

CalSAWS

California Statewide Automated Welfare System



Biweekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: January 26, 2026 – February 8, 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"> ▪ Monthly Release 26.01.29 was deployed to BenefitsCal Production on 01/29/26. ▪ Priority Release 26.01.31 was deployed to BenefitsCal Production on 01/31/26 to revert the changes deployed in Monthly Release that caused the system login issue for Safari users. ▪ Priority Release 26.02.05 was deployed to BenefitsCal Production on 02/05.26 to re-deploy the items within Monthly Release 26.01.29 with the exception of CSPM-82278
January Enhancements (January Monthly Release 26.01.29, February Priority Release 26.02.05)	<ul style="list-style-type: none"> ▪ Ten (10) enhancements were deployed Production deployment on 01/29/26. These enhancements were then reverted in Priority Release 26.01.31, and then redeployed to Production with Priority Release 26.02.05 with the exception of CSPM-82278: <ul style="list-style-type: none"> • <i>Four (4) Production Priority Enhancements:</i> • <i>CSPM-82246: Update the Interview Nudge Text Message Language to Meet Character Limit</i> • <i>CSPM-80710: Remove "Required Reporting" Card from the Help Center</i> • <i>CSPM-80064: Update CBO YouTube Video</i> • <i>CSPM-79752: Log-In MFA Improvements to Customer Experience</i> ▪ One (1) Partner Support Enhancements: <ul style="list-style-type: none"> • <i>CSPM-82693: Test Only: New Pre-populated Income Type for MC RE packets</i> ▪ One (1) Policy Enhancements: <ul style="list-style-type: none"> • <i>CSPM-80233: Update RCA/ECA/TCVAP eligibility period across BenefitsCal</i> ▪ Four (4) Technical Enhancement <ul style="list-style-type: none"> • <i>CSPM-82298: Technical - Disable X-Powered-By Header for Express App</i> • <i>CSPM-82295: Technical: Remove the "Effective Date" Question in the MC Renewal Flow for Information Entered and then Removed by Users</i> • <i>CSPM-82278: Technical - Implement SHA256 for 'getAccessControlMap' API in BenefitsCal</i> • <i>CSPM-82247: Technical-Spring Framework Upgrade and Tomcat Upgrade</i>

STATUS REPORT SECTION	STATUS AGENDA TOPIC
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 January Always on survey data. ▪ User Engagement <ul style="list-style-type: none"> • Conducted county worker sessions for Help Center. • Started synthesis for county worker sessions. • Finalized materials and scheduling for advocate and state partner workshop. • Finalized synthesis for customer sessions for Help Center. • Finalized discussion guide for Truv customer sessions. ▪ Enhancements <ul style="list-style-type: none"> • Finalized designs for CSPM-81865: Case Options Dropdown with Details. • Finalized designs for CSPM-80930: Retroactive Medi-Cal Reduced Timeframes. • Finalized designs for CSPM-82552: Update Routing for ABCDM228 Document Type Additional ABAWD Changes Requested by CDSS. • Continued designs for Digitize NA 1273. • Continued designs for Appointments Alignment Partner Support. • Started designs for Additional ABAWD Changes Requested by CDSS. ▪ Advocate Engagement <ul style="list-style-type: none"> • Started drafting responses to January UCD monthly meeting comment log.

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
FWP 24.34	CX Bimonthly Report (Dec/Jan 2026)	On Time	Final submission on 02/19/26

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 twenty-two (22) active Production defects.
Incidents	On Time	There are four (4) open Tier 3 incidents.

1.3 Highlights of the Reporting Period

- **Priority Release**
 - The BenefitsCal Team successfully deployed Priority Release 25.02.05 to BenefitsCal Production.
- **Emergency Release**
 - The BenefitsCal Team successfully deployed Emergency Release 25.01.30 to BenefitsCal Production.
- **Monthly Release**
 - The BenefitsCal Team successfully deployed Monthly Release 25.01.29 to BenefitsCal Production.
- **Planned Outages**
 - Thursday,01/29/26 8:00 pm to 9:30 pm PST
 - ◆ BenefitsCal Monthly Release 26.01.29
 - Friday,01/30/26 10:00 pm to 11:40 pm PST
 - ◆ BenefitsCal Emergency Release 26.01.30
 - Thursday,02/05/25 8:00 pm to 9:30 pm PST
 - ◆ BenefitsCal Priority Release 26.02.05

1.4 Deliverable Management

- **Deliverables and Work Products submitted:**
 - FWP 24.33: CX Bimonthly Report (Oct/Nov 2025) on 01/28/26.
 - FWP 25.48: Monthly M&O Report – January 2026 on 02/06/26.
 - FWP 28.45: BenefitsCal Work Plan Monthly Updates – January 2026 on 02/06/26.
- **Deliverable and Work Product submissions for the next reporting period:**
 - DWP 24.34: CX Bimonthly Report (Dec/Jan 2026) on 02/19/26.

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
0017-26	Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; venugopalanp@calsaws.org; tech.productionoperat	CalSAWS Scheduled System Outage Calendar for 2026	01/27/26	Communications.Infra@CalSAWS.org	Pete Quijada

CIT ID	To	SUBJECT	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
	ions@calsaws.org; Bill.Kelly@fisglobal.com; CalSAWS.All; Notify.SCATL.Outage; Consortium.RegionalManagers.All; Consortium.SectionDirectors; Communications.Infra@CalSAWS.org				
0020-26	Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; venugopalan@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 – 2/22/2026	02/03/26	Communications.Infra@CalSAWS.org	Pete Quijada
0023-26	Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; Bill.Kelly@fisglobal.com; CalSAWS.All; Notify.SCATL.Outage; Consortium.RegionalManagers.All; Consortium.SectionDirectors; Communications.Infra@CalSAWS.org	Scheduled Downtime Notification – 2/27/2026	02/06/26	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

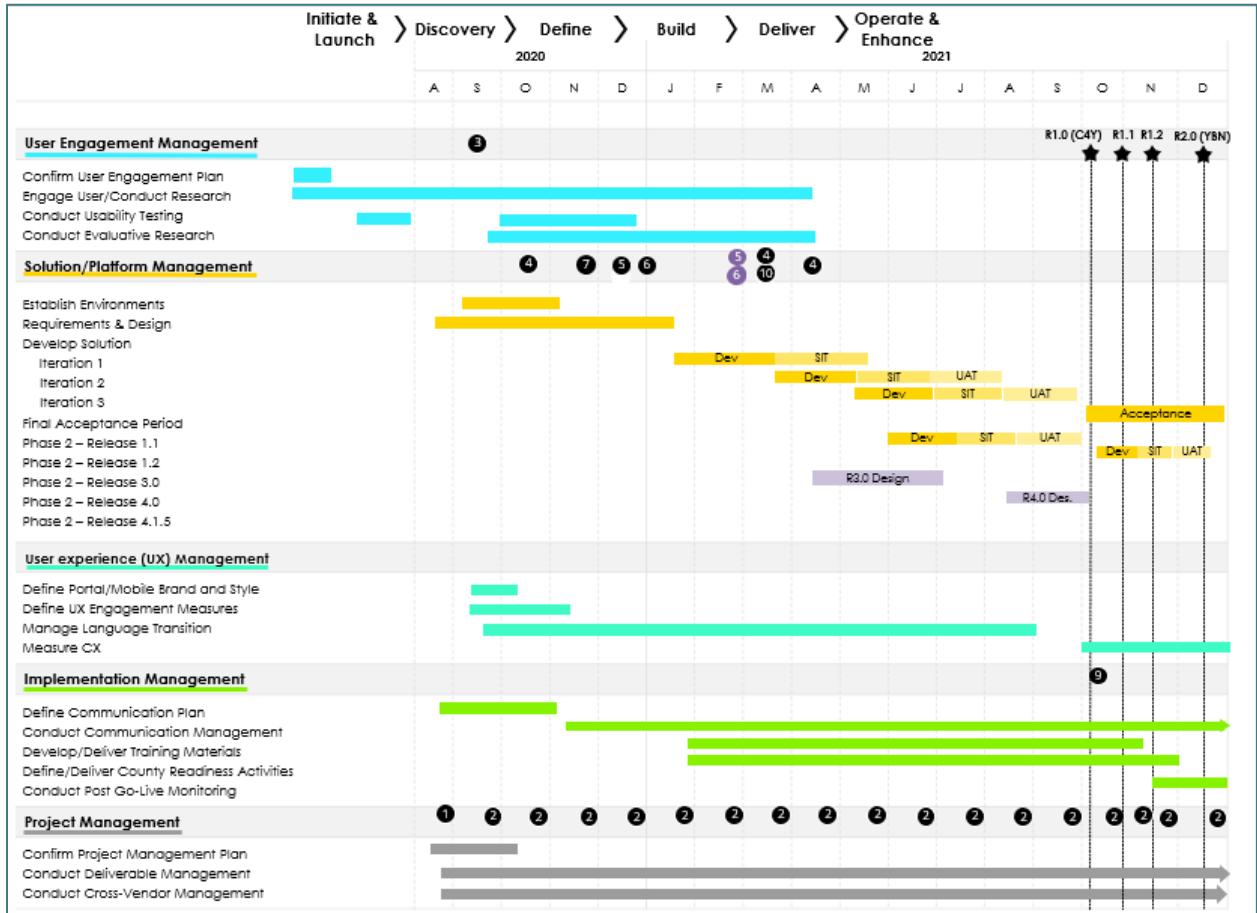
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

