CalSAWS

California Statewide Automated Welfare System

Biweekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: December 15, 2025 – December 28, 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 25.12.18 was successfully deployed to BenefitsCal Production on 12/18/25. ▪ Priority Release 25.12.23 was successfully deployed to BenefitsCal Production on 12/23/25.

December Enhancements (December Monthly Release 25.12.18)	▪ Six (6) enhancements are scheduled for Production deployment on 12/18/25:
	• Two (2) Collaboration Model Enhancements:
	  ♦ 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:
	  ♦ 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
	  ♦ CSPM-81800: Technical: Update AWS WAF rule for rate limit

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 December Always on survey data. ▪ **User Engagement** • Continued synthesis for customer sessions and testing survey for Help Center. ▪ **Enhancements** • Continued designs for CSPM-82293: Pregnancy Update. • Continued designs for *CSPM-71672: Disability Accommodations*. • Finalized designs for ADA Change. • Finalized designs for Program Income Limits Update. ▪ **Advocate Engagement** • Shared out December UCD monthly deck for offline review.

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	• Conducted CalFresh Processing/Error Rate Improvement session 1.

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP 25.47	Monthly M&O Report – December 2025	On Time	Final submission 01/09/26
WP 26.15	BOM Review and License Renewals (Quarterly) Oct – Dec 2025	On Time	Final submission 01/09/26
WP 27.15	Certificate Review (Quarterly) Oct – Dec 2025	On Time	Final submission 01/09/26
WP 28.45	BenefitsCal Work Plan Monthly Updates – December 2025	On Time	Final submission 01/09/26

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 thirteen (13) active Production defects.
Incidents	On Time	There is one (1) open Tier 3 incident.

1.3 Highlights of the Reporting Period

- **Priority Release**:
  - The BenefitsCal Team successfully deployed Priority Release 25.12.23 to BenefitsCal Production.
- **Emergency Release**
  - None for the reporting period.
- **Monthly Release**
  - The BenefitsCal Team successfully deployed Monthly Release 25.12.18 to BenefitsCal Production.
- **Planned Outages**
  - Thursday,12/18/25 8:00 pm to 9:30 pm PST
    - BenefitsCal Monthly Release 25.12.18
  - Tuesday,12/23/25 8:00 pm to 9:30 pm PST
    - BenefitsCal Priority Release 25.12.23

1.4 Deliverable Management

- **Deliverables and Work Products submitted:**
  - Final OWD 10: BenefitsCal Media Protection Procedures on 12/10/25.
  - Final OWD 11: BenefitsCal Personnel Security Procedures on 12/10/25.
  - Final OWD 12: BenefitsCal Audit and Accountability Procedures on 12/10/25.
  - Draft OWD 13: BenefitsCal System and Services Acquisition Procedures on 12/19/25.
  - Draft OWD 14: BenefitsCal Security Assessment and Authorization Procedures on 12/19/25.
  - Draft OWD 15: BenefitsCal Security Awareness and Training Plan and Procedures on 12/19/25.
  - Final OWD 16: BenefitsCal System and Services Acquisition Procedures on 12/10/25.
  - Draft OWD 17: BenefitsCal Supply Chain Risk Management (SCRM) on 12/19/25.
- **Deliverable and Work Product submissions for the next reporting period:**
  - 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.

