



Biweekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: March 23, 2026 – April 5, 2026

Table of Contents

1 EXECUTIVE SUMMARY	4
1.1 Highlights of the Reporting Period	4
1.1.1 Deliverable Summary	5
1.2 BenefitsCal Project Status Dashboard	5
1.3 Highlights of the Reporting Period	5
1.4 Deliverable Management	5
1.5 CRFI/CIT Communications	6
1.6 Risks and Issues	7
1.6.1 Project Risks	7
1.6.2 Project Issues	9
1.7 Project Work Plan Reports	9
1.8 Project Action Items – Overdue	11
1.9 SIRFRA/SCERFRA/SIRFRA/SARRA Information	12
1.10 Deviation from Plan/Adjustments	12
1.11 Transition-Out	13
2 BENEFITSCAL COLLABORATION MODEL (CM)	13
3 MAINTENANCE AND OPERATIONS	13
3.1 Service Management	14
3.1.1 Overview	14
3.1.2 BenefitsCal Help Desk Metrics	15
3.2 Technology Operations	24
3.3 BenefitsCal Maintenance and Operations	24
3.4 Production Defect Backlog	24
3.4.1 Release Schedule Production Defect Fix	26
3.5 Production Operations	26
3.6 Deviation from Plan/Adjustments	26
4 APPLICATION DEVELOPMENT AND TEST	27
4.1 Priority Release Summary	27
4.2 Requirements and Design	27
4.3 User Centered Design (UCD)	28
4.4 Development	30
4.5 User Acceptance Test (UAT) Planning	30
4.6 Release Management	31
4.7 System Test Execution	31

4.7.1 Automated Regression Test (ART) Coverage	31
5 PERFORMANCE TEST	33
5.1 Performance Test	33
5.2 Training Materials Update	33
5.3 Deviations from Plan/Adjustments.....	33
5.4 Security	33

TABLE OF TABLES

Table 1: Biweekly Status Agenda Topics	4
Table 2: Deliverable Summary	5
Table 3: Status Dashboard	5
Table 4: CITs	6
Table 5: CRFIs.....	7
Table 6: Overdue CRFIs	7
Table 7: Project Risks	7
Table 8: Project Issues	9
Table 9: Overdue Action Items	11
Table 10: Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests.....	12
Table 11: Enhancements Updates, Prioritized by CM	13
Table 12: BenefitsCal Outages	24
Table 13: BenefitsCal Upcoming Maintenance	24
Table 14: Production Defect Fix – Release Schedule	26
Table 15: BenefitsCal Upcoming Releases	27
Table 16: Enhancement Actuals for Reporting Period	30
Table 17: Planned Enhancement Work	30
Table 18: Automated Regression Scripts Executed in BenefitsCal	31
Table 19: Performance Test Cycles and Test Case Status	33

TABLE OF FIGURES

Figure 1: Transition-Out Status Summary	13
Figure 2: BenefitsCal ServiceNow Incidents Created	15
Figure 3: BenefitsCal ServiceNow Incidents Resolved.....	16
Figure 4: BenefitsCal ServiceNow Incidents Closed.....	17
Figure 5: BenefitsCal ServiceNow Incidents Triaged	18
Figure 6: BenefitsCal ServiceNow Problems Created.....	19
Figure 7: BenefitsCal ServiceNow Problems Resolved.....	20
Figure 8: BenefitsCal ServiceNow Incidents by State and Age	21
Figure 9: BenefitsCal ServiceNow Incidents by Resolution Code	22
Figure 10: BenefitsCal ServiceNow Incidents Created by Category	23
Figure 11: Production Defects Backlog Monthly Trend	25

Figure 12: UCD Stakeholder Engagement 29

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 26.03.26 was successfully deployed to BenefitsCal Production on 03/26/26.
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 were successfully deployed to Production 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. • Started March Always on survey data. ▪ User Engagement <ul style="list-style-type: none"> • Finalized synthesis for Truv customer sessions. ▪ Enhancements <ul style="list-style-type: none"> • Started designs for CSPM-80929: H.R.1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group. • Started designs for CSPM-81960: Truv Phase 1 & 2. ▪ Advocate Engagement <ul style="list-style-type: none"> • Received and reviewed March UCD monthly comment log responses.
Transition-Out	<ul style="list-style-type: none"> ▪ Access Requests & Shared Documents <ul style="list-style-type: none"> • Completed 76 of 82 document requests (128 total). • Application Access Request – Database, Workspace access troubleshooting in progress. ▪ Provided KT & JS Support <ul style="list-style-type: none"> • 84 of 85 KT committed / 1 pending commitment

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> • 20 KT completed in last two (2) weeks • 303 JS Logged in last two (2) weeks • 34 JS committed by providing dates and times • Requested ACN to duplication of JS to refine volume further ▪ 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 thirty-two (32) active Production defects.
Incidents	On Time	There are seventeen (17) 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**
 - The BenefitsCal Team successfully deployed Monthly Release 26.03.26 to BenefitsCal Production.
- **Planned Outages**
 - Thursday, 03/26/26 8:00 pm to 10:00 pm PST
 - ♦ BenefitsCal Monthly Release 26.03.26

1.4 Deliverable Management

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

- **Deliverable and Work Product submissions for the next reporting period:**
 - FWP 25.50: Monthly M&O Report – March 2026 on 04/07/26.
 - FWP 28.47: BenefitsCal Work Plan Monthly Updates – March 2026 on 04/07/26.
 - FWP 26.16: BenefitsCal BOM Review and License Renewals (Quarterly) – Jan-Mar 2026 on 04/07/26.
 - FWP 27.16: BenefitsCal Certificate Review (Quarterly) – Jan-Mar 2026 on 04/07/26.