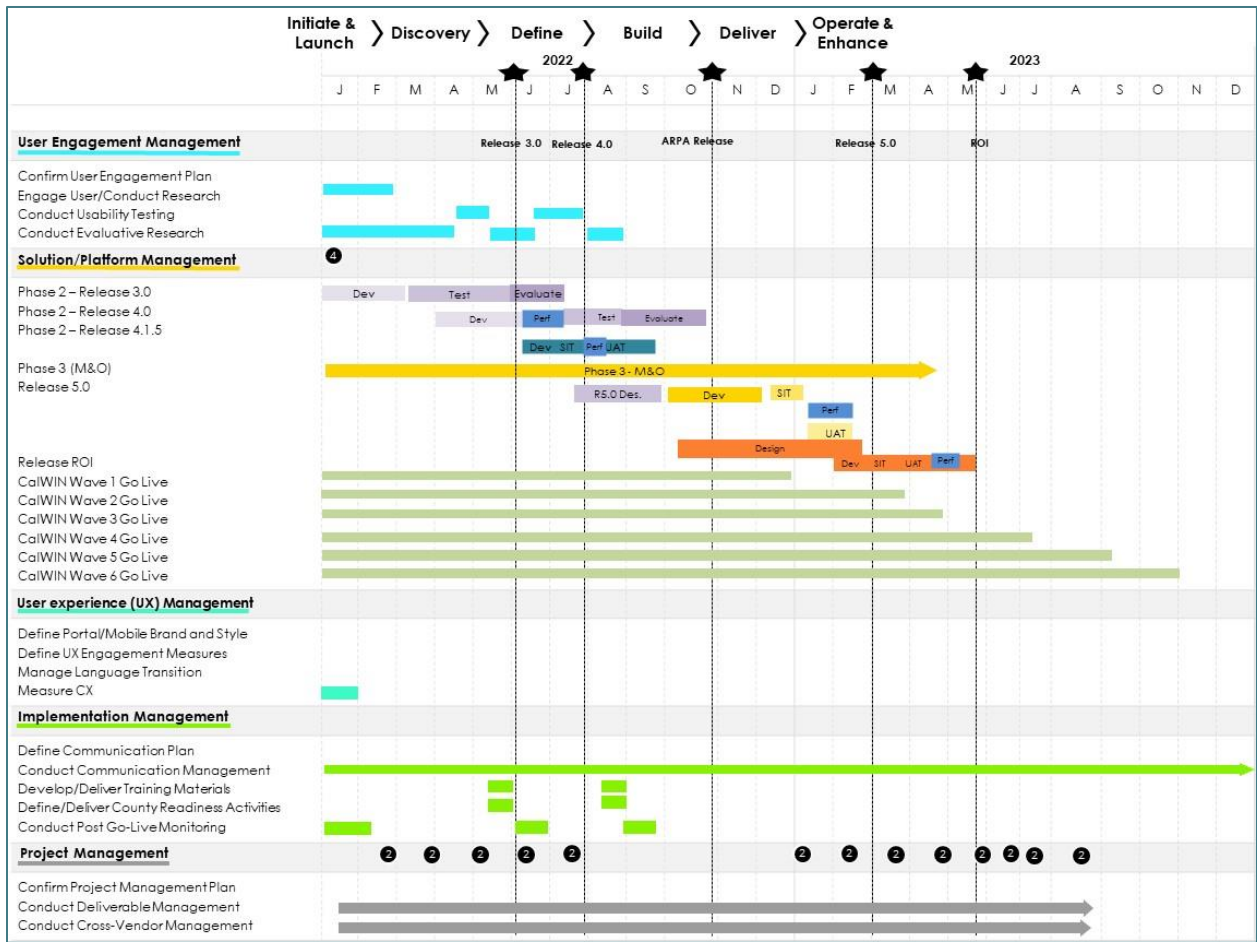
Table 8: Project Issues

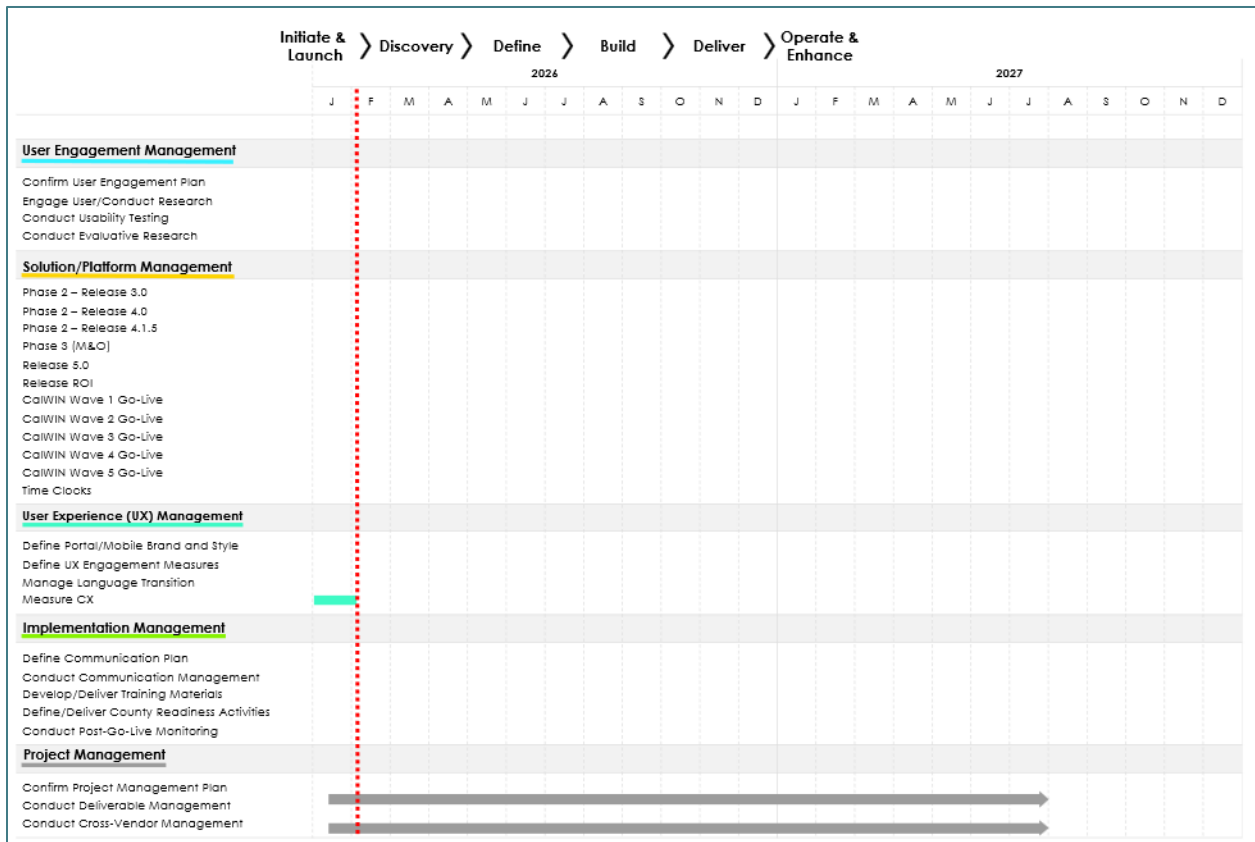
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
None.					

