

CalSAWS

California Statewide Automated Welfare System



Biweekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: February 9, 2026 – February 22, 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.
February Enhancements (February Monthly Release 26.02.26)	<ul style="list-style-type: none"> ▪ Eight (8) enhancements are scheduled for Production Deployment on 02/26/26: <ul style="list-style-type: none"> • <i>Four (4) Production Priority Enhancements:</i> <ul style="list-style-type: none"> • <i>CSPM-82297: Update the Password Complexity Validation Message During Account Creation to Help Visually-Impaired Users</i> • <i>CSPM-82296: Refresh the Health Rep Inquiry and Documents for Verifications Pages in BenefitsCal</i> • <i>CSPM-82245: Update the BenefitsCal Admin Module to Include Chatbot Income Limits</i> • <i>CSPM-81926: Update L.A. County CF ES pop-up screen to accommodate new hours of operation for the Call Center</i> ▪ Two (2) Partner Support Enhancements: <ul style="list-style-type: none"> • <i>CSPM-83075: Test Only: FIS Regression Testing Support for February 2026 Release</i> • <i>CSPM-82672: One Time Reports for Online Fraudulent CF and CW Applications.</i> ▪ Two (2) Technical Enhancements: <ul style="list-style-type: none"> • <i>CSPM-82822: Technical: Storage of GetCalFresh (GCF) Referral Code</i> • <i>CSPM-82294: Technical: Auto-Refresh the BenefitsCal System for Users when Production Deployments Occur</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. • Finalized January Always on survey data. ▪ User Engagement <ul style="list-style-type: none"> • Continued synthesis for county worker sessions. • Conducted advocate and state partner workshop. • Started synthesis for advocate and state partner workshop. • Shared out synthesis for customer sessions for Help Center in February UCD Monthly meeting. • Conducted Truv customer sessions. • Started synthesis for Truv customer sessions. ▪ Enhancements <ul style="list-style-type: none"> • Finalized designs for <i>Digitize NA-1273</i>. • Finalized designs for <i>Appointments Alignment Partner Support</i>. • Finalized designs for <i>Additional ABAWD Changes Requested by CDSS</i>. • Started analysis on <i>CSPM-66458: CM Browser Back Button</i>. • Continued context setting and impact analysis on <i>CSPM-80929: HR1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group</i>. ▪ Advocate Engagement <ul style="list-style-type: none"> • Shared out comment log responses for January UCD Monthly meeting. • Conducted Truv Workgroup session 1. • Conducted February UCD Monthly meeting.
Transition-Out	<ul style="list-style-type: none"> ▪ Access Requests & Shared Documents <ul style="list-style-type: none"> • Completed 23 of 40 document requests. Document requests in progress. • Application Access Request – Jira completed, Bitbucket in progress, targeting Monday, February 23 completion. ▪ Provided KT Support <ul style="list-style-type: none"> • KT Completed – Four (4) sessions (Security & SCERFRA/SIRFRA) • KT Committed & Scheduled – 16 sessions (SCR & Security)

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP 24.34	CX Bimonthly Report (Dec/Jan 2026)	On Time	Final submission on 03/05/26

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP 25.49	Monthly M&O Report – February 2026	On Time	Final submission on 03/06/26
WP 28.46	BenefitsCal Work Plan Monthly Updates – February 2026	On Time	Final submission on 03/06/26

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-five (35) active Production defects.
Incidents	On Time	There are seven (7) 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:**
 - DWP 24.34: CX Bimonthly Report (Dec/Jan 2026) on 02/19/26.
- **Deliverable and Work Product submissions for the next reporting period:**
 - FWP 25.49: Monthly M&O Report – February 2026 on 03/06/26.
 - FWP 28.46: BenefitsCal Work Plan Monthly Updates – February 2026 on 03/06/26.
 - FWP 24.34: CX Bimonthly Report (Dec/Jan 2026) on 03/06/26.

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
None.					

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

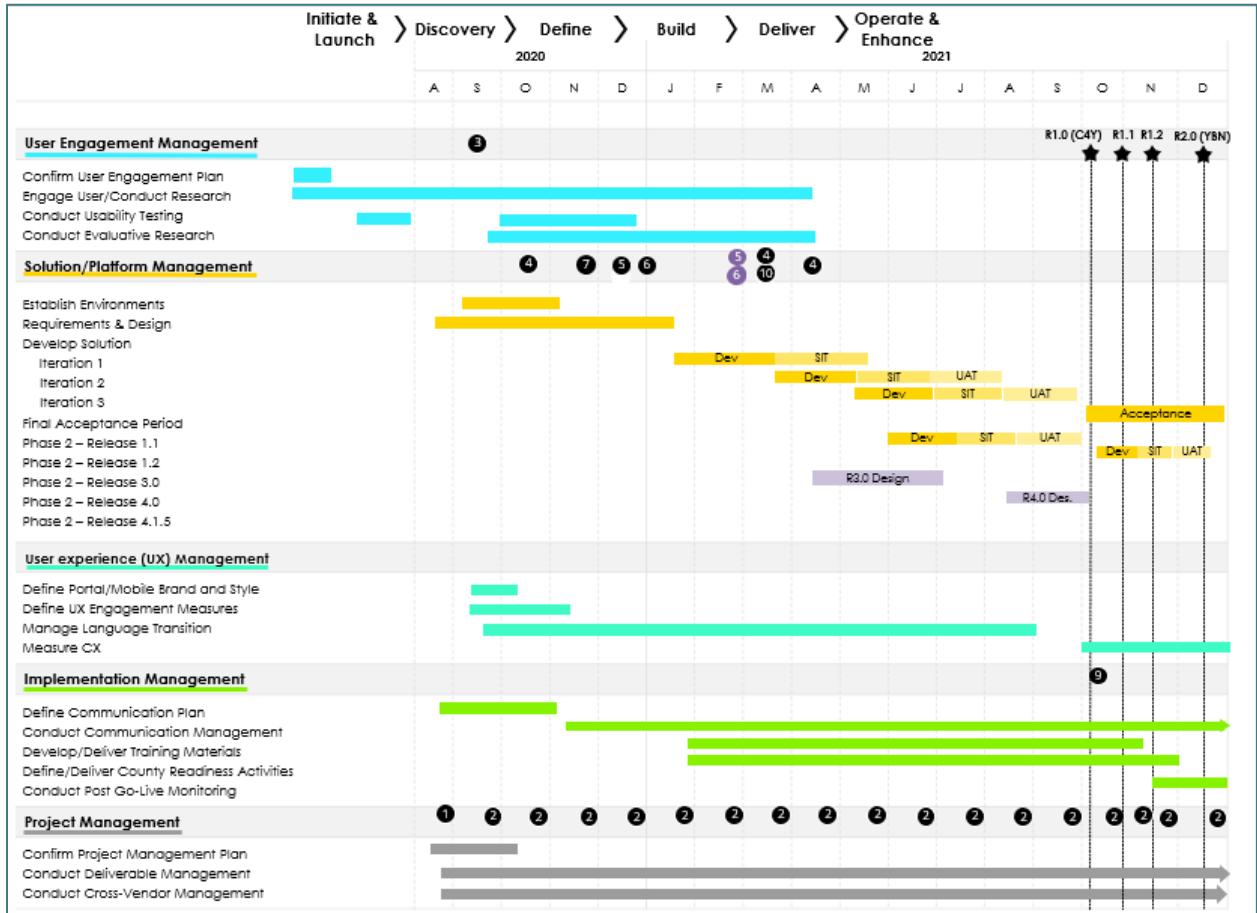
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

