

CalSAWS

California Statewide Automated Welfare System



Biweekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: January 12, 2026 – January 25, 2026

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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"> ▪ No releases for this reporting period.
January Enhancements (January Monthly Release 26.01.29)	<ul style="list-style-type: none"> ▪ Ten (10) enhancements are scheduled for Production deployment on 01/29/26: <ul style="list-style-type: none"> • Four (4) Production Priority Enhancements: <ul style="list-style-type: none"> ◆ CSPM-82246: Update the Interview Nudge Text Message Language to Meet Character Limit ◆ CSPM-80710: Remove "Required Reporting" Card from the Help Center ◆ CSPM-80064: Update CBO YouTube Video ◆ CSPM-79752: Log-In MFA Improvements to Customer Experience • One (1) Partner Support Enhancements: <ul style="list-style-type: none"> ◆ CSPM-82693: Test Only: New Pre-populated Income Type for MC RE packets • One (1) Policy Enhancements: <ul style="list-style-type: none"> ◆ CSPM-80233: Update RCA/ECA/TCVAP eligibility period across BenefitsCal • Four (4) Technical Enhancement <ul style="list-style-type: none"> ◆ CSPM-82298: Technical - Disable X-Powered-By Header for Express App ◆ CSPM-82295: Technical: Remove the "Effective Date" Question in the MC Renewal Flow for Information Entered and then Removed by Users ◆ CSPM-82278: Technical - Implement SHA256 for 'getAccessControlMap' API in BenefitsCal ◆ CSPM-82247: Technical-Spring Framework Upgrade and Tomcat Upgrade
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 January Always on survey data. ▪ User Engagement <ul style="list-style-type: none"> • Shared out synthesis for testing survey for Help Center during January UCD monthly meeting. • Continued synthesis for customer sessions for Help Center.

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> • Started recruitment for county worker sessions for Help Center. • Started creating materials and scheduling for advocate and state partner workshop. ▪ Enhancements <ul style="list-style-type: none"> • Finalized designs for CSPM-82293: <i>Pregnancy Update</i>. • Started designs for CSPM-81865: <i>Case Options Dropdown with Details</i>. • Started designs for CSPM-80930: <i>Retroactive Medi-Cal Reduced Timeframes</i>. • Started designs for CSPM-82552: <i>Update Routing for ABCDM228 Document Type Additional ABAWD Changes Requested by CDSS</i>. • Started designs for <i>Digitize NA 1273</i>. • Started designs for <i>Appointments Alignment Partner Support</i>. ▪ Advocate Engagement <ul style="list-style-type: none"> • Conducted January UCD monthly meeting. • Shared out December UCD comment log responses.

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP 25.28	Monthly M&O Report	On Time	Final submission on 02/05/26
WP 28.45	BenefitsCal Work Plan Monthly Updates – January	On Time	Final submission on 02/05/26
FWP 24.33	CX Bimonthly Report (Oct/Nov 2025)	On Time	Final submission on 01/28/26

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 thirty-one (31) active Production defects.
Incidents	On Time	There are six (6) 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:**
 - None.
- **Deliverable and Work Product submissions for the next reporting period:**
 - FWP 24.33: CX Bimonthly Report (Oct/Nov 2025) on 01/28/26.
 - FWP 25.48: Monthly M&O Report – January 2026 on 02/05/26.
 - FWP 28.45: BenefitsCal Work Plan Monthly Updates – January 2026 on 02/05/26.

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
0010-26	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 – 1/30/2026	01/14/26	Clay Erickson	Pete Quijada
0012-26	Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov;	Scheduled Downtime Notification – 2/8/2026	01/21/26	Communications.Infra@CalSAWS.org	Pete Quijada

CIT ID	To	SUBJECT	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
	HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; venugopalanp@calsaws.org; tech.productionoperations@calsaws.org; Bill.Kelly@fisglobal.com; CalSAWS.All; Notify.SCATL.Outage; Consortium.RegionalManagers.All; Consortium.SectionDirectors; Communications.Infra@CalSAWS.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

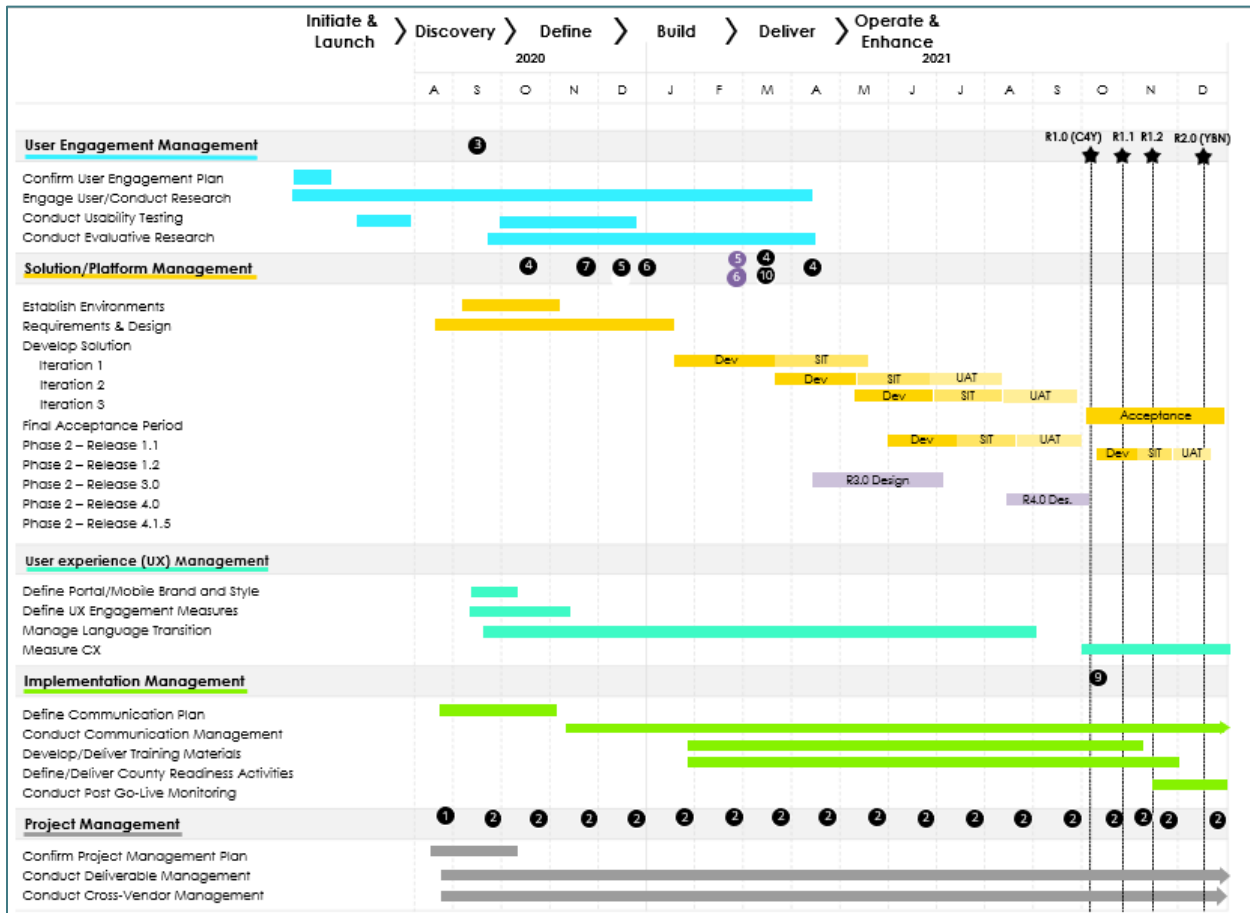
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

