



Biweekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: March 9, 2026 – March 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"> ▪ Monthly Release 26.03.22 was successfully deployed to BenefitsCal Production on 03/22/26. |
| March Enhancements (March Priority Release 26.03.22, March Monthly Release 26.03.26) | <ul style="list-style-type: none"> ▪ One (1) enhancement was successfully deployed to Production on 03/22/26: <ul style="list-style-type: none"> • CSPM-81068: Technical: Update Case Link Logic to not de-link existing account until verified ▪ Two enhancements are scheduled for Production Deployment on 03/26/26: <ul style="list-style-type: none"> • One (1) Production Priority Enhancement: <ul style="list-style-type: none"> ◆ CSPM-82293: Update the Apply for Benefits flow to accurately capture pregnancy information • One (1) Partner Support Enhancement: <ul style="list-style-type: none"> ◆ CSPM-80927: Test Only: HR1 – Big Beautiful Bill – Non-Citizen Eligibility Updates |
| 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 February Always on survey data. ▪ User Engagement <ul style="list-style-type: none"> • Continued synthesis for Truv customer sessions. ▪ Enhancements <ul style="list-style-type: none"> • Continued analysis on CSPM-80929: H.R.1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group. • Started initial design conversation including ideation and conceptualization for CSPM-81960: Truv Phase 1 & 2. ▪ Advocate Engagement <ul style="list-style-type: none"> • Shared out February UCD monthly comment log responses. • Conducted March UCD monthly meeting. |
| Transition-Out | <ul style="list-style-type: none"> ▪ Access Requests & Shared Documents <ul style="list-style-type: none"> • Completed 63 of 77 document requests (123 total). • Application Access Request – AWS SSO completed. Database access in progress. ▪ Provided KT & JS Support <ul style="list-style-type: none"> • 84 of 88 KT committed / 4 pending commitment |

| STATUS REPORT SECTION | STATUS AGENDA TOPIC |
|-----------------------|---|
| | <ul style="list-style-type: none"> • 24 KT completed in last two (2) weeks • 5 JS committed by providing dates and times <ul style="list-style-type: none"> ◆ 10 JS completed by engaging Accenture to the relevant ongoing meetings ▪ Transition Planning and Coordination <ul style="list-style-type: none"> • Submitted FDEL 12: BenefitsCal Transition-Out Plan • Met with Accenture Transition team daily to discuss access, KT/JS sessions, and timeline logistics. |

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

| DEL # | DELIVERABLE NAME | STATUS | NEXT DEADLINE |
|-------|-------------------------------|--------|---------------|
| | None for the Reporting period | | |

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 forty-eight (48) active Production defects. |
| Incidents | On Time | There are twelve (12) open Tier 3 incidents. |

1.3 Highlights of the Reporting Period

- **Priority Release**
 - The BenefitsCal Team successfully deployed Priority Release 26.03.22 to BenefitsCal Production.
- **Emergency Release**
 - None for the reporting period.
- **Monthly Release**
 - None for the reporting period.
- **Planned Outages**
 - Sunday, 03/22/26 6:00 am to 8:00 am PST
 - ◆ BenefitsCal Priority Release 26.03.22

1.4 Deliverable Management

- **Deliverables and Work Products submitted:**
 - None for the Reporting period.

- **Deliverable and Work Product submissions for the next reporting period:**
 - None for the Reporting period.

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 |
|---------|--|---|-------------------|----------------------------------|------------------------|
| 0037-26 | Notify.All; usbenefitscaldevops@deloitte.com; operator@calheers.ca.gov; HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; venugopalanp@calsaws.org; Bill.Kelly@fisglobal.com; CalSAWS.All; Notify.SCATL.Outage; Consortium.RegionalManagers.All; Consortium.SectionDirectors; Communications.Infra@CalSAWS.org | Scheduled Downtime Notification – 3/27/2026 | 03/09/26 | Clay Erickson | Pete Quijada |
| 0038-26 | Notify.All; USBenefitsCalDevOps@Deloitte.com; Operator@CalHEERS.ca.gov; HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; VenugopalanP@calsaws.org; Bill.Kelly@fisglobal.com; CalSAWS.All; Notify.SCATL.Outage; Consortium.RegionalManagers.All; Consortium.SectionDirectors; Communications.Infra@CalSAWS.org | Scheduled Downtime Notification – 3/29/2026 | 03/09/26 | Communications.Infra@CalSAWS.org | Pete Quijada |

The following tables outline the CalSAWS Requests for Information (CRFIs) for the reporting period.

Table 5: CRFIs

| CRFI ID | To | SUBJECT | DISTRIBUTION DATE | STATUS | RESPONSE DUE DATE | PRIMARY CALSAWS CONTACT | BACKUP CALSAWS CONTACT |
|---------|----|---------|-------------------|--------|-------------------|-------------------------|------------------------|
| None. | | | | | | | |

Table 6: Overdue CRFIs

| CRFI ID | To | SUBJECT | DISTRIBUTION DATE | STATUS | RESPONSE DUE DATE | PRIMARY CALSAWS CONTACT | BACKUP CALSAWS CONTACT |
|---------|----|---------|-------------------|--------|-------------------|-------------------------|------------------------|
| None. | | | | | | | |

1.6 Risks and Issues

1.6.1 Project Risks

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

Table 7: Project Risks

| ID | TITLE | UPDATES FOR THE REPORTING PERIOD | STATUS | RISK LEVEL | DATE LOGGED |
|-----|--|--|--------|------------|-------------|
| 326 | Lack of timely policy guidance may impact Medi-Cal HR1 delivery schedule | <p>March 9, 2026:</p> <ul style="list-style-type: none"> 26.06: Final policy extended to 3/20/2026 - DHCS informed final policy is in alignment to CalSAWS changes. Final forms and NOAs extended to 3/27/2026 to support DHCS HR 1 correspondence finalization. | Open | Medium | 12/15/25 |
| 327 | Limited Availability of Deloitte Staff May Impact the BenefitsCal Transition Schedule | <ul style="list-style-type: none"> None for the reporting period. | Open | Medium | 02/04/26 |
| 329 | Delay in Providing Accenture Team Timely Access May Impact BenefitsCal Transition Activities | <p>March 10, 2026:</p> <ul style="list-style-type: none"> Revised Trigger Date to align with start of Job Shadow phase | Open | Medium | 02/04/26 |

1.6.2 Project Issues

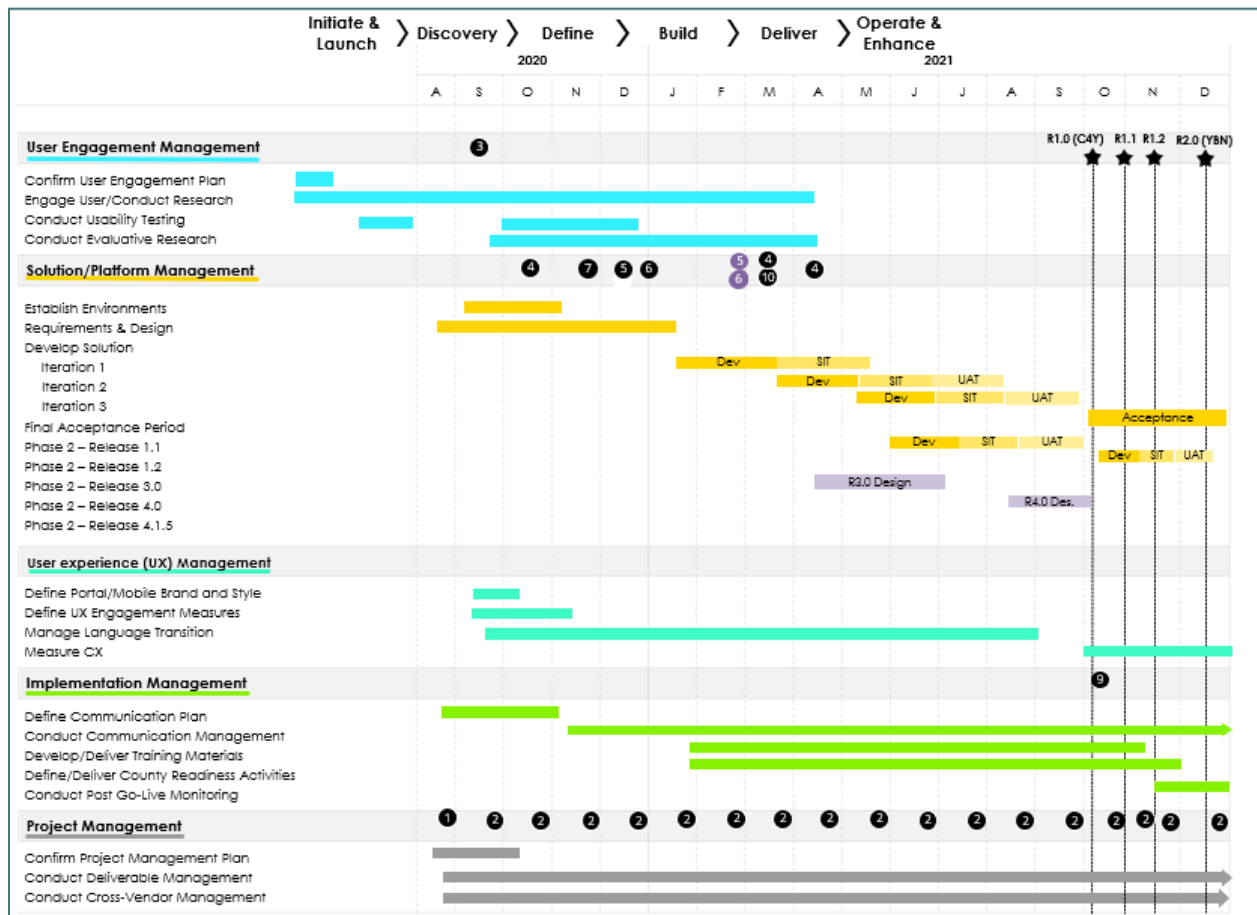
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