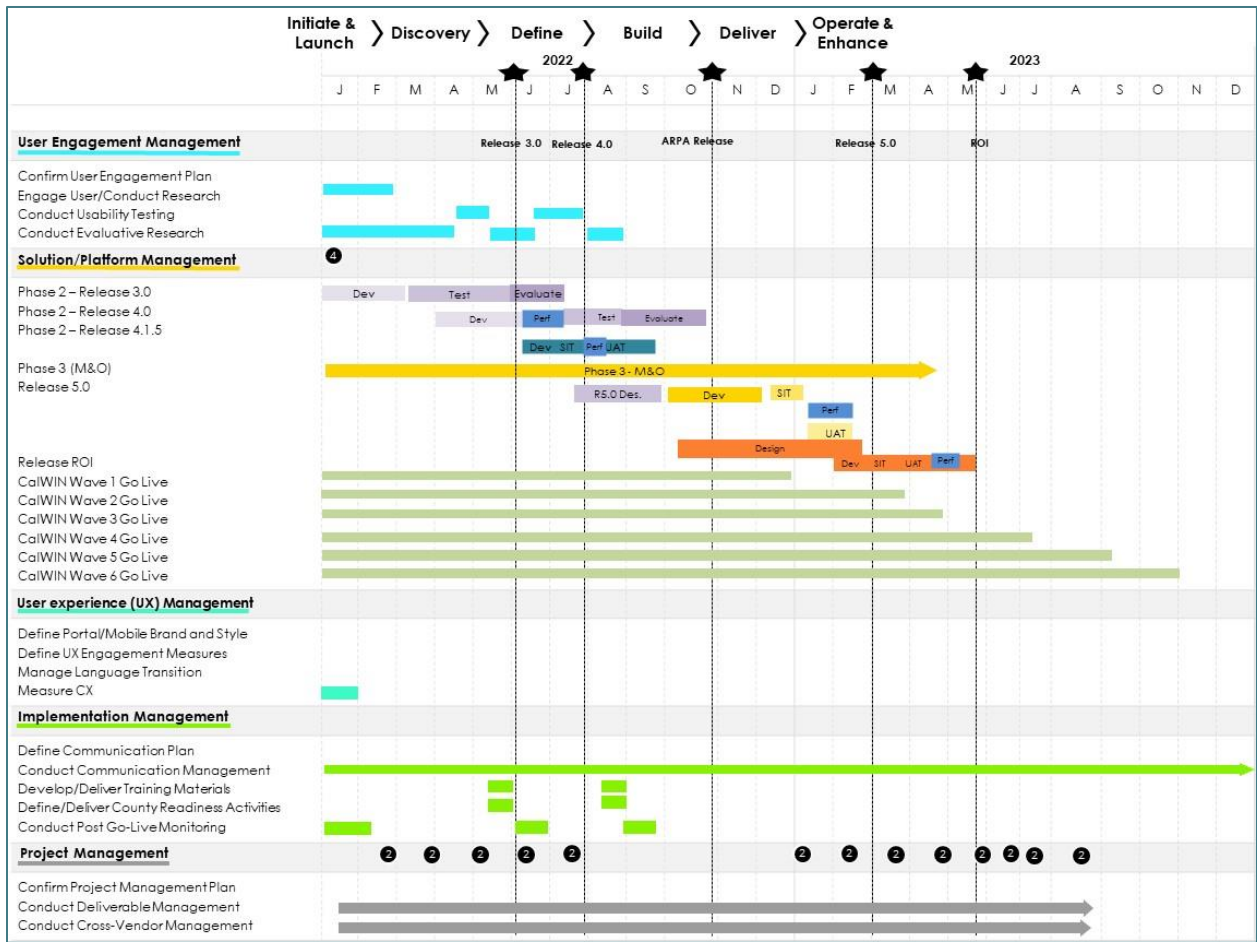
Table 8: Project Issues

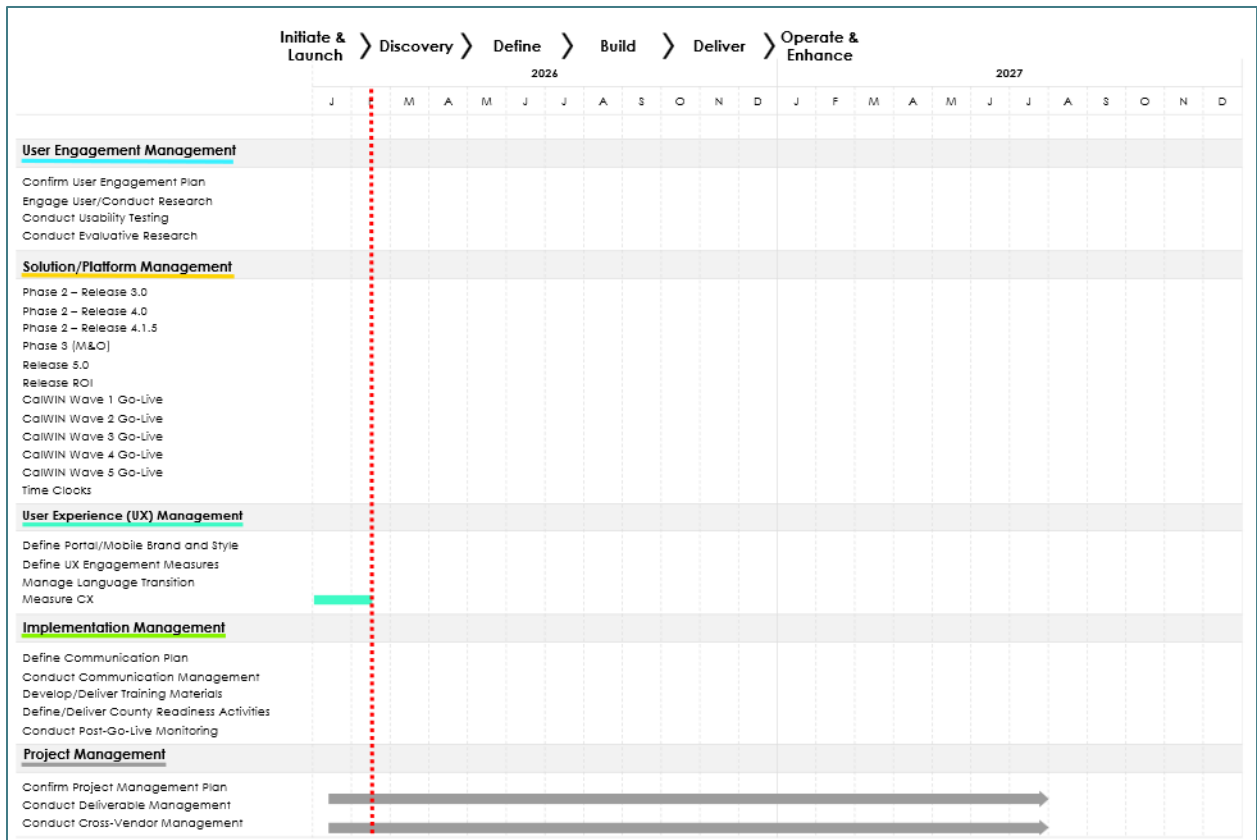
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
None.					

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

- **New/Assigned**
 - CSPM-83114: SCERFRA 26-903 – CalWORKs: Unrelated Adult Male (SB 1030)
 - CSPM-83113: SCERFRA 26-902 – Remove CalWORKs 100 Hour Rule Deprivation (AB 1755)
 - CSPM-83112: SCERFRA 26-901 – AB 1049 – California Food Assistance Program: Sponsor Deeming Rules
- **Reopened**
 - CSPM-81507: SCERFRA 25-525 – BenefitsCal Income Verification Service
- **Completed**
 - CSPM-82964: SCERFRA 26-502 – Notice of Denial or Pending Status (CF 377.1A) Revision
 - CSPM-82997: SCERFRA 26-900 – AB 1655 - CalWORKs: Temporary Absence: Immigration Detention

1.10 Deviation from Plan/Adjustments

- None for the reporting period.

1.11 Transition-Out

The figure below provides a summary of the transition-out progress with the incoming contractor, highlighting transition sessions, access and document requests, and risks and issues.