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
0160-25	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 – 1/9/2026	12/22/25	Clay Erickson	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
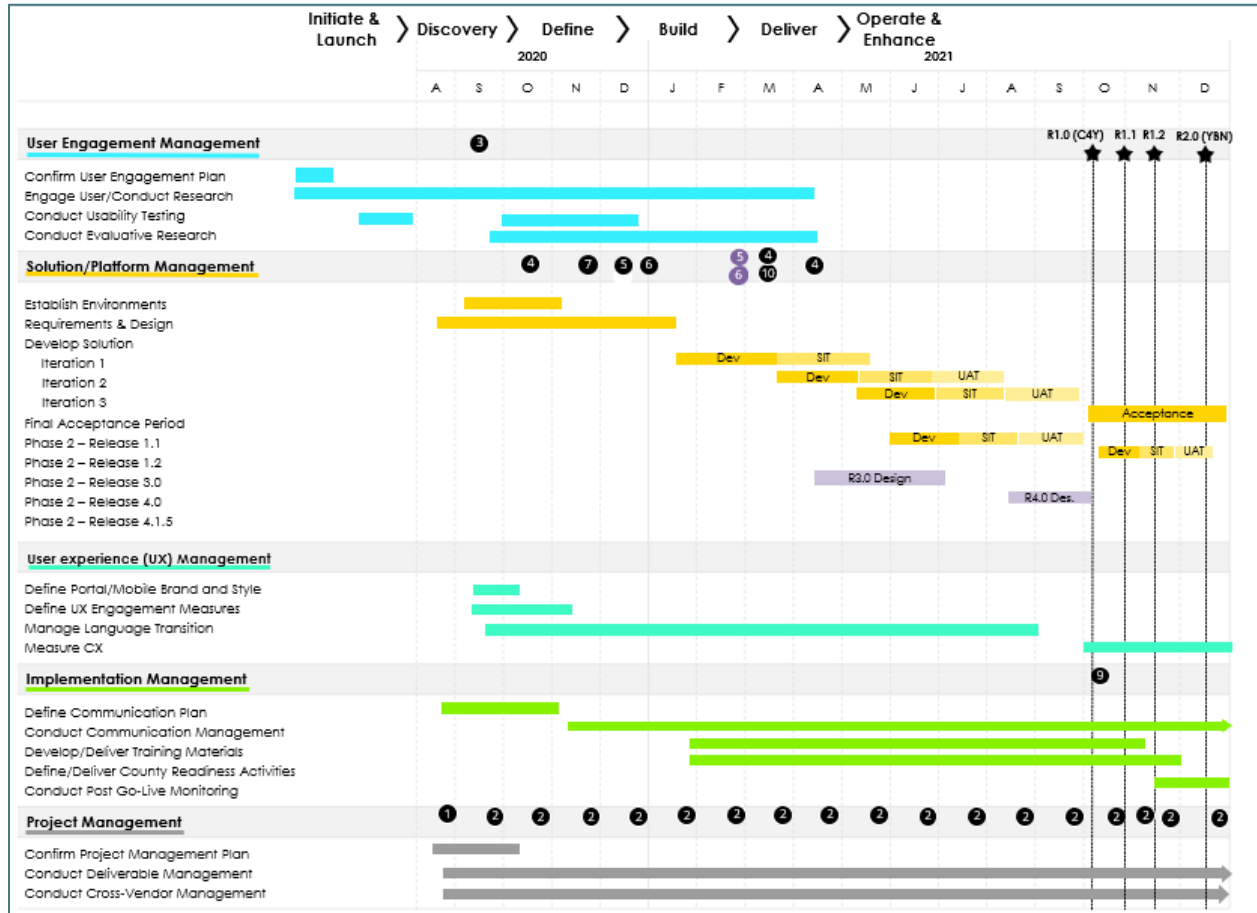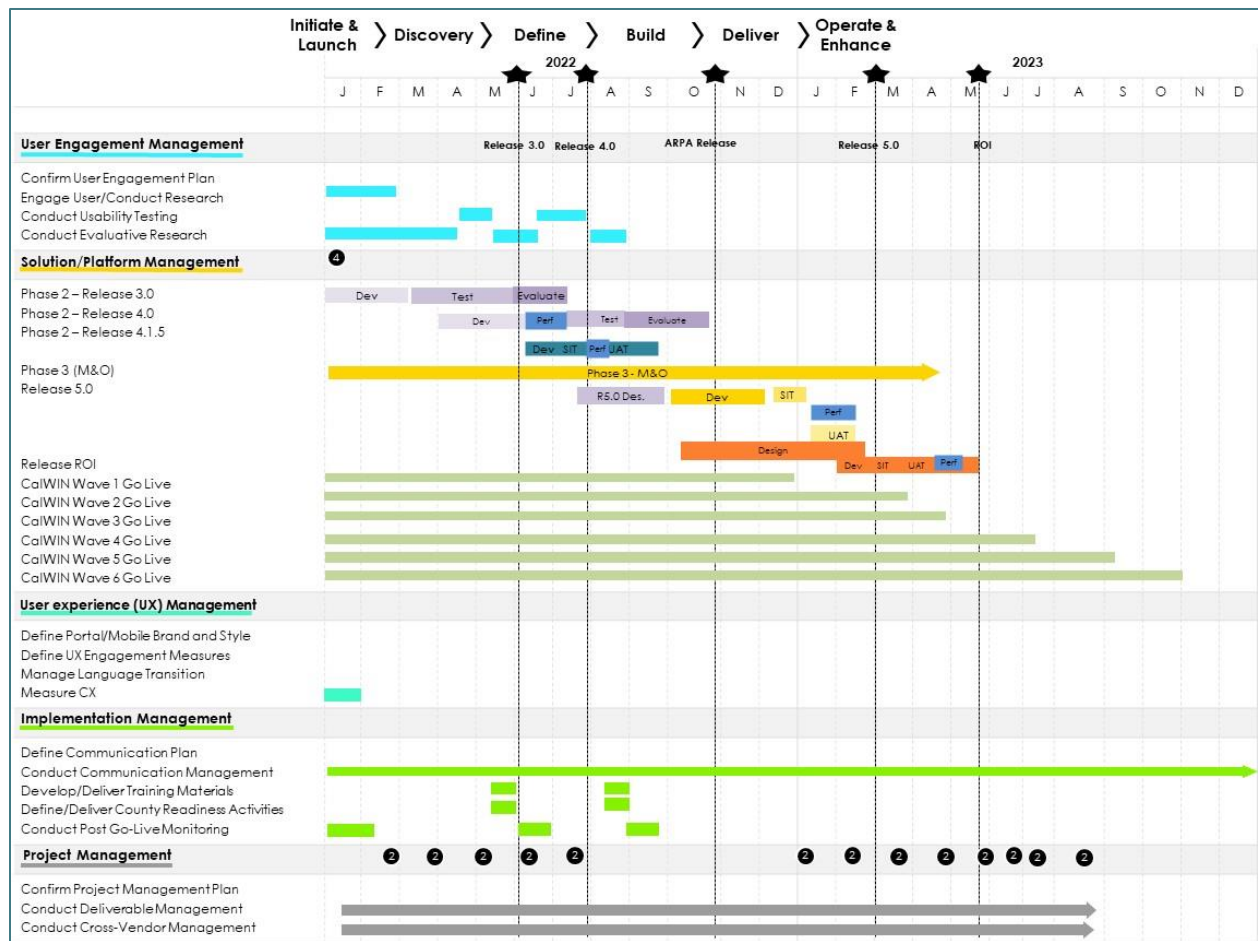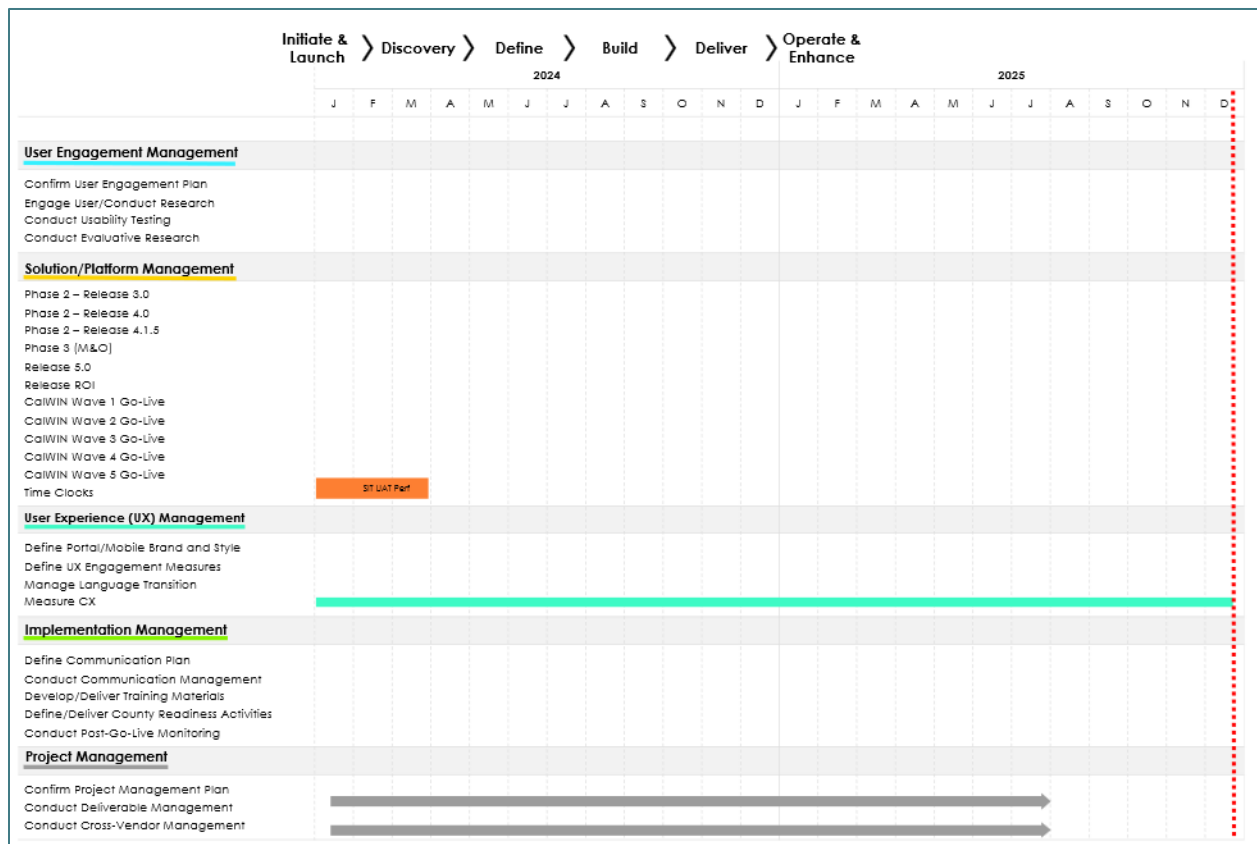
1.8 Project Action Items – Overdue

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	2
Completed	3
Reopened	0
In Review	2
Withdrawn	0
TOTAL	7

- **Completed**
  - *CSPM-82506: SIRFRA 4037 – Keeping Case Open-Zero EDBC*
  - *CSPM-82667: SIRFRA 4034 – CalSAWS Screens for Completing CalWORKs Deprivation Questions on SAWS 2 Plus*
  - *CSPM-82373: SIRFRA 1457 – Freeze Member BenefitsCal Messaging*
- **In Review**
  - *CSPM-82528: SIRFRA 4038*
  - *CSPM-82541: SCERFRA 25-539 – HR 1 – ABAWD Impacts*
- **New/Assigned**
  - *CSPM-82553: SCERFRA 25-540 – Request for Production Simulation Environment to Support FCED API Testing*
  - *CSPM-82581: SCERFRA 25-541 – CFAP Eligibility Update – Parolees and Parole Duration Requirement*

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	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	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.