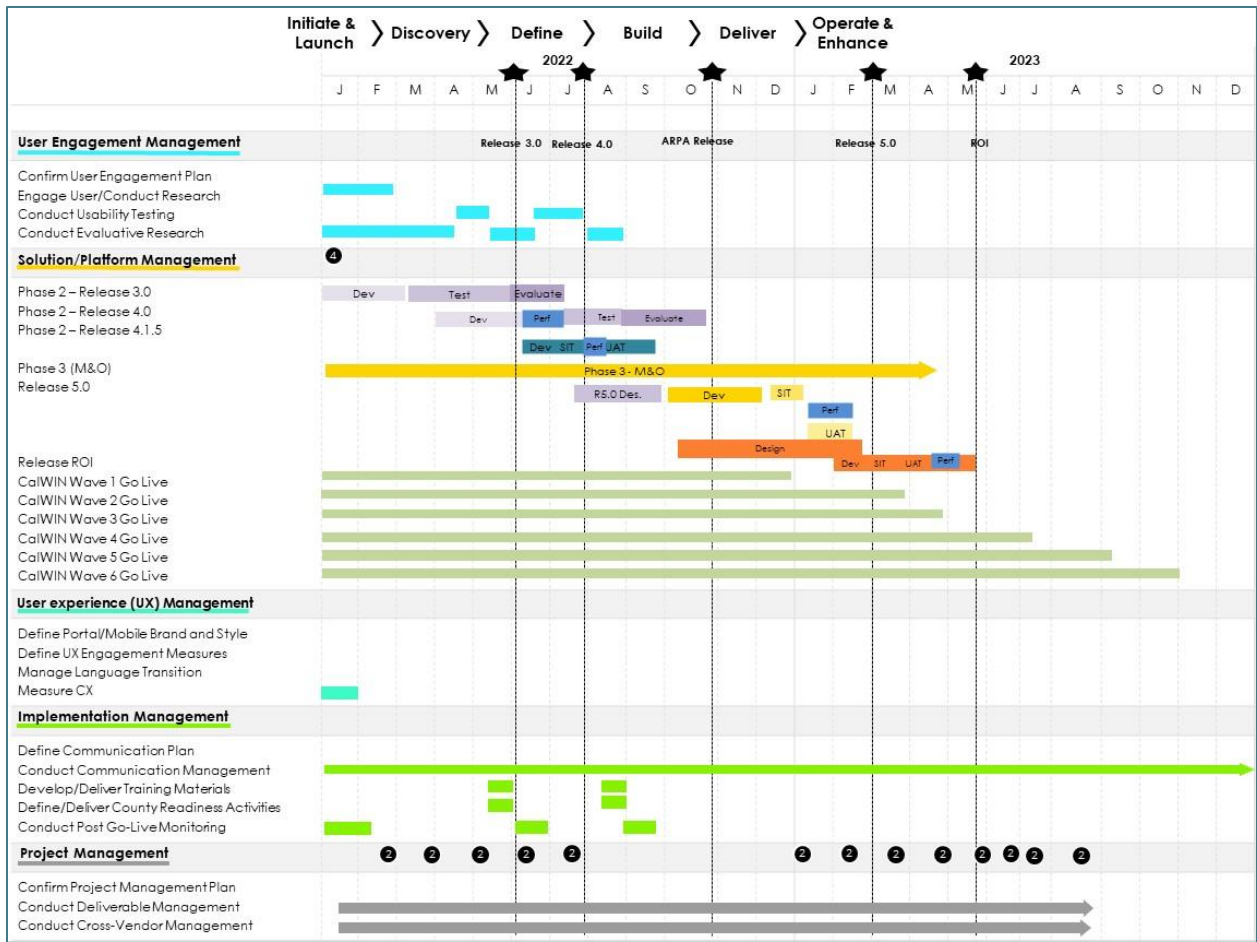
Table 8: Project Issues

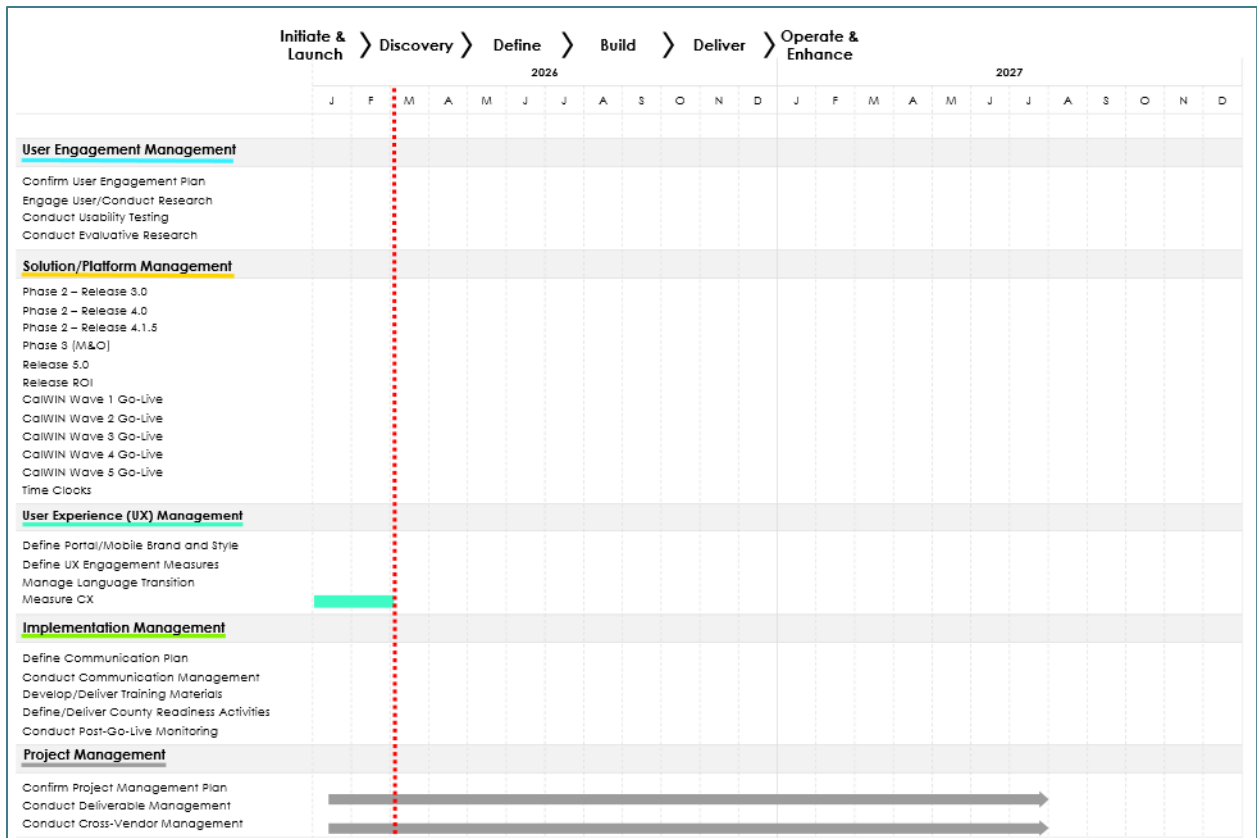
| ID | TITLE | UPDATES FOR THE REPORTING PERIOD | STATUS | PRIORITY | DATE LOGGED |
|-------|-------|----------------------------------|--------|----------|-------------|
| None. | | | | | |

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 | 6 |
| Completed | 10 |
| Reopened | 2 |
| In Review | 0 |
| Withdrawn | 0 |
| TOTAL | 18 |