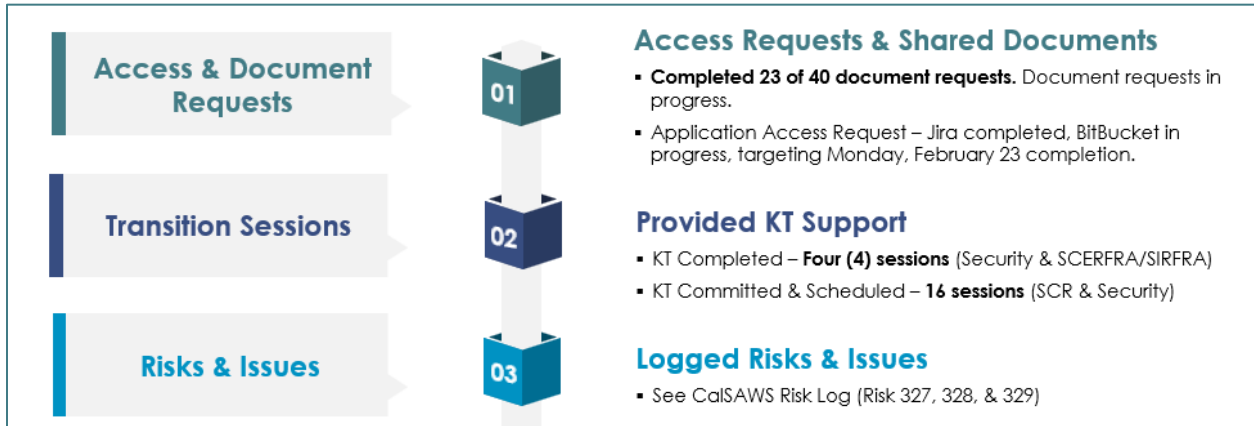


Figure 1: Transition-Out Status Summary

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**
 - 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 thirty-eight (38) incidents in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged three hundred seventy-six (376) incidents in the biweekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created zero (0) 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.