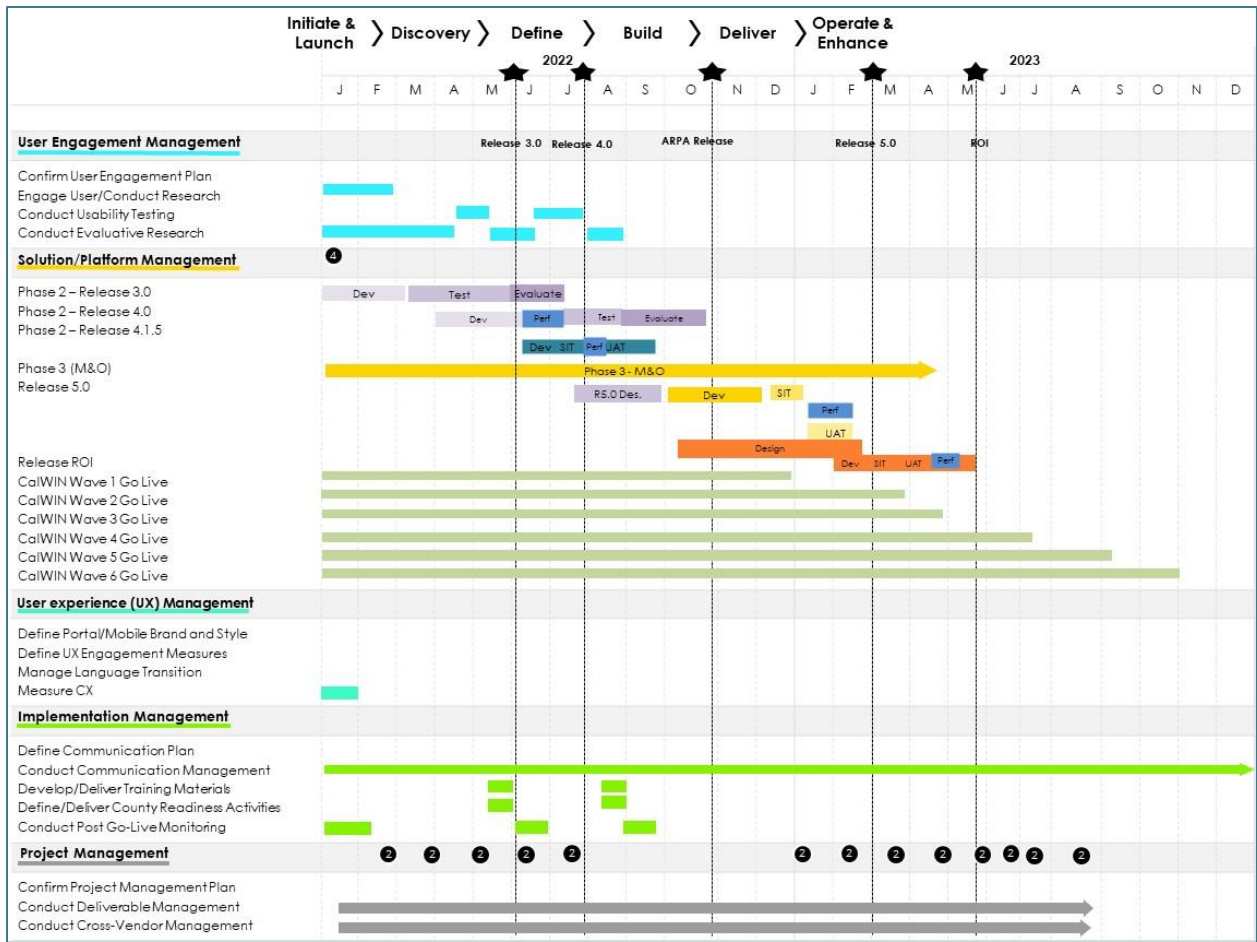
Table 8: Project Issues

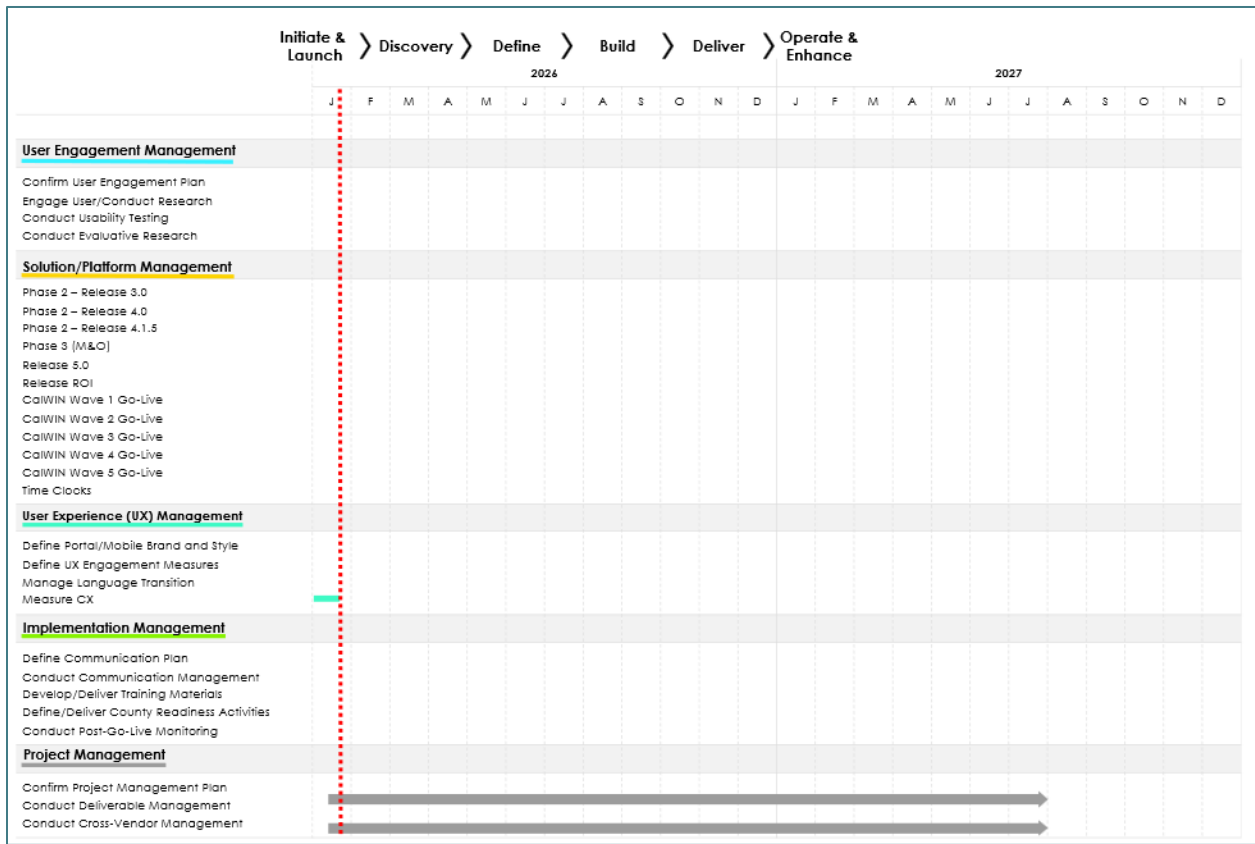
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
None.					

