

CalSAWS

California Statewide Automated Welfare System



Biweekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: December 29, 2025 – January 11, 2026

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	4
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	BENEFITS CAL 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	26
4.5	User Acceptance Test (UAT) Planning	27
4.6	Release Management	27
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	29
5.3	Deviations from Plan/Adjustments	29
5.4	Security	29

TABLE OF TABLES

Table 1:	Biweekly Status Agenda Topics	3
Table 2:	Deliverable Summary	4
Table 3:	Status Dashboard	4
Table 4:	CITs.....	5
Table 5:	CRFIs	5
Table 6:	Overdue CRFIs	5
Table 7:	Project Risks	6
Table 8:	Project Issues	6
Table 9:	Overdue Action Items	9
Table 10:	Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests.....	10
Table 11:	Enhancements Updates, Prioritized by CM	10
Table 12:	BenefitsCal Outages	21
Table 13:	BenefitsCal Upcoming Maintenance	21
Table 14:	Production Defect Fix – Release Schedule.....	23
Table 15:	BenefitsCal Upcoming Releases.....	24
Table 16:	Enhancement Actuals for Reporting Period	26
Table 17:	Planned Enhancement Work	27
Table 18:	Automated Regression Scripts Executed in BenefitsCal.....	28
Table 19:	Performance Test Cycles and Test Case Status	29

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"> No releases for this reporting period.
December Enhancements (December Monthly Release 25.12.18)	<ul style="list-style-type: none"> Six (6) enhancements were successfully deployed to Production deployment on 12/18/25: <ul style="list-style-type: none"> Two (2) Collaboration Model Enhancements: <ul style="list-style-type: none"> CSPM-80558: Collaboration Model: Account Creation OTP (CM 2024-Q1) CSPM-80431: Collaboration Model: Remove Shelter Expense from MC RE Flow Three (3) Policy Enhancements: <ul style="list-style-type: none"> CSPM-74598: Remove CHDP References from BenefitsCal CSPM-80312: Reinstatement of Asset Limits for Medi-Cal program CSPM-81016: Test Only: Age 19 and Over Adult Expansion Freeze Update One (1) Technical Enhancement <ul style="list-style-type: none"> CSPM-81800: Technical: Update AWS WAF rule for rate limit
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 December Always on survey data. User Engagement <ul style="list-style-type: none"> Finalized synthesis for testing survey for Help Center. Continued synthesis for customer sessions for Help Center. Enhancements <ul style="list-style-type: none"> Continued designs for CSPM-82293: Pregnancy Update. Finalized designs for CSPM-71672: Disability Accommodations. Advocate Engagement <ul style="list-style-type: none"> Started drafting responses to the comments for the comment log from December UCD monthly meeting. Finalized the January UCD monthly meeting presentation.

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
OWD 13	BenefitsCal System and Services Acquisition Procedures	On Time	Final submission TBD*
OWD 14	BenefitsCal Security Assessment and Authorization Procedures	On Time	Final submission TBD*
OWD 15	BenefitsCal Security Awareness and Training Plan and Procedures	On Time	Final submission TBD*
OWD 17	BenefitsCal Supply Chain Risk Management (SCRM)	On Time	Final submission TBD*
WP 24.33	CX Bimonthly Report (Oct/Nov 2025)	On Time	Final submission TBD*

* Reviews have been delayed and final submission has not been determined yet.

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 fifteen (15) 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**
 - None for the reporting period.
- **Monthly Release**
 - None for the reporting period.
- **Planned Outages**
 - None for the reporting period.

1.4 Deliverable Management

- **Deliverables and Work Products submitted:**
 - FWP 25.47: Monthly M&O Report – December 2025 on 01/09/26.
 - FWP 26.15: BOM Review and License Renewals (Quarterly) Oct – Dec 2025 on 01/09/26.
 - FWP 27.15: Certificate Review (Quarterly) Oct – Dec 2025 on 01/09/26.
 - FWP 28.45: BenefitsCal Work Plan Monthly Updates – December 2025 on 01/09/26.

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

- The following will be delivered within the next reporting period, but the final dates have not been determined yet, due to a delay in the review process:
 - ♦ Final OWD 13: BenefitsCal System and Services Acquisition Procedures
 - ♦ Final OWD 14: BenefitsCal Security Assessment and Authorization Procedures
 - ♦ Final OWD 15: BenefitsCal Security Awareness and Training Plan and Procedures
 - ♦ Final OWD 17: BenefitsCal Supply Chain Risk Management (SCRM)
 - ♦ FWP 24.33: CX Bimonthly Report (Oct/Nov 2025)

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
0002-26	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 – 1/25/2026	1/5/2026	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

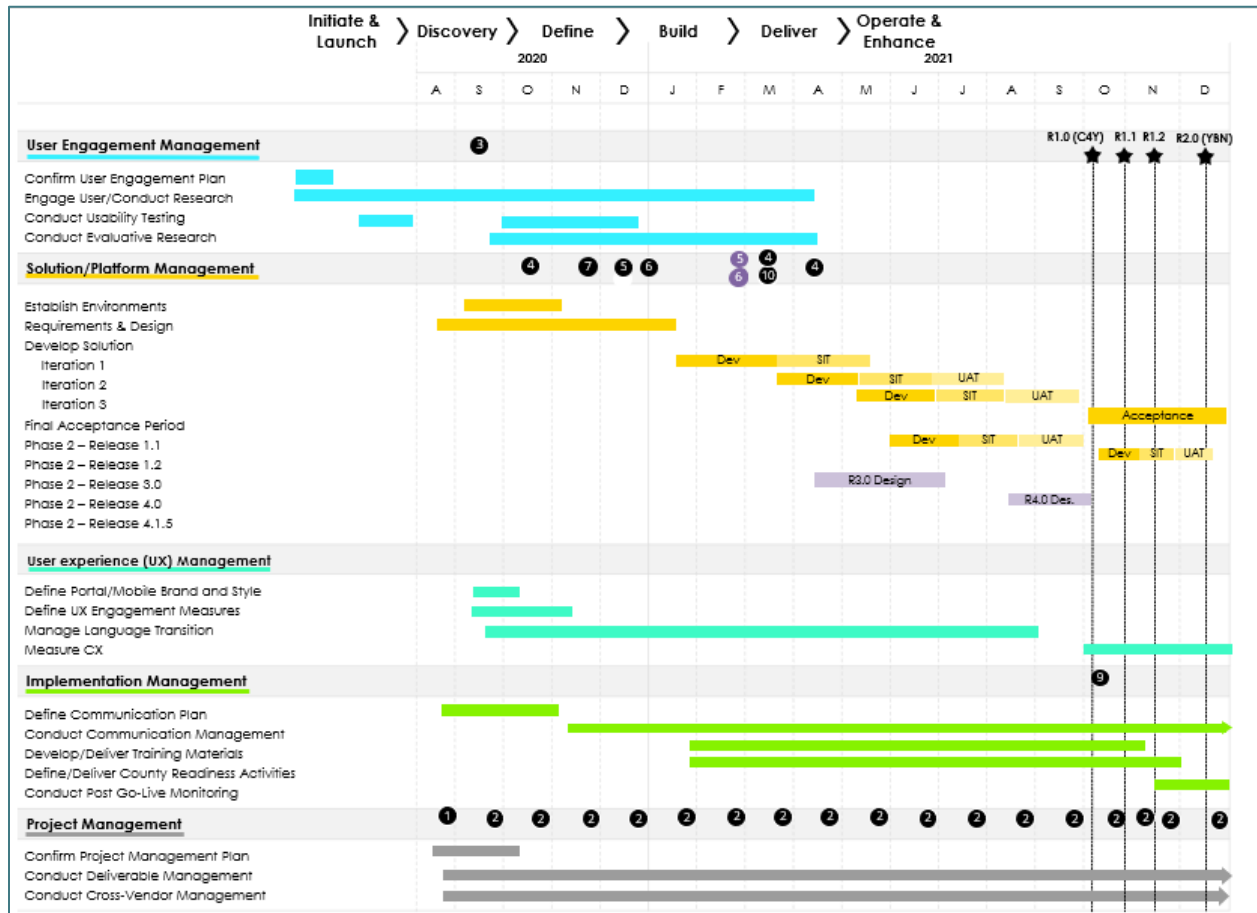
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