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
0049-26	Notify.All; USBenefitsCalDevOps@De loitte.com; Operator@CalHEERs.ca.g ov; HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; VenugopalanP@calsaws. org; Bill.Kelly@fisglobal.com; CalSAWS.All; Notify.SCATL.Outage CC Consortium.RegionalMan agers.All; Consortium.SectionDirect ors; Communications.Infra@C alSAWS.org	Scheduled Downtime Notification – 4/19/2026.	03/30/26	Communicatio ns.Infrastructur e <Communicati ons.Infra@CalS AWS.org>	Pete Quijada <QuijadaP@C alSAWS.org>
0047-26	Notify.All; USBenefitsCalDevOps@De loitte.com; Operator@CalHEERs.ca.g ov; HoweG@CalSAWS.org; QuijadaP@CalSAWS.org; VenugopalanP@calsaws. org; Bill.Kelly@fisglobal.com; CalSAWS.All; Notify.SCATL.Outage CC Consortium.RegionalMan agers.All; Consortium.SectionDirect ors;	Scheduled Downtime Notification – 4/12/2026	03/25/26	Communicatio ns.Infrastructur e <Communicati ons.Infra@CalS AWS.org>	Pete Quijada <QuijadaP@C alSAWS.org>

CIT ID	To	SUBJECT	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
	Communications.Infra@CalSAWS.org				

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

Table 5: CRFIs

CRFI ID	To	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT

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	April 3, 2026 <ul style="list-style-type: none"> Added 26.09 QNC final policy due to CMS VLP changes and extended 26.09 CalSAWS design to 4/30/2026. 	Open	Medium	12/15/25
327	Limited Availability of Deloitte Staff May Impact the BenefitsCal Transition Schedule	April 3, 2026 <ul style="list-style-type: none"> Accenture has received 119 out of 128 document requests (93%). Completed 67 KT out of 85 KT sessions (79%); with 1 KT session that is pending Deloitte providing proposed KT Date/Time. KT had varying degrees of success. During the KT sessions, Deloitte team 	Open	Medium	02/04/26

ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	RISK LEVEL	DATE LOGGED
		<p>has responded that information will be provided at Job Shadows (e.g., LIFT, generation of Metrics, etc.) Completed 24 Job Shadow sessions out of 303 sessions requested to date (8%), with 243 JS sessions are pending Deloitte review and to provide dates/time. Accenture will take the lead to optimize/consolidate/reduce JS where we can. Out of 144 total Action Items assigned to Deloitte, 48 action items have been completed (33%) with 96 action items outstanding (67% open). Accenture sees this overall risk as trending higher.</p>			
329	<p>Delay in Providing Accenture Team Timely Access May Impact BenefitsCal Transition Activities</p>	<p>April 3, 2026</p> <ul style="list-style-type: none"> Accenture has received 119 out of 128 document requests (93%). Completed 15 out of 20 Technology Enablement/Access requests. The outstanding technology enablement includes connectivity from the CalSAWS workstations to the Deloitte workspaces, access to read only of the BenefitsCal Non-Prod databases, CAPTCHA, Figma Workspace Extract 4/1 Read-only, and SonarQube (workaround Rules extract target 4/6 week). 	Open	Medium	02/04/26

1.6.2 Project Issues

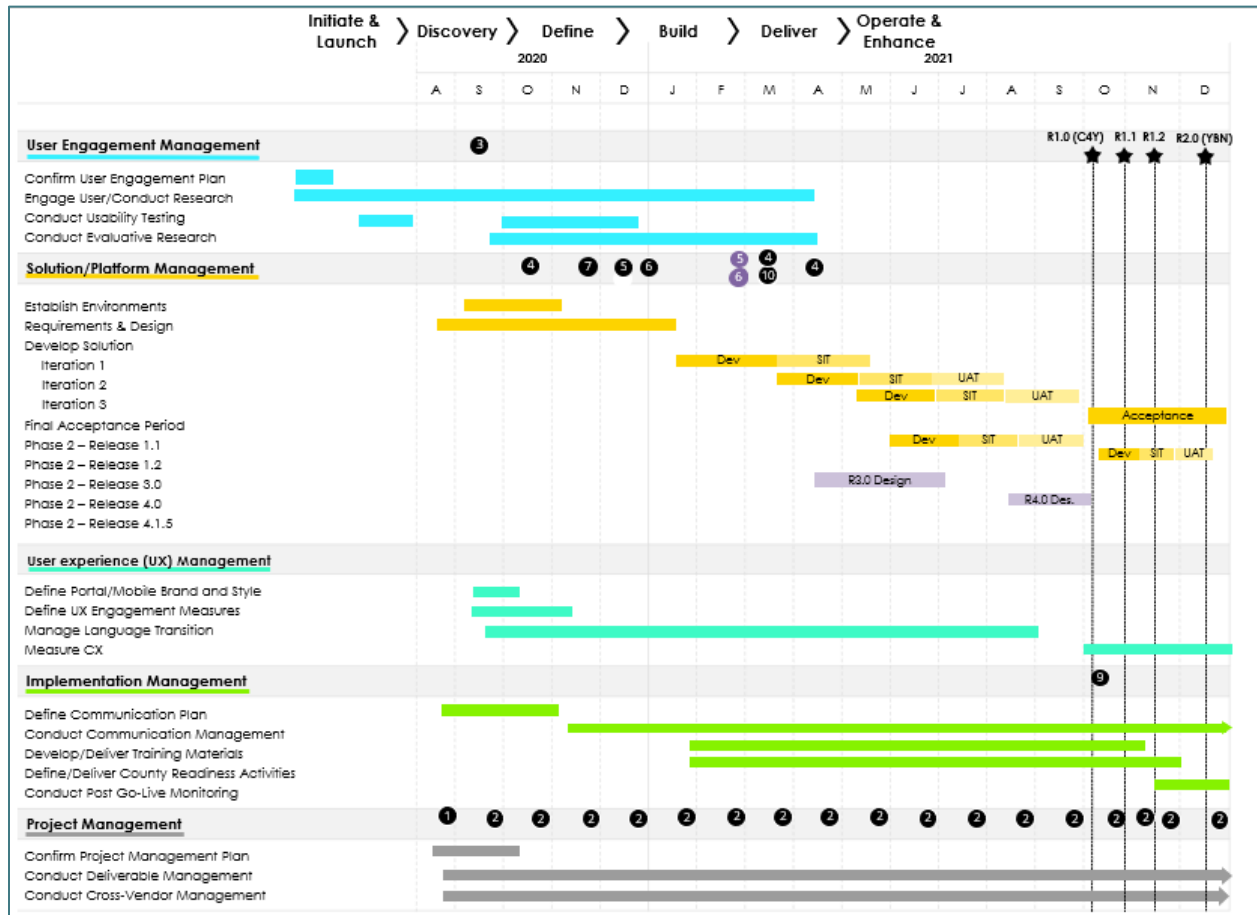
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