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

- **New/Assigned**
 - CSPM-82900: SIRFRA 1459 – Special Needs Trust Data

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 in to 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**
 - Thirty-eight (38) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved thirty-eight (38) incidents 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 five hundred eleven (511) 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 five (5) 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.

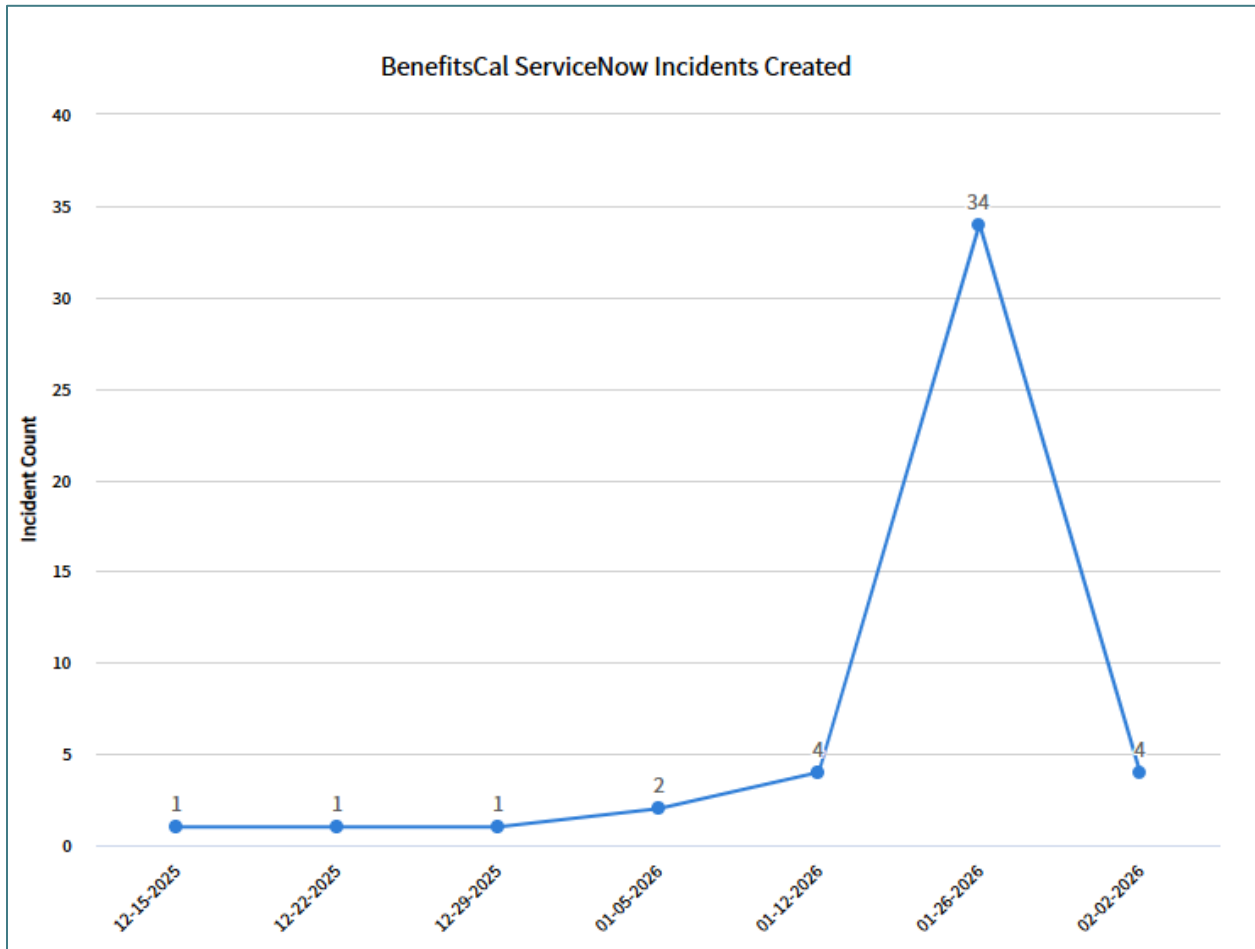


Figure 1: BenefitsCal ServiceNow Incidents Created

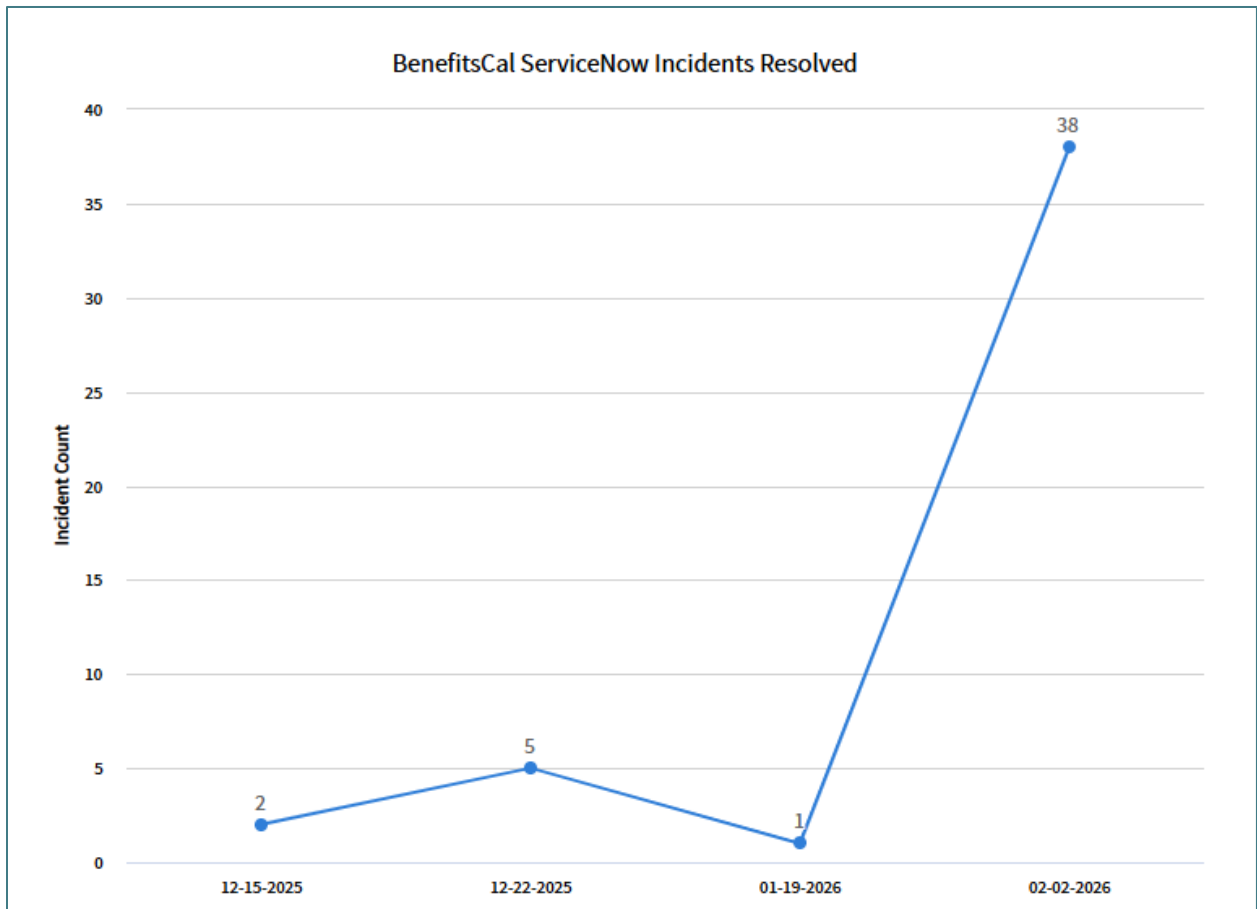


Figure 2: BenefitsCal ServiceNow Incidents Resolved

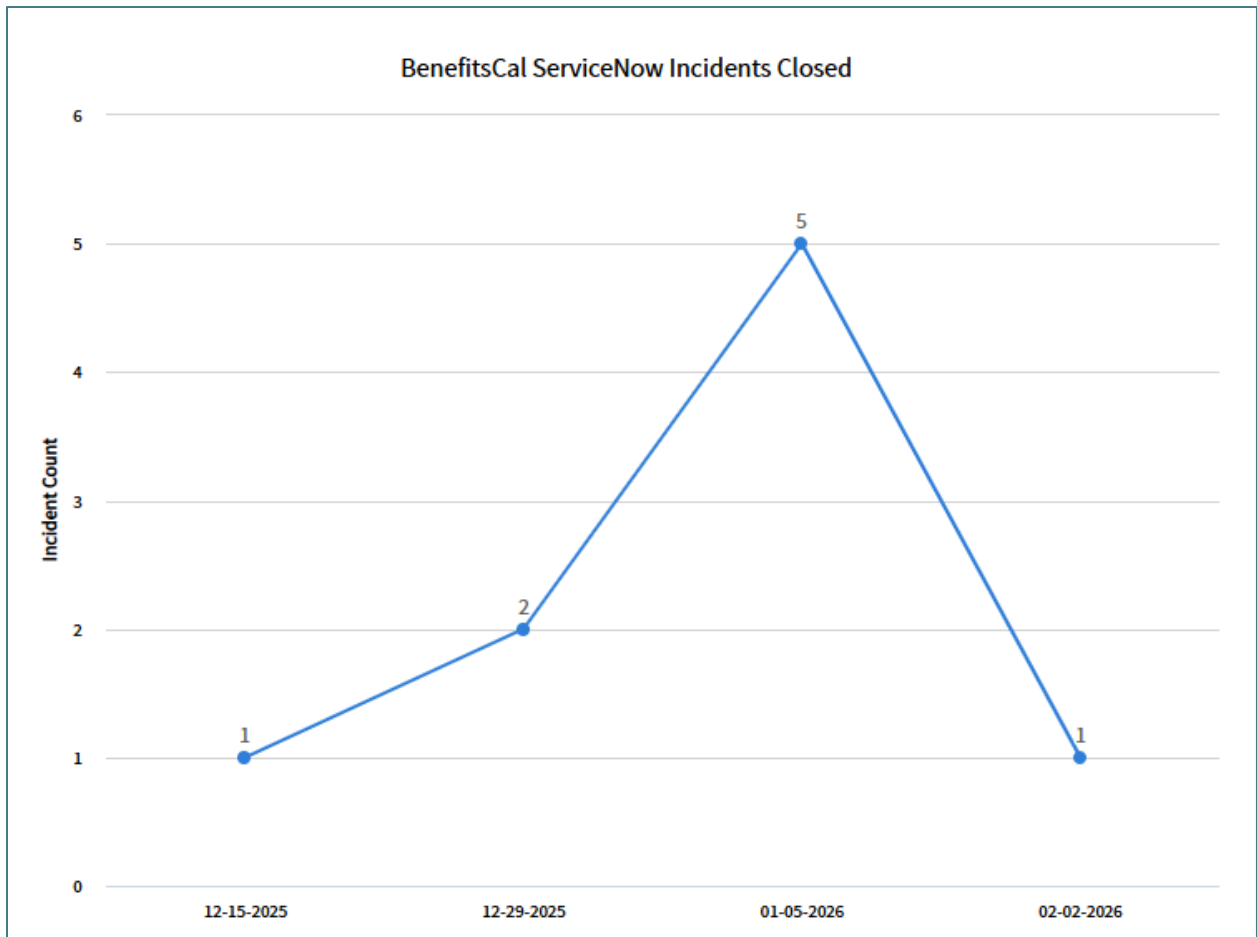


Figure 3: BenefitsCal ServiceNow Incidents Closed

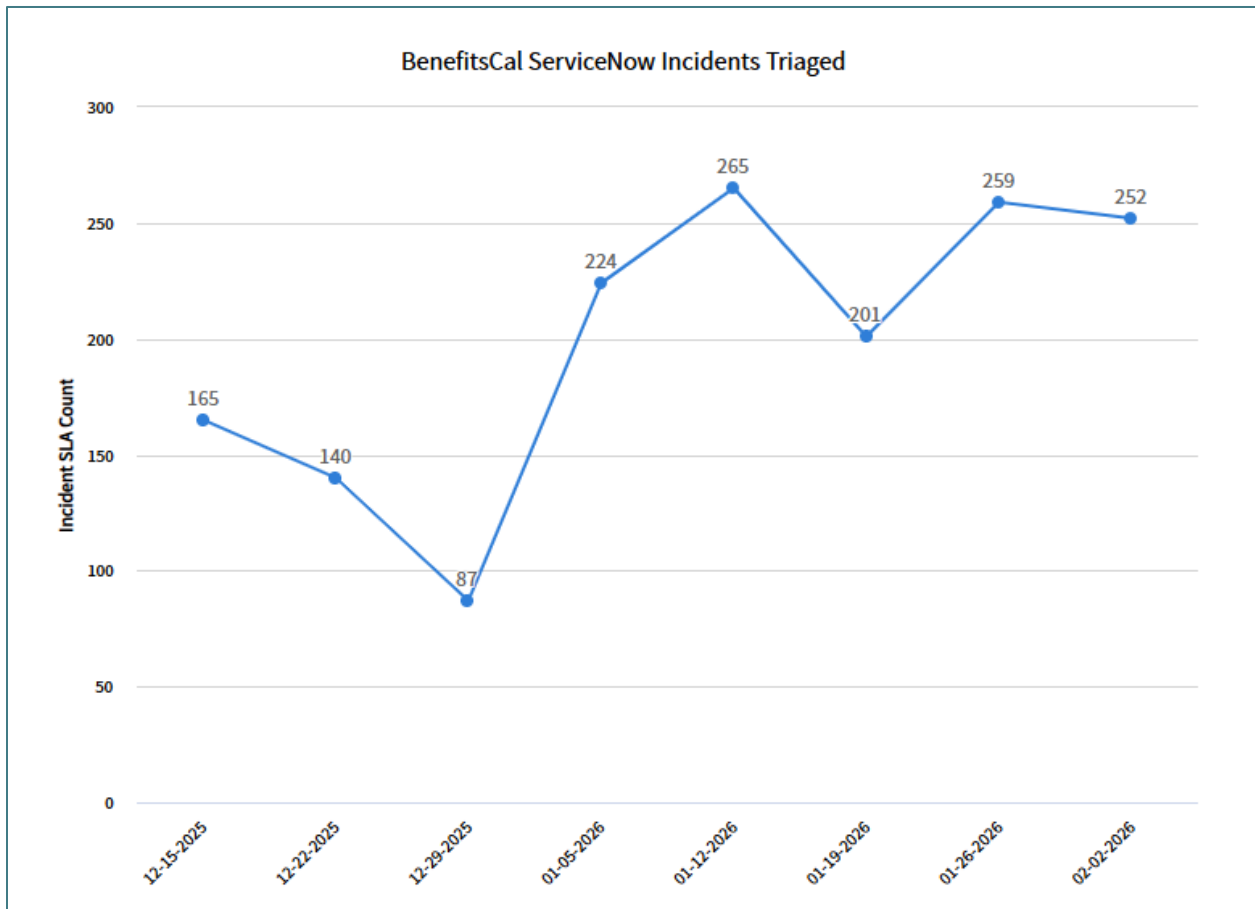


Figure 4: BenefitsCal ServiceNow Incidents Triaged

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.