▪ **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**
  - Three (3) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
  - The BenefitsCal Tier 3 Team resolved seven (7) incidents in the biweekly reporting period.
- **Incidents Closed**
  - The BenefitsCal Tier 3 Team closed zero (0) 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 four (4) 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.
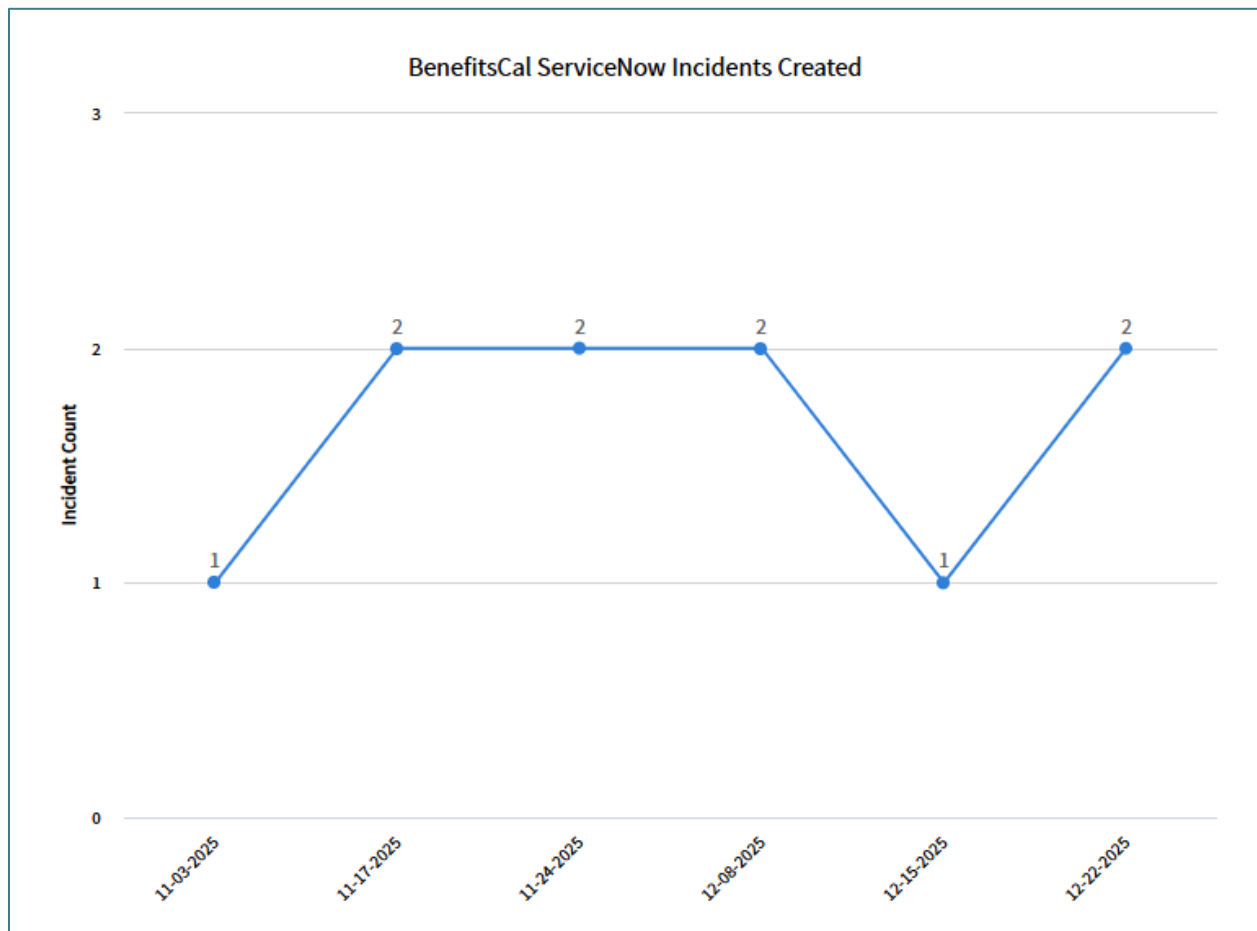
Figure 1: BenefitsCal ServiceNow Incidents Created
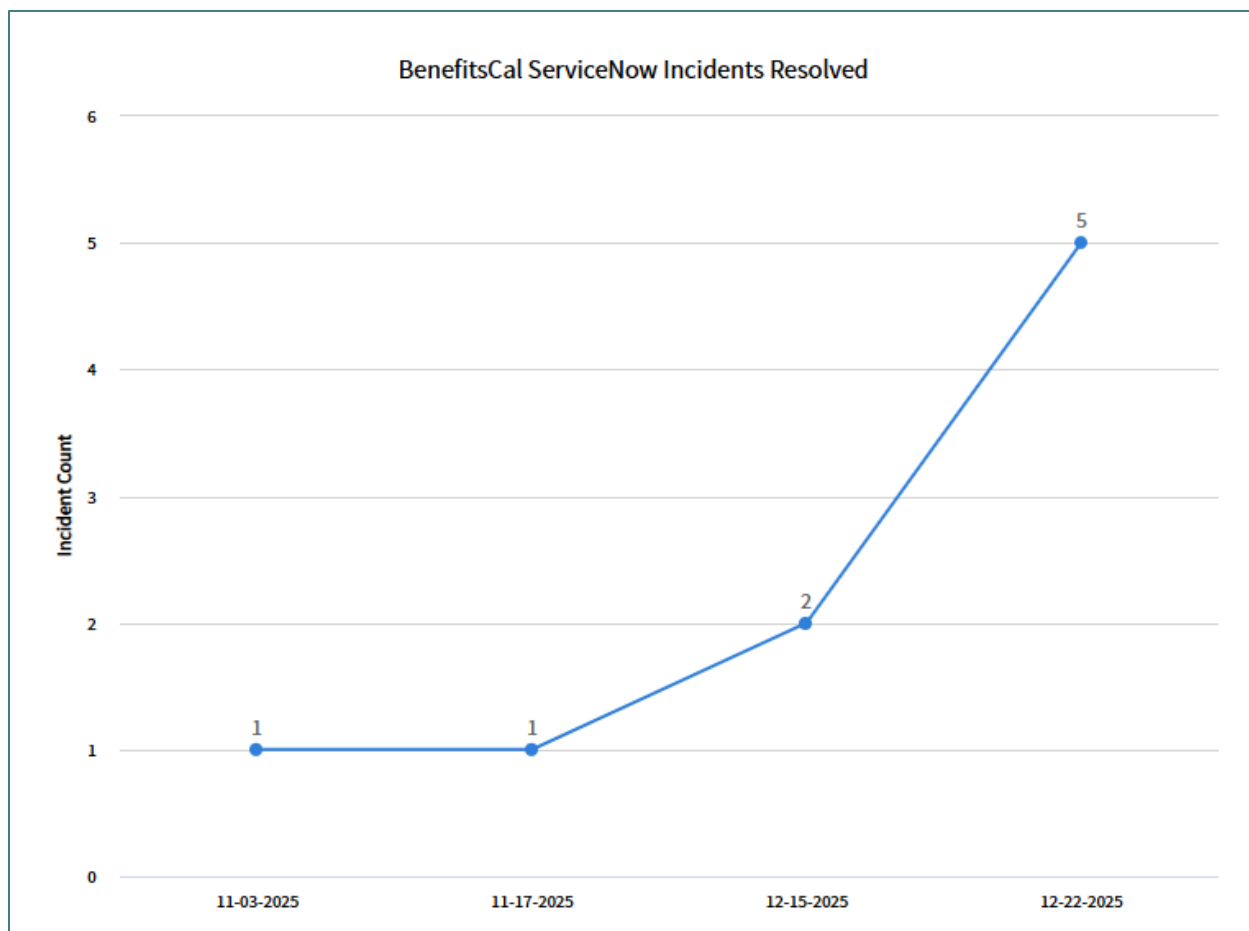
Figure 2: BenefitsCal ServiceNow Incidents Resolved
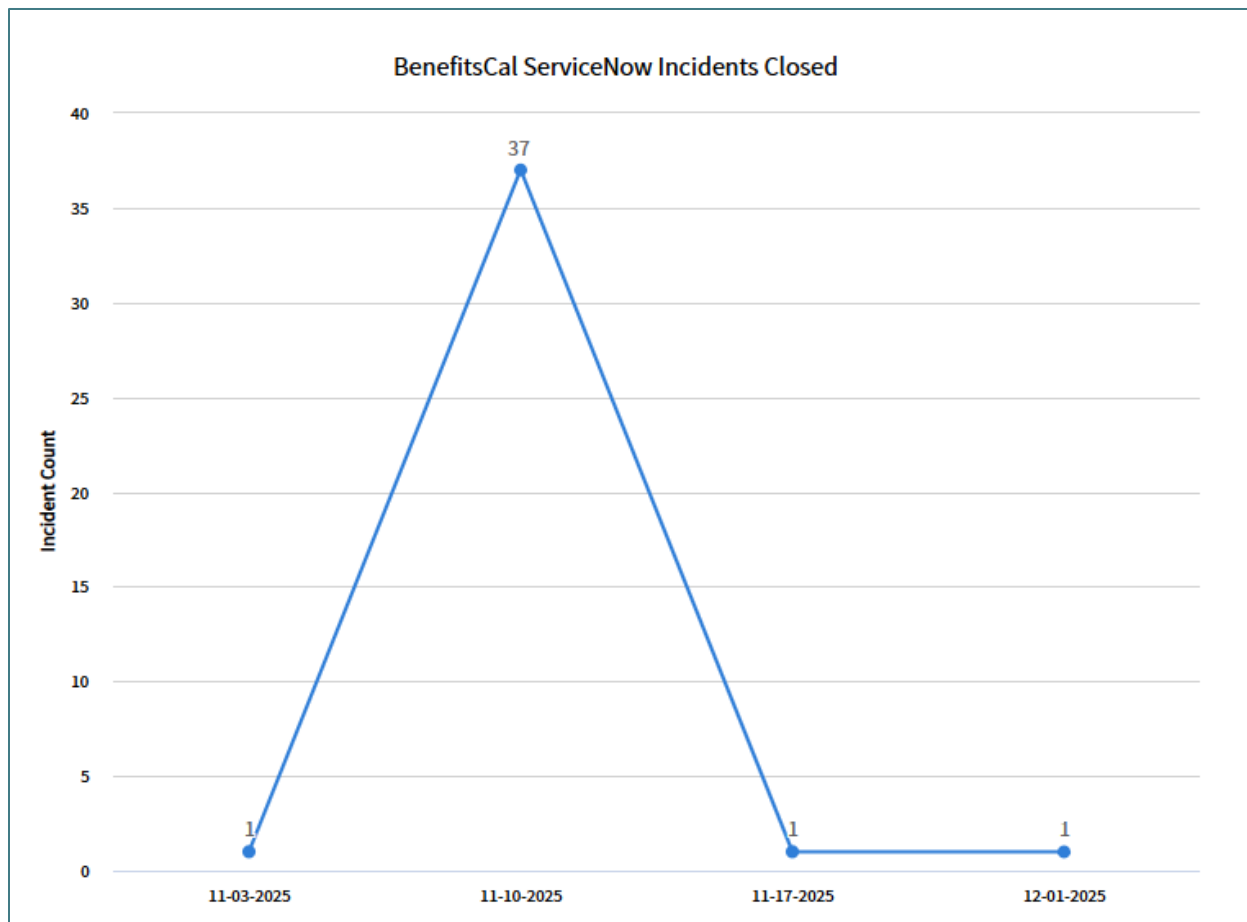
Figure 3: BenefitsCal ServiceNow Incidents Closed
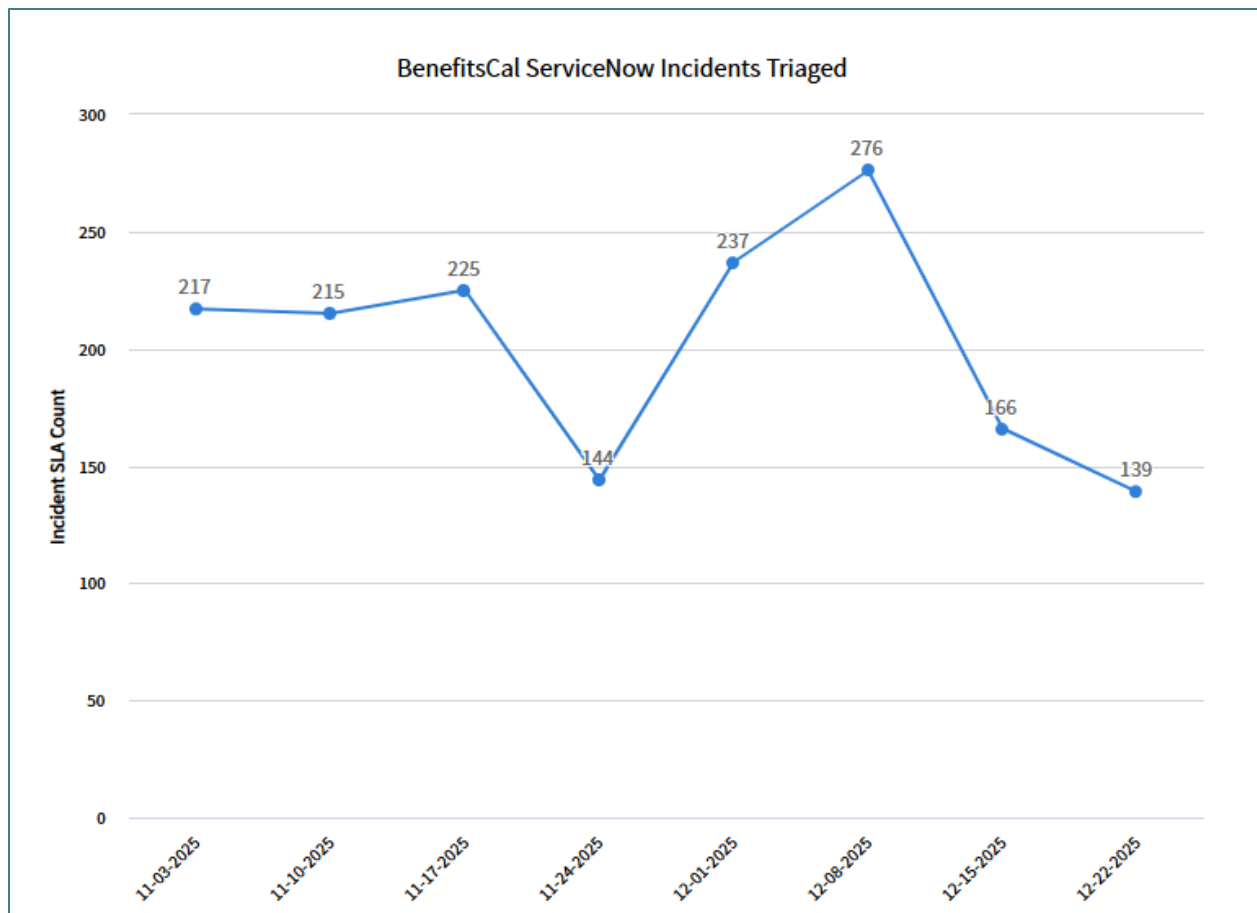
Figure 4: BenefitsCal ServiceNow Incidents Triaged