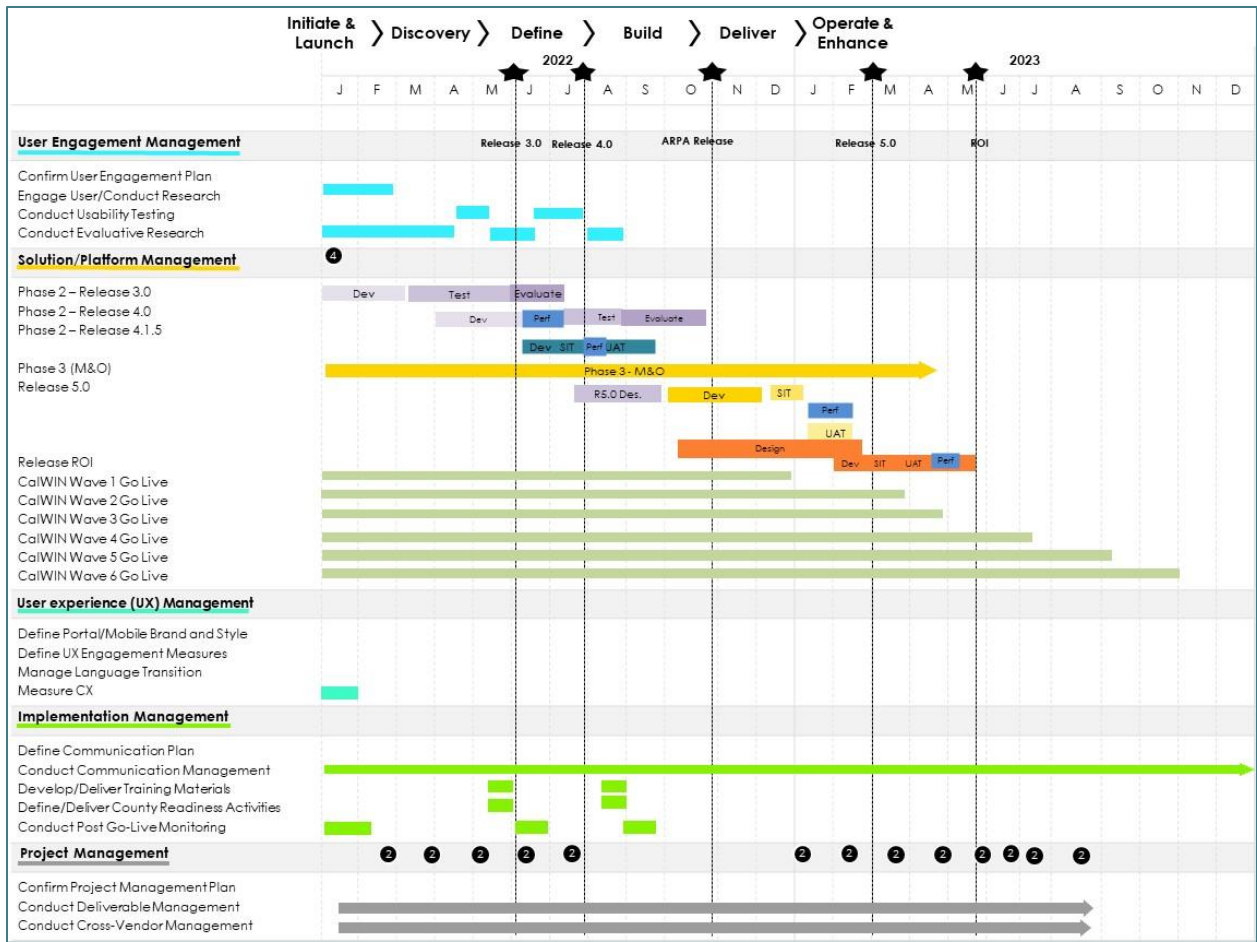
Table 8: Project Issues

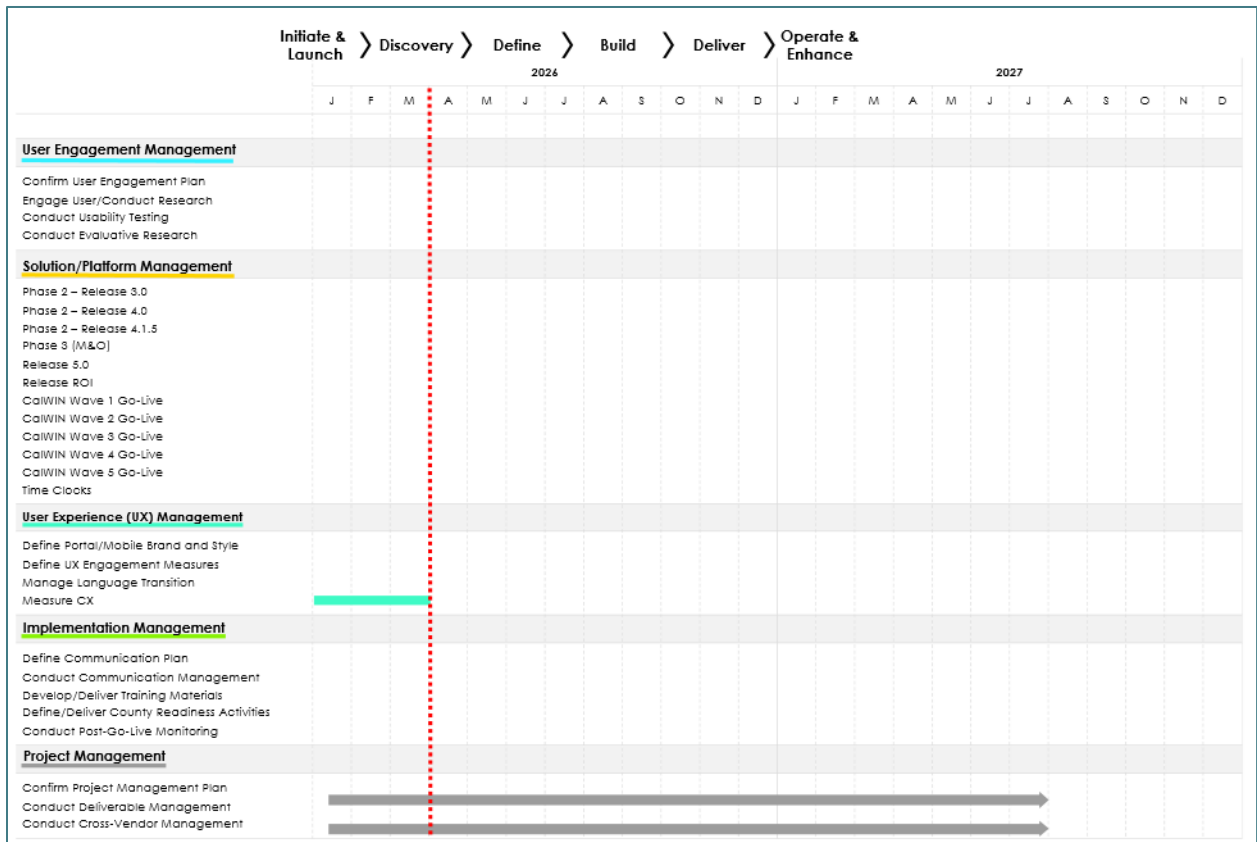
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
None.					