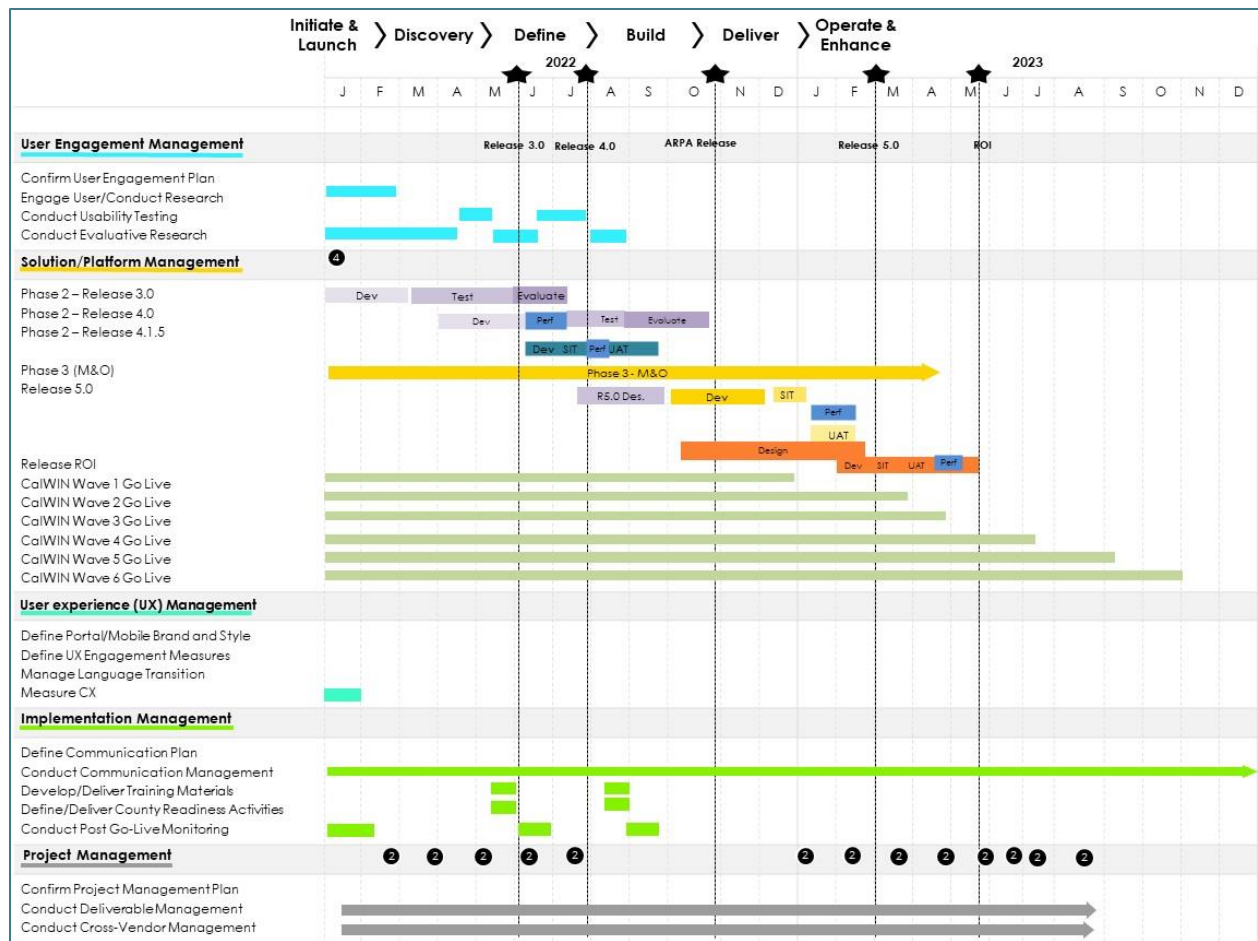
Table 8: Project Issues

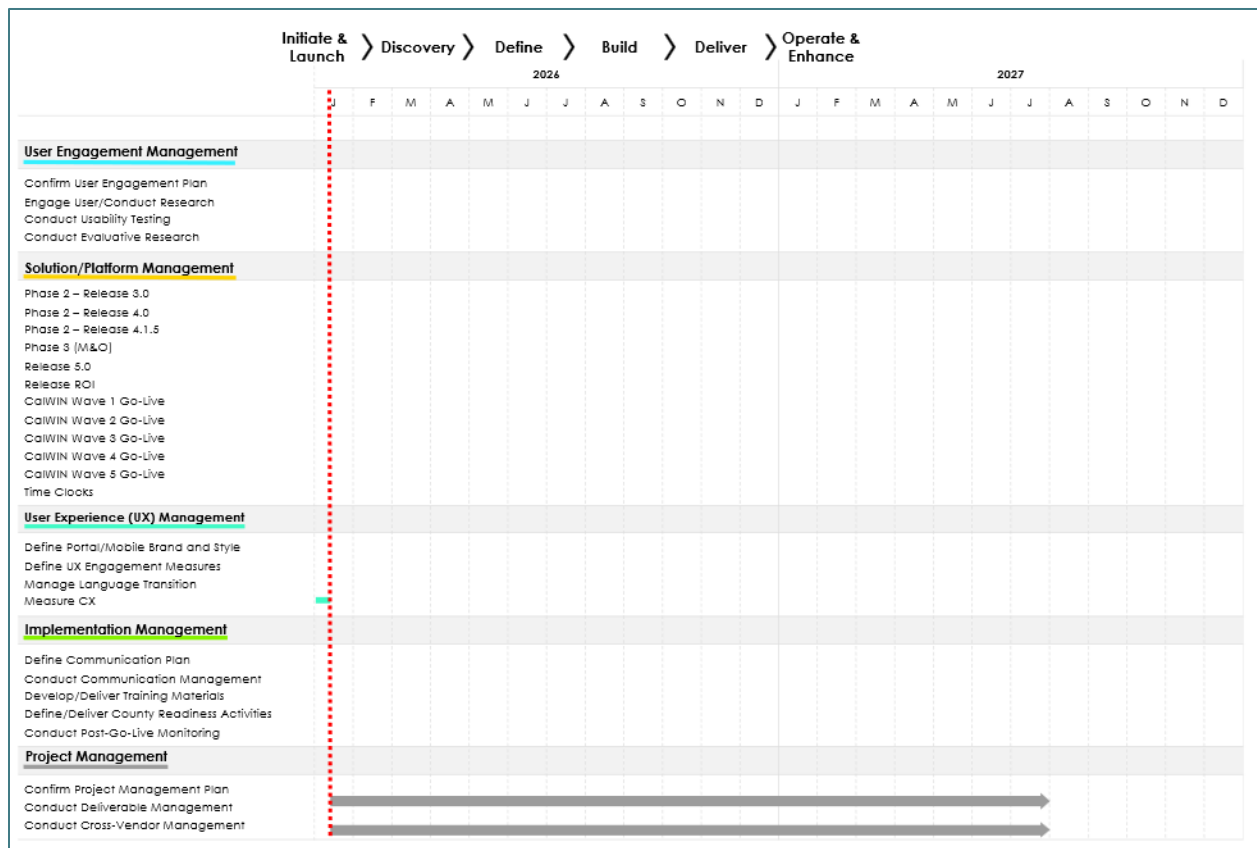
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
None.					