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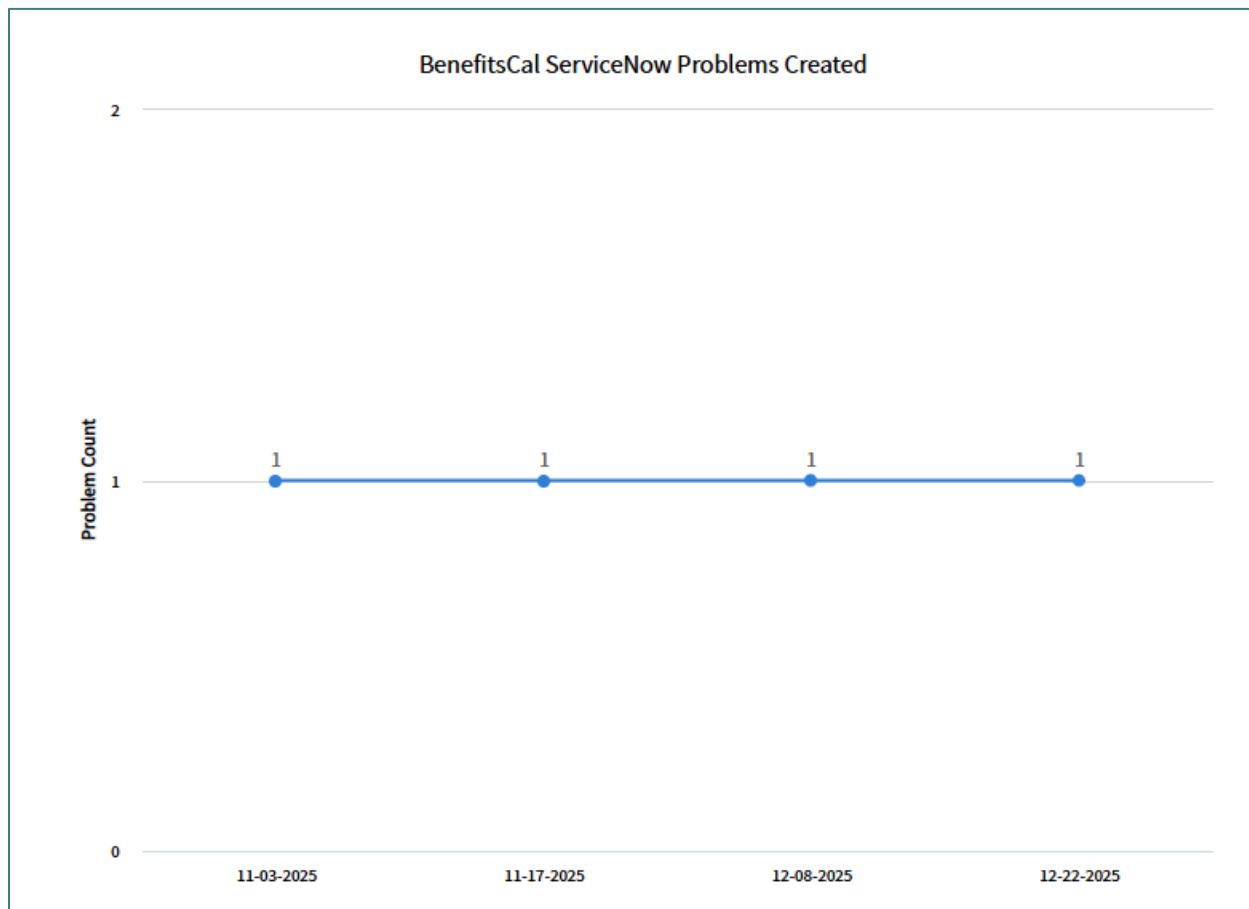
Figure 5: BenefitsCal ServiceNow Problems Created
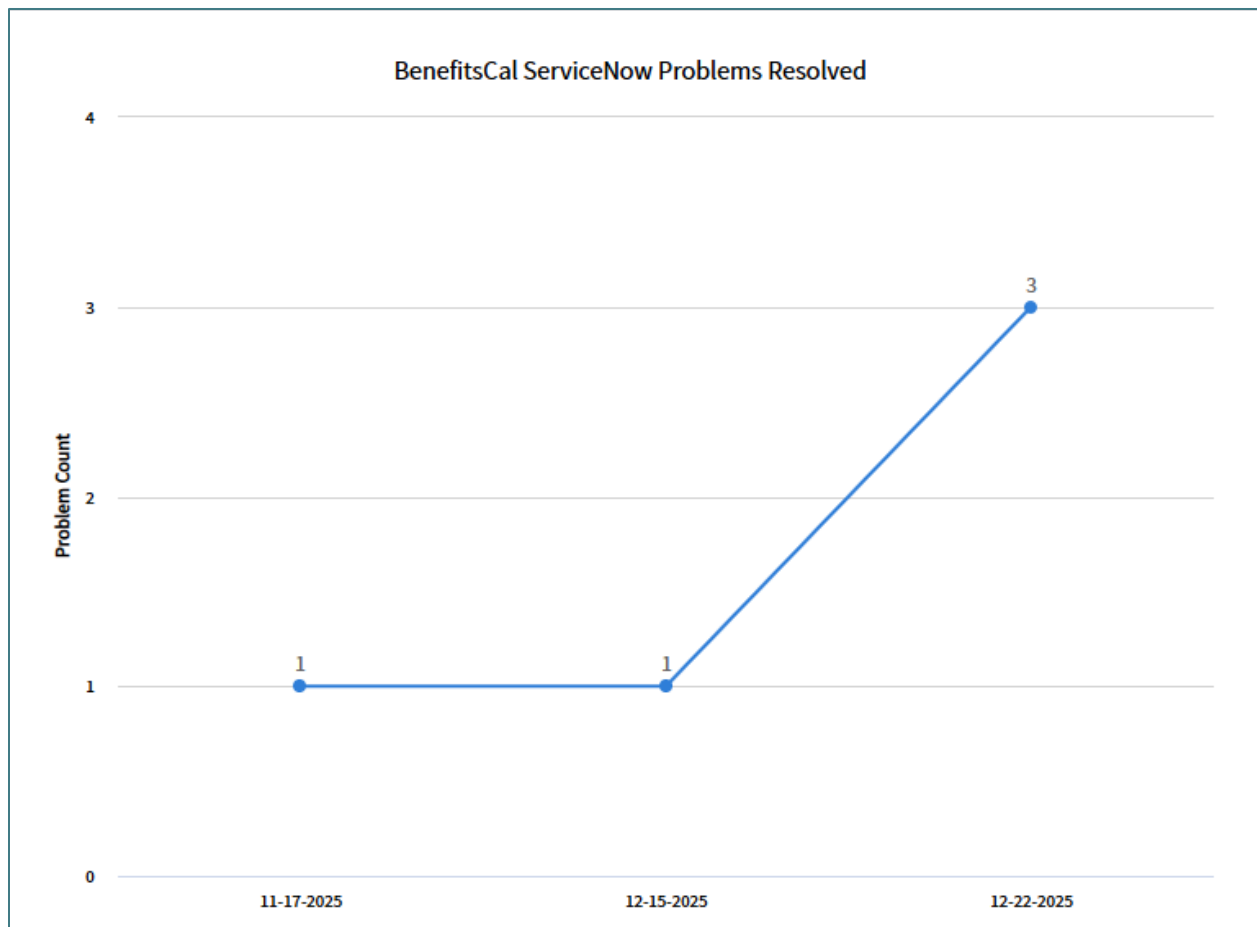
Figure 6: BenefitsCal ServiceNow Problems Resolved