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	2
Completed	4
Reopened	1
In Review	0
Withdrawn	0
TOTAL	7

- **Completed**
 - 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
- **New/Assigned**
 - CSPM-83611: SCERFRA 26-918 – Public Social Services: Domestic Violence Services (AB 2470)
 - CSPM-83613: SCERFRA 26-919 – CalFresh: Federal Government Shutdowns (SB 1077)
- **Re-Opened**
 - CSPM-83168: SIRFRA 1462 – Medi-Cal work or community engagement – AB2161

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.

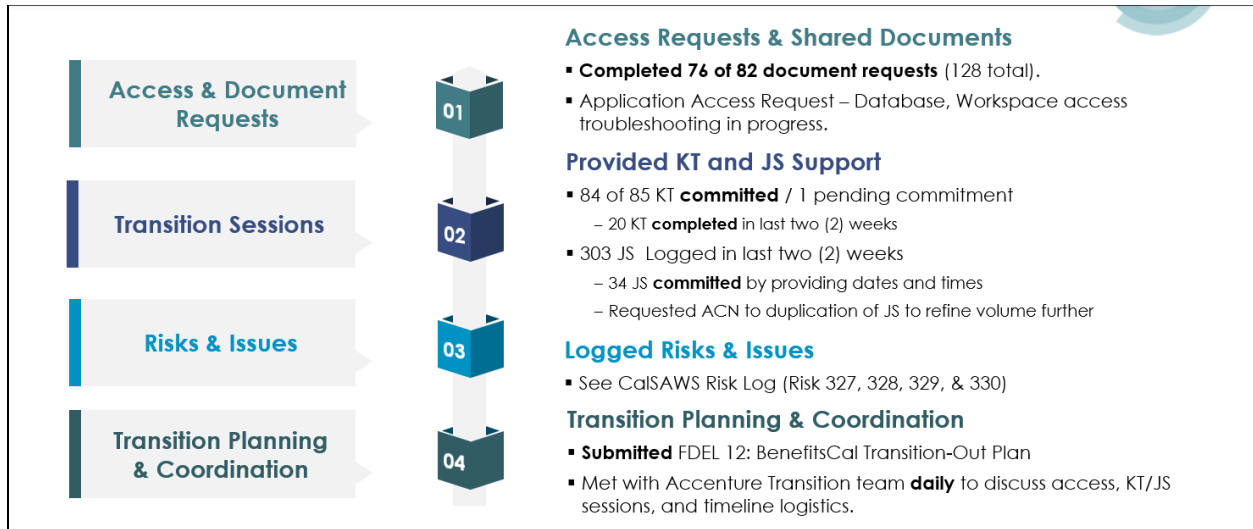


Figure 1: Transition-Out Status Summary

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
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**
 - Fourteen (14) 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 zero (0) incidents in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged five hundred and two (502) 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.