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	0
In Review	0
Withdrawn	0
TOTAL	1

- **Completed**
 - CSPM-82528: SIRFRA 4038

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-80431	Collaboration Model: Remove Shelter Expense from MC RE Flow	Closed	Successfully deployed to Production on 12/18/25.
Enhancement	CSPM-80558	Collaboration Model: Account Creation OTP	Closed	Successfully deployed to Production on 12/18/25.
Enhancements	CSPM-71672	Collaboration Model: Disability Accommodations	Prioritization Needed	Tentatively Prioritized for March 2026

- **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 zero (0) incidents in the biweekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed seven (7) incidents in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged three-hundred five (305) 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 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.

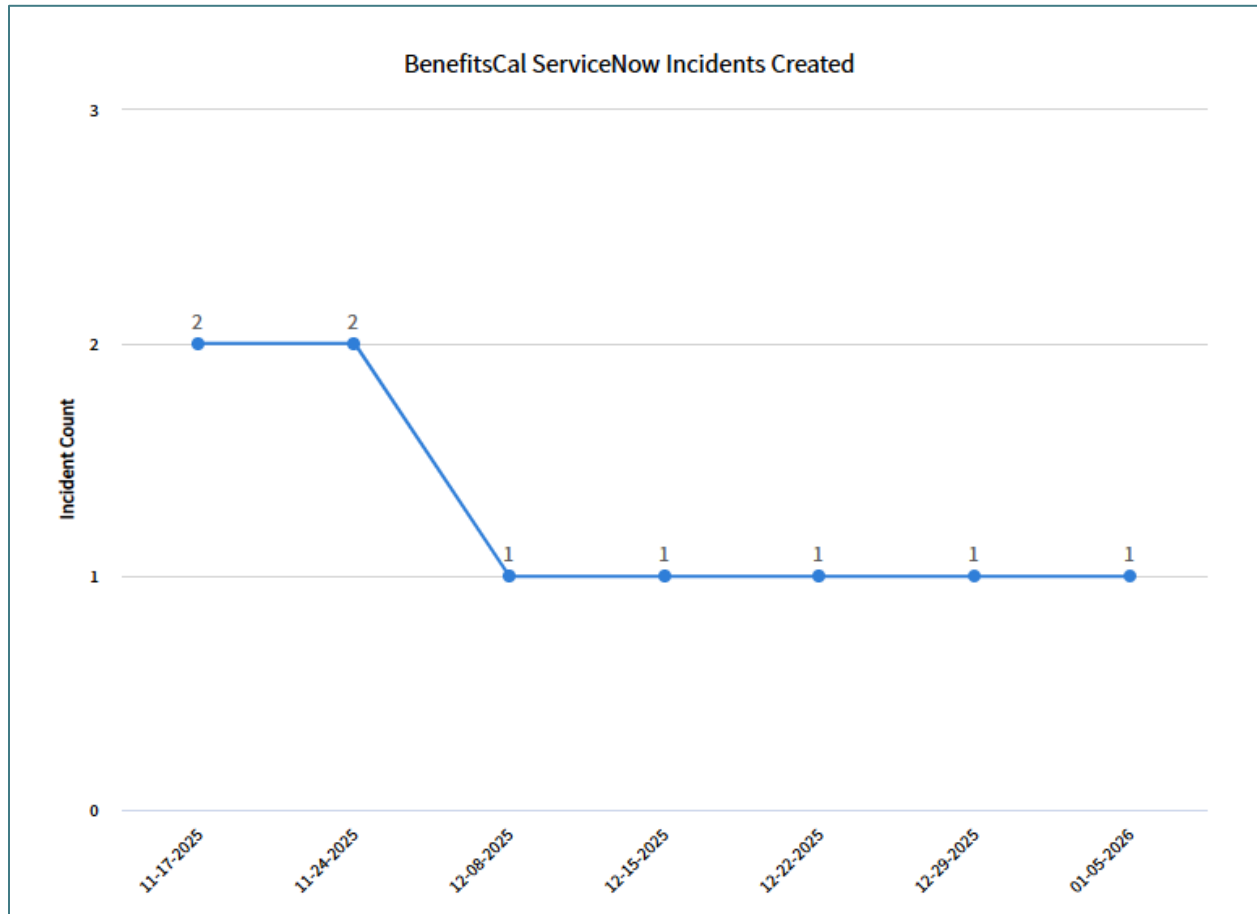


Figure 1: BenefitsCal ServiceNow Incidents Created

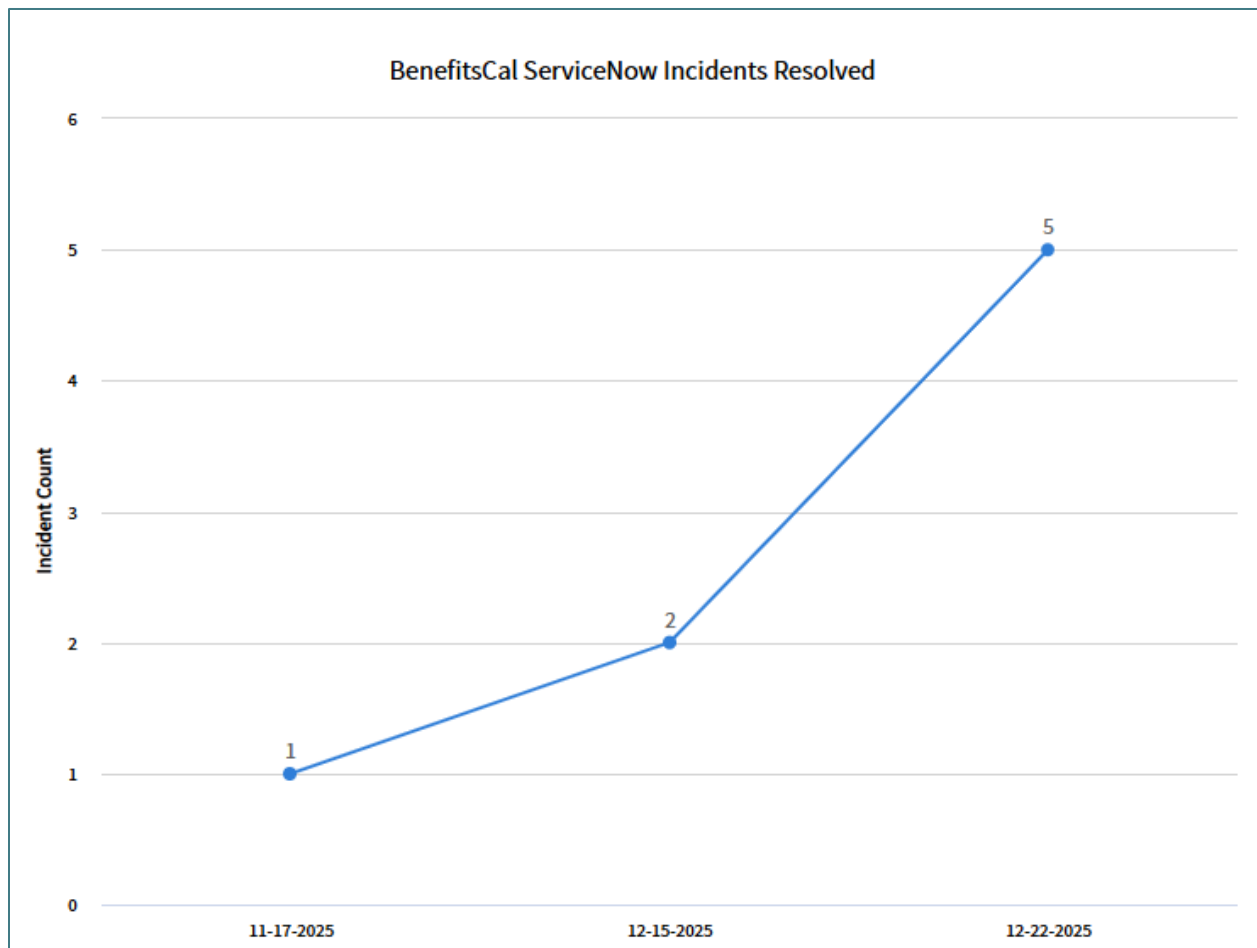


Figure 2: BenefitsCal ServiceNow Incidents Resolved

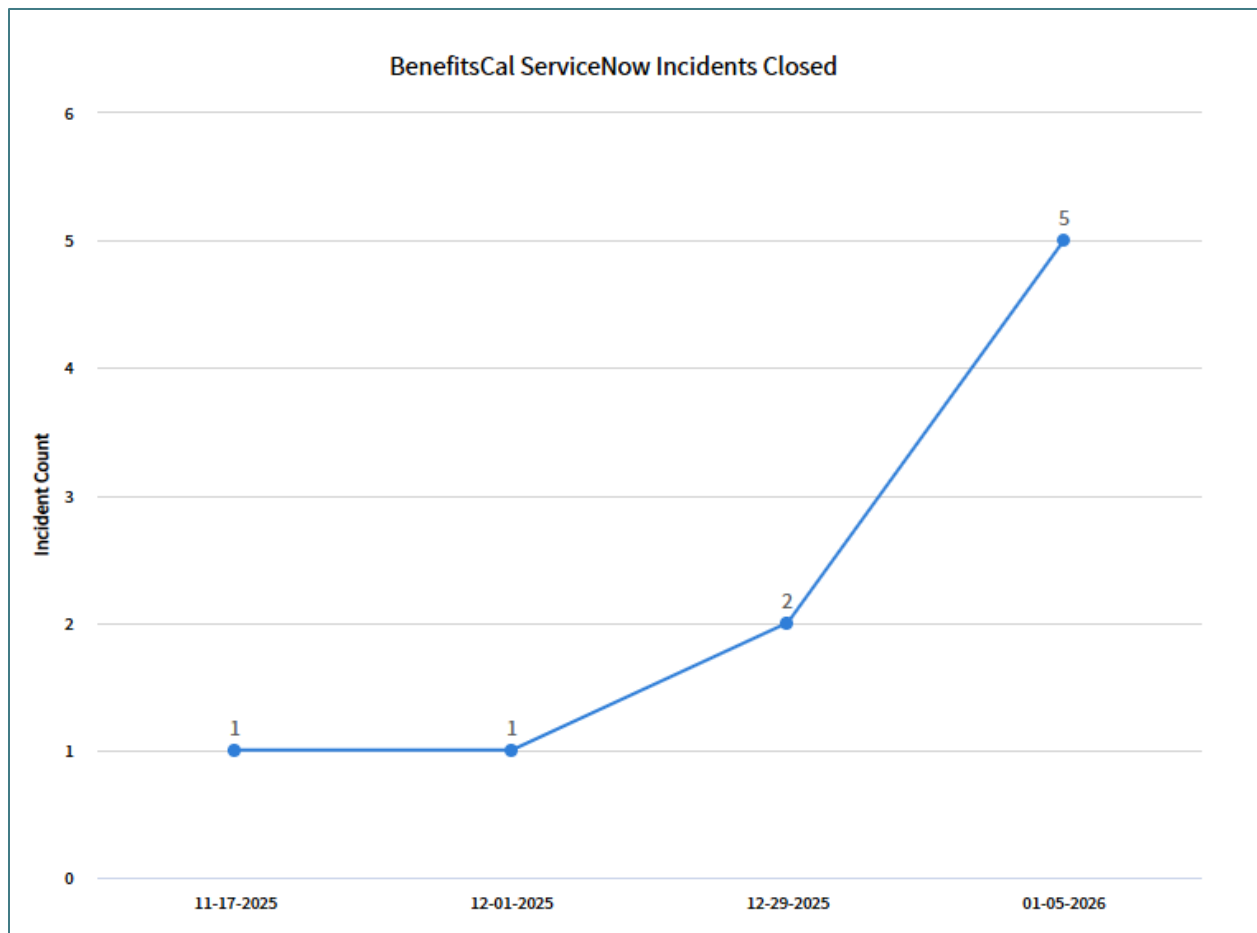


Figure 3: BenefitsCal ServiceNow Incidents Closed

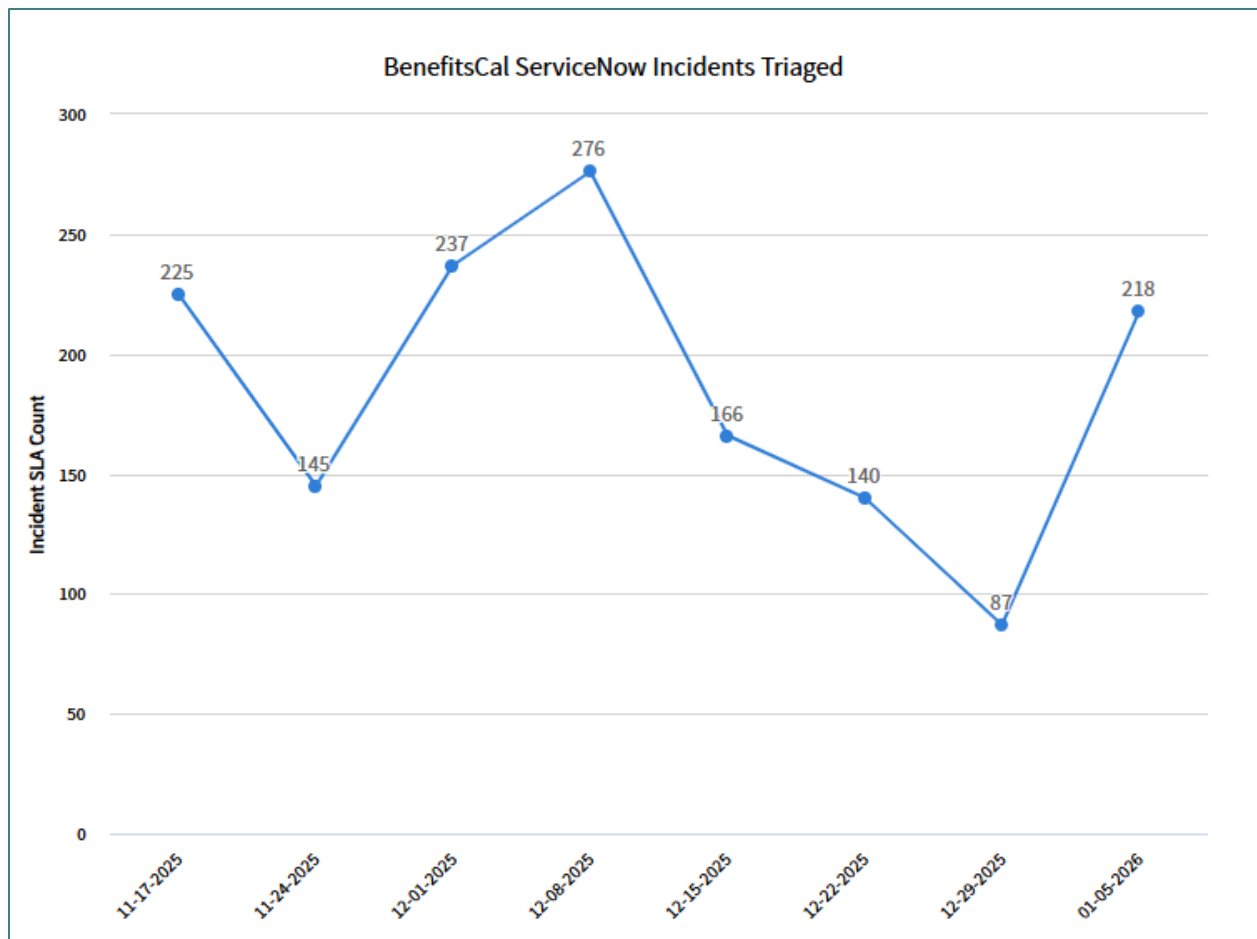


Figure 4: BenefitsCal ServiceNow Incidents Triaged

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.