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	0
Completed	1
Reopened	0
In Review	0
Withdrawn	0
TOTAL	1

- **Completed**
 - CSPM-82694: SCERFRA 26-500

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
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**
 - Five (5) 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 zero (0) incidents in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged four-hundred fifty-six (456) incidents in the biweekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created four (4) 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.

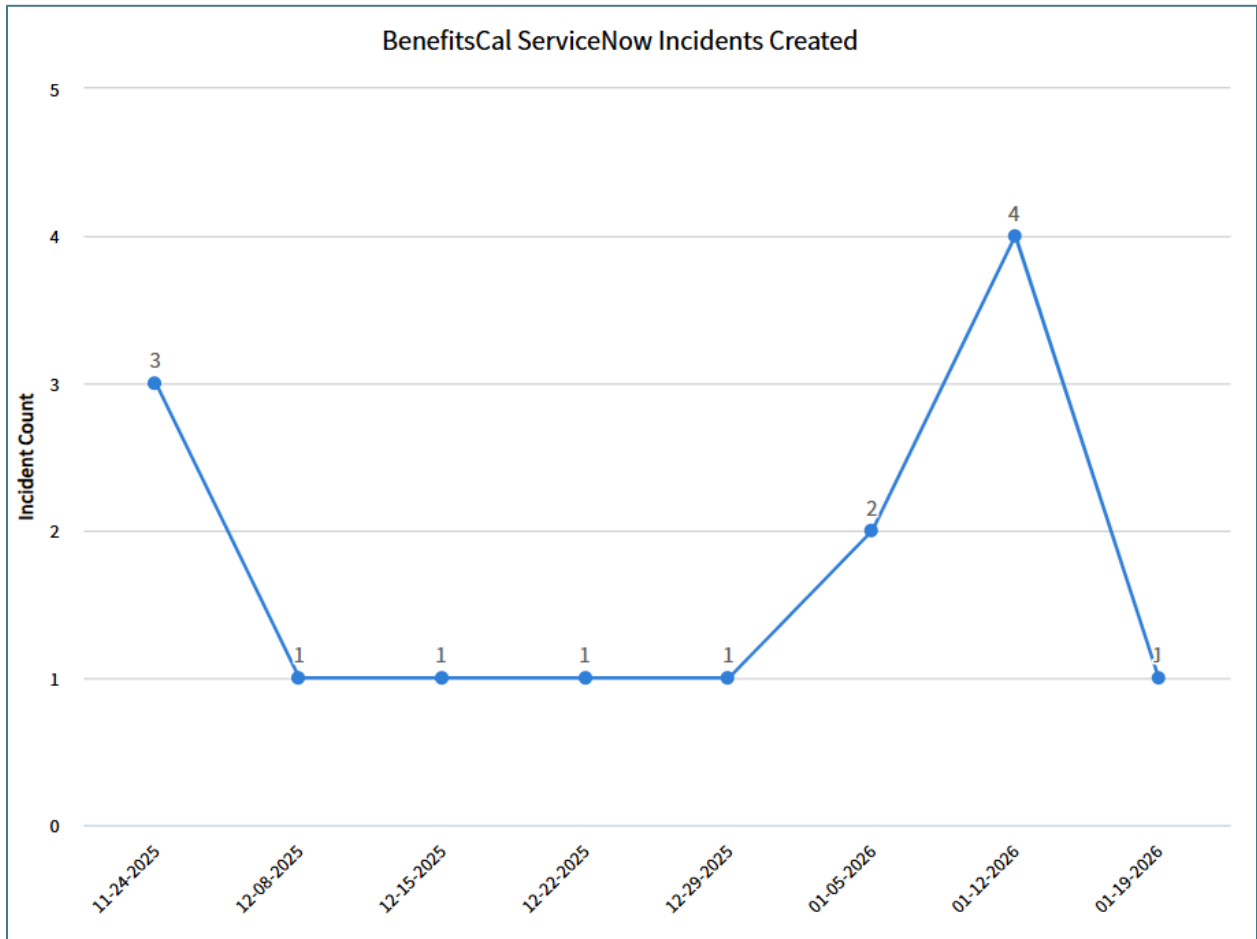


Figure 1: BenefitsCal ServiceNow Incidents Created

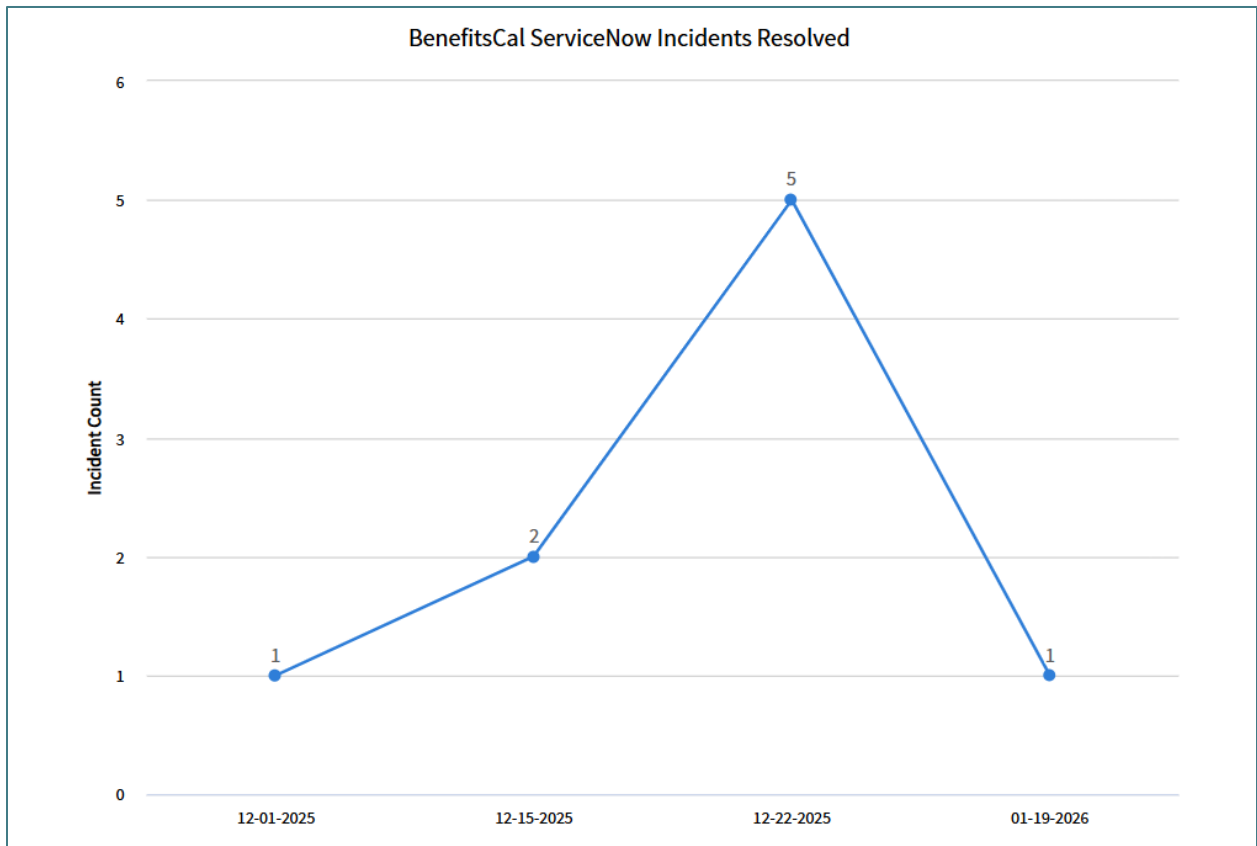


Figure 2: BenefitsCal ServiceNow Incidents Resolved

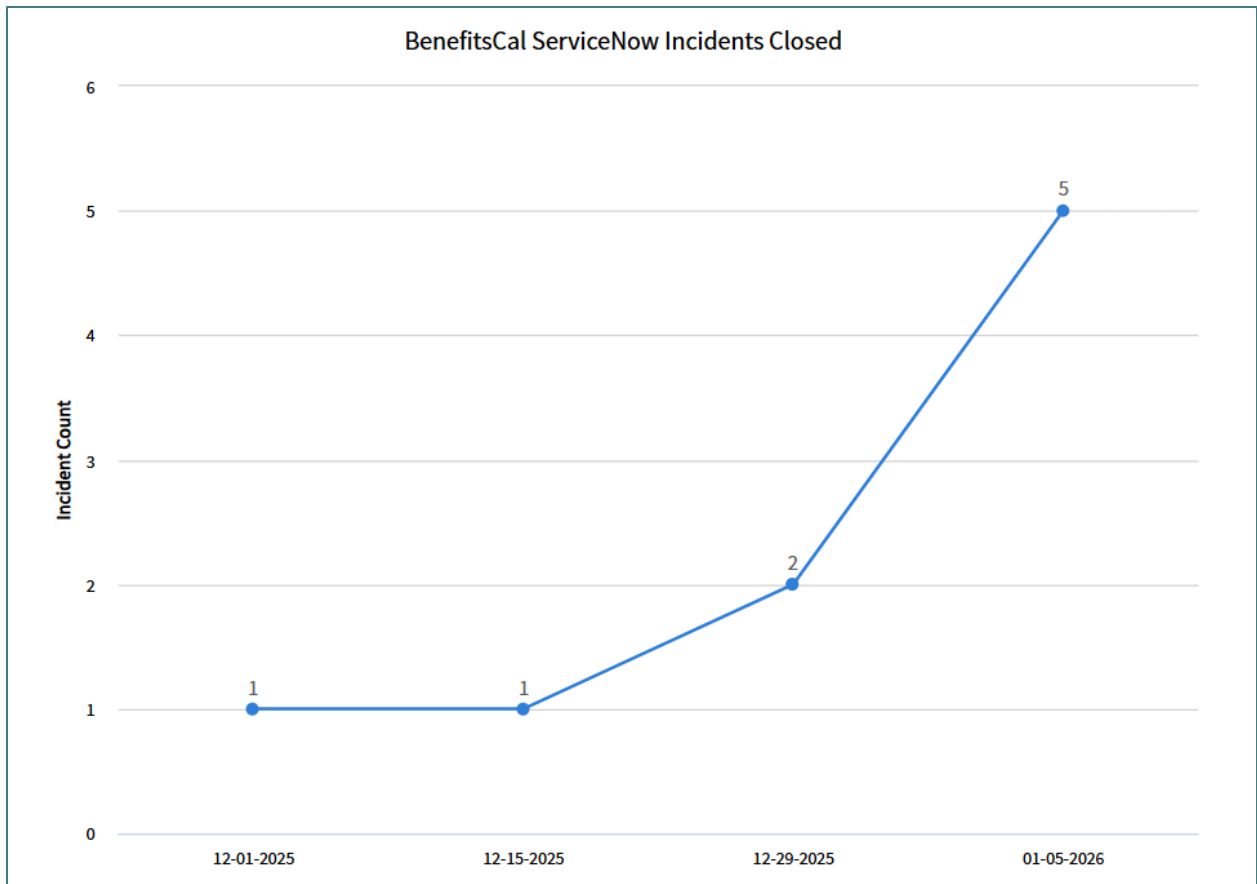


Figure 3: BenefitsCal ServiceNow Incidents Closed

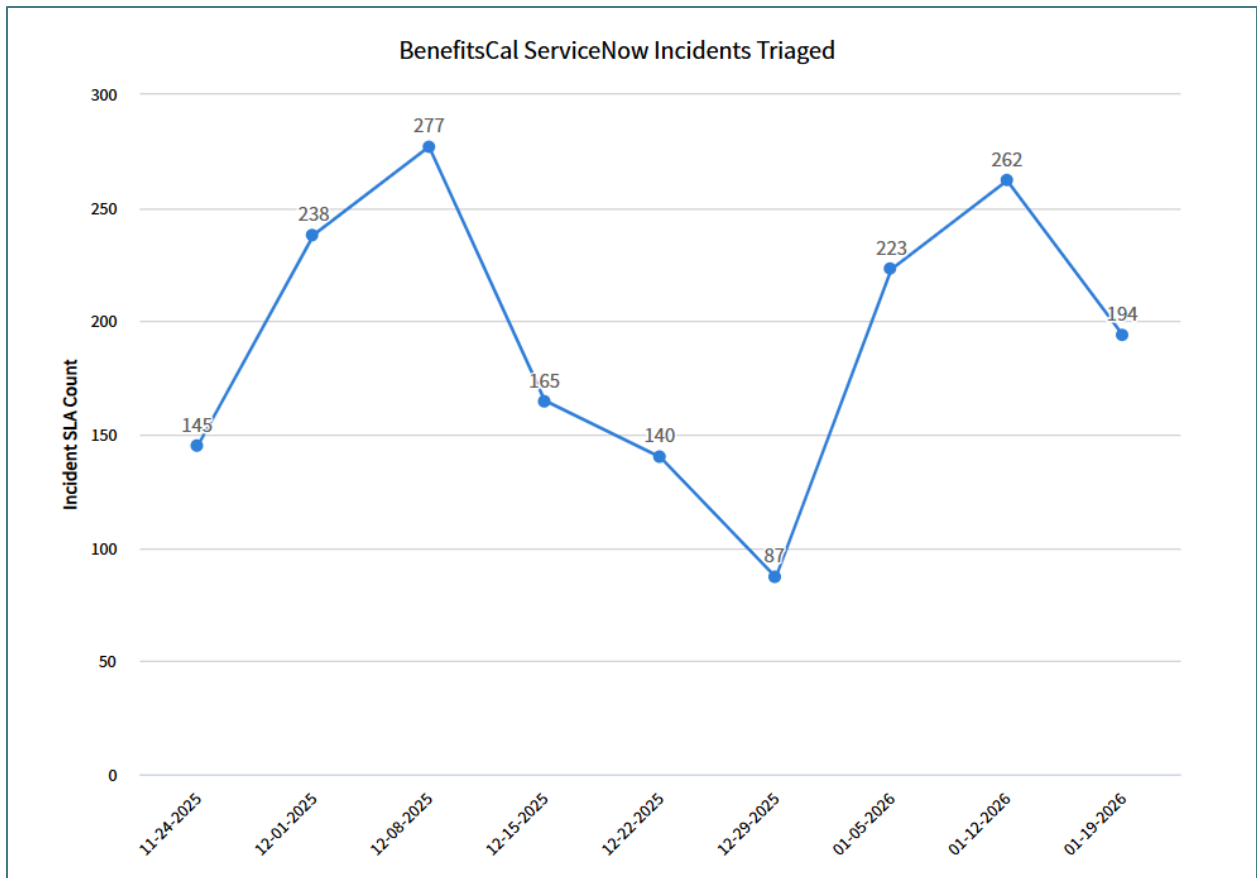


Figure 4: BenefitsCal ServiceNow Incidents Triaged

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.