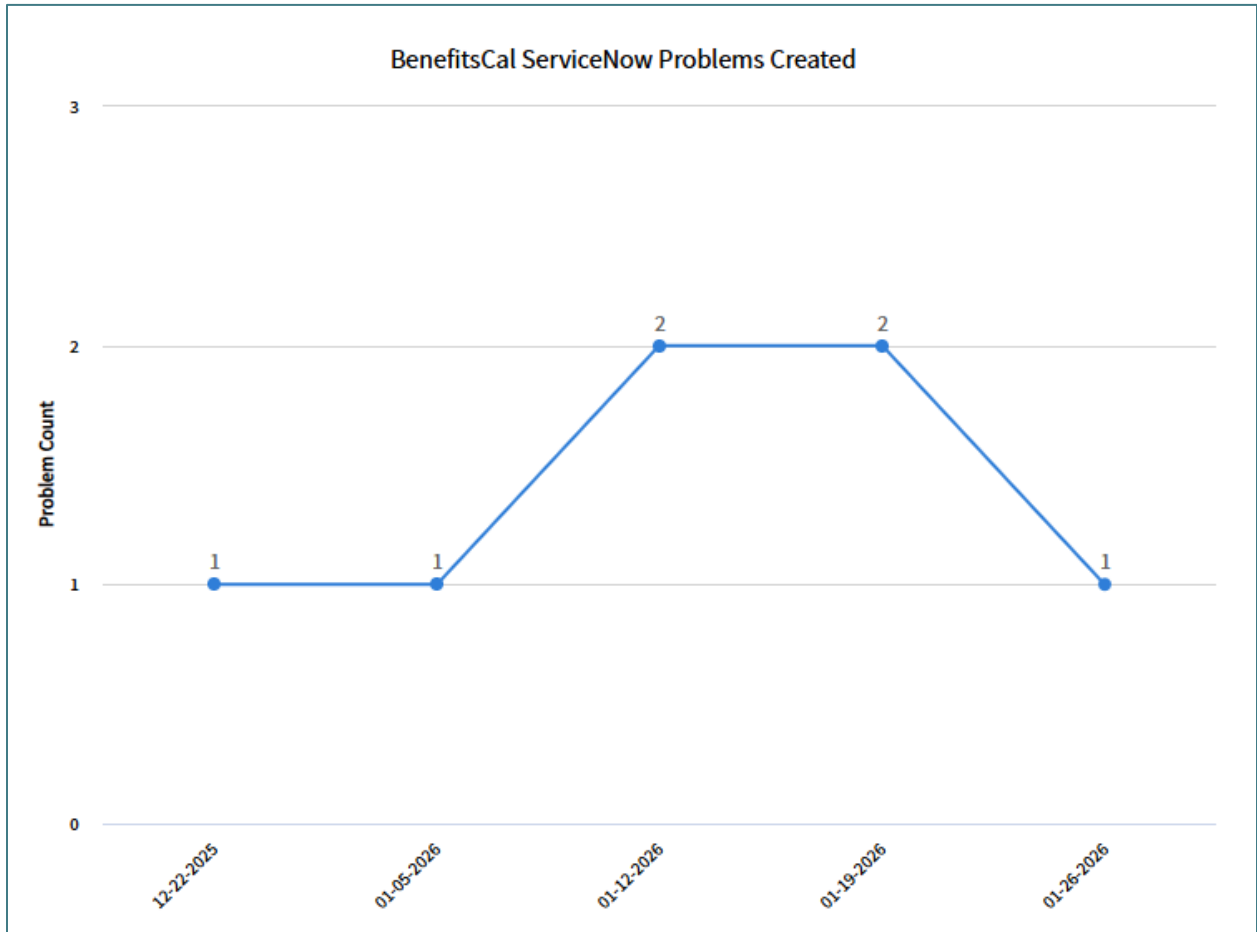


Figure 5: BenefitsCal ServiceNow Problems Created

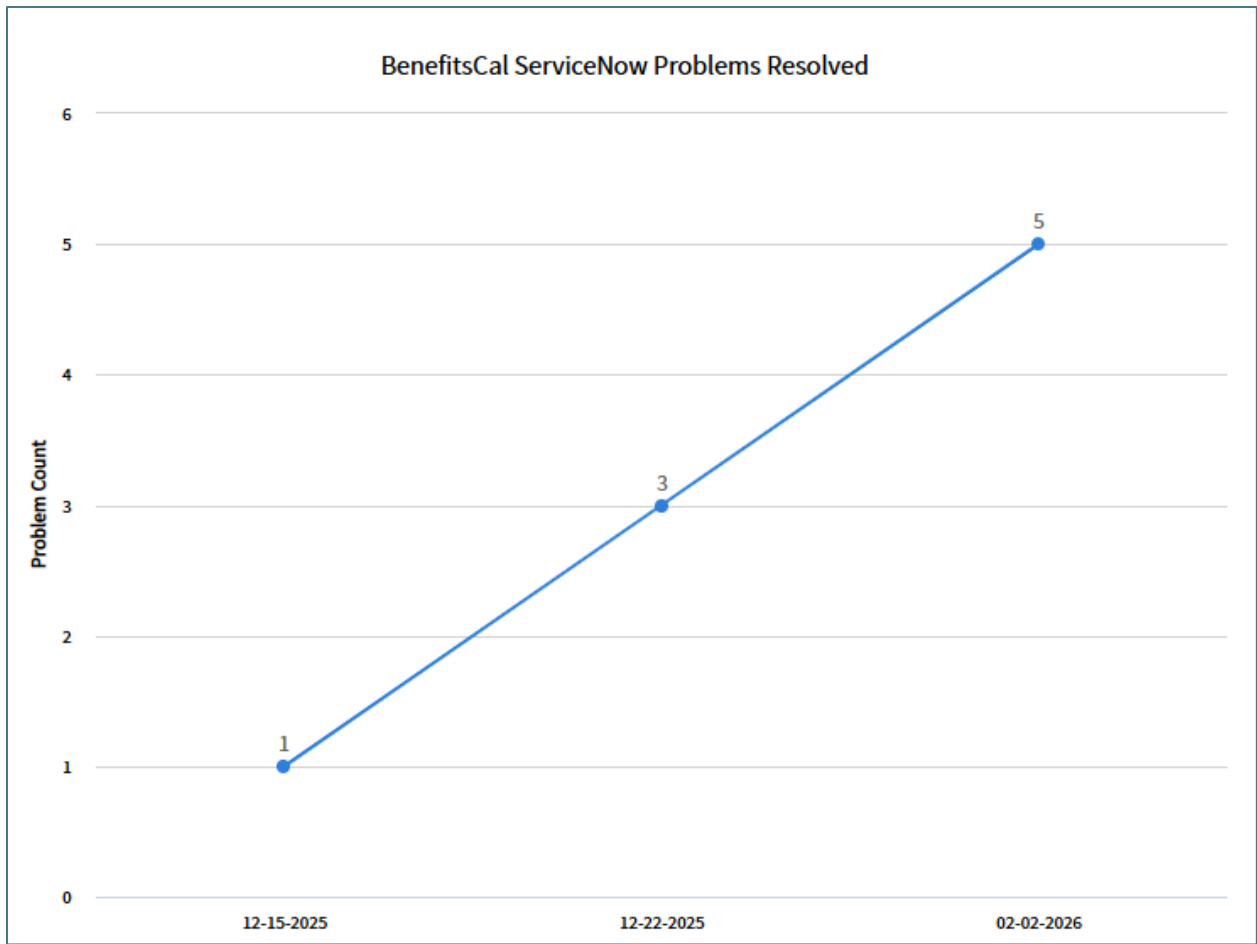


Figure 6: BenefitsCal ServiceNow Problems Resolved

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
In Progress		0	0	0	1	0	0	0	1
On Hold		0	1	0	1	0	0	0	2
Resolved		0	33	1	0	4	0	0	38
Closed		0	0	81	524	190	157	4	956
Pending Tier 2/3 Review		1	0	0	0	0	0	0	1
Count		2	34	82	526	194	157	4	999