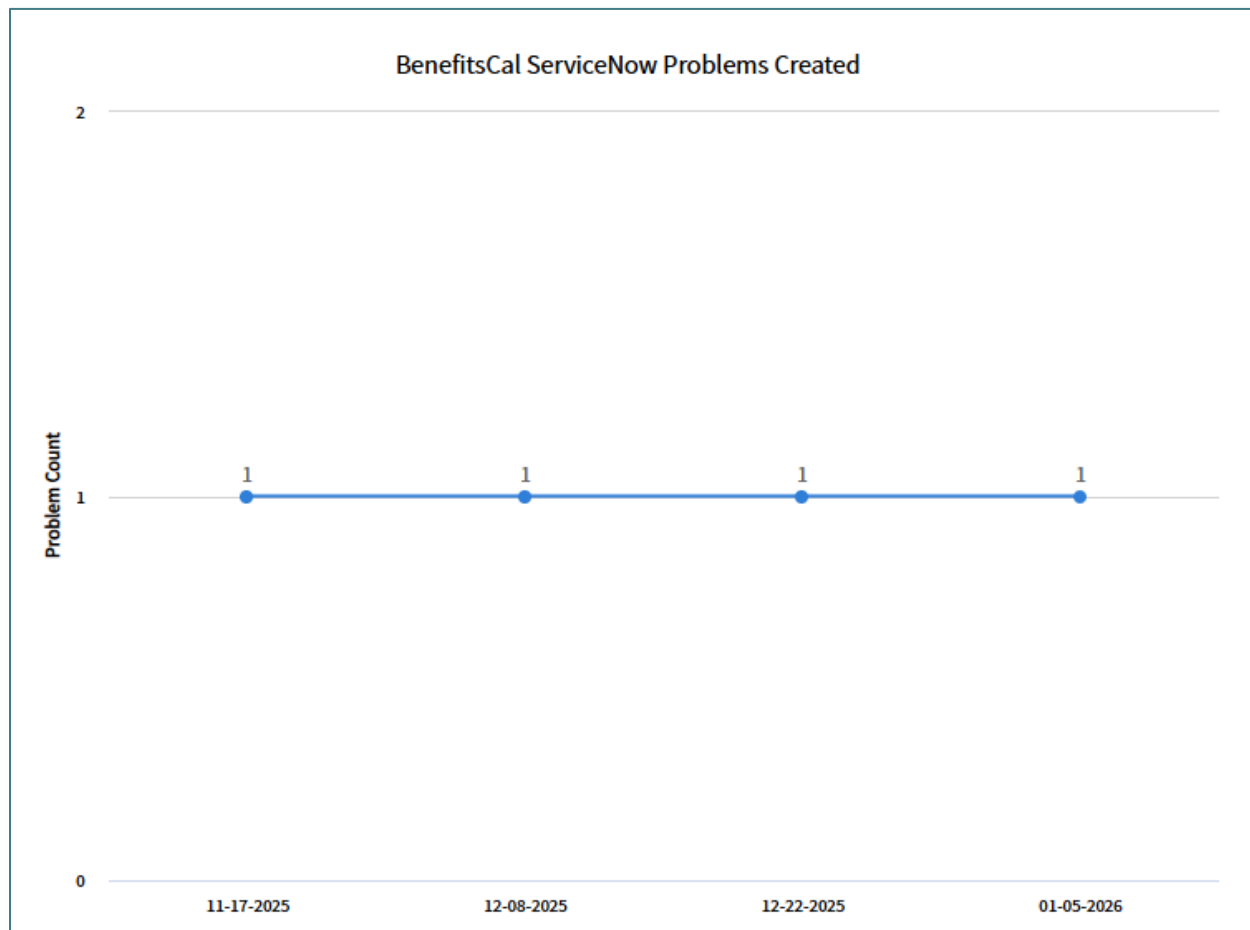


Figure 5: BenefitsCal ServiceNow Problems Created

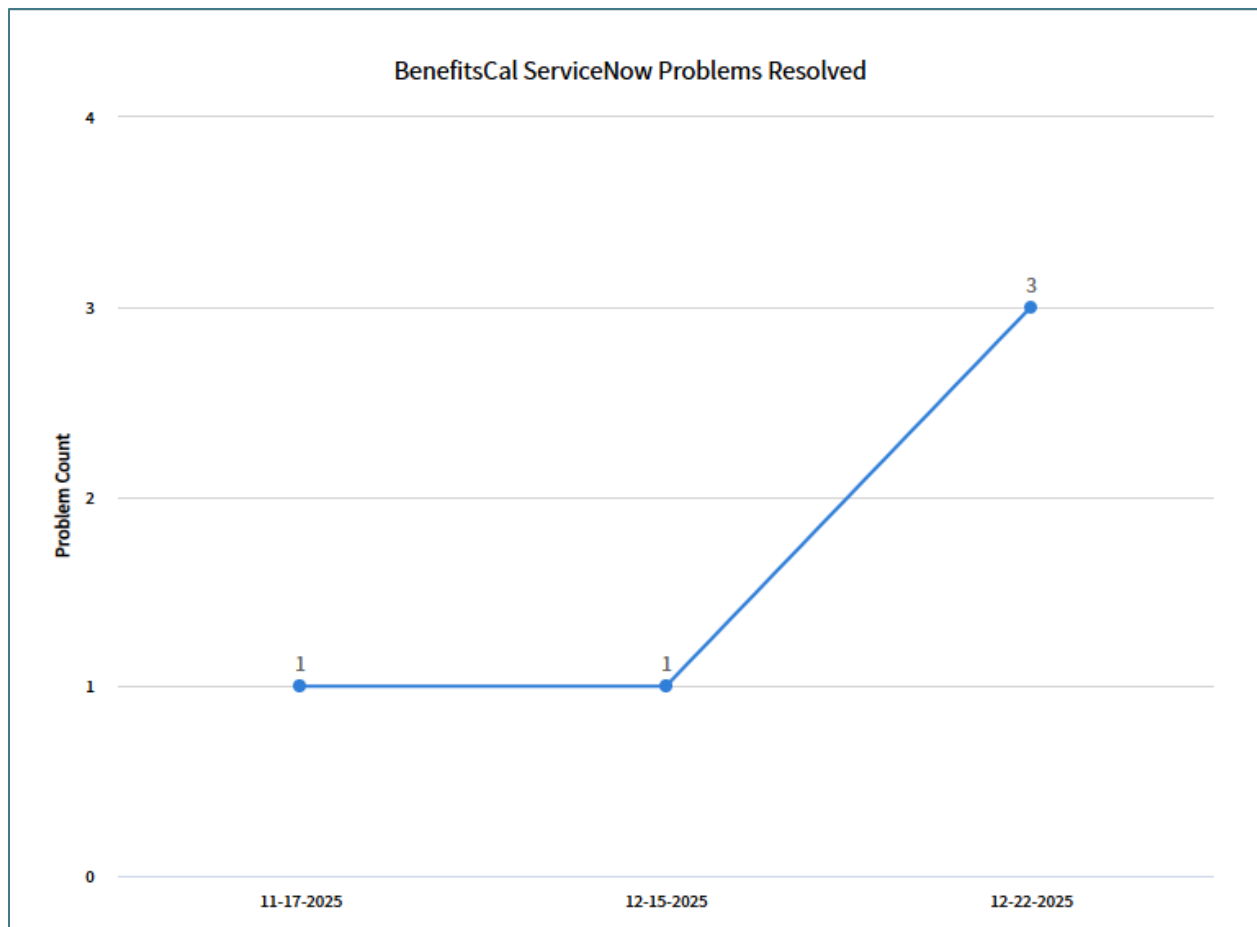


Figure 6: BenefitsCal ServiceNow Problems Resolved

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	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
New		1	0	0	0	0	0	0	1
On Hold		0	1	0	1	0	2	0	4
Closed		0	0	81	522	190	157	4	954
Count		1	1	81	523	190	159	4	959