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	0	0	0	0	1
Resolved	0	1	1	4	1	0	7
Closed	0	80	521	187	155	4	947
Count	1	81	522	191	156	4	955

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:
- How To - Steps to Pr... = 1,327 (18.95%)
- Multiple Outreach At... = 1,230 (17.57%)
- Not a System Error -... = 1,175 (16.78%)
- Customer Confirmed I... = 1,119 (15.98%)
- Defect Fixed = 1,083 (15.47%)
- Customer Requested C... = 341 (4.87%)
- Linked to SCR = 307 (4.39%)
- Solved (Permanently) = 133 (1.9%)
- Unable to Recreate I... = 85 (1.21%)
- Additional Informati... = 77 (1.1%)
- Outage / Performance... = 67 (0.96%)
- External Vendor Reso... = 26 (0.37%)
- Other = 31 (0.44%)
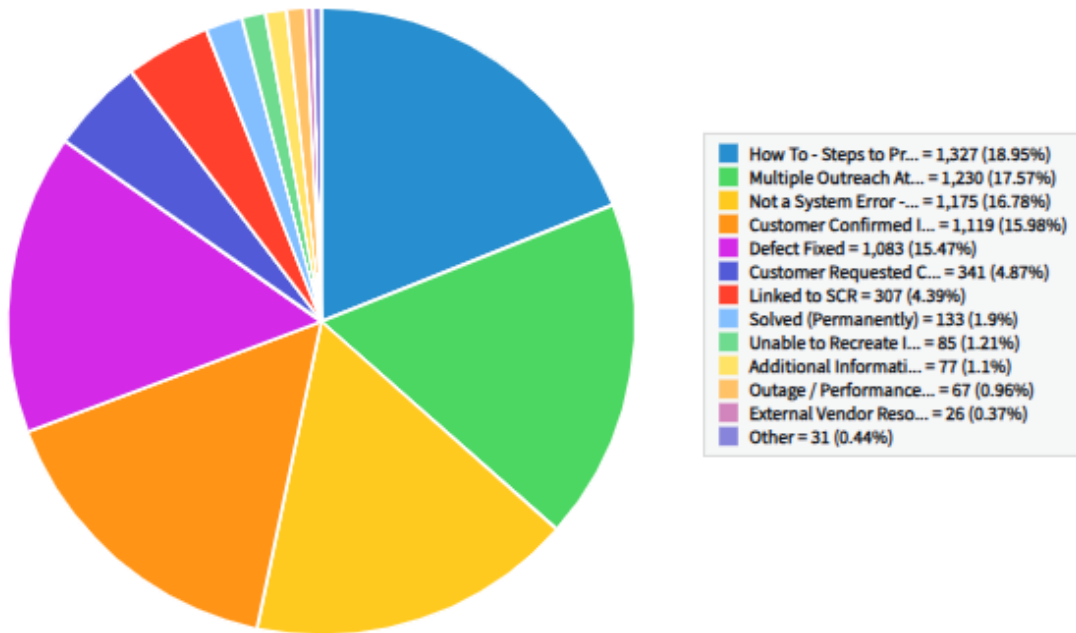
Resolution code	Incident SLA Count	Percentage of Incident SLAs
How To - Steps to Proceed Provided	1,327	18.95%
Multiple Outreach Attempts – No Response	1,230	17.57%
Not a System Error - With Explanation	1,175	16.78%
Customer Confirmed Issue is Resolved	1,119	15.98%
Defect Fixed	1,083	15.47%
Customer Requested Closure	341	4.87%
Linked to SCR	307	4.39%
Solved (Permanently)	133	1.9%
Unable to Recreate Issue	85	1.21%
Additional Information Needed	77	1.1%
Outage / Performance Degradation	67	0.96%
External Vendor Resolved	26	0.37%
Other	31	0.44%
Total	**7,001**	**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.
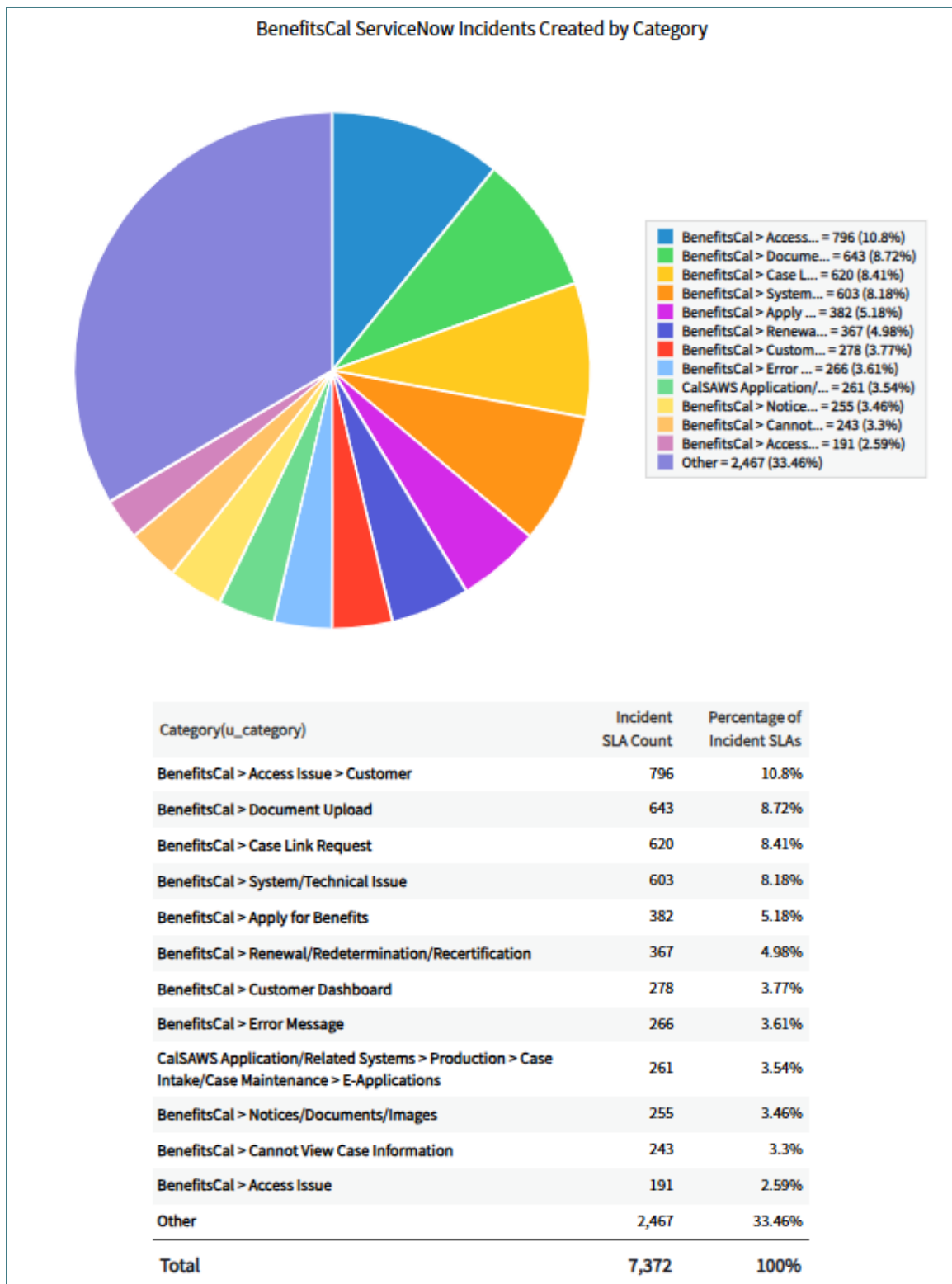
Figure 9: BenefitsCal ServiceNow Incidents Created by Category

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.

