♦ Host the ABAWD Workgroup Prep Call with the Consortium on 12/08/25.
- ♦ Attend the CR 312739 – H.R.1 – Adult Expansion 6-Month Redetermination – Design Session #3 (In Person) on 12/10/25.
- ♦ Host the UCD Monthly Mtg Prep Call on 12/10/25.
- ♦ Attend the DHCS CalSAWS Touchpoint Meeting on 12/10/25.

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 November Always on survey data.

• User Engagement

- ♦ Finished conducting customer sessions for Help Center.
- ♦ Sent out testing survey for Help Center customer sessions.
- ♦ Started synthesis for customer sessions and testing survey for Help Center customer sessions.

• Enhancements

- ♦ Continued designs for Production Deployment Message.
- ♦ Continued designs for CSPM-81926: Update the L.A. County CF ES (Pop-up) to accommodate new hours.
- ♦ Continued designs for Program Income Limits Update.

• Advocate Engagement

- ♦ Conducted November UCD monthly meeting.
- ♦ Shared high-level overview of BenefitsCal HR1 Workgroups plan during November UCD monthly meeting.
- ♦ Reviewed the November UCD comment log feedback.

- **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 November Always on survey data.

- **Enhancements**

- ♦ Finalize the designs for Production Deployment Message.
 - ♦ Start the designs for CSPM-82246: Update the Interview Nudge Text Message Language to Meet Character Limit.
 - ♦ Finalize the designs for Program Income Limits Update.

- **User Engagement**

- ♦ Continue the synthesis for customer sessions for Help Center.
 - ♦ Continue the synthesis for testing survey for customer sessions for Help Center.

- **Advocate Engagement**

- ♦ Draft November UCD comment log responses.
 - ♦ Start December UCD monthly deck.

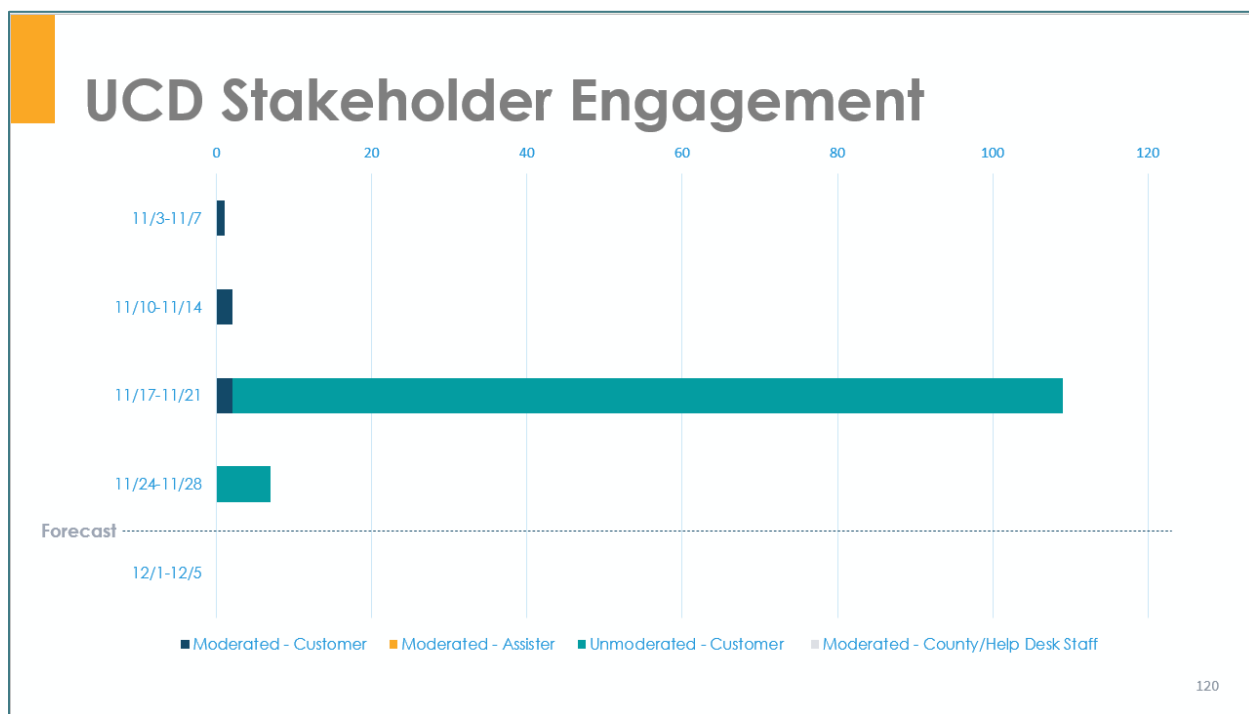


Figure 11: UCD Stakeholder Engagement

4.4 Development

■ Activities the Reporting Period – Development

- Enhancements (M&E)

Table 16: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 11/28/25	ACTUAL FOR WEEK ENDING 11/28/25	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 25.12.18	1	2	4	Release 25.12.18 is planned for deployment on 12/18/25.

■ Activities for the Next Reporting Period – Development

- Enhancements (M&E)

Table 17: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 12/12/25	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 25.12.18	4	4	1	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.
Release 26.03.29	0	1	0	Release 26.03.29 is planned for deployment on 03/29/26.

■ 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 25.11.20 were validated.
- **Test Support**
 - ♦ 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 25.11.20– November Monthly Release**
 - ♦ Validated tickets tagged to the November Monthly Release – 25.11.20.

4.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
 - **Release 25.11.20– November Monthly Release**
 - ♦ Validation of tickets tagged to 11/20/25.
 - **Release 25.12.18– December Monthly Release**
 - ♦ Validation of tickets tagged to 12/18/25.

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
25.11.20	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	Scope: One (1) enhancement and two (2) defects in scope. Executions: BenefitsCal isolated Load tests with mock services. <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 11/28/25.

- [REDACTED]
 - ♦ [REDACTED]

▪ Activities for the Next Reporting Period – Security

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