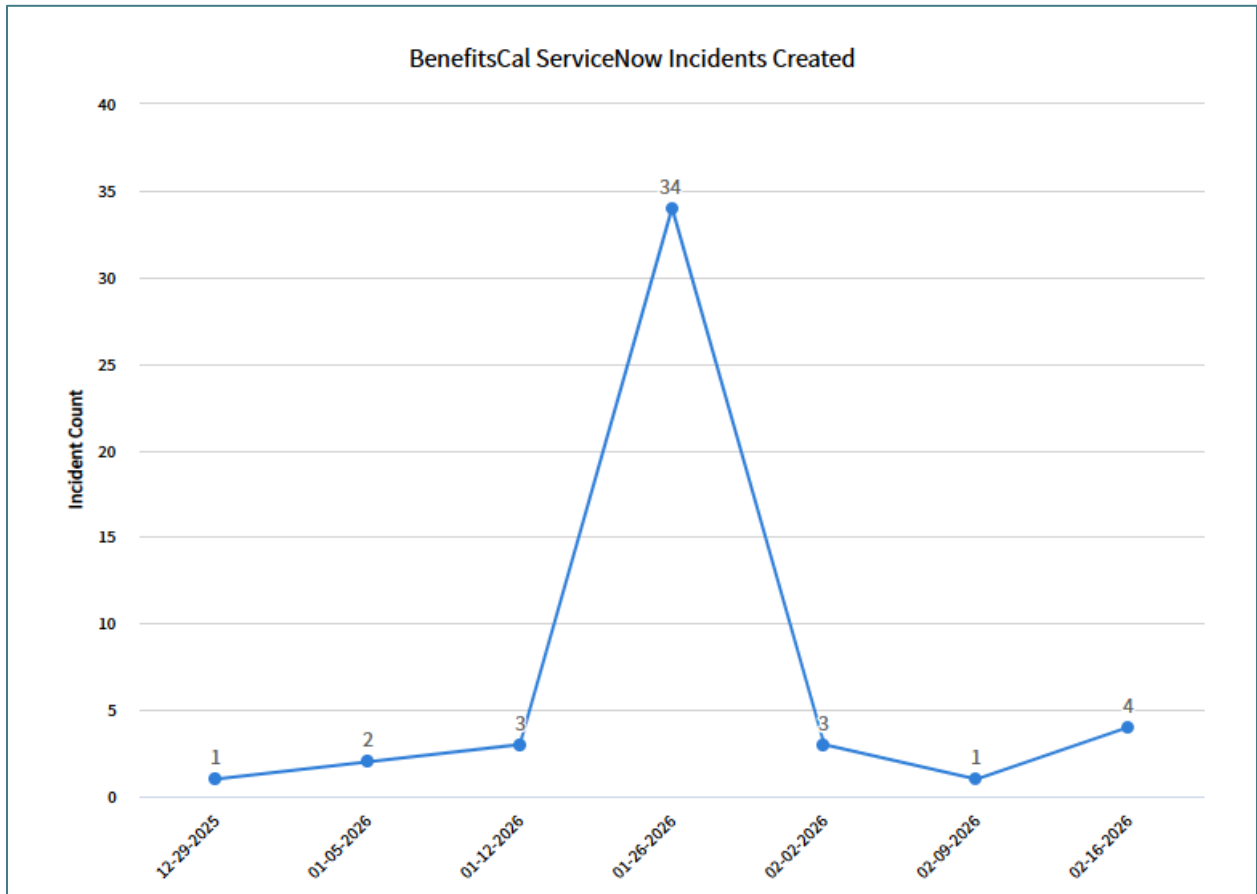


Figure 2: BenefitsCal ServiceNow Incidents Created

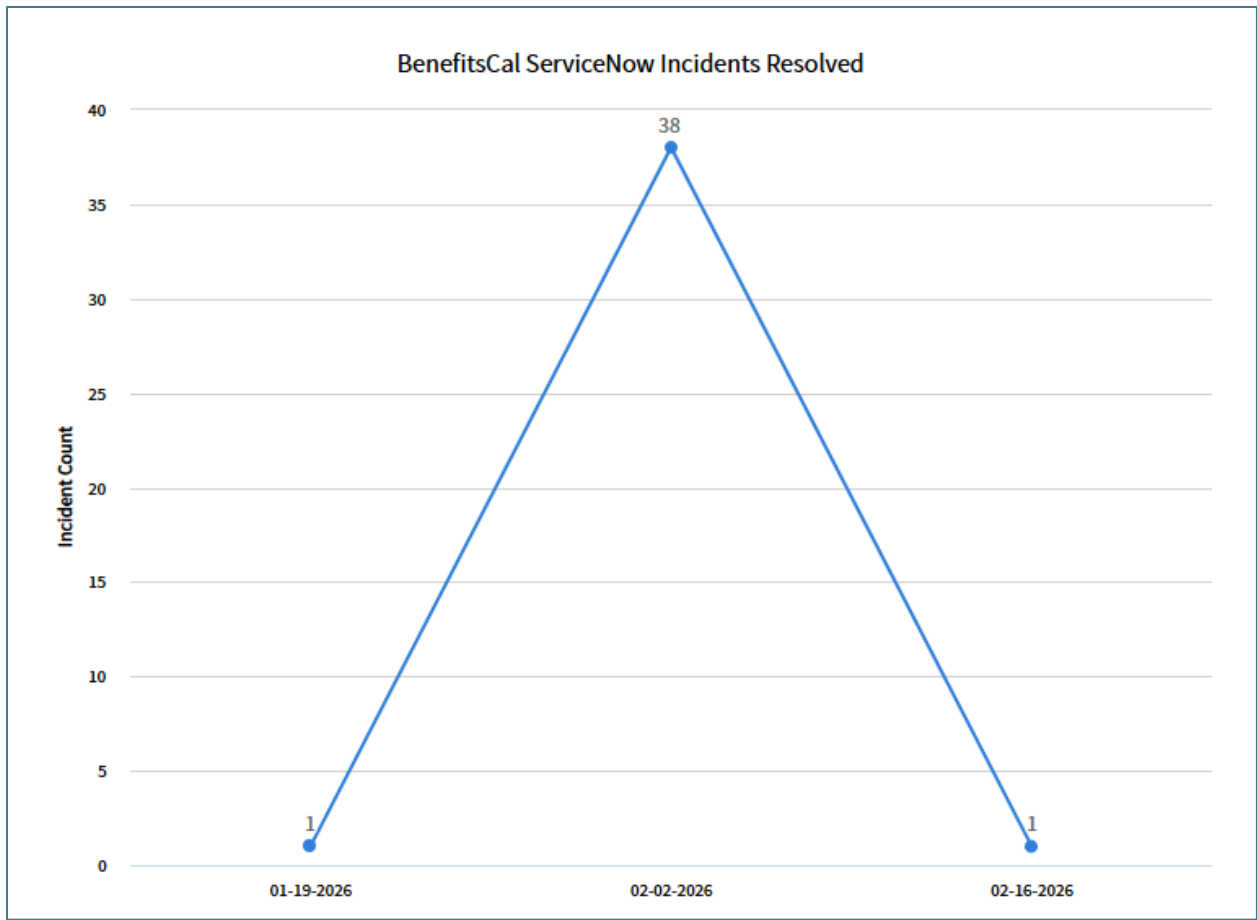


Figure 3: BenefitsCal ServiceNow Incidents Resolved

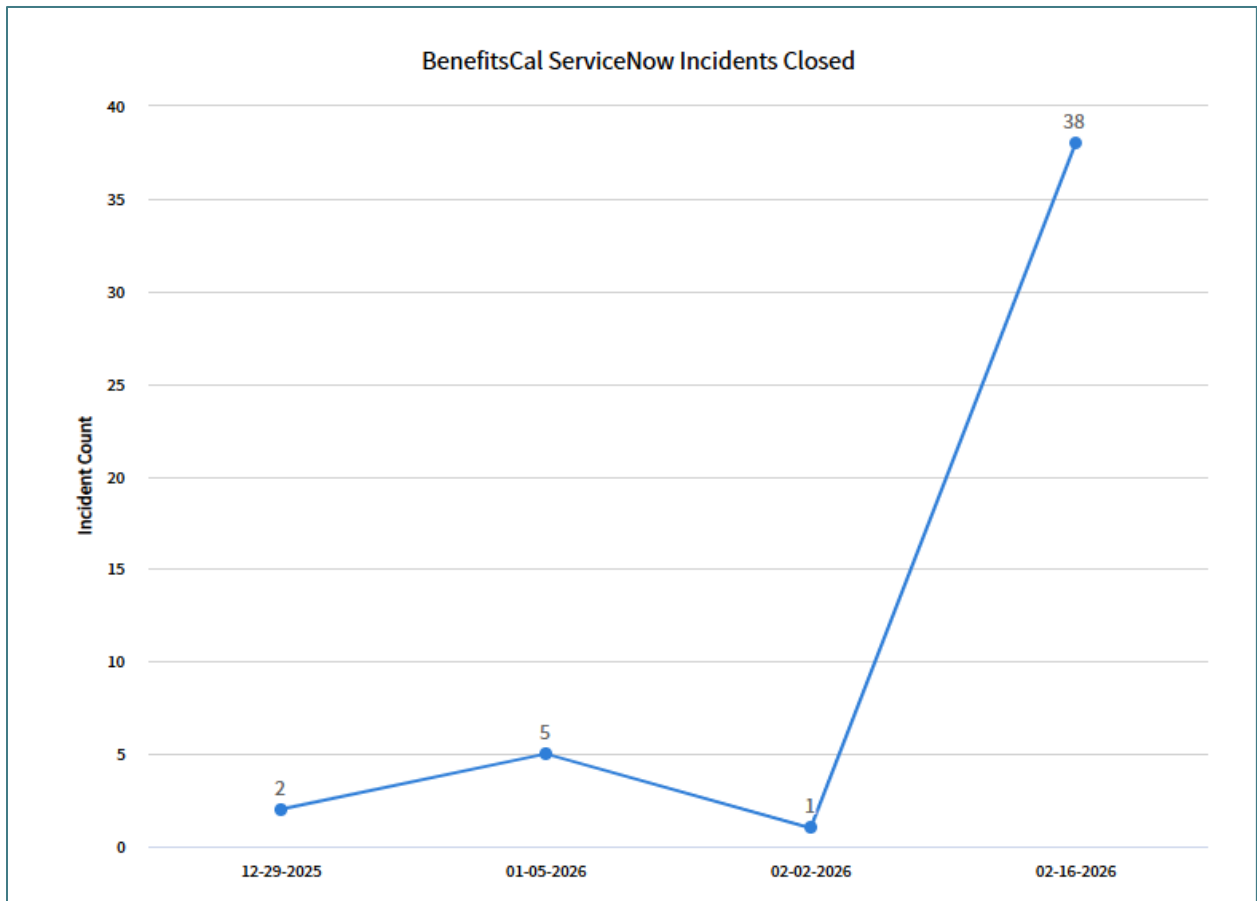


Figure 4: BenefitsCal ServiceNow Incidents Closed

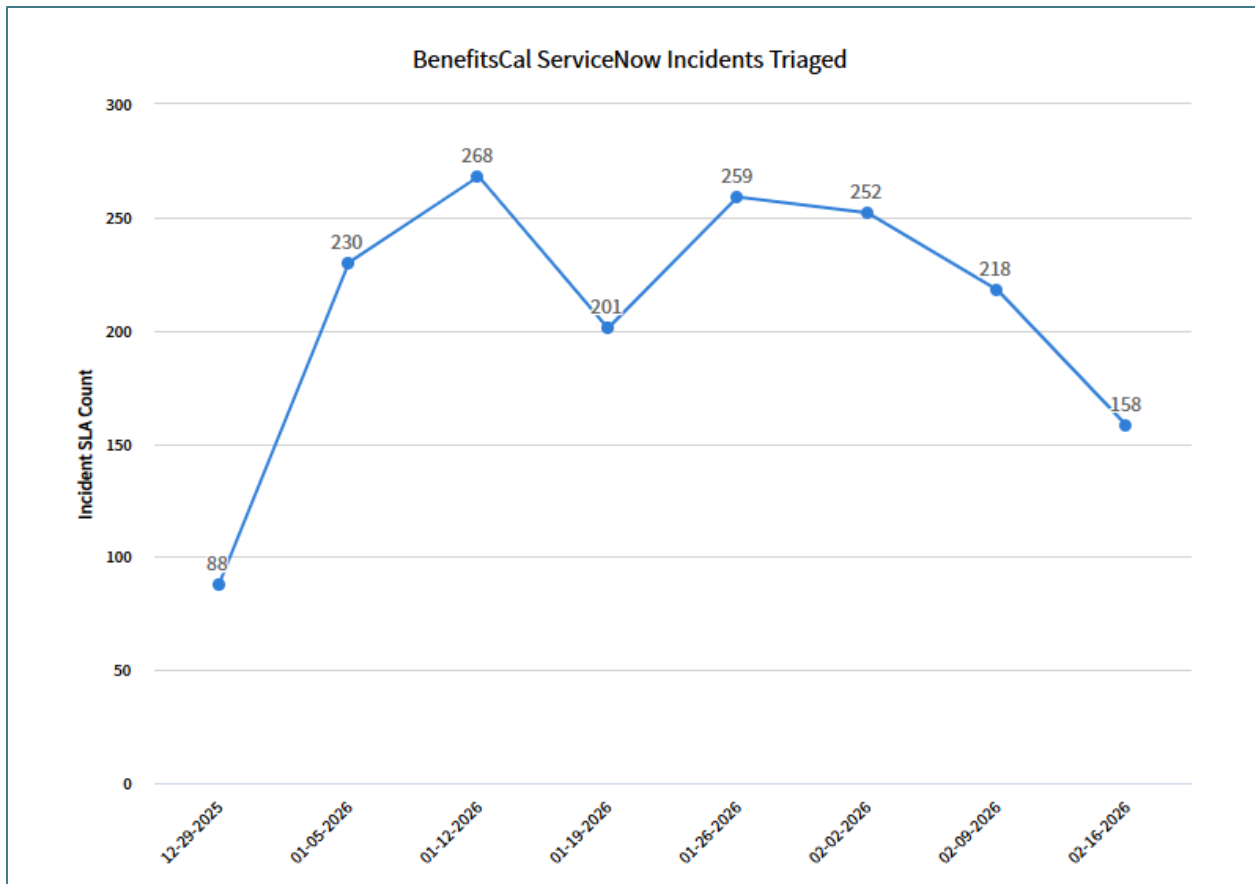


Figure 5: BenefitsCal ServiceNow Incidents Triaged

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.