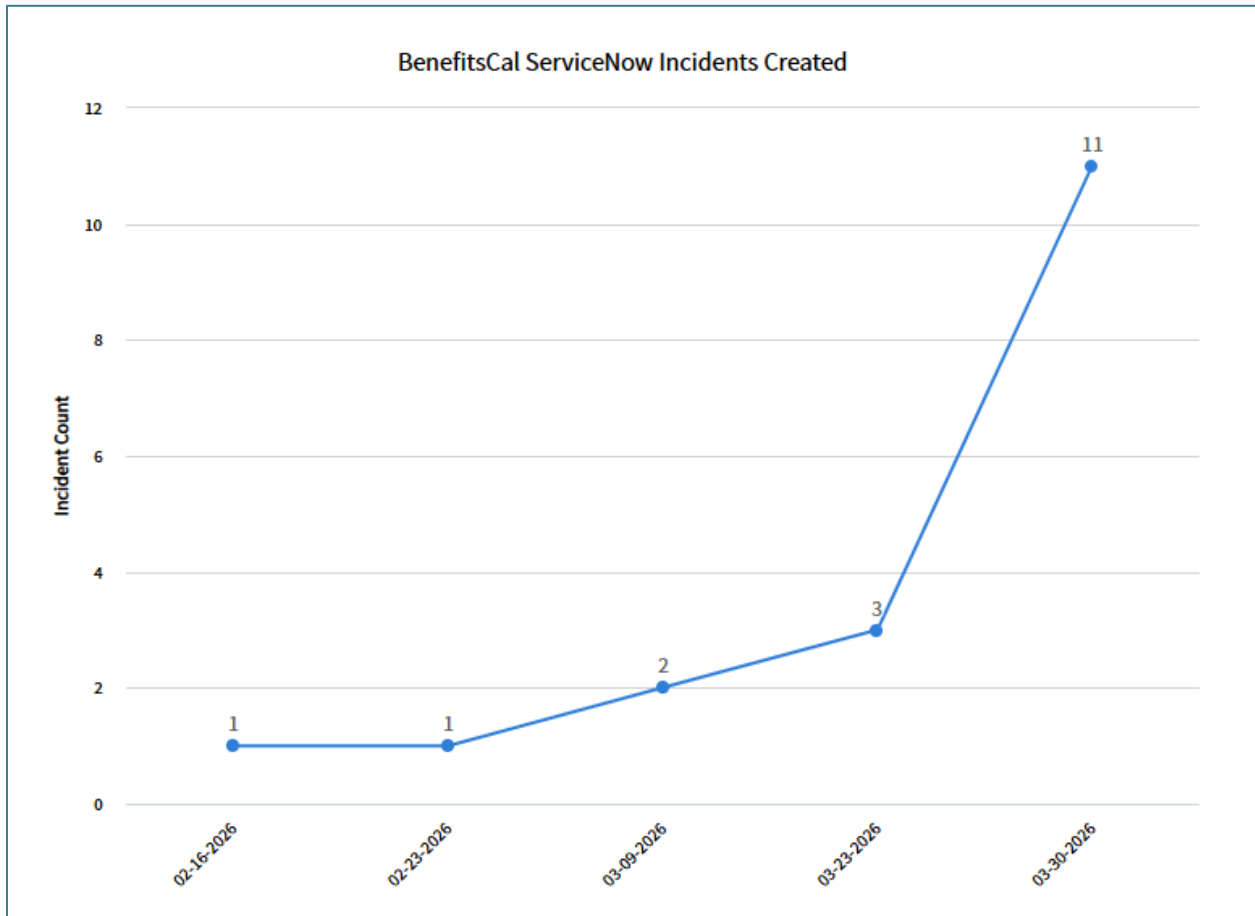


Figure 2: BenefitsCal ServiceNow Incidents Created

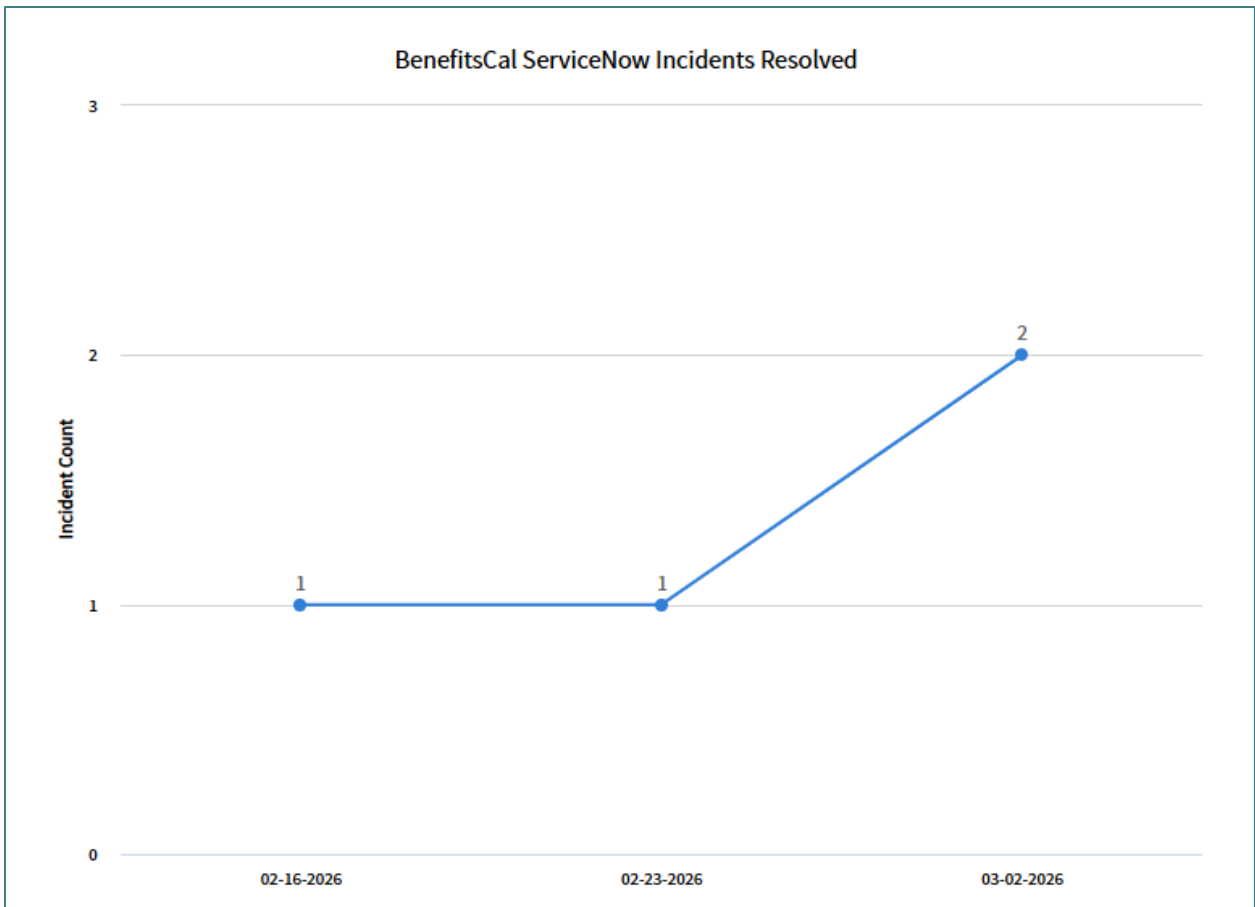


Figure 3: BenefitsCal ServiceNow Incidents Resolved

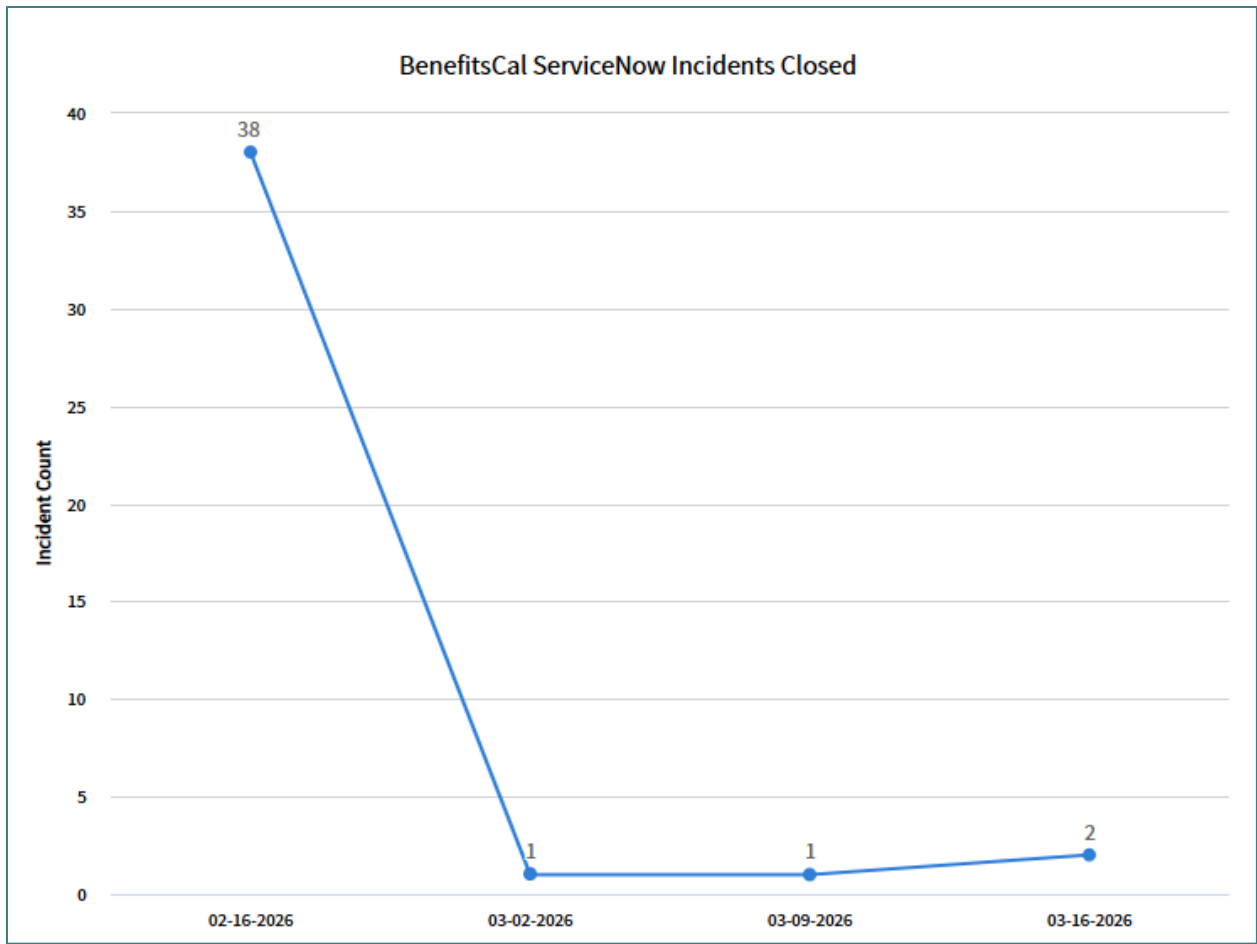