Completed

- CSPM-83228: SIRFRA 1466 Unemployment insurance: Employment and Earning Data Reporting Requirements (SB 1054)
- CSPM-83239: SCERFRA 26-906 – AB 2765 – CalFresh and CalWORKs: Childhood Hunger and Foster Youth
- CSPM-83269: SCERFRA 26-905 – CalWORKs Family Reunification (AB 2510)
- CSPM-83275: SCERFRA 26-907 – CalFresh Contingency Fund (AB 2072)
- CSPM-83276: SIRFRA 1469 - Eliminating Food and Clothing from Income-In-Kind
- CSPM-83292: SIRFRA 1471 – Medi-Cal: Dashboard and Outreach (SB 1202)
- CSPM-83305: SCERFRA 26-908 – Collection and Reporting of Demographic Data: Jewish Identity (SB 1387)
- CSPM-83306: SCERFRA 26-911 – California Antihunger Response and Employment Training Act of 2026 (AB 2299)
- CSPM-83307: SCERFRA 26-912 – CalFresh: Veteran Eligibility (SB 1201)
- CSPM-83336: SCERFRA 26-913 – CalFresh Protection Act (SAB 2309)

New/Assigned

- CSPM-83366: SCERFRA 26-914 – State Agencies: Automated Decision Systems (SB 1248)
- CSPM-83380: SCERFRA 26-915 – CalWORKs: Immediate Assistance (AB 2567)
- CSPM-83397: SIRFRA 1472 – Add TRUV flyer to automatically generated forms: Medi-Cal RE packets, MC 355 and CW 2200
- CSPM-83420: SCERFRA 26-916 – AB 1746 – CalWORKs: Childcare Request Forms
- CSPM-83428: SIRFRA 1473 AB-2208 Medi-Cal: cost sharing, retroactivity, and accessibility.
- CSPM-83441: SIRFRA 1474 – AB 1878 – California Reliable and Accurate Data Infrastructure

- **Re-Opened**

- CSPM-83226: SIRFRA 1464 – Data Collection: Sexual Orientation, Gender Identity, and Intersex Status: Disclosure (SB 1114)
- CSPM-82541: SCERFRA 25-539 – HR 1 – ABAWD Impacts

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.

BenefitsCal Transition-Out Update

BenefitsCal Transition Highlights

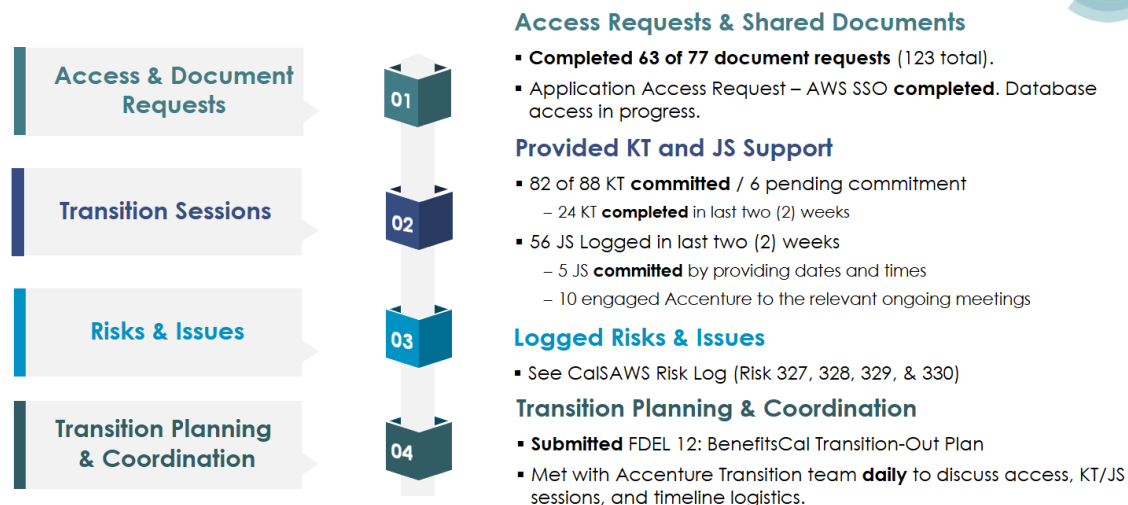


Figure 1: Transition-Out Status Summary

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 |
|------------|-----|---------|--------|------------------|
| N/A | N/A | N/A | N/A | N/A |

- **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**
 - Ten (10) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
 - The BenefitsCal Tier 3 Team resolved zero (0) incidents in the biweekly reporting period.
- **Incidents Closed**
 - The BenefitsCal Tier 3 Team closed three (3) incidents in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged five hundred and thirty-one (531) incidents in the biweekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created two (2) 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.