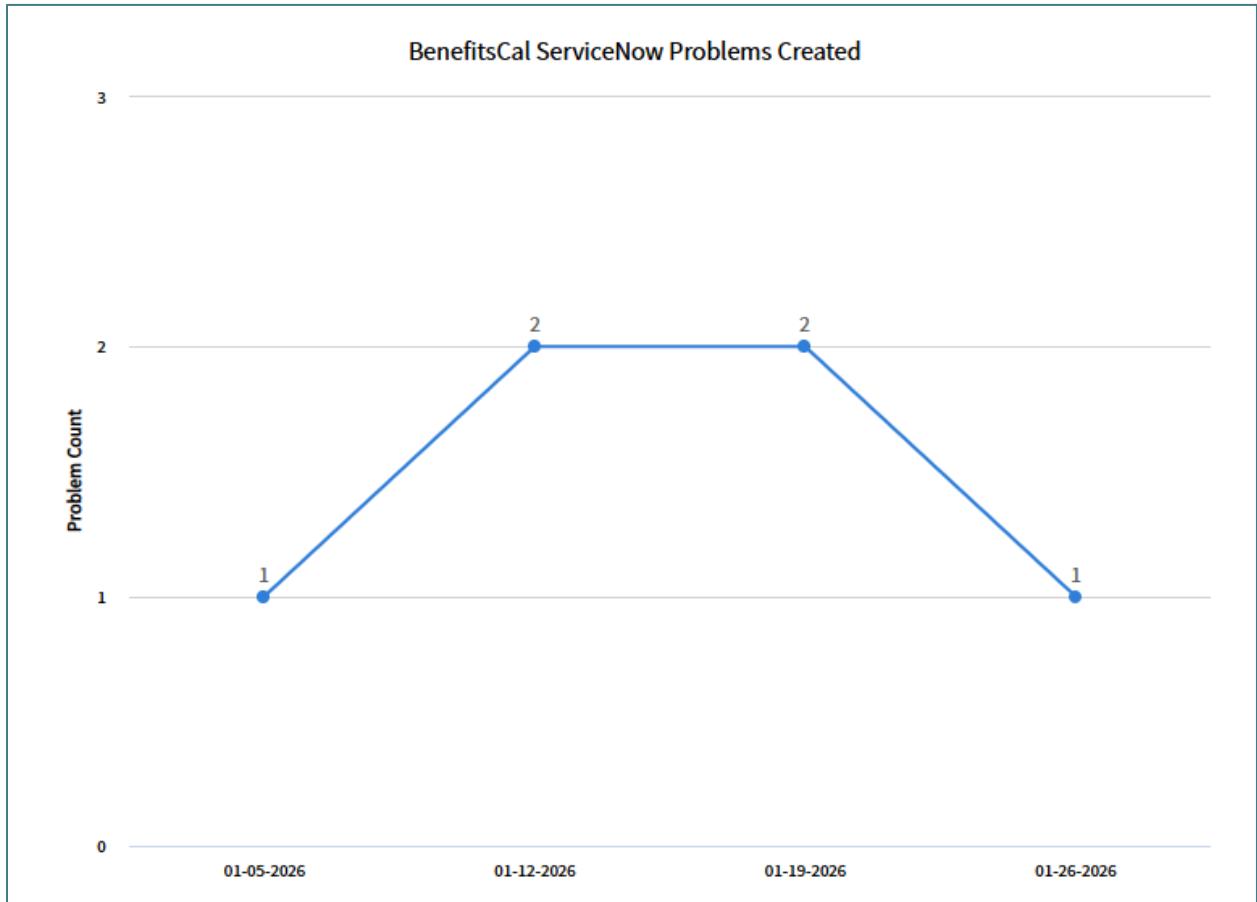


Figure 6: BenefitsCal ServiceNow Problems Created

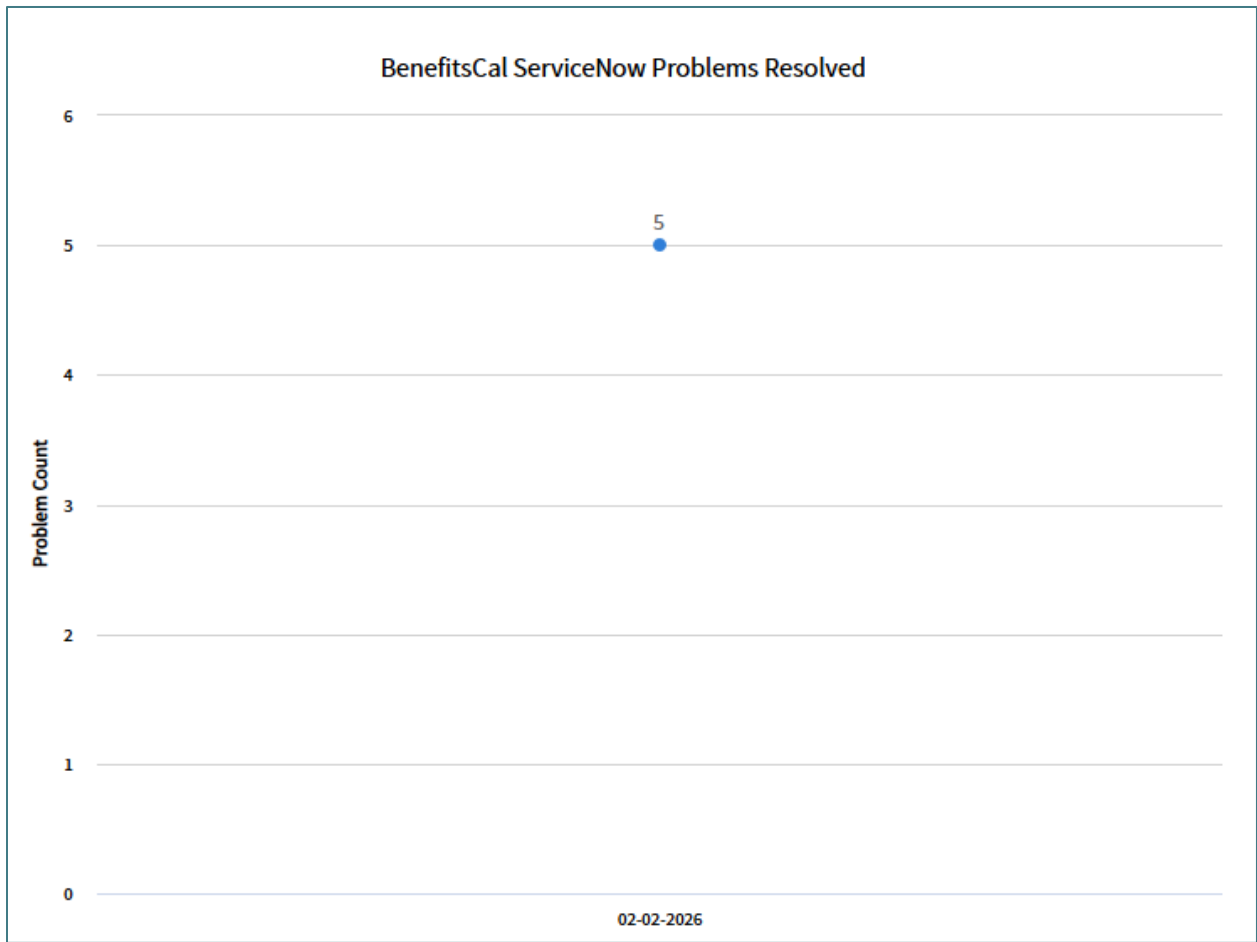


Figure 7: BenefitsCal ServiceNow Problems Resolved

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

BenefitsCal ServiceNow Incidents by State and Age

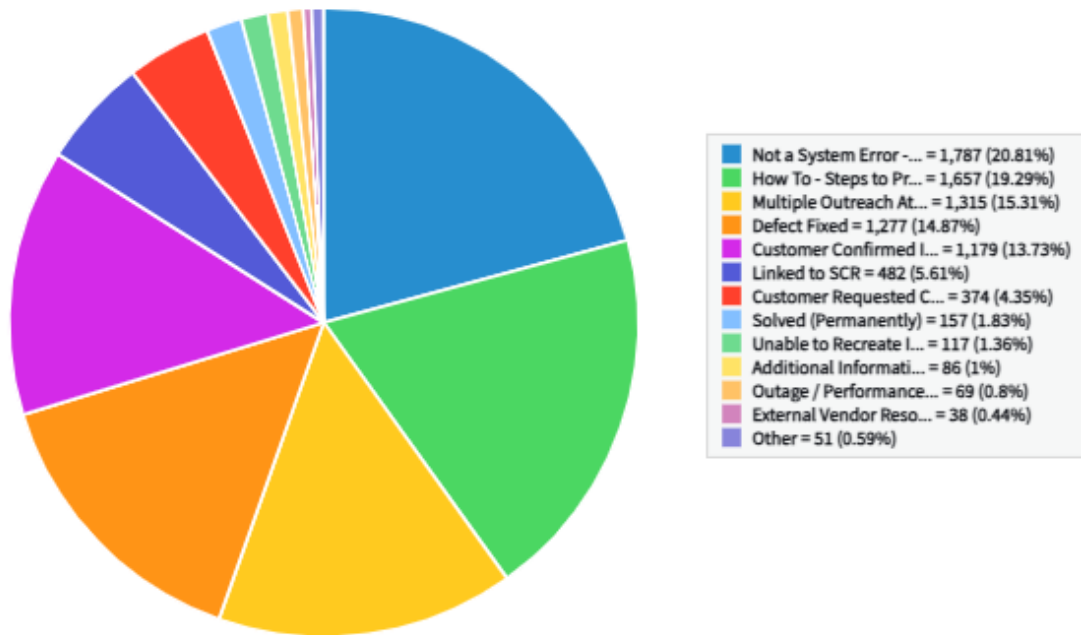
	Aging Category	1-5 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
State								
New		2	0	0	0	0	0	2
On Hold		1	1	2	1	0	0	5
Resolved		0	0	1	0	0	0	1
Closed		0	81	558	193	158	4	994
Count		3	82	561	194	158	4	1,002

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 8: BenefitsCal ServiceNow Incidents by State and Age

BenefitsCal ServiceNow Incidents by Resolution Code



Resolution code	Incident SLA Count	Percentage of Incident SLAs
Not a System Error - With Explanation	1,787	20.81%
How To - Steps to Proceed Provided	1,657	19.29%