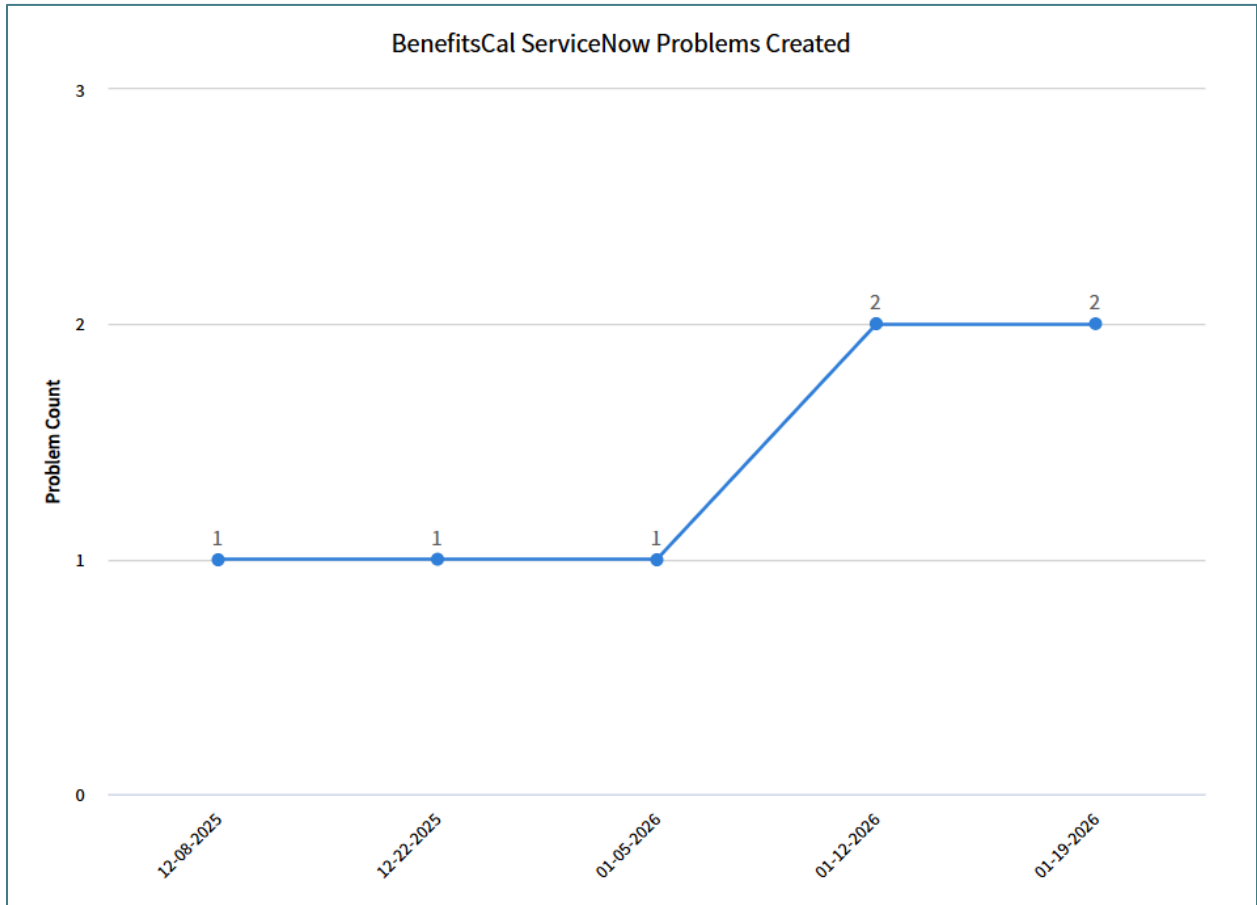


Figure 5: BenefitsCal ServiceNow Problems Created

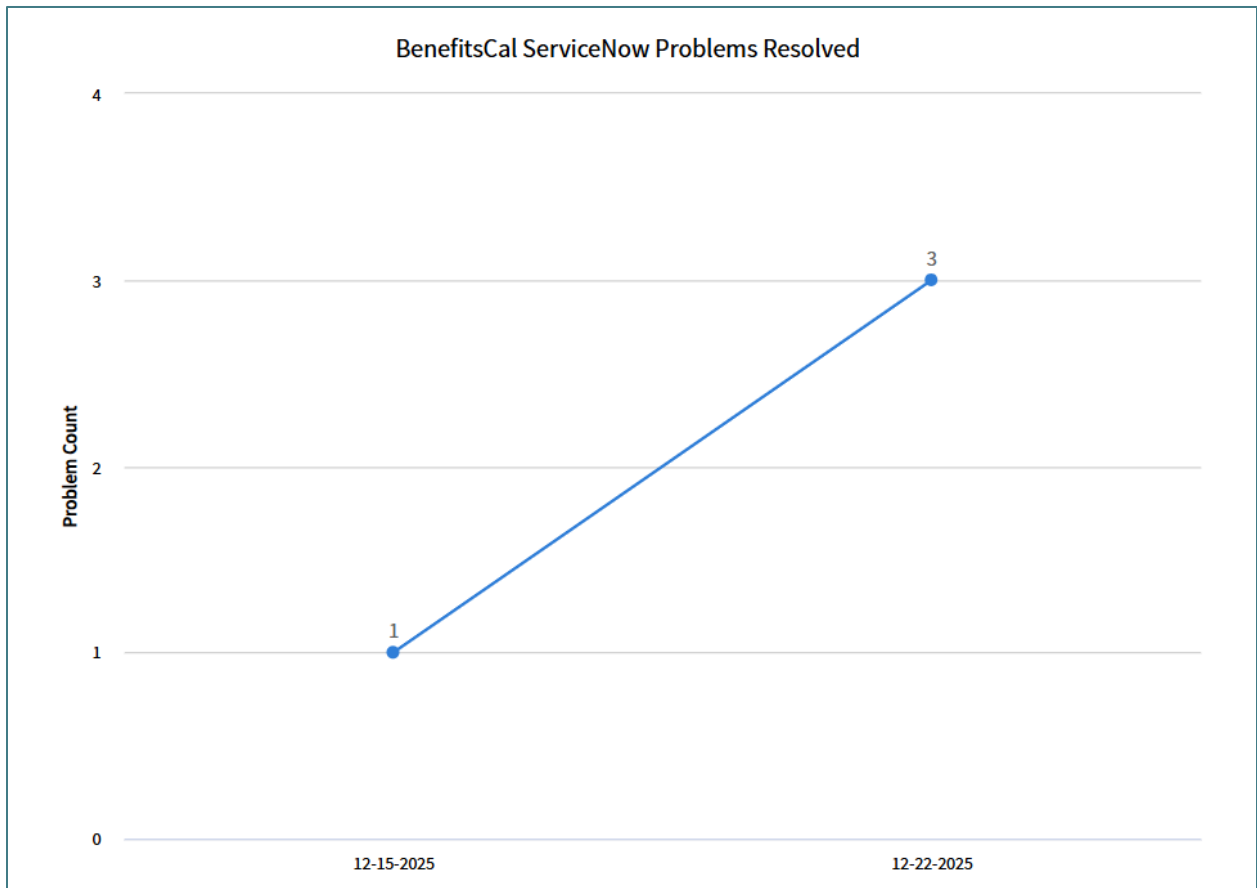


Figure 6: BenefitsCal ServiceNow Problems Resolved

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	1-5 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
	In Progress		1	0	0	0	0	0
On Hold		0	1	3	1	0	0	5
Resolved		0	1	0	0	0	0	1
Closed		0	81	523	190	157	4	955
Problem in Diagnosis		0	1	0	0	0	0	1
Count		1	84	526	191	157	4	963