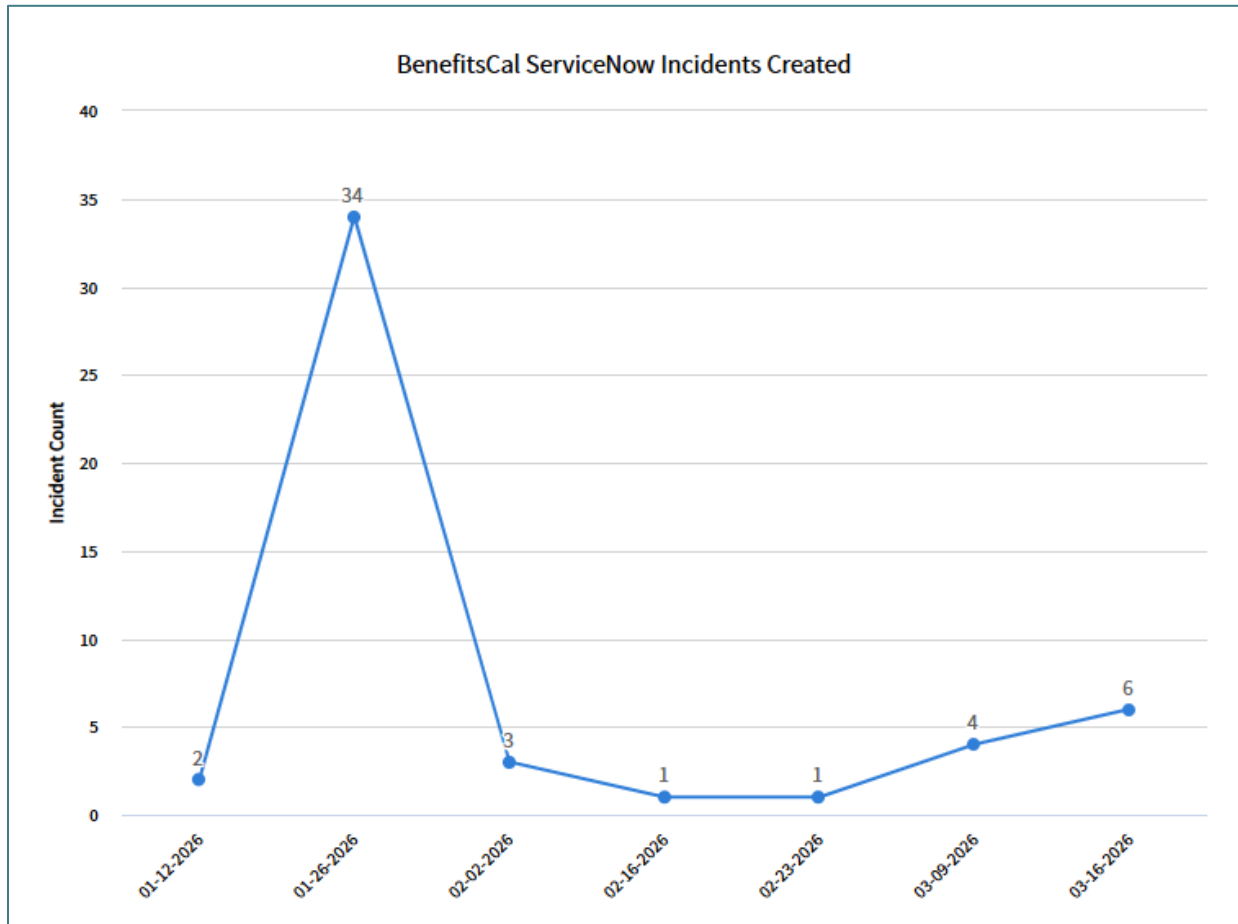


Figure 2: BenefitsCal ServiceNow Incidents Created

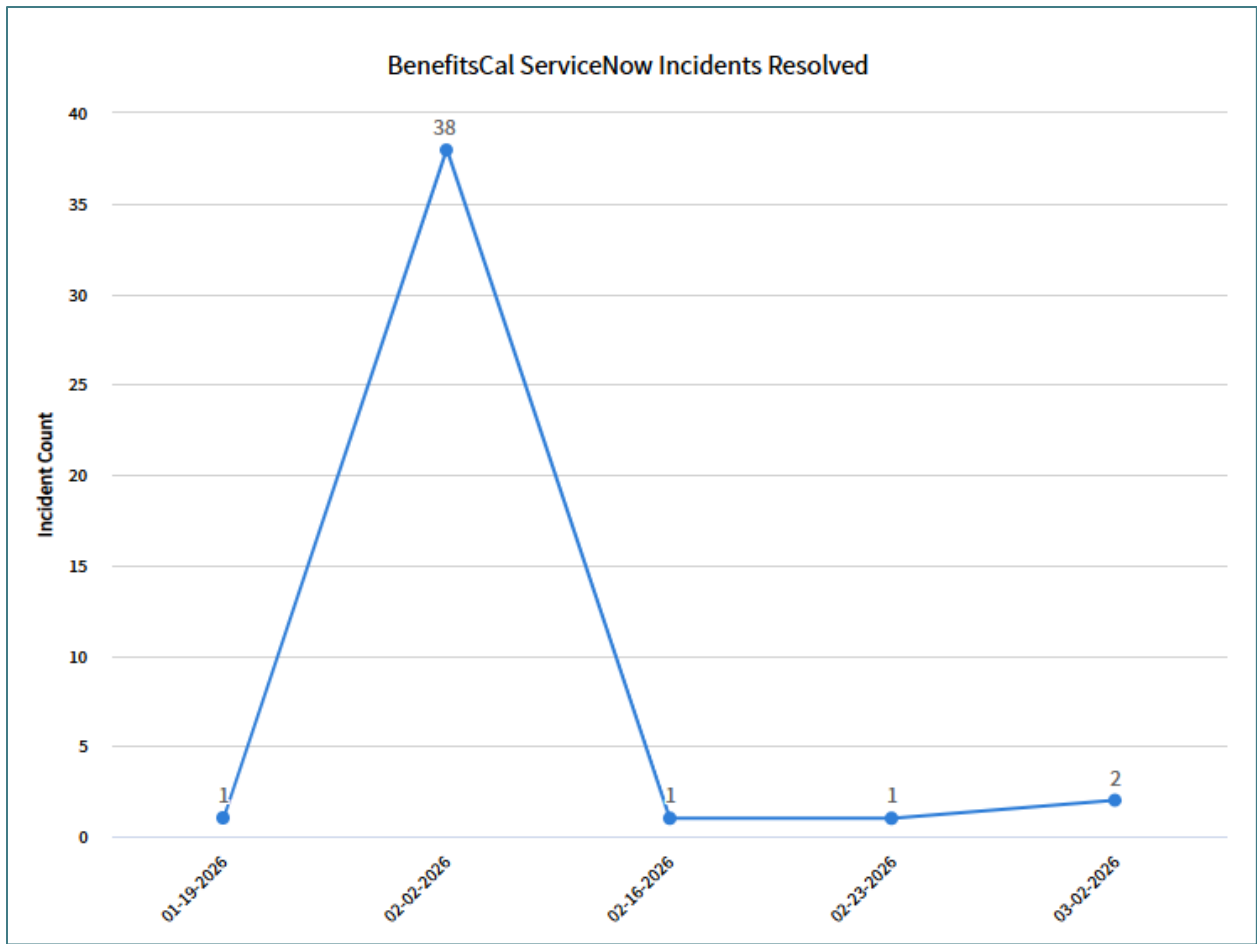


Figure 3: BenefitsCal ServiceNow Incidents Resolved

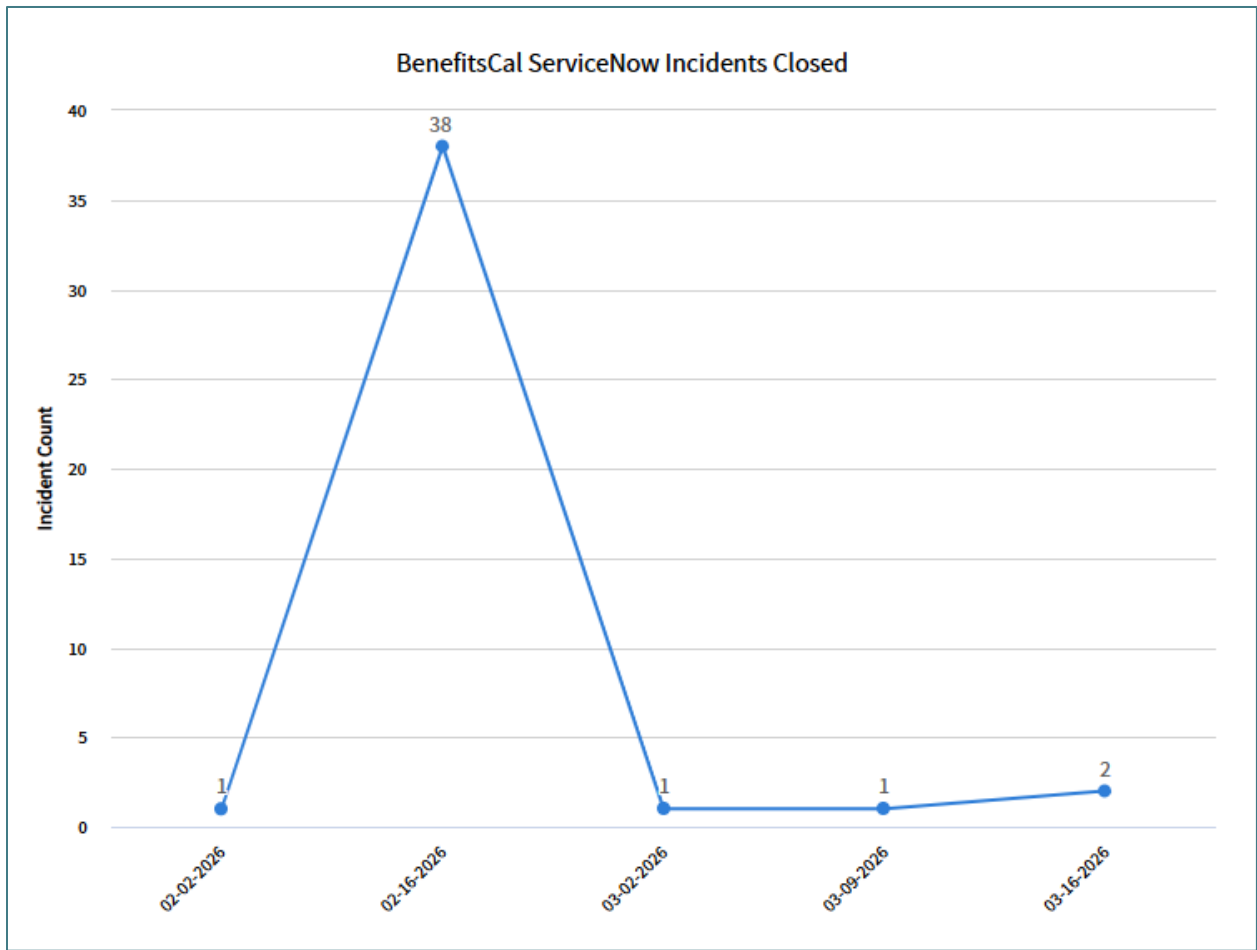


Figure 4: BenefitsCal ServiceNow Incidents Closed

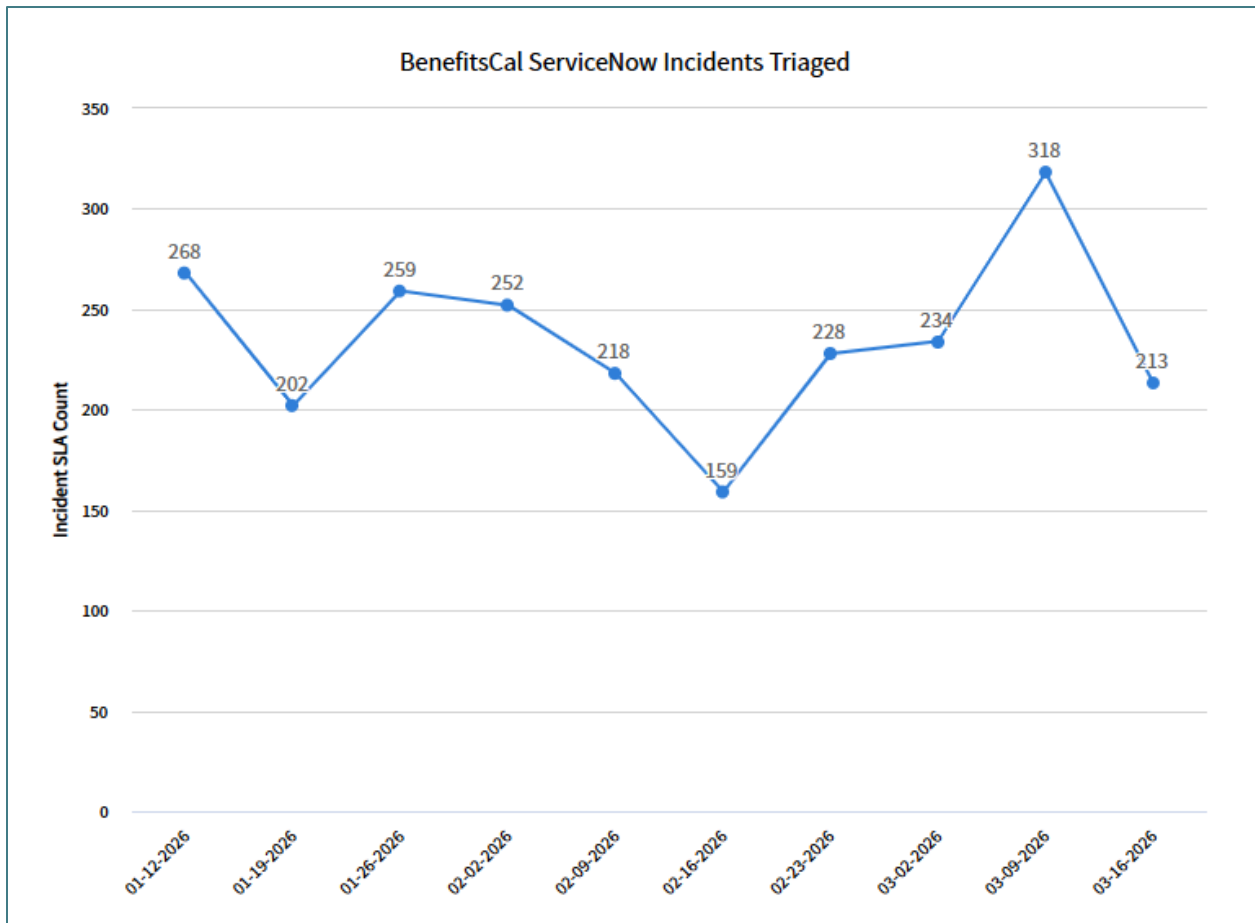


Figure 5: BenefitsCal ServiceNow Incidents Triaged

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.

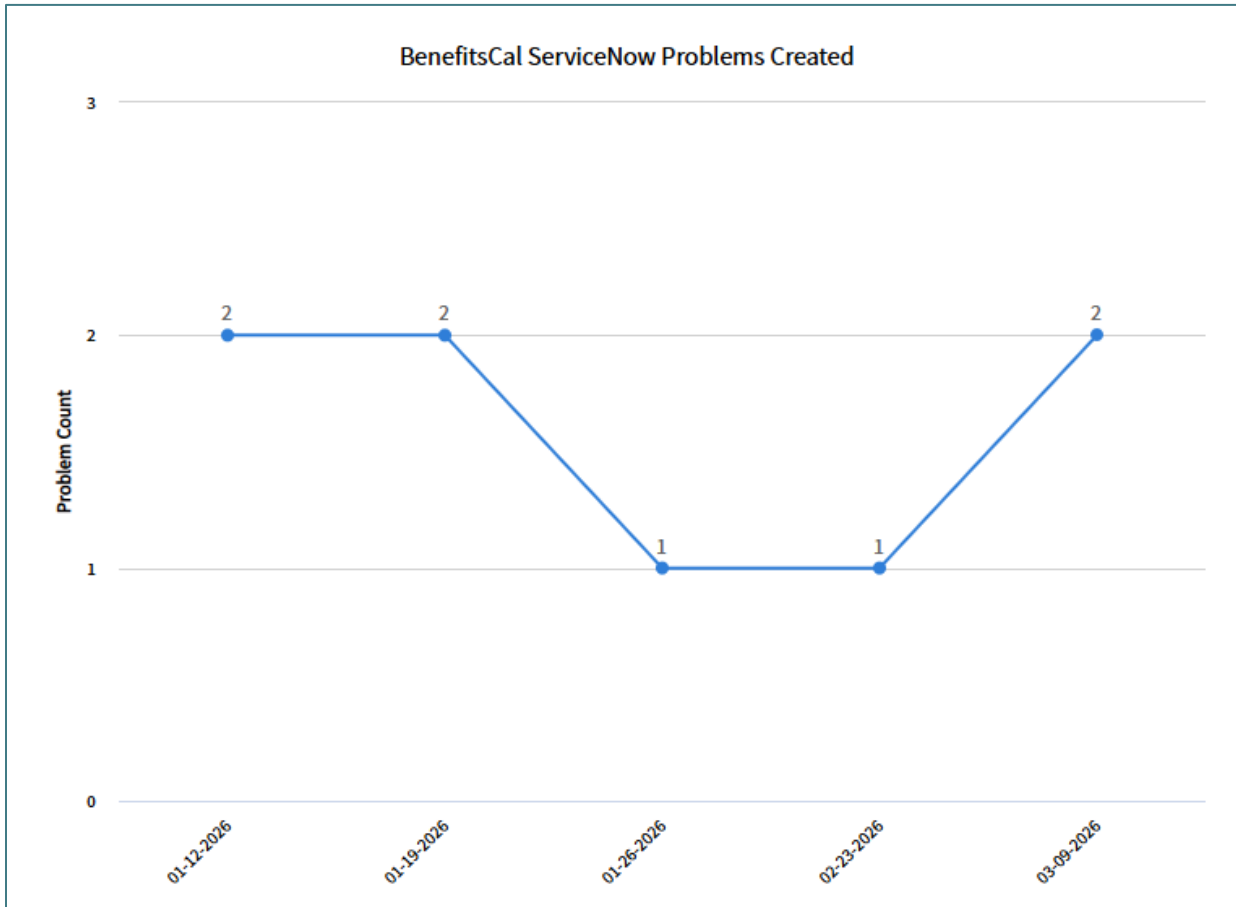