Multiple Outreach Attempts - No Response	1,315	15.31%
Defect Fixed	1,277	14.87%
Customer Confirmed Issue is Resolved	1,179	13.73%
Linked to SCR	482	5.61%
Customer Requested Closure	374	4.35%
Solved (Permanently)	157	1.83%
Unable to Recreate Issue	117	1.36%
Additional Information Needed	86	1%
Outage / Performance Degradation	69	0.8%
External Vendor Resolved	38	0.44%
Other	51	0.59%
Total	8,589	100%

Figure 9: BenefitsCal ServiceNow Incidents by Resolution Code

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

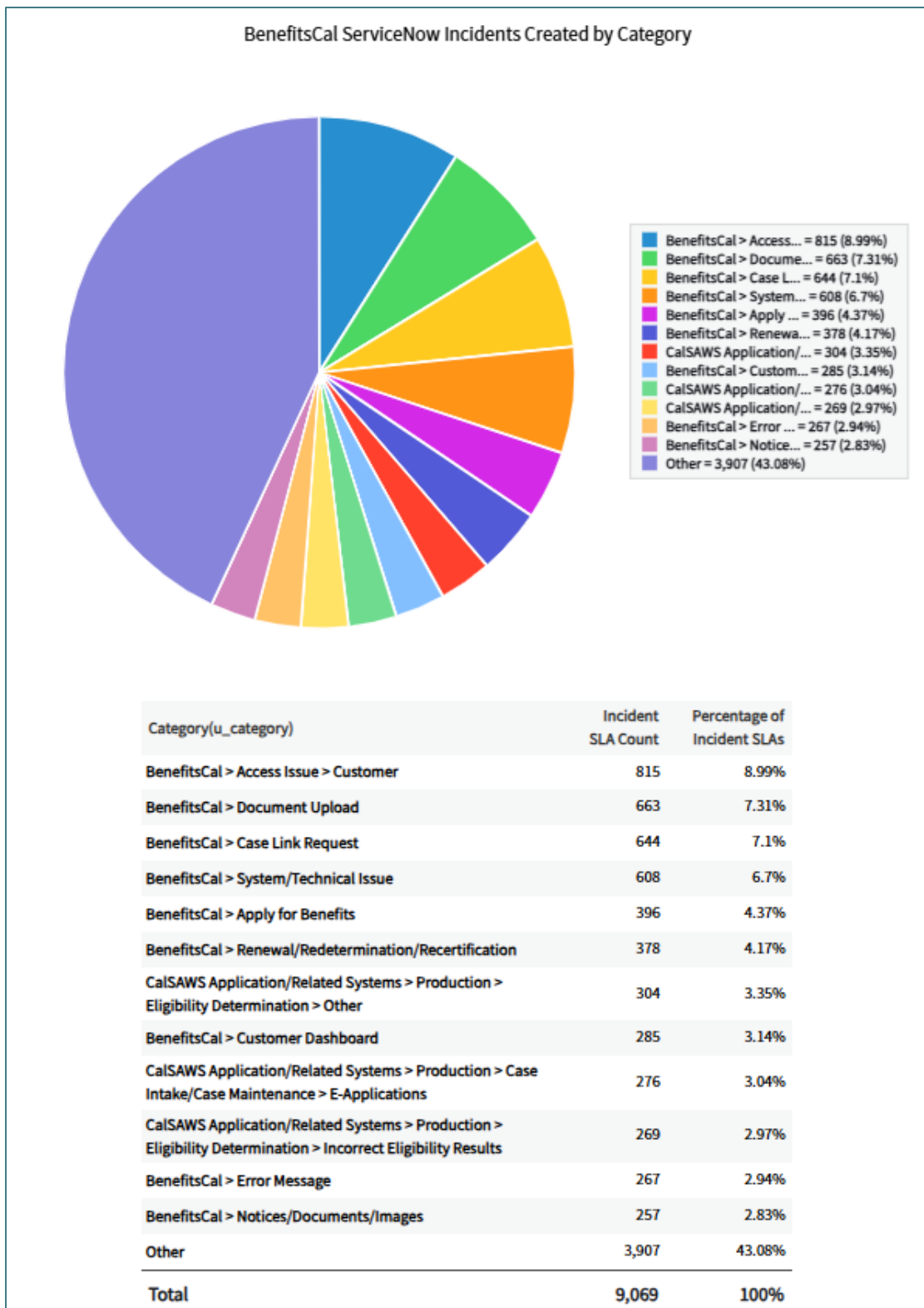


Figure 10: BenefitsCal ServiceNow Incidents Created by Category

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
02/20/26	10:00 pm – 1:00 am PST	Hyland Maintenance (Holding Document Queues)
02/22/26	6:00 am – 10:00 am 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.