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

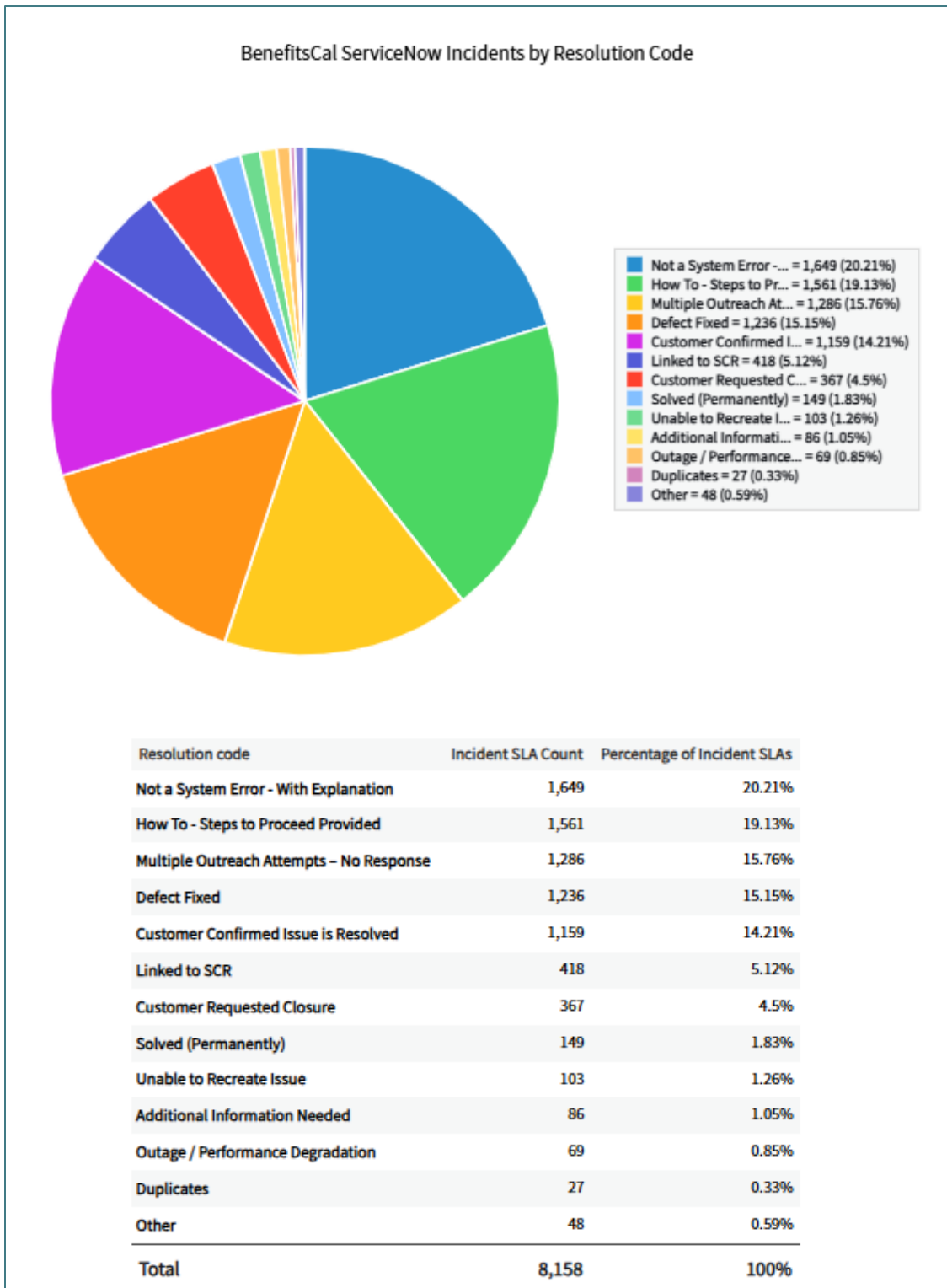


Figure 8: BenefitsCal ServiceNow Incidents by Resolution Code

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

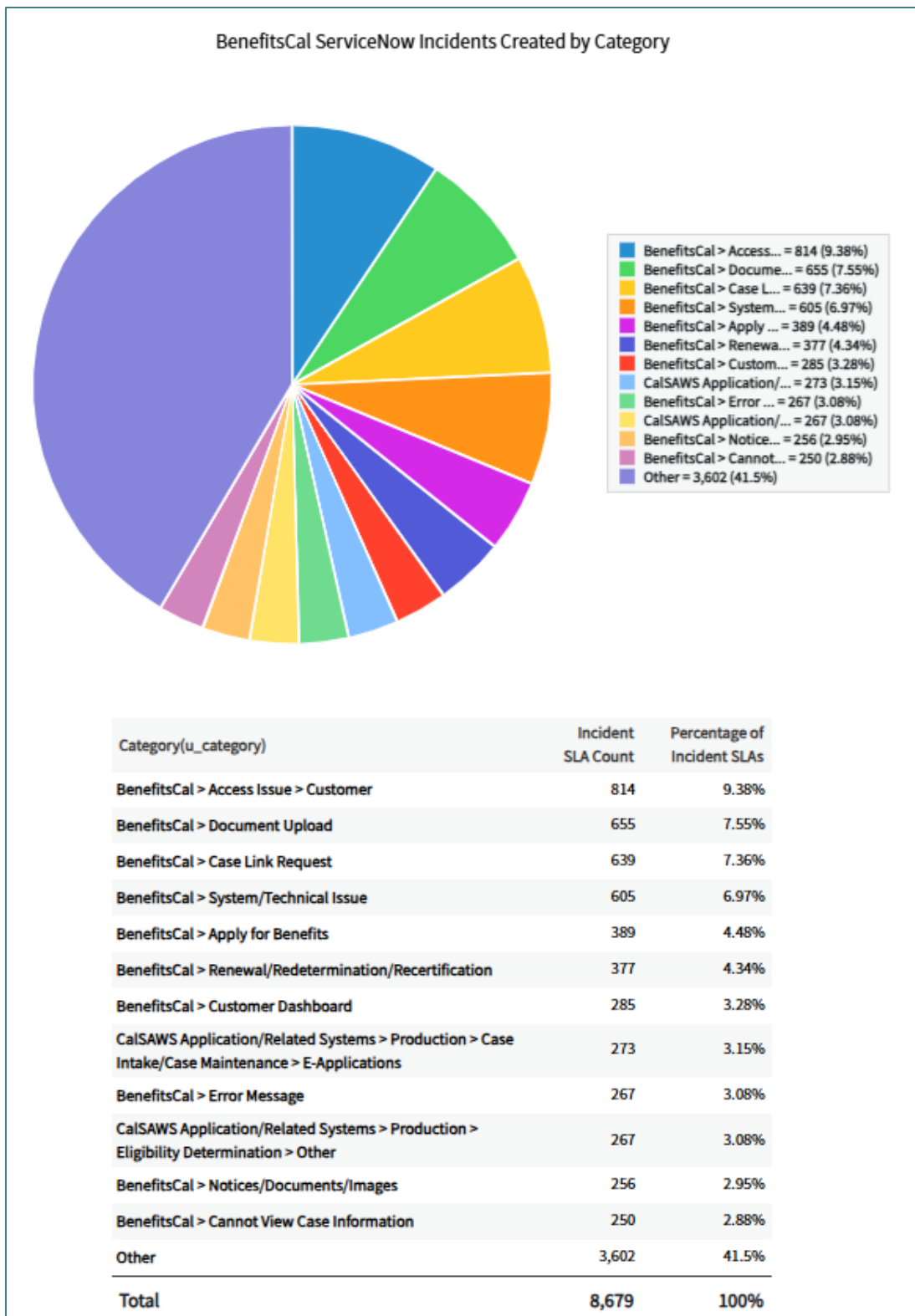


Figure 9: BenefitsCal ServiceNow Incidents Created by Category

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
01/29/26	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 26.01.29
01/30/26	10:00 pm – 2:00 am PST	CalSAWS Application Maintenance (Maintenance Mode)
01/30/26	10:00 pm – 12:00 am PST	Emergency BenefitsCal Production Deployment – 26.01.30
02/05/26	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 26.02.05
02/08/26	1:00 pm – 6:30 pm PST	CalSAWS Application Maintenance (Offline Mode)

Table 13: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
02/26/26	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 26.02.26

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.