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

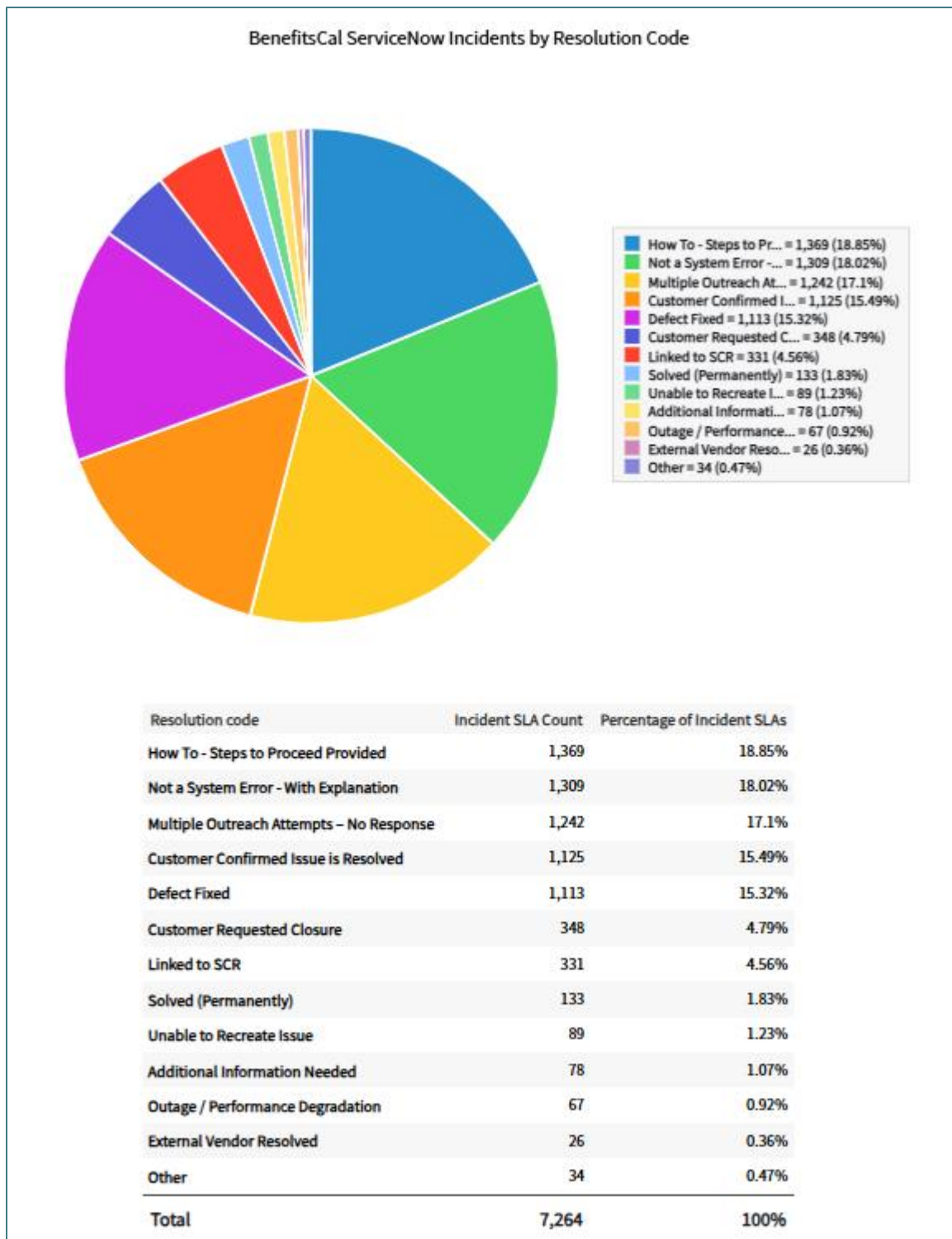


Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

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

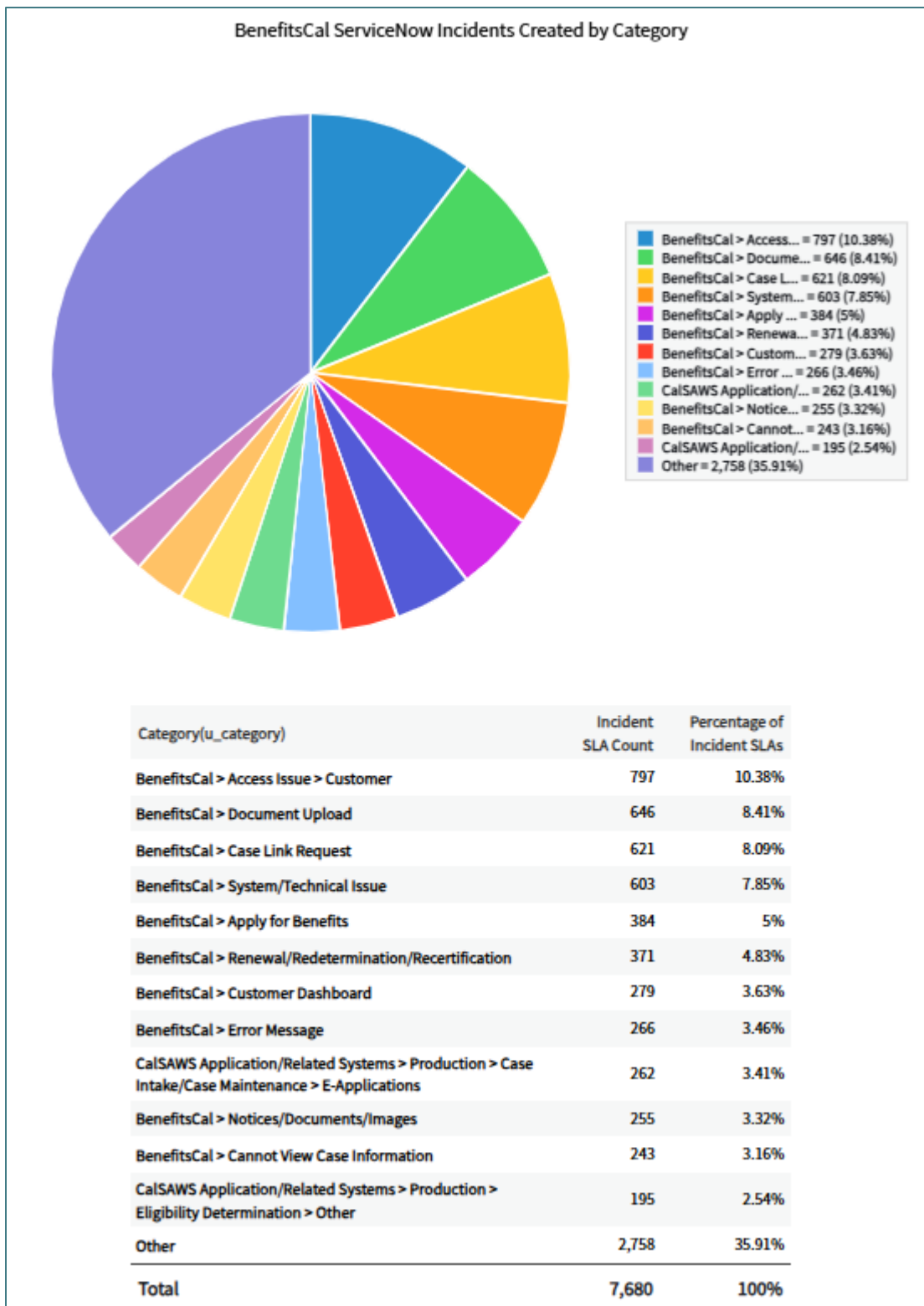


Figure 9: BenefitsCal ServiceNow Incidents Created by Category

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 following 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
01/09/26	10:00 pm – 2:00 am PST	CalSAWS Application Maintenance (Maintenance Mode)

Table 13: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
01/29/26	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 26.01.29

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.