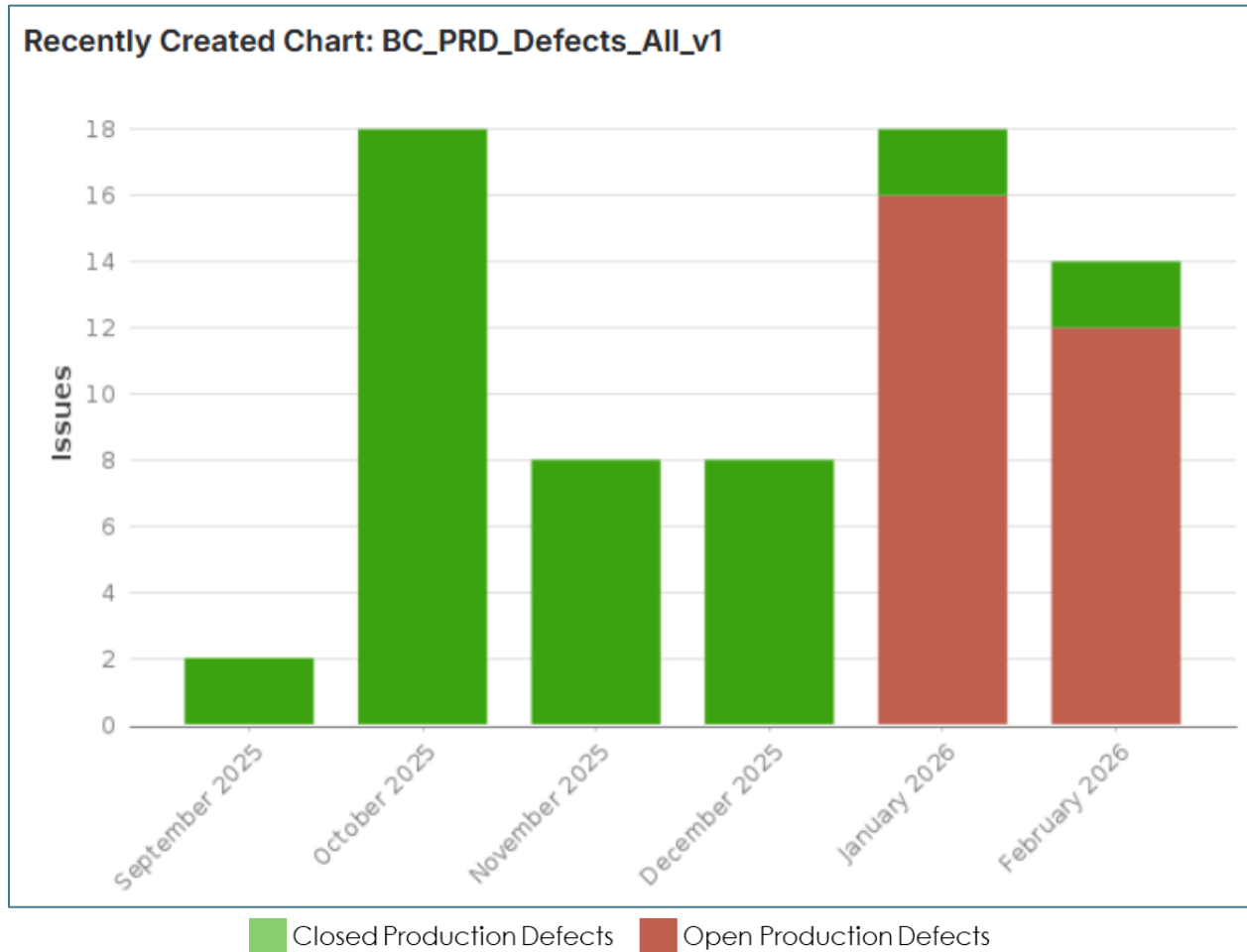


Figure 11: Production Defects Backlog Monthly Trend

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 26.04.30	RELEASE TBD	TOTAL
1-HIGH	0	0	0	0	0
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
2-NORMAL/MEDIUM	0	0	0	0	0
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
3-NORMAL/LOW	17	13	1	4	35
New	0	0	0	0	0
In Progress	17	13	1	4	35
Closed	0	0	0	0	0
4-COSMETIC	0	0	0	0	0
New	0	0	0	0	0
In Progress	0	0	0	0	0
Closed	0	0	0	0	0
TOTAL	17	13	1	4	35

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**
 - None for the reporting period.
- **BenefitsCal Priority Release**
 - None for the reporting period.
- **BenefitsCal Emergency Release**
 - None for the reporting period.

Table 15: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
26.02.26 – Monthly	02/26/26	Six (6) enhancements and seventeen (17) 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 March 2026 enhancements.
 - ♦ Attended CR-312739: *H.R.1 – Adult Expansion 6-Month Redetermination – Design Session #10 (Virtual)* on 02/09/26.
 - ♦ Attended CR 306643 – State Budget Change - Phase 1: Implementation of state funded aid codes for monthly premiums for individuals with Unsatisfactory Immigration Status - Design Session #8 on 02/09/26.
 - ♦ Hosted the BenefitsCal Pipeline Call – New Series with the Consortium on 02/09/26 and 02/19/26.
 - ♦ Hosted the DDI and M&O Biweekly meetings on 02/10/26, 02/12/26, 02/17/26, and 02/19/26.
 - ♦ Hosted the ABAWD Review Workgroup Session 2 on 02/10/26.
 - ♦ Attended the Internal ABAWD Changes discussions on 02/10/26, 02/13/26, 02/17/26, and 02/20/26.
 - ♦ Hosted the BenefitsCal PM Standup Meetings with the Consortium on 02/11/26 and 02/18/26.
 - ♦ Attended the CalSAWS H.R.1 ABAWD Workgroup Pre-Meeting on 02/11/26.
 - ♦ Hosted the UCD Monthly Mtg Prep Call with State Partners and Consortium on 02/11/26.
 - ♦ Attended ABAWD Workgroup debrief and next steps on 02/11/26.
 - ♦ Attended Impact of CA-256584 on BenefitsCal Completed Forms on 02/11/26.
 - ♦ Hosted the TRUV Workgroup Milestone 1 on 02/12/26.

- ♦ Attended CR 312739 - H.R.1 – Adult Expansion 6-Month Redetermination - Design Session #11 (Virtual) on 02/13/26.
 - ♦ Hosted BC + CalSAWS - HR 1 Medi-Cal Changes on 02/16/26.
 - ♦ Attended BenefitsCal HR SCRs on 02/17/26.
 - ♦ Attended Notices API BenefitsCal Discussion on 02/18/26.
 - ♦ Attended CalSAWS HR1 CalFresh ABAWD Workgroup Meeting on 02/18/26.
 - ♦ Hosted the CalFresh Processing/Error Rate Improvement Session 3 on 02/18/26.
 - ♦ Hosted the BenefitsCal: February 2026 UCD Monthly Meeting with Advocates and State Partners on 02/18/26.
 - ♦ Attended the DHCS CalSAWS Touchpoint Meeting on 02/18/26.
 - ♦ Attended Turn Off ABAWD Functionality When Counties Lose Waiver on 02/18/26.
 - ♦ Attended CA-232812 Update E-app Summary Timeline Sync on 02/19/26.
 - ♦ Attended CR-306643 – State Budget Change – Phase 1: Implementation of state funded aid codes for monthly premiums for individuals with Unsatisfactory Immigration Status – Design Session #10 on 02/19/26.
 - ♦ Hosted ABAWD Workgroup Internal Prep Call on 02/19/26.
- **Activities for the Next Reporting Period – Requirements and Design**
 - **Designs and Design Meetings**
 - ♦ Finalize design work for the March 2026 enhancements.
 - ♦ Begin design work for the April 2026 enhancements.
 - ♦ Attend the Project Milestone meetings with the Consortium and CalSAWS on 02/23/26 and 03/02/26.
 - ♦ Host the DDI and M&O Biweekly meetings on 02/24/26, 02/26/26, 03/03/26, and 03/05/26.
 - ♦ Attend the Internal ABAWD Changes discussions on 02/24/26, 02/27/26, 03/03/26, and 03/06/26.
 - ♦ Host Medi-Cal Workgroup Internal Prep Call on 02/24/26.
 - ♦ Host ABAWD Review Workgroup - Session 3 Closeout/Next Steps on 02/25/26.
 - ♦ Host the BenefitsCal PM Standup Meetings with the Consortium on 02/25/26 and 03/04/26.
 - ♦ Attend TRUV Workgroup Milestone 2 on 02/26/26.
 - ♦ Attend Truv & CalSAWS on 02/26/26 and 03/05/26.
 - ♦ Attend Medi-Cal Advocate Workgroup State Partner Review on 02/26/26.
 - ♦ Host UCD + CX Check-in on 03/03/26.
 - ♦ Attend the DHCS CalSAWS Touchpoint Meeting on 03/04/26.
 - ♦ Host Medi-Cal Workgroup Kickoff-Milestone 1 on 03/05/26.
 - ♦ Host the BenefitsCal Pipeline Call - New Series on 03/05/26.