Category(u_category)	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue > Customer	796	10.8%
BenefitsCal > Document Upload	643	8.72%
BenefitsCal > Case Link Request	620	8.41%
BenefitsCal > System/Technical Issue	603	8.18%
BenefitsCal > Apply for Benefits	382	5.18%
BenefitsCal > Renewal/Redetermination/Recertification	367	4.98%
BenefitsCal > Customer Dashboard	278	3.77%
BenefitsCal > Error Message	266	3.61%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	261	3.54%
BenefitsCal > Notices/Documents/Images	255	3.46%
BenefitsCal > Cannot View Case Information	243	3.3%
BenefitsCal > Access Issue	191	2.59%
Other	2,467	33.46%
Total	**7,372**	**100%**

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 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
12/18/25	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 25.12.18
12/19/25	10:00 pm – 1:00 am PST	Hyland Maintenance (Holding Document queues)
12/21/25	6:00 am – 1:00 pm PST	CalSAWS Application Maintenance (Offline Mode)

Table 13: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
12/23/25	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 25.12.23

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.
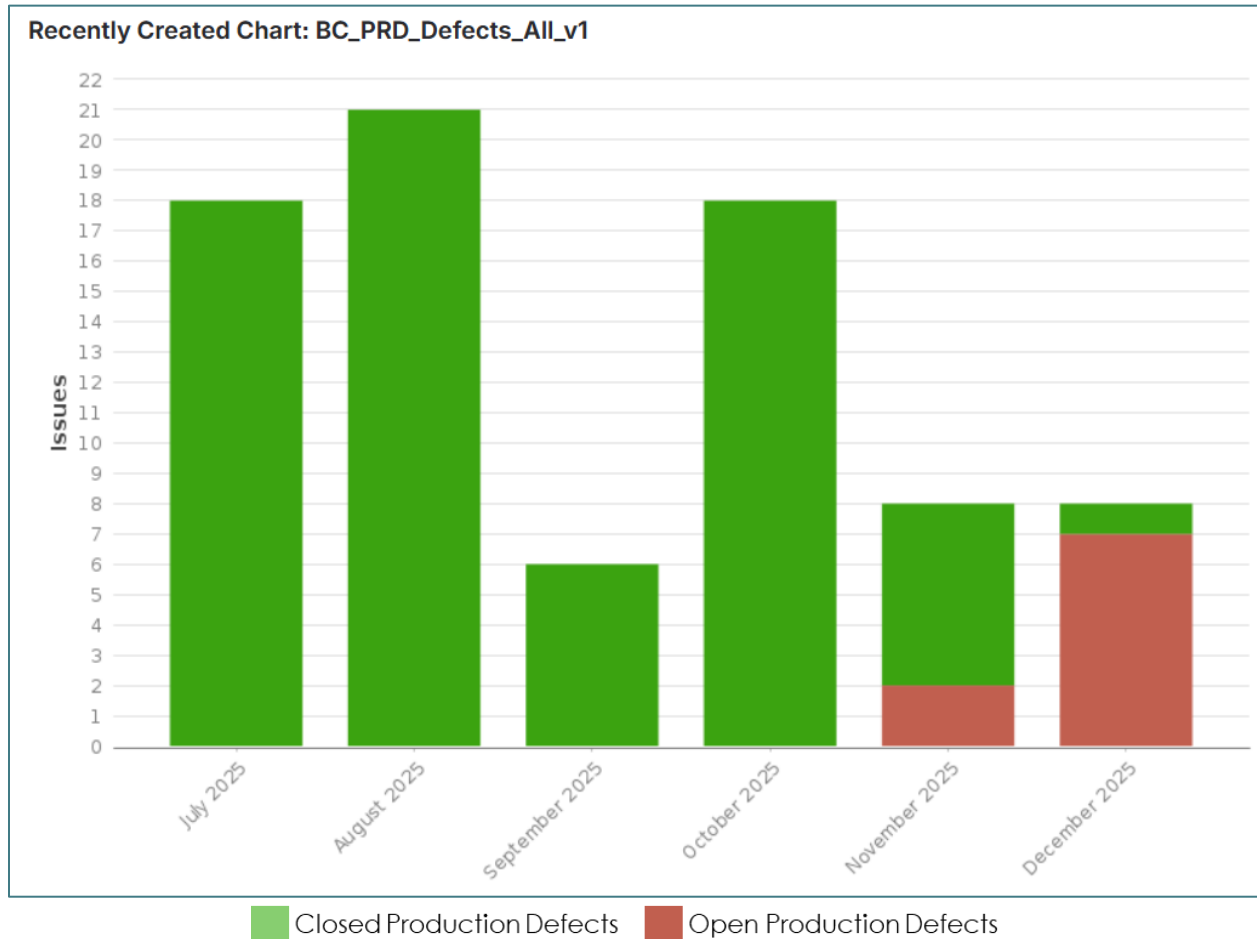
Figure 10: Production Defects Backlog Monthly Trend

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	**13**	**13**
New	0	0
In Progress	13	13
Closed	0	0
4-COSMETIC	**0**	**0**
New	0	0
In Progress	0	0
Closed	0	0
TOTAL	*13*	*13*

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

- Five (5) enhancements and seventeen (17) defects were deployed with BenefitsCal Monthly Release 25.12.18 for User Error Handling, Exception Handling, and Application Summary.

BenefitsCal Priority Release

- Two (2) production defects were deployed with BenefitsCal Priority Release 25.12.23 for User Error Handling, Exception Handling, and Application Summary.

Table 15: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
26.01.29 – Monthly	01/29/26	Nine (9) enhancements and fourteen (14) 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 January 2026 enhancements.
    - Began design work for the Fenruary 2026 enhancements.
    - Attended the Project Milestone meetings with the Consortium and CalSAWS on 12/15/25 and 12/22/25.
    - Hosted the DDI and M&O Biweekly meetings on 12/16/25, 12/18/25, and 12/23/25.
    - Attended CR 312739 – H.R.1 - Adult Expansion 6-Month Redetermiation – Design Session #3 (In Person) on 12/17/25.
    - Attended the CalSAWS HR 1 ABAWD Workgroup Pre-Meeting on 12/16/25.
    - Attended the CalSAWS HR 1 ABAWD Workgroup Kickoff on 12/17/25.
    - Hosted the BenefitsCal PM Standup with the Consortium on 12/17/25.
    - Hosted the BenefitsCal Pipeline Call – New Series on 12/18/25.
    - Sent out the December UCD materirals via email on 12/15/25.
    - Attended the DHCS CalSAWS Touchpoint Meeting on 12/24/25.
    - Attended the H.R.1 Implementation Stakeholder Workgroup on 12/19/25.
    - Attended the CalSAWS HR1 ABAWD Workgroup – Post Meeting Internal Review on 12/23/25.
    - Hosted the QSM Follow-Up: ABCDM228 Form Upload to Applications on 12/23/25.
    - Attended the CR 306643 – State Budget Change – Phase 1: Implementation of State funded aid codes for monthly premiums for individuals with Unsatisfactory Immigration Status – Design Session #2 on 12/23/25.