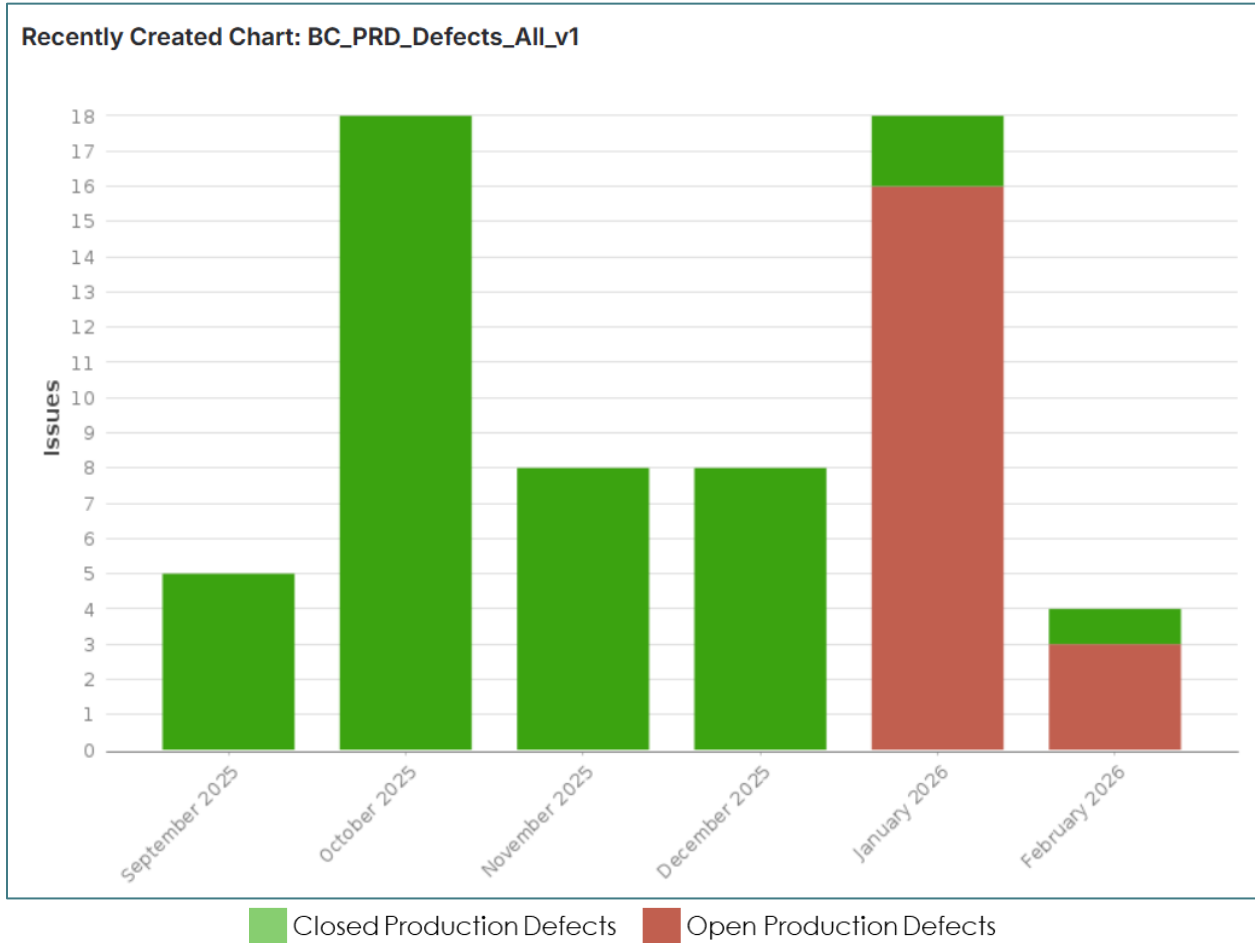


Figure 10: Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 26.02.26	RELEASE 26.03.26	RELEASE 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	16	5	1	22
New	0	0	0	0
In Progress	16	5	1	22
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	16	5	1	22

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**
 - Nine (9) enhancements and fourteen (14) defects were deployed with BenefitsCal Monthly Release 26.01.29 for User Error Handling, Exception Handling, and Application Summary.
- **BenefitsCal Priority Release**
 - One (1) defect was deployed with BenefitsCal Priority Release 26.02.05 for User Error Handling, Exception Handling, and Application Summary.
- **BenefitsCal Emergency Release**
 - One (1) defect was deployed with BenefitsCal Emergency Release 26.01.30 for User Error Handling, Exception Handling, and Application Summary.

Table 15: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	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.

4.2 Requirements and Design

- **Activities for the Reporting Period – Requirements and Design**
 - **Designs and Design Meetings**
 - ♦ Began design work for the March 2026 enhancements.
 - ♦ Attended the Project Milestone Meetings with the Consortium on 01/26/26 and 02/02/26.
 - ♦ Hosted the NA-1273 Discussion with CalSAWS on 01/26/26.
 - ♦ Hosted the BenefitsCal and CalSAWS M&E ABAWD Next Steps Discussion on 01/26/26.
 - ♦ Hosted the BenefitsCal and CalSAWS Follow-Up: ABAWD H.R.1 Meeting on 01/26/26.
 - ♦ Attended the DDI M&O Biweekly Meetings 01/27/26, 01/29/26, 02/03/26, and 02/05/26.
 - ♦ Attended Internal ABAWD Changes Discussion with CalSAWS on 01/27/26, 01/30/26, 02/03/26, and 02/06/26.
 - ♦ Attended CR-312739: H.R.1 – Adult Expansion 6-Month Redetermination – Design Session #7 (Virtual) on 01/27/26.
 - ♦ Hosted the BenefitsCal PM Standup Meetings with the Consortium on 01/28/26 and 02/04/26.
 - ♦ Attended Quick connect on ABAWD changes in CalSAWS and BenefitsCal with the Consortium on 01/28/26.

- ◆ Hosted the BenefitsCal and CalSAWS Connect – *Notices Behavior for Non-Primary Applicants* on 01/29/26.
- ◆ Hosted BenefitsCal and FIS Connect: Phase 2 and 3 Changes – Timeline and Next Steps on 01/29/26.
- ◆ Attended ABAWD implementation dates between CalSAWS and BenefitsCal; 377.11e form version update and Flag-on/off with the Consortium on 01/29/26.
- ◆ Attended Good Cause ABAWD Discussion with CalSAWS on 01/30/26.
- ◆ Attended CR 312739 - H.R.1 – Adult Expansion 6-Month Redetermination - Design Session #8 (Virtual) on 01/30/26.
- ◆ Attended the CF-377.11E and BenefitsCal Discussion with the Consortium and CDSS on 02/02/26.
- ◆ Hosted the BenefitsCal February Enhancements Hours Discussion with Consortium on 02/02/26.
- ◆ Hosted the UCD Comment Debrief – BenefitsCal and the Consortium on 02/02/26.
- ◆ Attended the CalSAWS H.R.1 ABAWD Workgroup Pre-Meeting with CalSAWS on 02/03/26.
- ◆ Attended the CalSAWS - Self-Service Portal Committee – 2026 Meeting Series on 02/03/26.
- ◆ Attended the TRUV Workgroup Pre-Meet with Consortium on 02/03/26.
- ◆ Hosted the UCD and CX Check-in with the Consortium on 02/03/26.
- ◆ Attended CR-312739: H.R.1 – Adult Expansion 6-Month Redetermination – Design Session #9 (Virtual) on 02/03/26.
- ◆ Hosted the ABAWD Workgroup Internal Prep Call on 02/03/26.
- ◆ Attended the CalSAWS H.R.1 CalFresh ABAWD Workgroup Meeting on 02/04/26.
- ◆ 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 #8 on 02/04/26.
- ◆ Attended the DHCS CalSAWS Touchpoint Meeting on 02/04/26.
- ◆ Attended the CalSAWS SCERFRA/SIRFRAs Weekly Status Review on 02/05/26.
- ◆ Attended the CA-224605: *CalSAWS/BenefitsCal – Automate NA 1273 (Electronic Notification Agreement)* Discussion on 02/05/26.
- ◆ Attended the Medi-Cal H.R.1 and BenefitsCal Discussion on 02/05/26.
- **Activities for the Next Reporting Period – Requirements and Design**
 - **Designs and Design Meetings**
 - ◆ Continue design work for the March 2026 enhancements.
 - ◆ Attend the Project Milestone meetings with the Consortium and CalSAWS on 02/09/26 and 02/16/26.
 - ◆ Attend CR-312739: *H.R.1 – Adult Expansion 6-Month Redetermination* – Design Session #10 (Virtual) on 02/09/26.
 - ◆ Host the BenefitsCal Pipeline Call – New Series with the Consortium on 02/09/26 and 02/19/26.
 - ◆ Host the DDI and M&O Biweekly meetings on 02/10/26, 02/12/26, 02/17/26, and 02/19/26.
 - ◆ Host the ABAWD Review Workgroup Session 2 on 02/10/26.