Figure 6: BenefitsCal ServiceNow Problems Created

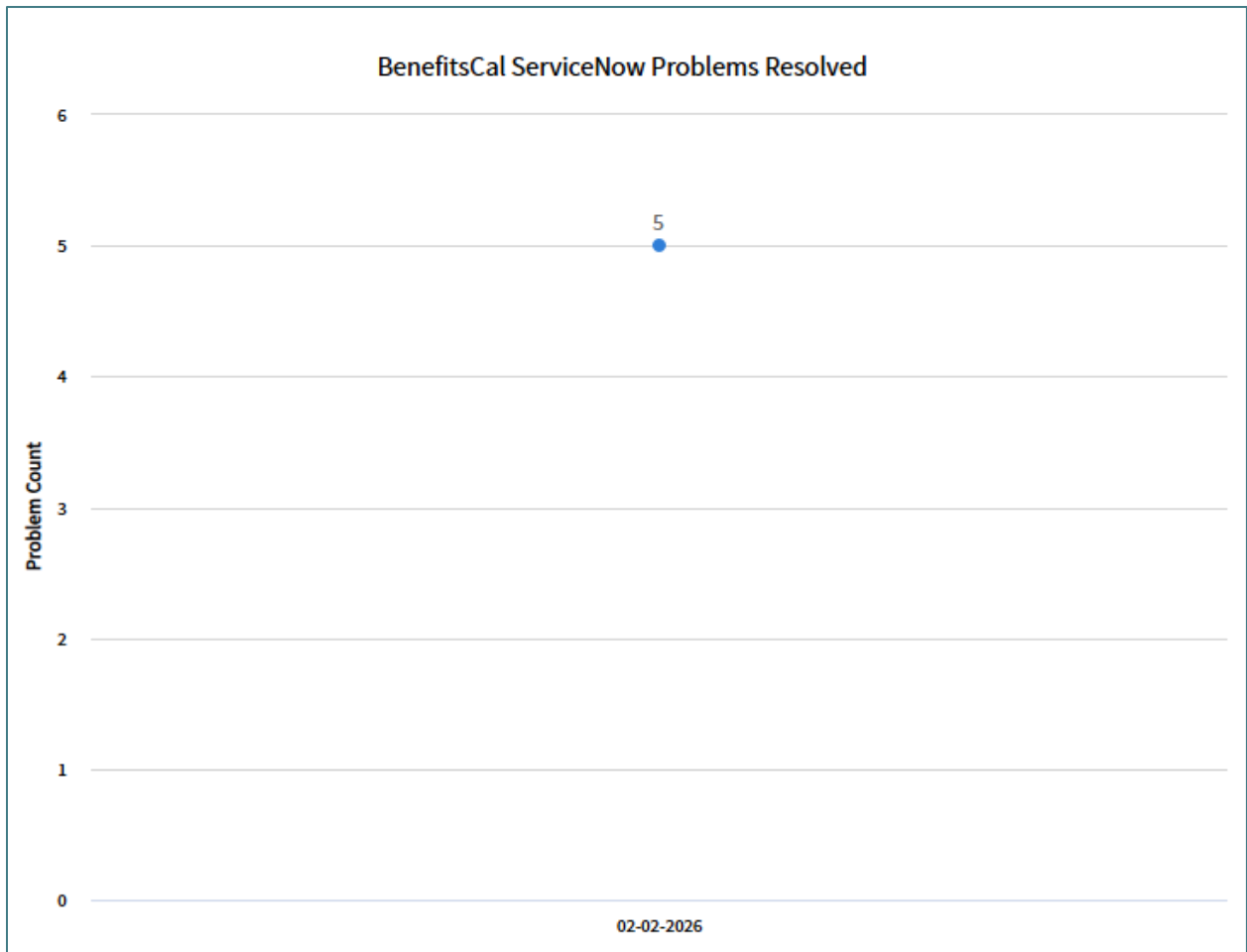


Figure 7: BenefitsCal ServiceNow Problems Resolved

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

| 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 | | 5 | 0 | 0 | 0 | 0 | 0 | 0 |
| In Progress | | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| On Hold | | 0 | 2 | 2 | 1 | 1 | 0 | 0 | 6 |
| Closed | | 0 | 0 | 81 | 560 | 194 | 158 | 4 | 997 |
| Count | | 5 | 2 | 84 | 561 | 195 | 158 | 4 | 1,009 |