- **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 01/05/26 and 01/12/26.
    - Host the DDI and M&O Biweekly meetings on 01/06/25, 01/08/26, and 01/13/26.
    - Host the UCD Monthly Mtg Prep Call on 01/14/26.
    - Attend CalSAWS HR1 ABAWD Workgroup Session #2 on 01/07/26.
    - Host the BenefitsCal PM Standup with the Consortium on 01/07/26.
    - Host the BenefitsCal Pipeline Call – New Series on 01/15/25.

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 December Always on survey data.
  - **User Engagement**
    - Continued synthesis for customer sessions and testing survey for Help Center.
  - **Enhancements**
    - Continued designs for CSPM-82293: Pregnancy Update.
    - Continued designs for *CSPM-71672: Disability Accommodations*.
    - Finalized designs for ADA Change.
    - Finalized designs for Program Income Limits Update.
  - **Advocate Engagement**
    - Shared out December UCD monthly deck for offline review.
    - Conducted CalFresh Processing/Error Rate Improvement session 1.
- **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 December Always on survey data.
  - **Enhancements**
    - Finalize designs for CSPM-82293: Pregnancy Update.
    - Finalize designs for *CSPM-71672: Disability Accommodations*.
    - Start designs for CSPM-81865: Case Options Dropdown with Detail.
    - Start designs for CSPM-80930: Retroactive Medi-Cal Reduced Timeframes.
  - **User Engagement**
    - Finalize synthesis for customer sessions and testing survey for Help Center.

- **Advocate Engagement**
  - Receive comment log for December UCD monthly deck.
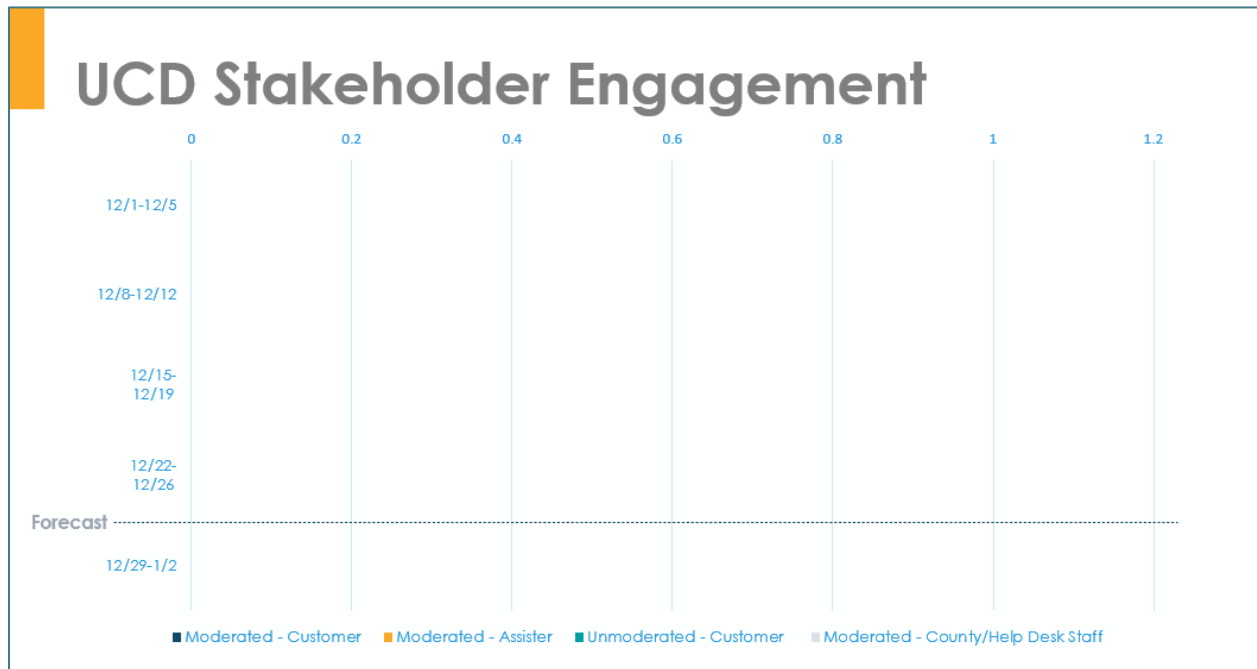 - Start working on January UCD monthly deck.

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 12/26/25	ACTUAL FOR WEEK ENDING 12/26/25	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 01/09/26	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 26.01.29	2	8	2	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	PLANNED FOR WEEK ENDING 01/09/26	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
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 25.12.18 and Release 25.12.23 were validated.
  - **Test Support**
    - Provided clarification and support to the QA/Consortium/Independent Test Team for defects and enhancements tagged 25.12.18 and Release 25.12.23.
- **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 25.12.18– December Monthly Release**
    - Validated tickets tagged to the December Monthly Release – 25.12.18.
  - **Release 25.12.23– December Priority Release**
    - Validated tickets tagged to the December Priority Release – 25.12.23.

4.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
  - **Release 25.12.18 – December Monthly Release**
    - Validated tickets tagged to the December Monthly Release – 25.12.18.
  - **Release 25.12.23– December Priority Release**
    - Validated tickets tagged to the December Priority Release – 25.12.23.

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 25.12.18 – December Monthly Release**
  - The BenefitsCal December performance team successfully executed two (2) rounds of performance tests with the scope as three (3) enhancements and five (5) defects (*CSPM-80312: Reinstatement of Asset Limits for Medi-Cal program, CSPM-80431: Collaboration Model: Remove Shelter Expense from MC RE Flow, CSPM-80558: Collaboration Model: Account Creation OTP (CM 2024-Q1), CSPM-81905: Vulnerability in Snyk tool for CVE-2025-58057, CVE-2025-58056 – software.amazon.awssdk:secretsmanager package, CSPM-81906: Vulnerability in Snyk tool for CVE-2025-58754 – axios – package, CSPM-81907: Vulnerability in Snyk tool for CVE-2020-13956 – org.apache.httpcomponents:httpclient package, CSPM-82201: Document Upload: "field1" and "field3" are missing in Document Upload Outbound payload for a specific scenario, and'CSPM-82268: Technical: 502 Error in cp_web_exception table when the user adds documents to the same document type in two different steps*). Both rounds of the performance test results were comparable to the previous baseline test results in terms of Average Response time, overall application errors, and DB CPU utilization metrics. The detailed JMeter reports, and the combined results summary worksheet were uploaded to CalSAWS SharePoint.

Table 19: Performance Test Cycles and Test Case Status

CYCLE	START DATE	END DATE	SCOPE	TEST CASES STATUS	EXECUTION STATUS
15	11/24/25	12/17/25	Release 25.12.18 December Monthly	**Scope**: Three (3) enhancement and five (5) defects in scope. **Executions:** BenefitsCal isolated Load tests with mock services. ■ Thursday, December 11 **(Completed)** ■ Friday, December 12 **(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**
  - ████
    - ███
  - **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 12/26/25.
  - ████
    - ███

- **Activities for the Next Reporting Period – Security**
  - ██████████████████
    - ███
  - **SSO (Single Sign-On) for BenefitsCal**
    - Collaborate with the Consortium Security Team to update Services Single Sign-On (SSO) users specific to BenefitsCal and facilitate onboarding and offboarding of SSO for BenefitsCal users, as needed.