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

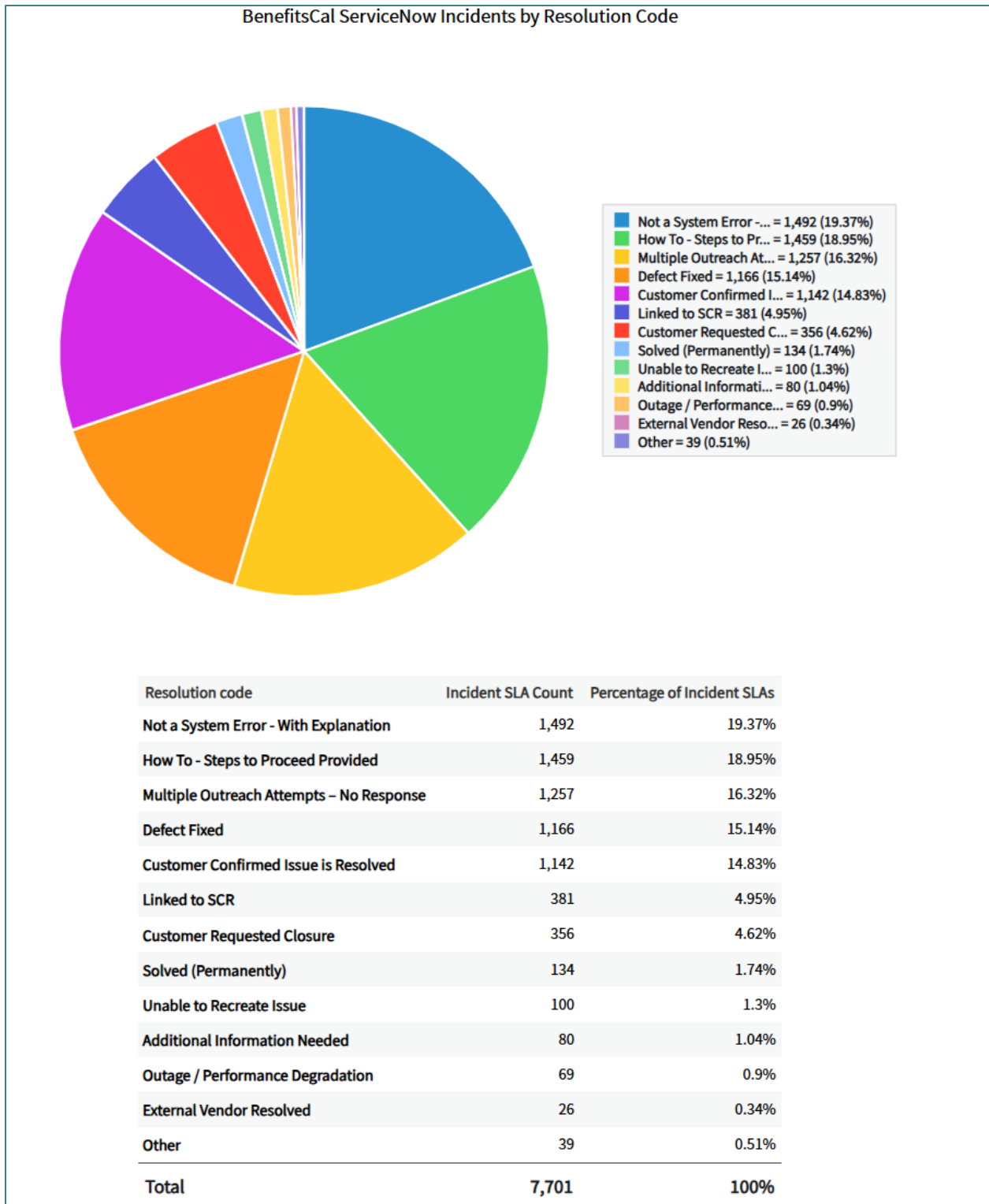


Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

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

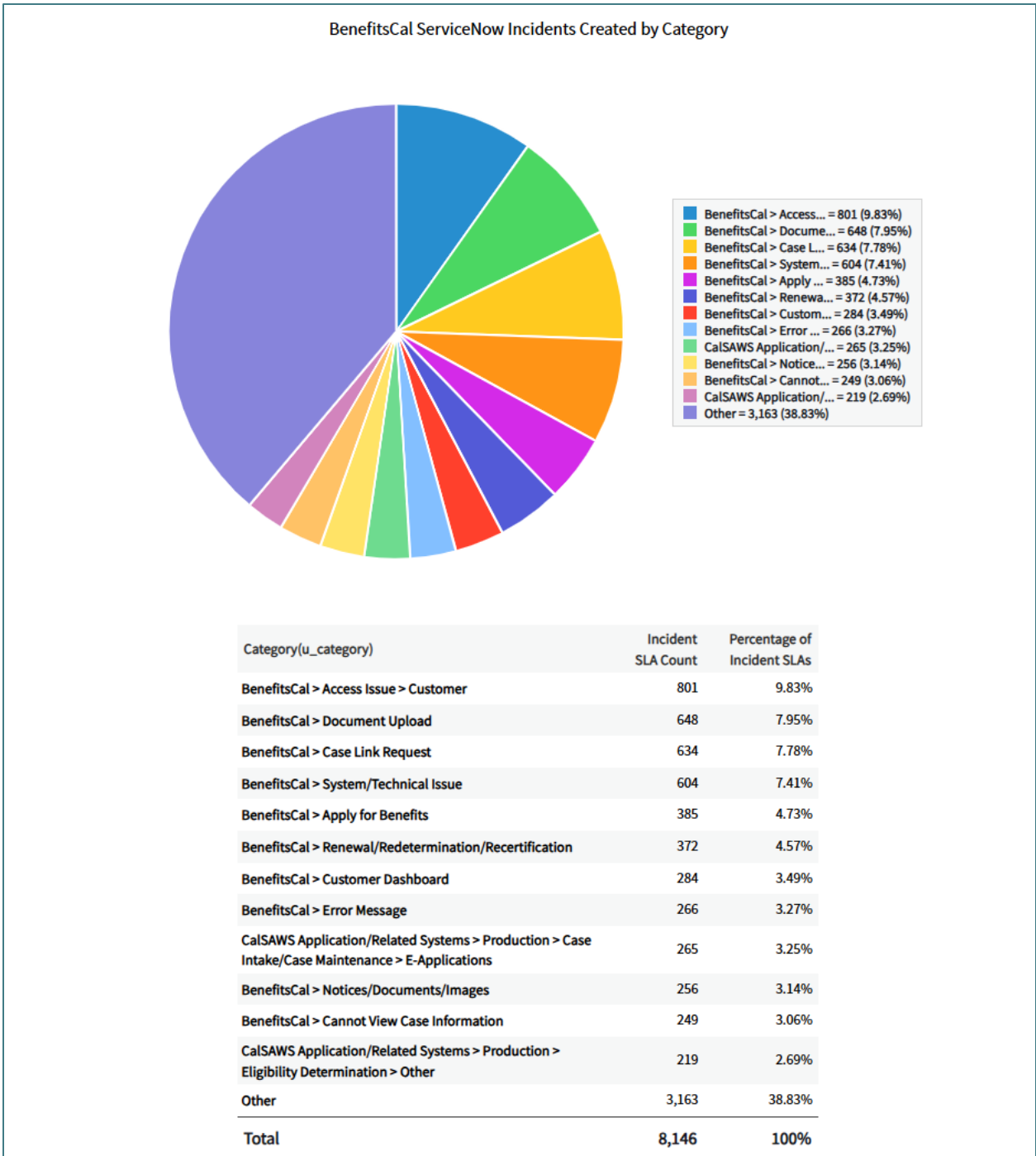


Figure 9: BenefitsCal ServiceNow Incidents Created by Category

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
01/18/26	2:00 pm – 6:30 pm PST	CalSAWS Application Maintenance (Offline Mode)
01/23/26	10:00 pm – 1:00 am PST	Hyland Maintenance (Holding Document Queues)
01/25/26	6:00 am – 1:00 pm PST	CalSAWS Application Maintenance (Offline 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.