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

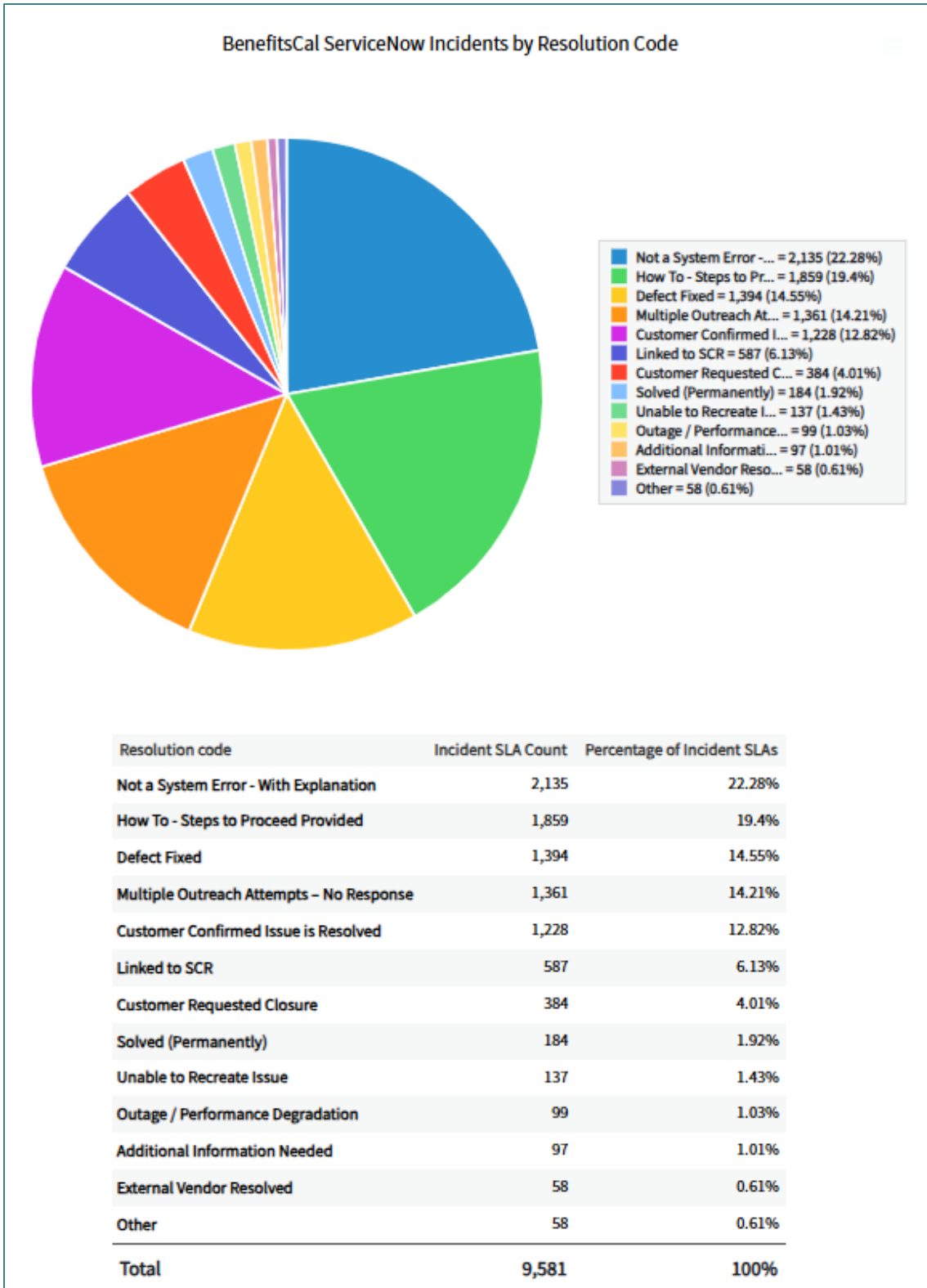


Figure 9: BenefitsCal ServiceNow Incidents by Resolution Code

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

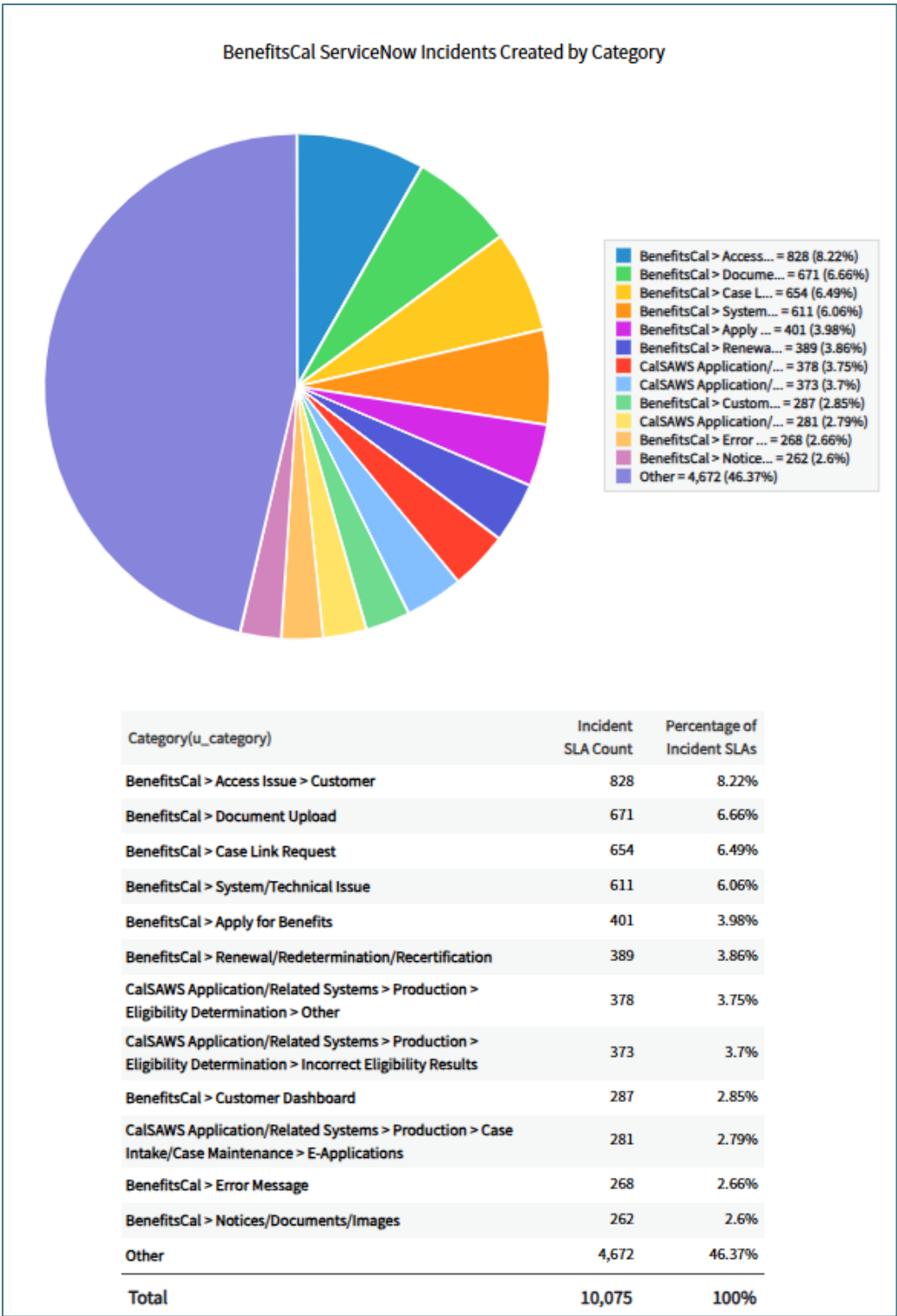


Figure 10: BenefitsCal ServiceNow Incidents Created by Category

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 |
|----------------|-----------------------|---|
| 03/15/26 | 2:00pm – 9:30pm PST | CalSAWS Application Maintenance (Offline mode) |
| 03/20/26 | 10:00pm – 1:00 am PST | Hyland Maintenance (Holding Document Queues) |
| 03/22/26 | 6:00 am – 8:00 am PST | BenefitsCal Priority Production Deployment – 26.03.22 |

Table 13: BenefitsCal Upcoming Maintenance

| SCHEDULED DATE | OUTAGE TIMEFRAME | APPLICATION MODE |
|----------------|-----------------------|--|
| 03/26/26 | 8:00 pm – 9:30 pm PST | BenefitsCal Production Deployment – 26.03.26 |

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.