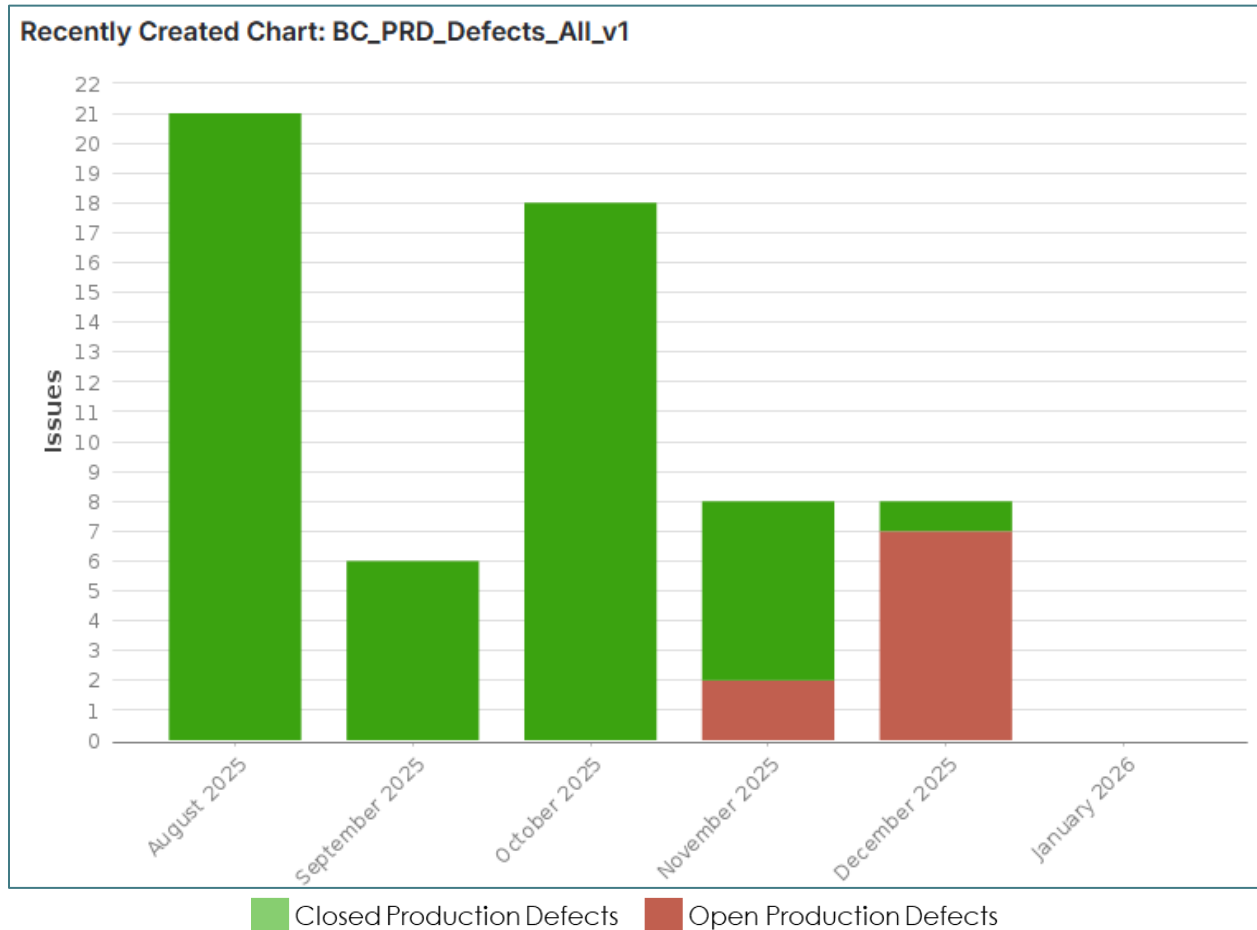


Figure 10: Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 26.01.29	TOTAL
1-HIGH	0	0
New	0	0
In Progress	0	0
Closed	0	0
2-NORMAL/MEDIUM	0	0
New	0	0
In Progress	0	0
Closed	0	0
3-NORMAL/LOW	15	15
New	0	0
In Progress	15	15
Closed	0	0
4-COSMETIC	0	0
New	0	0
In Progress	0	0
Closed	0	0
TOTAL	15	15

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

- No releases for this reporting period.

BenefitsCal Priority Release

- No releases for this reporting period.

Table 15: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
26.01.29 – Monthly	01/29/26	Nine (9) 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 February 2026 enhancements.
- ◆ Attended the Project Milestone meetings with the Consortium and CalSAWS on 01/05/26.
- ◆ Attended Internal ABAWD Changes Discussion on 01/05/26 and 01/09/26.
- ◆ Hosted ABAWD Workgroup Internal Prep Call on 01/06/26.
- ◆ Hosted UCD + CX Check-in on 01/06/26.
- ◆ Attended CalSAWS HR1 ABAWD Workgroup on 01/06/26.
- ◆ Hosted the DDI and M&O Biweekly meetings on 01/06/26 and 01/08/26.
- ◆ Hosted the BenefitsCal PM Standup with the Consortium on 01/07/26.
- ◆ Attended CalSAWS HR1 CalFresh ABAWD Workgroup Meeting on 01/07/26.
- ◆ Attended the DHCS CalSAWS Touchpoint Meeting on 01/07/26.
- ◆ Attended CR 306643 – State Budget Change - Phase 1: Implementation of state funded aid codes for monthly premiums for individuals with Unsatisfactory Immigration Status - Design Session #3 on 01/08/26.
- ◆ Hosted the BenefitsCal Pipeline Call with Consortium on 01/08/26.

■ Activities for the Next Reporting Period – Requirements and Design

• Designs and Design Meetings

- ◆ Continue design work for the February 2026 enhancements.
- ◆ Attend the Project Milestone meetings with the Consortium and CalSAWS on 01/12/26 and 01/19/26.
- ◆ Host the DDI and M&O Biweekly meetings on 01/13/26, 01/15/26, 01/22/26, and 01/22/26.
- ◆ Attend the Internal ABAWD Changes discussions on 01/13/26, 01/16/26, 01/20/26, and 01/23/26.
- ◆ Host the UCD Monthly Meeting Prep Call on 01/14/26.