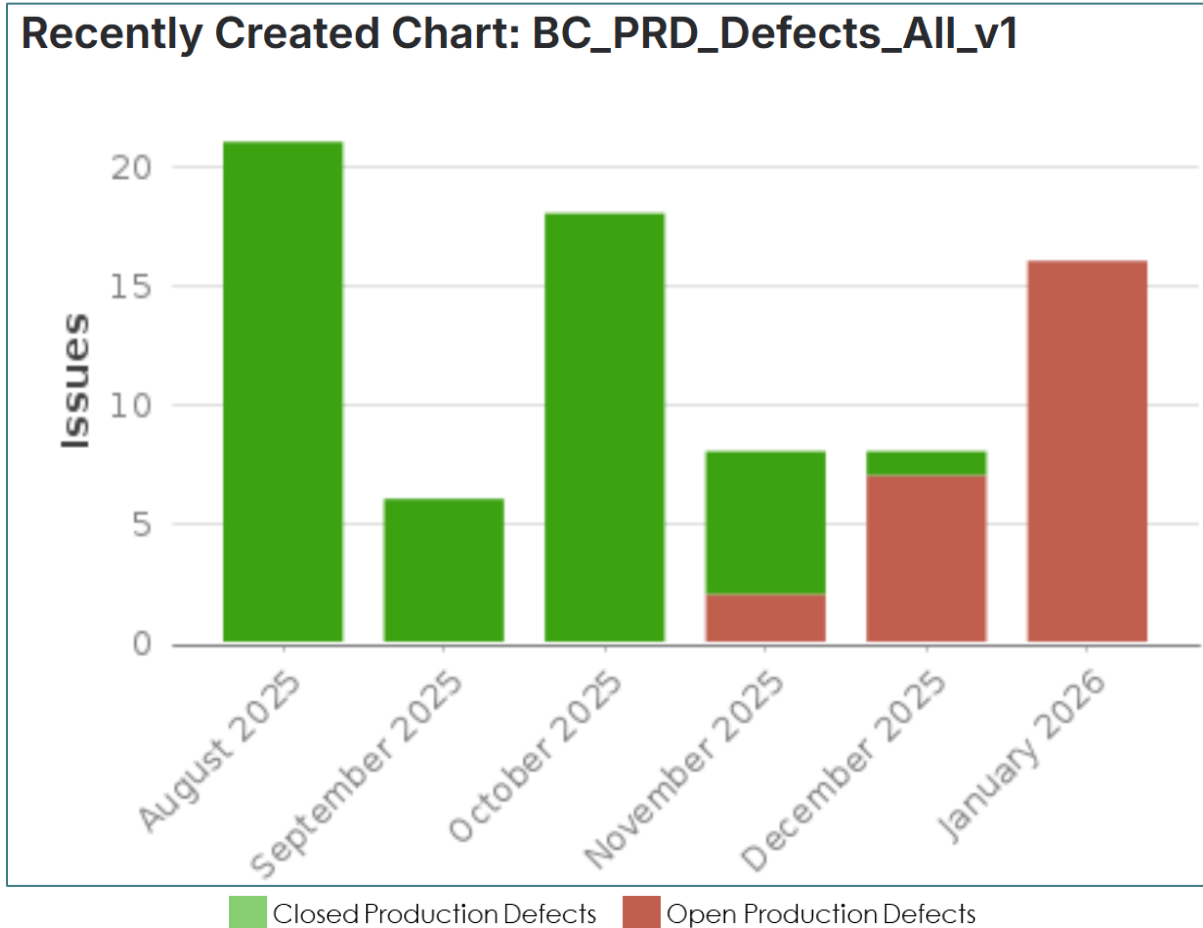


Figure 10: Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 26.01.29	RELEASE 26.02.26	RELEASE 26.03.26	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	14	16	1	31
New	0	7	1	8
In Progress	14	9	0	23
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	14	16	1	31

3.5 Production Operations

- **Root Cause Analysis (RCA)**
 - PRB0052784

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 fourteen (14) production defects are planned for User Error Handling, Exception Handling, and Application Summary.
26.02.26 – Monthly	02/26/26	Six (6) enhancements and sixteen (16) production defects are planned for User Error Handling, Exception Handling, and Application Summary.
26.03.26 – Monthly	03/26/26	Two (2) enhancements and one (1) 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

- ♦ Continue design work for the February 2026 enhancements.
- ♦ Attended the Project Milestone meeting with the Consortium and CalSAWS on 01/12/26.
- ♦ Hosted App Transfer Update Discussion: CSPM-71672 - Disability Accommodations with CalSAWS on 01/12/26.
- ♦ Attended HR 1: ABAWD and CF Processing/Error Rate partner review with BenefitsCal on 01/12/26.
- ♦ Hosted the DDI and M&O Biweekly meetings on 01/13/26, 01/15/26, 01/22/26, and 01/22/26.
- ♦ Attended Design Review for HR1 ABAWD Changes SCR CA-294575 with CalSAWS on 01/13/26.
- ♦ Attended Design Review for HR1 ABAWD Changes SCR CA-294575 – Part 2 on 01/13/26.
- ♦ Attended the Internal ABAWD Changes discussions on 01/13/26, 01/16/26, 01/20/26, and 01/23/26.
- ♦ Hosted the UCD Monthly Meeting Prep Call on 01/14/26.
- ♦ Attended the CalSAWS HR1 ABAWD Workgroup Pre-Meeting on 01/14/26 and 01/21/26.