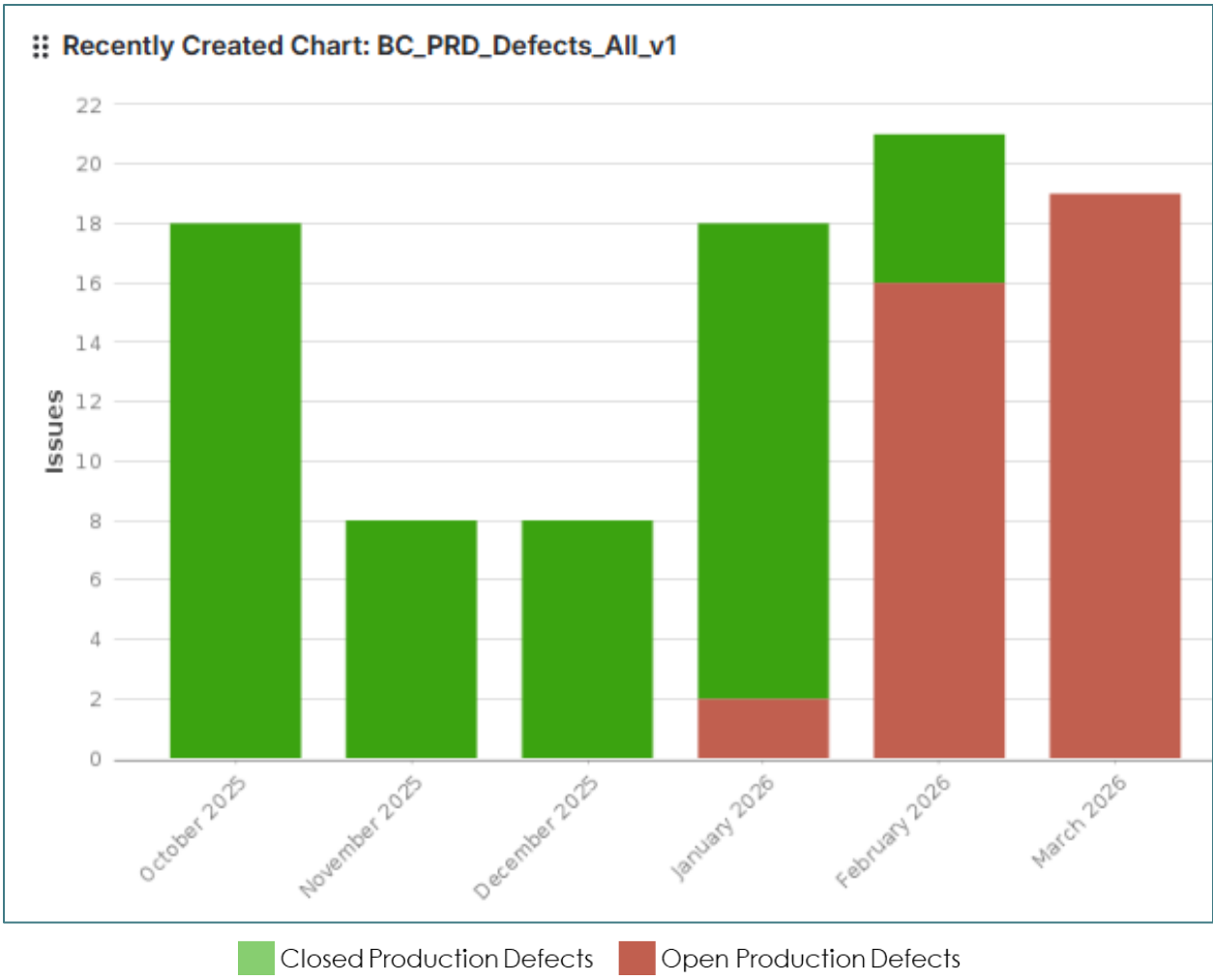


Figure 11: Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

| SEVERITY | RELEASE 26.03.26 | RELEASE 26.04.30 | RELEASE 26.05.28 | 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 | 19 | 20 | 8 | 47 |
| New | 0 | 0 | 0 | 0 |
| In Progress | 19 | 20 | 8 | 47 |
| Closed | 0 | 0 | 0 | 0 |
| 4-COSMETIC | 0 | 1 | 0 | 1 |
| New | 0 | 0 | 0 | 0 |
| In Progress | 0 | 1 | 0 | 0 |
| Closed | 0 | 0 | 0 | 0 |
| TOTAL | 19 | 21 | 8 | 48 |

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 during this reporting period.

- **BenefitsCal Monthly Release**
 - None for the reporting period.
- **BenefitsCal Priority Release**
 - One (1) enhancement was deployed with BenefitsCal Priority Release 26.03.22 for User Error Handling, Exception Handling, and Application Summary
- **BenefitsCal Emergency Release**
 - None for the reporting period.

Table 15: BenefitsCal Upcoming Releases

| RELEASE | RELEASE DATE | SUMMARY |
|--------------------|--------------|--|
| 26.03.26 – Monthly | 03/26/26 | One (1) enhancement and nineteen (19) production defects are planned for User Error Handling, Exception Handling, and Application Summary. |

4.2 Requirements and Design

- **Activities for the Reporting Period – Requirements and Design**
 - **Designs and Design Meetings**
 - ◆ Continued design work for the April 2026 enhancements.
 - ◆ Attended the Project Milestone meetings with the Consortium and CalSAWS on 03/09/26 and 03/16/26.
 - ◆ Hosted March UCD Deck Review with Consortium on 03/09/26.
 - ◆ Attended 26.03 Project Integrated Readiness Areas – T-2 Integrated Readiness Status on 03/09/26.
 - ◆ Hosted the DDI and M&O Biweekly meetings on 03/10/26, 03/12/26, 03/17/26, and 03/19/26.
 - ◆ Attended Change Request – REST API interface Spec & REST API test scripts with FIS on 03/10/26.
 - ◆ Attended KT – Session 3-3 - SCR – GSD on 03/10/26.
 - ◆ Attended CR 312102 Phase II – H.R.1 – Adult Expansion Work Requirement – Design Session # 10 [Virtual] on 03/10/26.
 - ◆ Hosted the BenefitsCal PM Standup Meetings with the Consortium on 03/11/26 and 03/18/26.
 - ◆ Attended CR 312102 Phase II – H.R.1 – Adult Expansion Work Requirement – Design Session #10 [In-Person] on 03/11/26.
 - ◆ Hosted Prep Call – March Monthly UCD with State Partners on 03/11/26.
 - ◆ Attended Truv & CalSAWS on 03/12/26 and 03/19/26.
 - ◆ Attended KT - Session 3-17 – SCR – Test Support on 03/12/26.
 - ◆ Attended the Internal ABAWD Changes discussions on 03/13/26, 03/17/26, and 03/20/26.

- ♦ Attended Case Link retry count verification indicator No with CalSAWS on 03/13/26.
 - ♦ Attended 6 month RE – add M2 and new notice on 03/16/26.
 - ♦ Attended 26.03 Pre-Green Light Review on 03/16/26.
 - ♦ Attended 26.03 Project Integrated Readiness Areas - T-1 Integrated Readiness Status on 03/16/26.
 - ♦ Attended BenefitsCal + CalSAWS Connect: CA-293073/CSPM-82945 on 03/17/26.
 - ♦ Attended REST API Interface Connect with FIS on 03/17/26.
 - ♦ Attended Pre Green Light Preview (2nd Walkthrough) on 03/17/26.
 - ♦ Attended KT - Session 3-18 – SCR – Training on 03/18/26.
 - ♦ Hosted BenefitsCal: March 2026 UCD Monthly Meeting with Advocates and State Partners on 03/18/26.
 - ♦ Hosted Medi-Cal Workgroup Internal Prep Call with Consortium on 03/18/26.
 - ♦ Attended CalSAWS Virtual Greenlight Release 26.03 on 03/18/26.
 - ♦ Attended DHCS CalSAWS Touchpoint Meeting on 03/18/26.
 - ♦ Hosted CalFresh Processing/Error Rate Improvement: Session 4 on 03/19/26.
 - ♦ Attended Truv Phase 1 - Design Review with CalSAWS on 03/19/26.
 - ♦ Hosted Medi-Cal Workgroup Milestone 2 on 03/19/26.
 - ♦ Hosted BenefitsCal Pipeline Call – New Series on 03/19/26.
- **Activities for the Next Reporting Period – Requirements and Design**
 - **Designs and Design Meetings**
 - ♦ Finalize design work for the April 2026 enhancements.
 - ♦ Begin design work for May 2026 enhancements.
 - ♦ Attend the Project Milestone meetings with the Consortium and CalSAWS on 03/23/26 and 03/30/26.
 - ♦ Host the DDI and M&O Biweekly meetings on 03/10/26, 03/12/26, 03/17/26, and 03/19/26.
 - ♦ Attend the Internal ABAWD Changes discussions on 03/24/26, 03/27/26, 03/31/26, and 04/03/26.
 - ♦ Host the BenefitsCal PM Standup Meetings with the Consortium on 03/25/26 and 04/01/26.
 - ♦ Attend Truv & CalSAWS on 03/26/26 and 04/02/26.
 - ♦ Attend DHCS CalSAWS Touchpoint Meeting on 04/01/26.
 - ♦ Host Medi-Cal Workgroup Milestone 3 on 04/02/26.
 - ♦ Host BenefitsCal Pipeline Call – New Series on 04/02/26.