Figure 4: BenefitsCal ServiceNow Incidents Closed

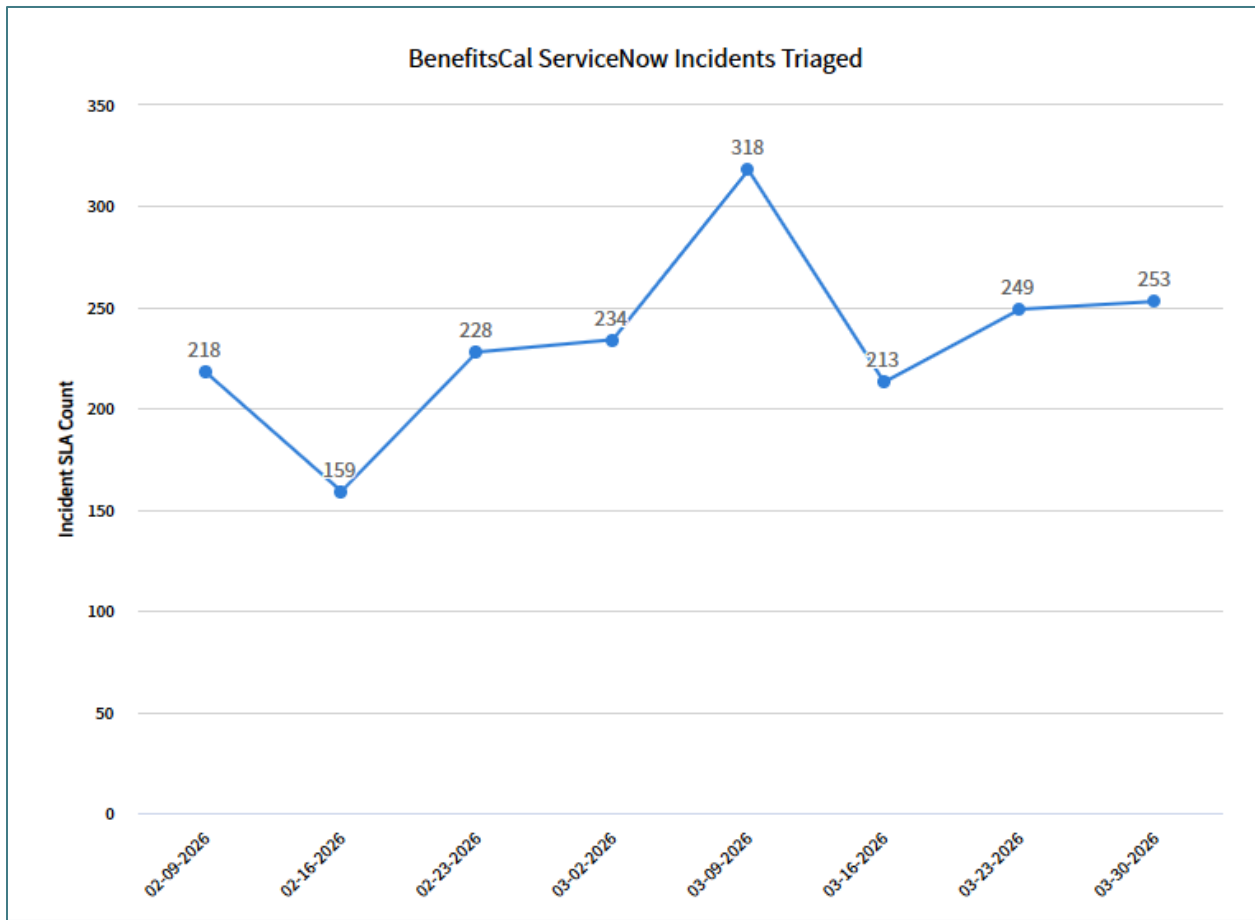


Figure 5: BenefitsCal ServiceNow Incidents Triaged

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.