- ◆ Attend the Internal ABAWD Changes discussions on 02/10/26, 02/13/26, 02/17/26, and 02/20/26.
- ◆ Host the BenefitsCal PM Standup Meetings with the Consortium on 02/11/26 and 02/18/26.
- ◆ Attend the CalSAWS H.R.1 ABAWD Workgroup Pre-Meeting on 02/11/26.
- ◆ Host the UCD Monthly Mtg Prep Call with State Partners and Consortium on 02/11/26.
- ◆ Attend the CalSAWS H.R.1 CalFresh ABAWD Workgroup Meeting on 02/12/26.
- ◆ Host the TRUV Workgroup Milestone 1 on 02/12/26.
- ◆ Host the CalFresh Processing/Error Rate Improvement Session 3 on 02/18/26.
- ◆ Host the BenefitsCal: February 2026 UCD Monthly Meeting with Advocates and State Partners on 02/18/26.
- ◆ Attend the DHCS CalSAWS Touchpoint Meeting on 02/18/26.

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 January Always on survey data.

● User Engagement

- ◆ Conducted county worker sessions for Help Center.
- ◆ Started synthesis for county worker sessions.
- ◆ Finalized materials and scheduling for advocate and state partner workshop.
- ◆ Finalized synthesis for customer sessions for Help Center.
- ◆ Finalized discussion guide for Truv customer sessions.

● Enhancements

- ◆ Finalized designs for *CSPM-81865: Case Options Dropdown with Details*.
- ◆ Finalized designs for *CSPM-80930: Retroactive Medi-Cal Reduced Timeframes*.
- ◆ Finalized designs for *CSPM-82552: Update Routing for ABCDM228 Document Type Additional ABAWD Changes Requested by CDSS*.
- ◆ Continued designs for *Digitize NA-1273*.
- ◆ Continued designs for *Appointments Alignment Partner Support*.
- ◆ Started designs for *Additional ABAWD Changes Requested by CDSS*.

● Advocate Engagement

- ◆ Started drafting responses to January UCD monthly meeting comment log.

■ 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 February Always on survey data.

- Enhancements
 - Finalize designs for *Digitize NA-1273*.
 - Finalize designs for *Appointments Alignment Partner Support*.
 - Finalize designs for *Additional ABAWD Changes Requested by CDSS*.
 - Start context setting and impact analysis on *CSPM-80929: H.R. 1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group*.
- **User Engagement**
 - ◆ Conduct combined advocate and state partner workshop for Help Center.
 - ◆ Continue synthesis for county worker sessions.
 - ◆ Share the customer session synthesis in the February UCD monthly meeting.
 - ◆ Conduct customer sessions for Truv.
- **Advocate Engagement**
 - ◆ Conduct combined advocate and state partner workshop for Help Center research.
 - ◆ Share out comment log responses for January UCD monthly meeting.
 - ◆ Conduct Truv workgroup session 1.

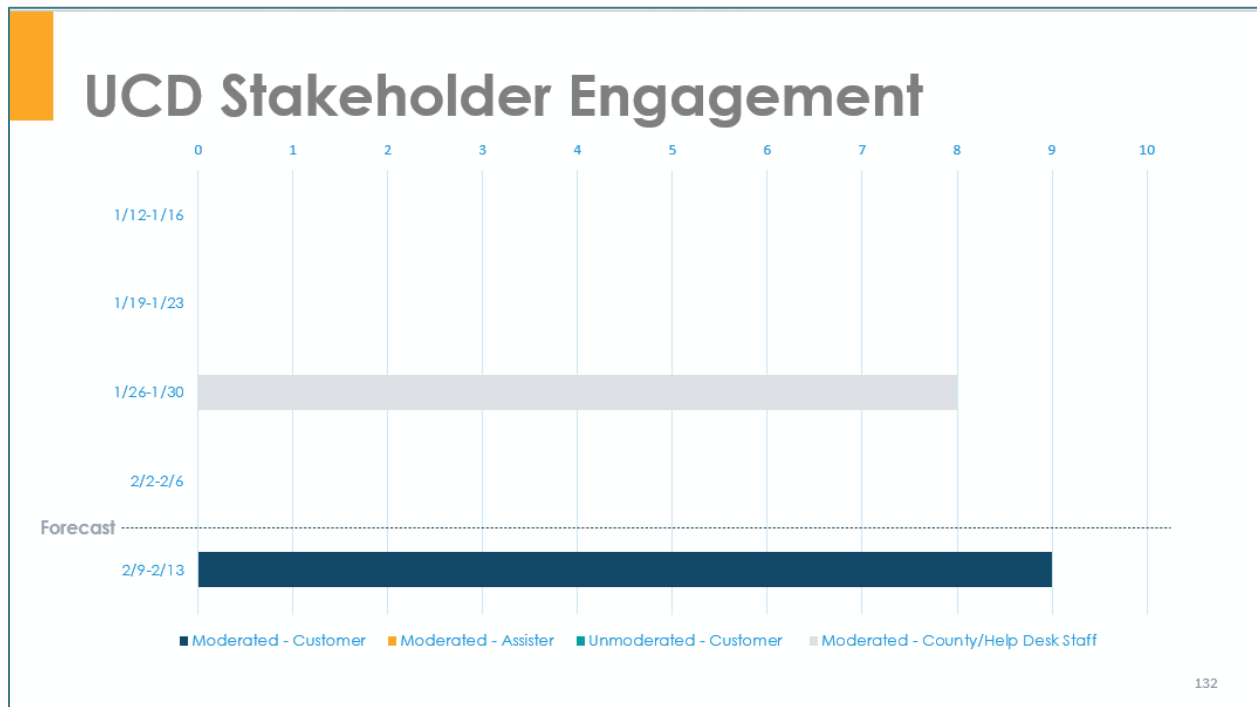


Figure 11: UCD Stakeholder Engagement

4.4 Development

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

Table 16: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 02/06/26	ACTUAL FOR WEEK ENDING 02/06/26	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 26.01.29	3	3	6	Release 26.02.26 is planned for deployment on 02/26/26.

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

Table 17: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 02/20/26	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 26.02.26	6	6	3	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.
 - ♦ Defects and Enhancements for Release 26.02.05 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 and 26.02.05
- **Activities for the Next Reporting Period – User Acceptance Test Planning**
 - **UAT Test Execution**
 - ♦ Defects for Release 26.02.26 will be validated.

- **Test Support**
 - ♦ Clarification and Support will be provided to the QA/Consortium/Independent Test Teams for defects tagged to Release 26.02.26.

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.
 - **Release 26.01.30– January Emergency Release**
 - ♦ Validated tickets tagged to the January Monthly Release – 26.01.30.
 - **Release 26.02.05– February Priority Release**
 - ♦ Validated tickets tagged to the February Priority Release – 26.02.05.

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.
 - **Release 26.01.30– January Emergency Release**
 - ♦ Validated tickets tagged to the January Monthly Release – 26.01.30.
 - **Release 26.02.05– February Priority Release**
 - ♦ Validated tickets tagged to the February Priority Release – 26.02.05.

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), TWIM along with Appointments, Administrative, Time Clock, ROI and SSA not enabled,

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
						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 26.02.22 – February Monthly Release**

- The BenefitsCal February performance testing scope includes four (4) enhancements and fifteen (15) defects: *CSPM-82245: Update the BenefitsCal Admin Module to Include Chatbot Income Limits*, *CSPM-82822: Technical: Storage of GCF (GetCalFresh) Referral Code*, *CSPM-82294: Technical: Auto-Refresh the BenefitsCal System for Users when Production Deployments Occur*, *CSPM-82296: Refresh the Health Rep Inquiry and Documents for Verifications Pages in BenefitsCal*, *CSPM-82783*, *CSPM-82784*, *CSPM-82785*, *CSPM-82786*, *CSPM-82787*, *CSPM-82788*, *CSPM-82789*, *CSPM-82790*, *CSPM-82792*, *CSPM-82793*, *CSPM-82794* *CSPM-82825*, *CSPM-82826*, *CSPM-82827*, and *CSPM-82880* 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	01/28/26	02/20/26	Release 26.02.22 February Monthly	<p>Scope: Four (4) enhancement and fifteen (15) defects in scope.</p> <p>Executions: BenefitsCal isolated Load tests with mock services.</p> <ul style="list-style-type: none"> ▪ Thursday, February 19 ▪ Friday, February 20 	25%

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 02/06/26.

- [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 SSO for BenefitsCal users, as needed.