- ♦ Attended the CR 312739 – H.R.1 – Adult Expansion 6-Month Redetermination – Design Session #5 (In Person) on 01/14/26.
 - ♦ Hosted the BenefitsCal PM Standup Meetings with the Consortium on 01/14/26 and 01/21/26.
 - ♦ Attended the CalSAWS HR1 CalFresh ABAWD Workgroup Meeting on 01/15/26.
 - ♦ Attended Quick Sync: JIRA Approval Process Walkthrough on 01/20/26.
 - ♦ Attended Pre-meet for ABAWD Review Workgroup - Session 1 on 01/20/26.
 - ♦ Hosted ABAWD Review Workgroup - Session 1 with Advocates on 01/20/26.
 - ♦ Attended the CR 312739 CR 312102, H.R.1 - Adult Expansion 6-Month Redetermination and Phase II - H.R.1 - Adult Expansion Work Requirement - Design Session #1 (In Person) on 01/21/26.
 - ♦ Attended the CalFresh Processing/Error Rate Improvement Session 2 on 01/21/26.
 - ♦ Hosted the BenefitsCal: January 2026 UCD Monthly Meeting with Advocates and State Partners on 01/21/26.
 - ♦ Attended the DHCS CalSAWS Touchpoint Meeting on 01/21/26.
 - ♦ Attended the CalSAWS HR1 CalFresh ABAWD Workgroup Meeting on 01/22/26.
- **Activities for the Next Reporting Period – Requirements and Design**
 - **Designs and Design Meetings**
 - ♦ Finalize design work for the February 2026 enhancements.
 - ♦ Begin design work for the March 2026 enhancements.
 - ♦ Attend the Project Milestone meetings with the Consortium and CalSAWS on 01/26/26 and 02/02/26.
 - ♦ Host BC + CalSAWS M&E ABAWD Next Steps on 01/26/26.
 - ♦ Host the DDI and M&O Biweekly meetings on 01/27/26, 01/29/26, 02/03/26, and 02/05/26.
 - ♦ Attend CR 312739 - H.R.1 – Adult Expansion 6-Month Redetermination - Design Session #7 (Virtual) on 01/27/26.
 - ♦ Attend the Internal ABAWD Changes discussions on 01/27/26, 01/30/26, 02/03/26, and 02/06/26.
 - ♦ Host the BenefitsCal PM Standup Meetings with the Consortium on 01/28/26 and 02/04/26.
 - ♦ Attend CR 312739 - H.R.1 – Adult Expansion 6-Month Redetermination - Design Session #8 (Virtual) on 01/30/26.
 - ♦ Attend CalSAWS HR1 ABAWD Workgroup Pre-Meeting with CalSAWS on 02/03/26.
 - ♦ Attend the CalSAWS - Self-Service Portal Committee - 2026 Meeting Series on 02/03/26.
 - ♦ Host the UCD + CX Check-in with Consortium on 02/03/26.
 - ♦ Attend the CR 312739 - H.R.1 – Adult Expansion 6-Month Redetermination - Design Session #9 (Virtual) on 02/03/26.
 - ♦ Attend CalSAWS HR1 CalFresh ABAWD Workgroup Meeting on 02/04/26.
 - ♦ Attend the DHCS CalSAWS Touchpoint Meeting on 02/04/26.
 - ♦ Host the BenefitsCal Pipeline Call - New Series with Consortium on 02/05/26.

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.
 - ♦ Started analyzing January Always on survey data.
 - **User Engagement**
 - ♦ Shared out synthesis for testing survey for Help Center during January UCD monthly meeting.
 - ♦ Continued synthesis for customer sessions for Help Center.
 - ♦ Started recruitment for county worker sessions for Help Center.
 - ♦ Started creating materials and scheduling for advocate and state partner workshop.
 - **Enhancements**
 - ♦ Finalized designs for *CSPM-82293: Pregnancy Update*.
 - ♦ Started designs for *CSPM-81865: Case Options Dropdown with Details*.
 - ♦ Started designs for *CSPM-80930: Retroactive Medi-Cal Reduced Timeframes*.
 - ♦ Started designs for *CSPM-82552: Update Routing for ABCDM228 Document Type Additional ABAWD Changes Requested by CDSS*.
 - ♦ Started designs for *Digitize NA 1273*.
 - ♦ Started designs for *Appointments Alignment Partner Support*.
 - **Advocate Engagement**
 - ♦ Conducted January UCD monthly meeting.
 - ♦ Shared out December UCD comment log responses.
- **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 January Always on survey data.
 - **Enhancements**
 - ♦ Continue designs for *CSPM-81865: Case Options Dropdown with Details*.
 - ♦ Continue designs for *CSPM-80930: Retroactive Medi-Cal Reduced Timeframes*.
 - ♦ Continue designs for *CSPM-82552: Update Routing for ABCDM228 Document Type Additional ABAWD Changes Requested by CDSS*.
 - ♦ Continue designs for *Digitize NA 1273*.
 - ♦ Continue designs for *Appointments Alignment Partner Support*.
 - **User Engagement**
 - ♦ Finalize synthesis for customer sessions for Help Center.
 - ♦ Conduct county worker sessions.
 - ♦ Finalize materials for advocate and state partner workshop.

- **Advocate Engagement**
 - ◆ Receive comment log for January UCD monthly meeting deck.
 - ◆ Start drafting February UCD monthly meeting deck.

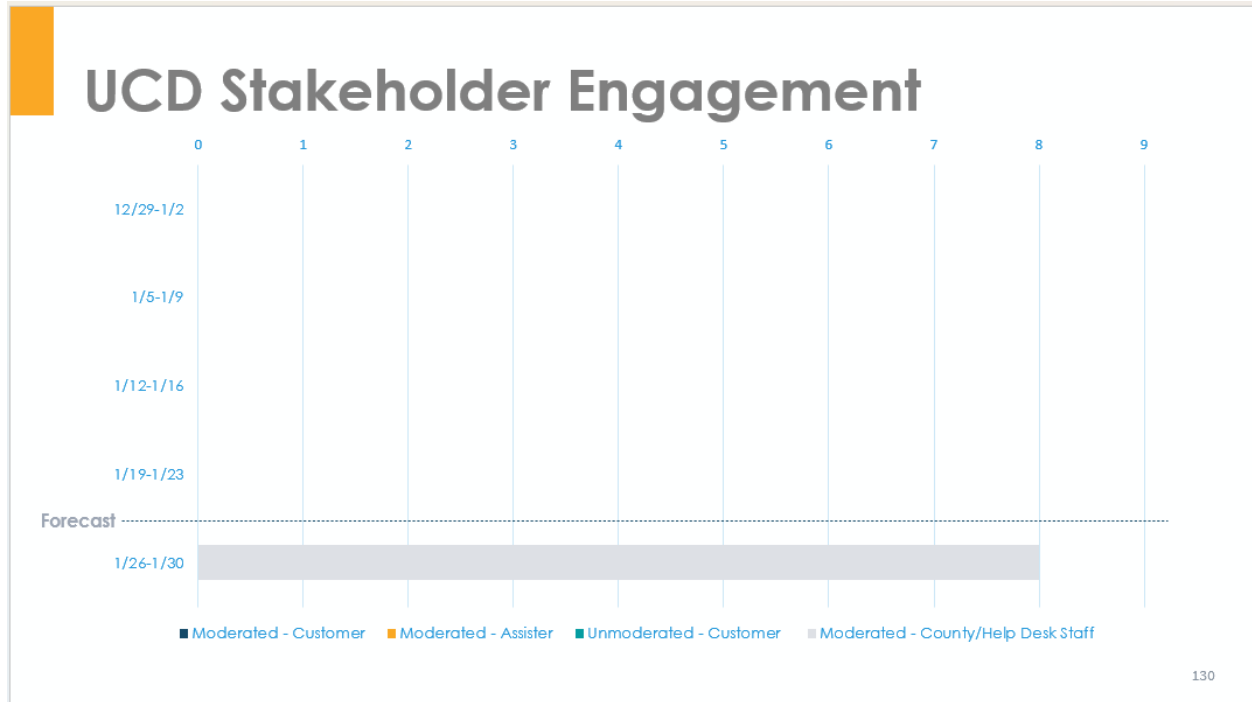


Figure 11: UCD Stakeholder Engagement

4.4 Development

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

Table 16: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 01/23/26	ACTUAL FOR WEEK ENDING 01/23/26	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 26.01.29	4	5	9	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 02/06/26	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 26.02.26	1	6	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 26.01.29.

Table 18: Automated Regression Scripts Executed in BenefitsCal

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
26.01.29	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 was completed with the scope inclusive of 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. 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	01/05/26	01/23/26	Release 26.01.29 January Monthly	<p>Scope: Four (4) enhancement and five (5) defects in scope.</p> <p>Executions: BenefitsCal isolated Load tests with mock services.</p> <ul style="list-style-type: none"> ▪ Thursday, January 22 ▪ Friday, January 23 (1st test) ▪ Friday, January 23 (2nd test) 	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 01/23/26.

- [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 SSO users specific to BenefitsCal and facilitate onboarding and offboarding of AWS SSO for BenefitsCal users, as needed.