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.
 - ♦ Finalized January Always on survey data.

- **User Engagement**
 - ◆ Continued synthesis for county worker sessions.
 - ◆ Conducted advocate and state partner workshop.
 - ◆ Started synthesis for advocate and state partner workshop.
 - ◆ Shared out synthesis for customer sessions for Help Center in February UCD Monthly meeting.
 - ◆ Conducted Truv customer sessions.
 - ◆ Started synthesis for Truv customer sessions.
- **Enhancements**
 - ◆ Finalized designs for *Digitize NA-1273*.
 - ◆ Finalized designs for *Appointments Alignment Partner Support*.
 - ◆ Finalized designs for *Additional ABAWD Changes Requested by CDSS*.
 - ◆ Started analysis on *CSPM-66458: CM Browser Back Button*.
 - ◆ Continued context setting and impact analysis on *CSPM-80929: HR1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group*.
- **Advocate Engagement**
 - ◆ Shared out comment log responses for January UCD Monthly meeting.
 - ◆ Conducted Truv Workgroup session 1.
 - ◆ Conducted February UCD Monthly meeting.
- **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**
 - Continue analysis on *CSPM-80929: H.R. 1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group*.
 - Start ideation and consolidation of requirements from workgroup for *CSPM-81960: Truv Phase 1 & 2*.
 - **User Engagement**
 - ◆ Finalize synthesis for county worker sessions.
 - ◆ Continue synthesis for advocate and state partner workshop.
 - ◆ Conduct session with CBO assisters.
 - ◆ Continue synthesis for Truv sessions.
 - **Advocate Engagement**
 - ◆ Receive February UCD Monthly meeting comment log.
 - ◆ Conduct Truv Workgroup session 2.

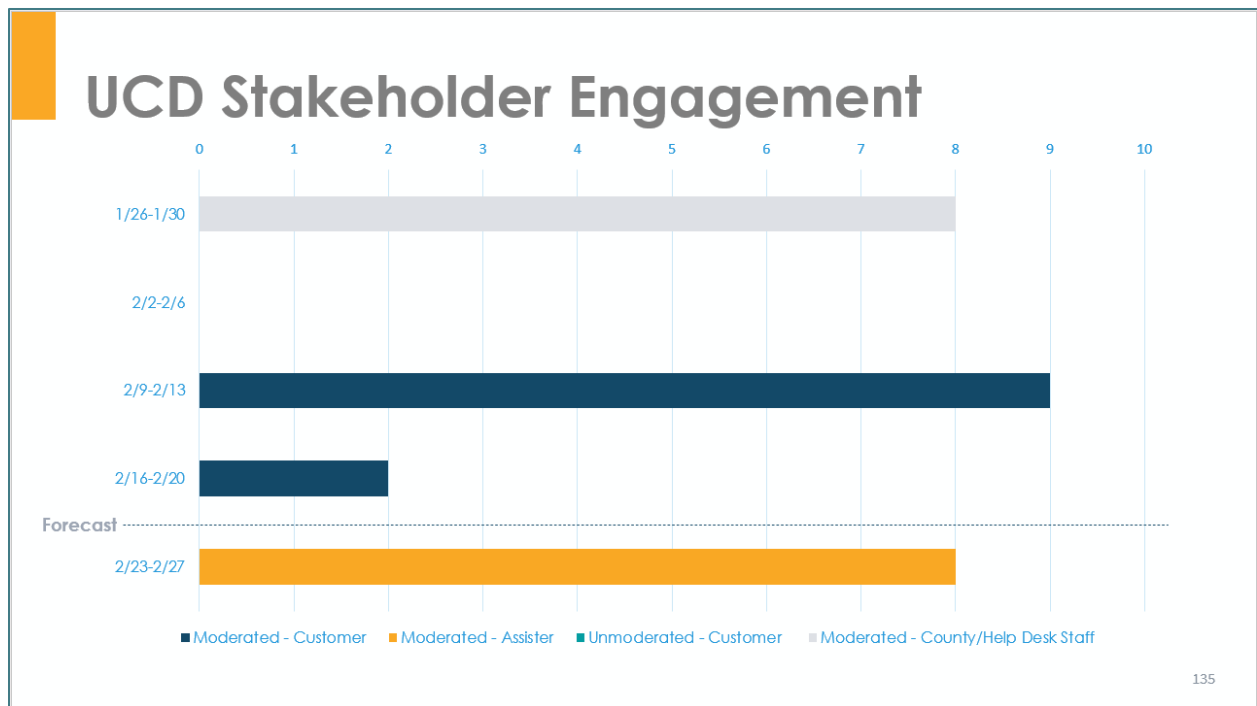


Figure 12: UCD Stakeholder Engagement

4.4 Development

■ Activities the Reporting Period – Development

- Enhancements (M&E)

Table 16: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 02/20/26	ACTUAL FOR WEEK ENDING 02/20/26	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 26.02.26	6	6	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 03/06/26	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 26.03.26	1	4	0	Release 26.03.26 is planned for deployment on 03/26/26.
Release 26.04.30	0	1	0	Release 26.04.30 is planned for deployment on 04/30/26.

■ 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 26.02.26 were validated.
 - **Test Support**
 - ♦ Provided clarification and support to the QA/Consortium/Independent Test Team for defects and enhancements tagged to Release 26.02.26
- **Activities for the Next Reporting Period – User Acceptance Test Planning**
 - **UAT Test Execution**
 - ♦ Defects for Release 26.02.26 will be validated.
 - ♦ Defects for Release 26.03.26 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 and Release 26.03.26

4.6 Release Management

- **Activities for the Reporting Period – Release Management**
 - **Release 26.02.26– February Monthly Release**
 - ♦ Validated tickets tagged to the February Priority Release – 26.02.26.

4.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
 - **Release 26.02.26– February Monthly Release**
 - ♦ Validated tickets tagged to the February Monthly Release – 26.02.26.

4.7.1 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 26.02.26.

Table 18: Automated Regression Scripts Executed in BenefitsCal

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
26.02.26	57	57	0	100	100	CalFresh (CF), CalWORKs, Medi-Cal (MC), General Assistance or General Relief (GA/GR), and Disaster CalFresh programs with the

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

- The BenefitsCal February performance testing was completed with the scope including 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. 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	01/28/26	02/20/26	Release 26.02.22 February Monthly	Scope: Four (4) enhancement and fifteen (15) defects in scope. Executions: BenefitsCal isolated Load tests with mock services. <ul style="list-style-type: none"> ▪ Thursday, February 19 (Completed) ▪ Friday, February 20 (Completed) 	100%

5.2 Training Materials Update

- None for the reporting period.

5.3 Deviations from Plan/Adjustments

- None for the reporting period.

5.4 Security

- **Activities for the Reporting Period – Security**

- [REDACTED]
- [REDACTED]

- **DAST**

- ♦ Executed the biweekly Dynamic Application Security Testing (DAST) manual penetration testing test cases and shared the analysis of the security scan reports with the BenefitsCal Development Team on 02/20/26.

- [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.