- ♦ Attend the CalSAWS HR1 ABAWD Workgroup Pre-Meeting on 01/14/26 and 01/21/26.
- ♦ Attend the CR 312739 – H.R.1 – Adult Expansion 6-Month Redetermination – Design Session #5 (In Person) on 01/14/26.
- ♦ Host the BenefitsCal PM Standup Meetings with the Consortium on 01/14/26 and 01/21/26.
- ♦ Attend the CalSAWS HR1 CalFresh ABAWD Workgroup Meeting on 01/15/26.
- ♦ Attend the CR 312739 – H.R.1 – Adult Expansion 6-Month Redetermination - Design Session #6 (TDD Walkthrough) on 01/21/26.
- ♦ Attend the CalFresh Processing/Error Rate Improvement Session 2 on 01/21/26.
- ♦ Host the BenefitsCal: January 2026 UCD Monthly Meeting with Advocates and State Partners on 01/21/26.
- ♦ Attend the DHCS CalSAWS Touchpoint Meeting on 01/21/26.
- ♦ Attend the CalSAWS HR1 CalFresh ABAWD Workgroup Meeting on 01/22/26.
- ♦ Host the BenefitsCal Pipeline Call with the Consortium on 01/22/26.

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 December Always on survey data.
 - **User Engagement**
 - ♦ Finalized synthesis for testing survey for Help Center.
 - ♦ Continued synthesis for customer sessions for Help Center.
 - **Enhancements**
 - ♦ Continued designs for CSPM-82293: *Pregnancy Update*.
 - ♦ Finalized designs for CSPM-71672: *Disability Accommodations*.
 - **Advocate Engagement**
 - ♦ Started drafting responses to comments for the comment log from the December UCD monthly meeting.
 - ♦ Finalized the January UCD monthly meeting presentation.
- **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 January Always on survey data.
 - **Enhancements**
 - ♦ Finalize designs for CSPM-82293: *Pregnancy Update*.
 - ♦ Start designs for CSPM-81865: *Case Options Dropdown with Details*.

- ♦ Start designs for CSPM-80930: *Retroactive Medi-Cal Reduced Timeframes.*
- ♦ Start designs for CSPM-82552: *Update Routing for ABCDM228 Document Type.*
- **User Engagement**
 - ♦ Finalize synthesis for customer sessions for Help Center.
- **Advocate Engagement**
 - ♦ Share out the December UCD comment log responses.
 - ♦ Conduct the January UCD monthly meeting.

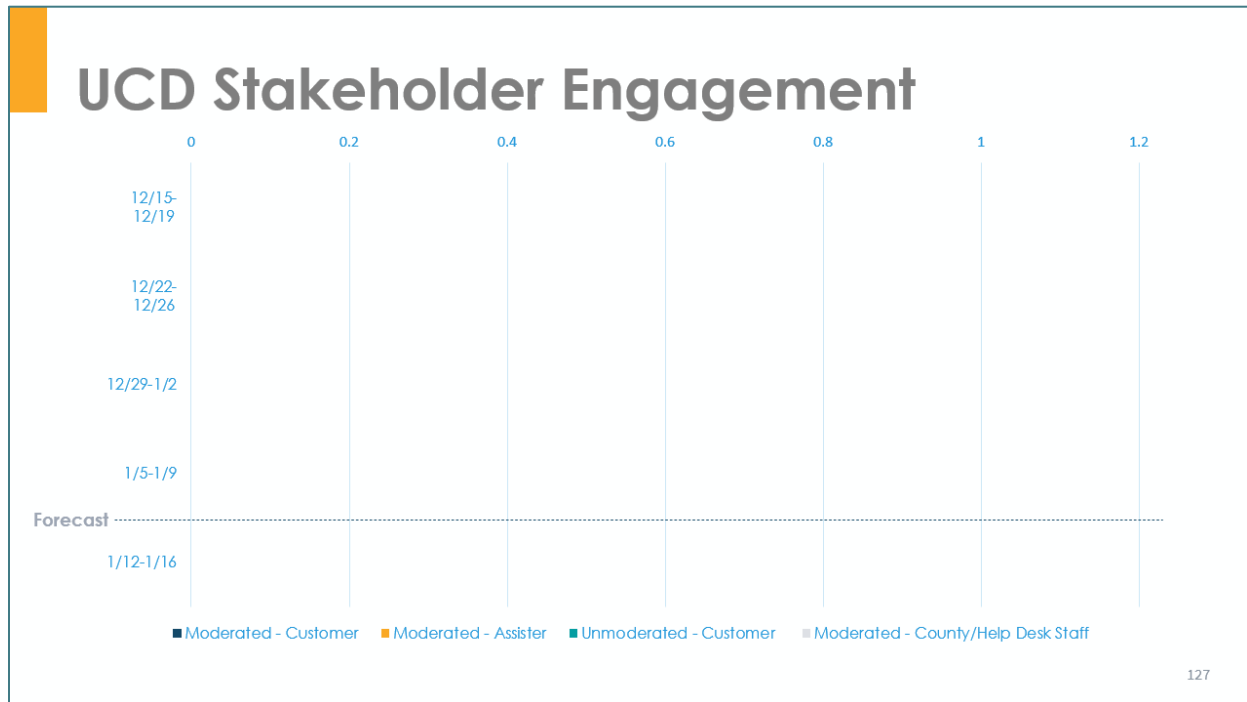


Figure 11: UCD Stakeholder Engagement

4.4 Development

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

Table 16: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 01/09/26	ACTUAL FOR WEEK ENDING 01/09/26	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 26.01.29	2	2	8	Release 26.01.29 is planned for deployment on 01/29/26.

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

- Enhancements (M&E)

Table 17: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 01/23/26	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 26.01.29	4	8	4	Release 26.01.29 is planned for deployment on 01/29/26.
Release 26.02.26	0	2	0	Release 26.02.26 is planned for deployment on 02/26/26.
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 26.01.29 were validated.

- **Test Support**

- ♦ Provided clarification and support to the QA/Consortium/Independent Test Team for defects and enhancements tagged to Release 26.01.29.

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

- **UAT Test Execution**

- ♦ Defects for Release 26.01.29 will be validated.

- **Test Support**

- ♦ Clarification and Support will be provided to the QA/Consortium/Independent Test Teams for defects tagged to Release 26.01.29.

4.6 Release Management

- **Activities for the Reporting Period – Release Management**

- **Release 26.01.29– January Monthly Release**

- ♦ Validated tickets tagged to the January Monthly Release – 26.01.29.

4.7 System Test Execution

■ Activities for the Reporting Period – System Test Execution

● Release 26.01.29– January Monthly Release

- ◆ Validated tickets tagged to the January Monthly Release – 26.01.29.

4.7.1 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 25.12.18.

Table 18: Automated Regression Scripts Executed in BenefitsCal

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
25.12.18	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 26.01.29 – January Monthly Release

- The BenefitsCal January performance testing scope includes four (4) enhancements and five (5) defects: CSPM-82247: Technical-Spring Framework Upgrade and Tomcat Upgrade, CSPM-82278: Technical – Implement SHA256 for “getAccessControlMap” API in BenefitsCal, CSPM-82295: Technical: Remove the “Effective Date” Question in the MC Renewal Flow for Information Entered and then Removed by Users, CSPM-82298: Technical - Disable X-Powered-By Header for Express App, and CSPM-82371, CSPM-82501, CSPM-82502, CSPM-82503, and CSPM-82518 respectively. The performance testing team will update the impacted scripts on the latest codebase to reflect the enhancements and defect changes, ensure all other scripts work as expected and plan the performance tests as per the schedule below.

Table 19: Performance Test Cycles and Test Case Status

CYCLE	START DATE	END DATE	SCOPE	TEST CASES STATUS	EXECUTION STATUS
15	01/05/26	01/23/26	Release 26.01.29 January Monthly	Scope: Four (4) enhancement and five (5) defects in scope. Executions: BenefitsCal isolated Load tests with mock services. <ul style="list-style-type: none">▪ Thursday, January 22▪ Friday, January 23	35%

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

- 
 - ♦ 
- **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 01/09/26.

- [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 Single Sign-On (SSO) users specific to BenefitsCal and facilitate onboarding and offboarding of SSO for BenefitsCal users, as needed.