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 February Always on survey data.
 - **User Engagement**
 - ♦ Continued synthesis for Truv sessions.

- **Enhancements**
 - ♦ Continued analysis on *CSPM-80929: H.R.1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group*.
 - ♦ Started initial design conversation including ideation and conceptualization for *CSPM-81960: Truv Phase 1 & 2*.
- **Advocate Engagement**
 - ♦ Shared out February UCD monthly comment log responses.
 - ♦ Conducted March 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 March Always on survey data.
 - **Enhancements**
 - Continue analysis on *CSPM-80929: H.R.1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group*.
 - Continue design conversation including ideation and conceptualization for *CSPM-81960: Truv Phase 1 & 2*.
 - **User Engagement**
 - ♦ Finalize synthesis for Truv customer sessions.
 - **Advocate Engagement**
 - ♦ Receive March UCD monthly comment log responses.

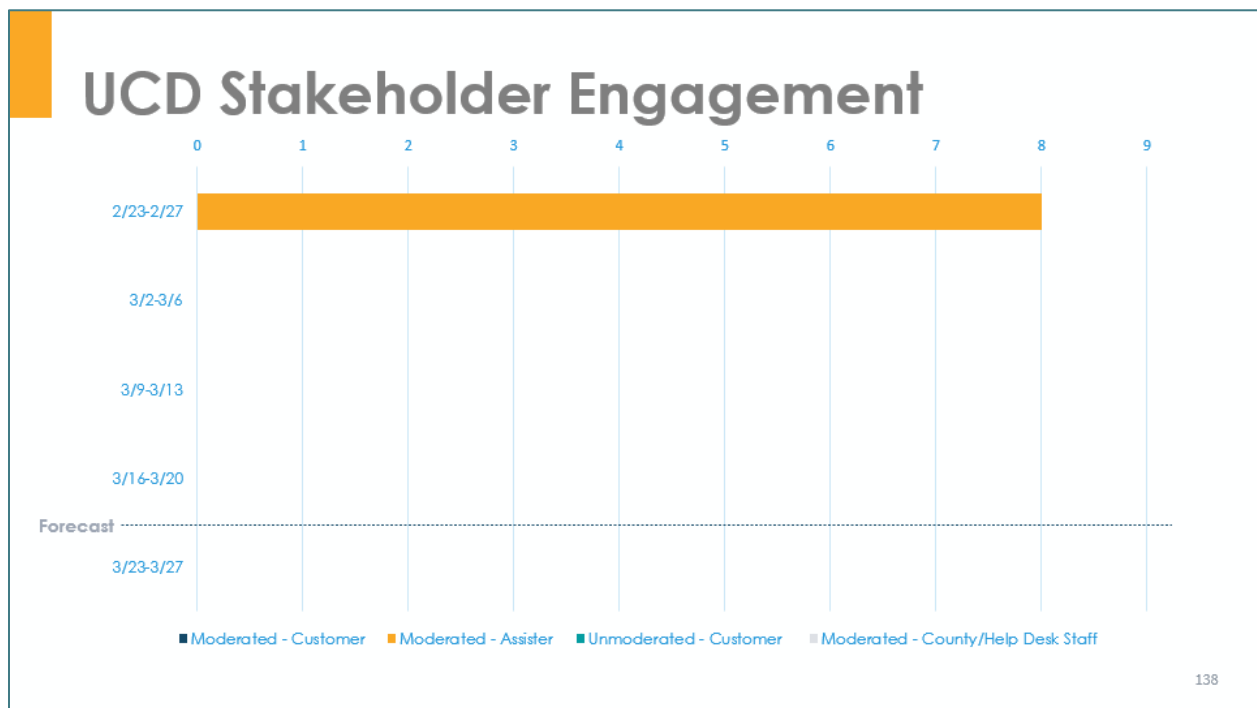


Figure 12: UCD Stakeholder Engagement

4.4 Development

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

Table 16: Enhancement Actuals for Reporting Period

| RELEASE | PLANNED FOR WEEK ENDING 03/20/26 | ACTUAL FOR WEEK ENDING 03/20/26 | TOTAL PLANNED FOR THE RELEASE | COMMENTS |
|------------------|----------------------------------|---------------------------------|-------------------------------|---|
| Release 26.03.22 | 1 | 1 | 1 | Release 26.03.22 is planned for deployment on 03/22/26. |
| Release 26.03.26 | 1 | 1 | 1 | Release 26.03.26 is planned for deployment on 03/26/26. |

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

Table 17: Planned Enhancement Work

| RELEASE | PLANNED FOR WEEK ENDING 04/03/26 | TOTAL PLANNED FOR THE RELEASE | TOTAL COMPLETED FOR THE RELEASE | COMMENTS |
|------------------|----------------------------------|-------------------------------|---------------------------------|---|
| Release 26.04.30 | 1 | 3 | 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 26.03.22 were validated.
 - ♦ Defects and Enhancements for Release 26.03.26 were validated.
 - **Test Support**
 - ♦ Provided clarification and support to the QA/Consortium/Independent Test Team for defects and enhancements tagged to Release 26.03.22.
 - ♦ Provided clarification and support to the QA/Consortium/Independent Test Team for defects and enhancements tagged to Release 26.03.26.
- **Activities for the Next Reporting Period – User Acceptance Test Planning**
 - **UAT Test Execution**
 - ♦ Defects for Release 26.03.26 will be validated.
 - ♦ Defects for Release 26.04.30 will be validated.

- **Test Support**
 - ♦ Clarification and Support will be provided to the QA/Consortium/Independent Test Teams for defects tagged to Release 26.03.26 and Release 26.04.30.

4.6 Release Management

- **Activities for the Reporting Period – Release Management**
 - **Release 26.03.22– March Priority Release**
 - ♦ Deploy the March Priority Release – 26.03.22 in Production on 03/22/26.

4.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
 - **Release 26.03.22– March Priority Release**
 - ♦ Validated tickets tagged to the March Priority Release – 26.03.22.
 - **Release 26.03.26– March Monthly Release**
 - ♦ Validated tickets tagged to the March Monthly Release – 26.03.26.

4.7.1 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 26.03.22 and Release 26.03.26.

Table 18: Automated Regression Scripts Executed in BenefitsCal

| RELEASE | # OF SCENARIOS EXECUTED | # OF SCENARIOS PASSED | # OF SCENARIOS FAILED | OVERALL PASS % | PASS OF EXECUTED | COVERAGE |
|----------|-------------------------|-----------------------|-----------------------|----------------|------------------|---|
| 26.03.22 | 31 | 31 | 0 | 100 | 100 | AFB Multi Program Submission, Continue Functionality, DCF, RAC, Password Reset, CBO Referral Functionality, EBT Balance, CF37, MC210, SAR7, Support Request, Interview Nudge, IRT, TWM, Student Flow, TNB4, Global Search, Anonymous Document Upload |
| 26.03.26 | 73 | 73 | 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 |

| RELEASE | # OF SCENARIOS EXECUTED | # OF SCENARIOS PASSED | # OF SCENARIOS FAILED | OVERALL PASS % | PASS OF EXECUTED | COVERAGE |
|---------|-------------------------|-----------------------|-----------------------|----------------|------------------|--|
| | | | | | | 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. Cross Browser and Cross Device is also validated for important functionalities like customer account creation, CBO Assister Account, customer and CBO M login, account management, continue functionality for AFB for both customer and CBO M, anonymous AFB, DCF. |

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 26.03.26 – March Monthly Release**

- The BenefitsCal performance testing team successfully executed two (2) rounds of performance tests with the scope as two (2) enhancements and nine (9) defects: CSPM-81068: *Technical: Update Case Link Logic to not de-link existing account until verified*, CSPM-82293: *Update the Apply for Benefits flow to accurately capture pregnancy information*, CSPM-83003, CSPM-83094, CSPM-83095, CSPM-83098, CSPM-83101, CSPM-83102, CSPM-83103, CSPM-83104, and CSPM-83118 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 | 03/02/26 | 03/24/26 | Release 26.03.26 March Monthly | <p>Scope: Two (2) enhancements and nine (9) defects in scope.</p> <p>Executions: BenefitsCal isolated Load tests with mock services.</p> <ul style="list-style-type: none"> ▪ Friday, March 20th (Completed) ▪ Monday, March 23rd (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 03/20/26.

- [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.