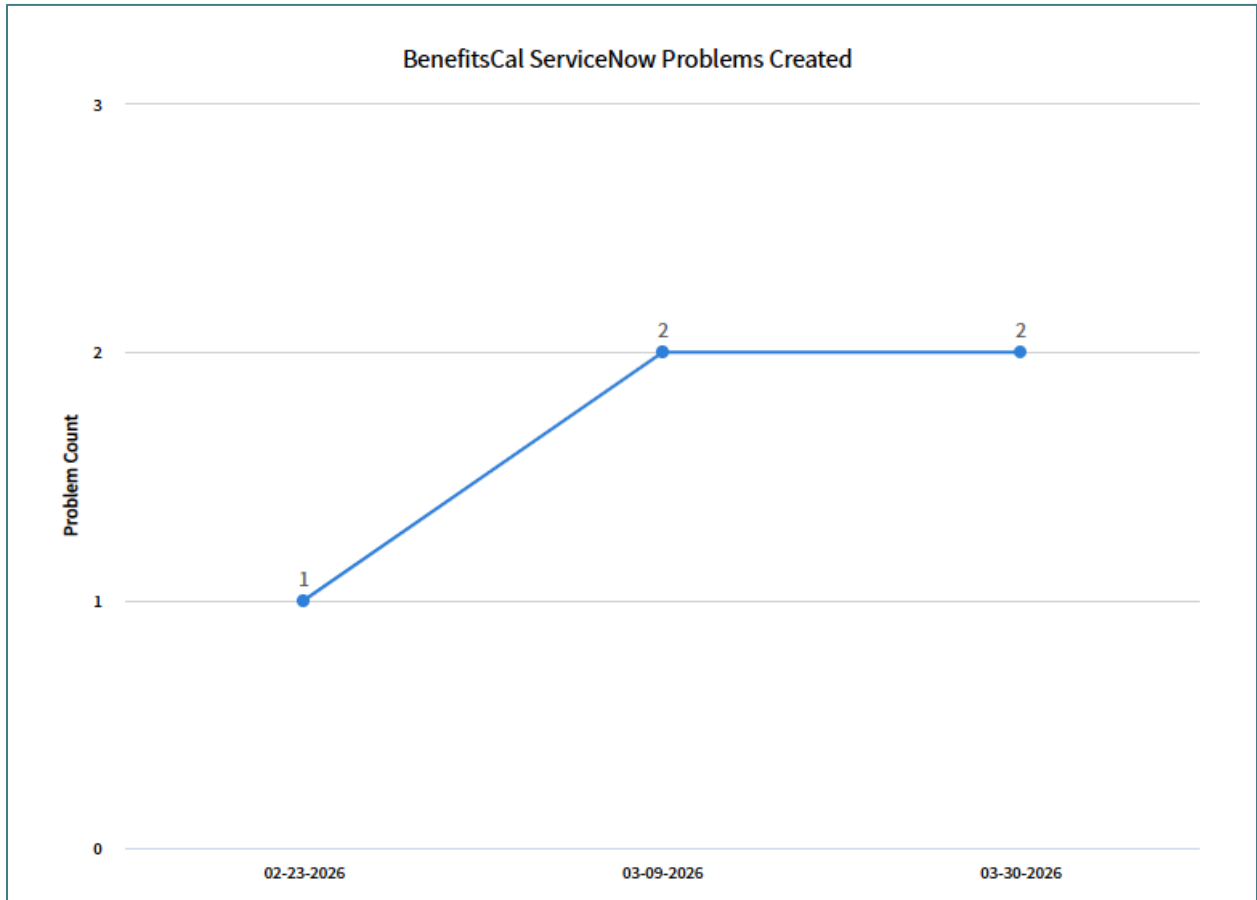


Figure 6: BenefitsCal ServiceNow Problems Created

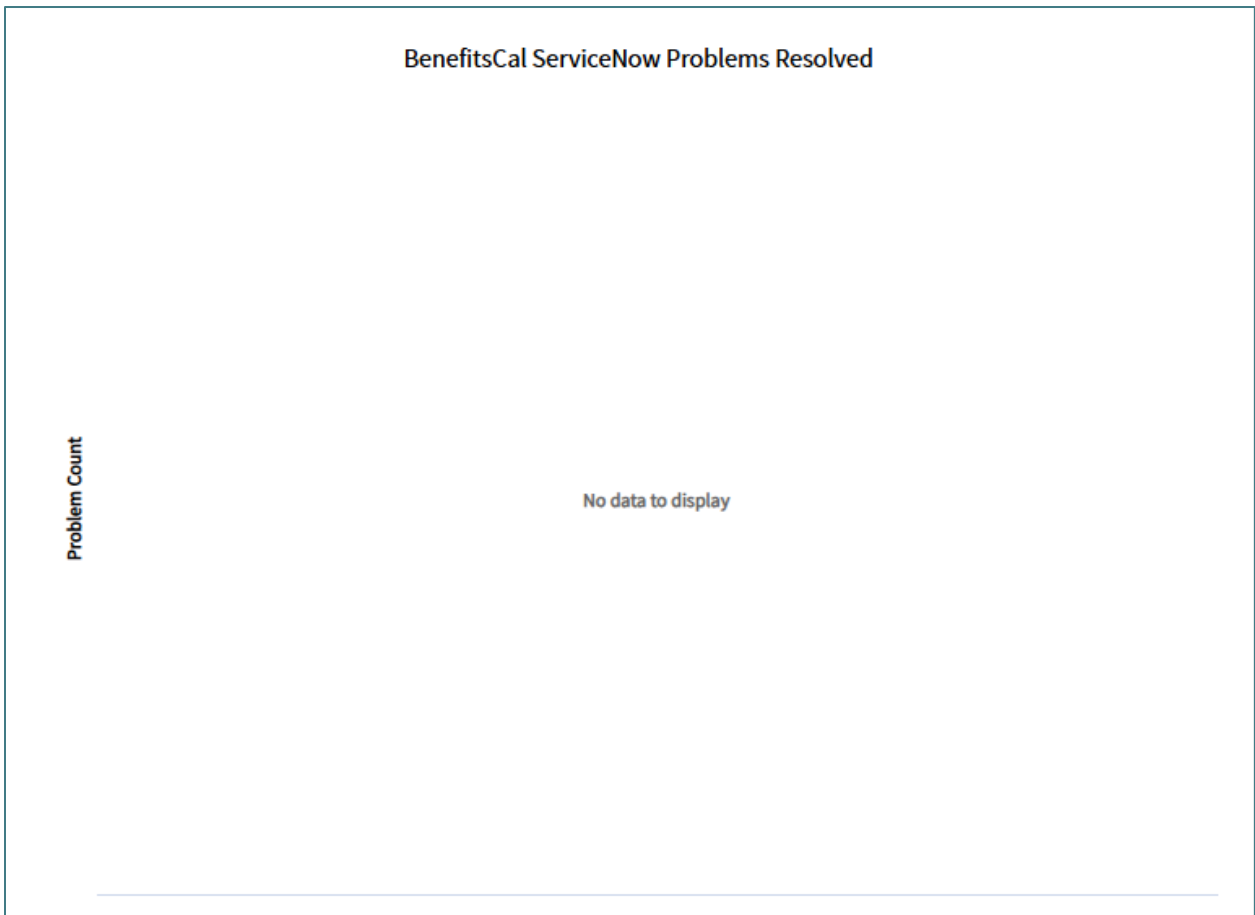


Figure 7: BenefitsCal ServiceNow Problems Resolved

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

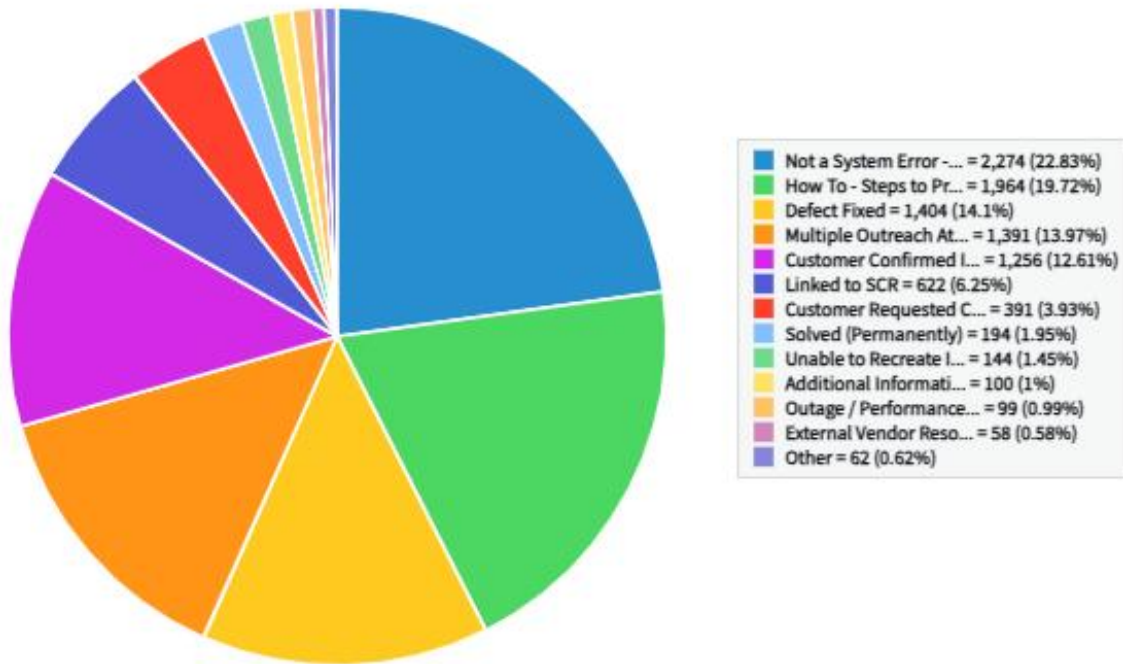
State	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
New		9	1	0	0	0	0	0	10
On Hold		1	1	1	2	1	1	0	7
Closed		0	0	81	560	194	158	4	997
Count		10	2	82	562	195	159	4	1,014

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	2,274	22.83%
How To - Steps to Proceed Provided	1,964	19.72%
Defect Fixed	1,404	14.1%
Multiple Outreach Attempts - No Response	1,391	13.97%
Customer Confirmed Issue is Resolved	1,256	12.61%
Linked to SCR	622	6.25%
Customer Requested Closure	391	3.93%
Solved (Permanently)	194	1.95%
Unable to Recreate Issue	144	1.45%
Additional Information Needed	100	1%
Outage / Performance Degradation	99	0.99%
External Vendor Resolved	58	0.58%
Other	62	0.62%
Total	9,959	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.

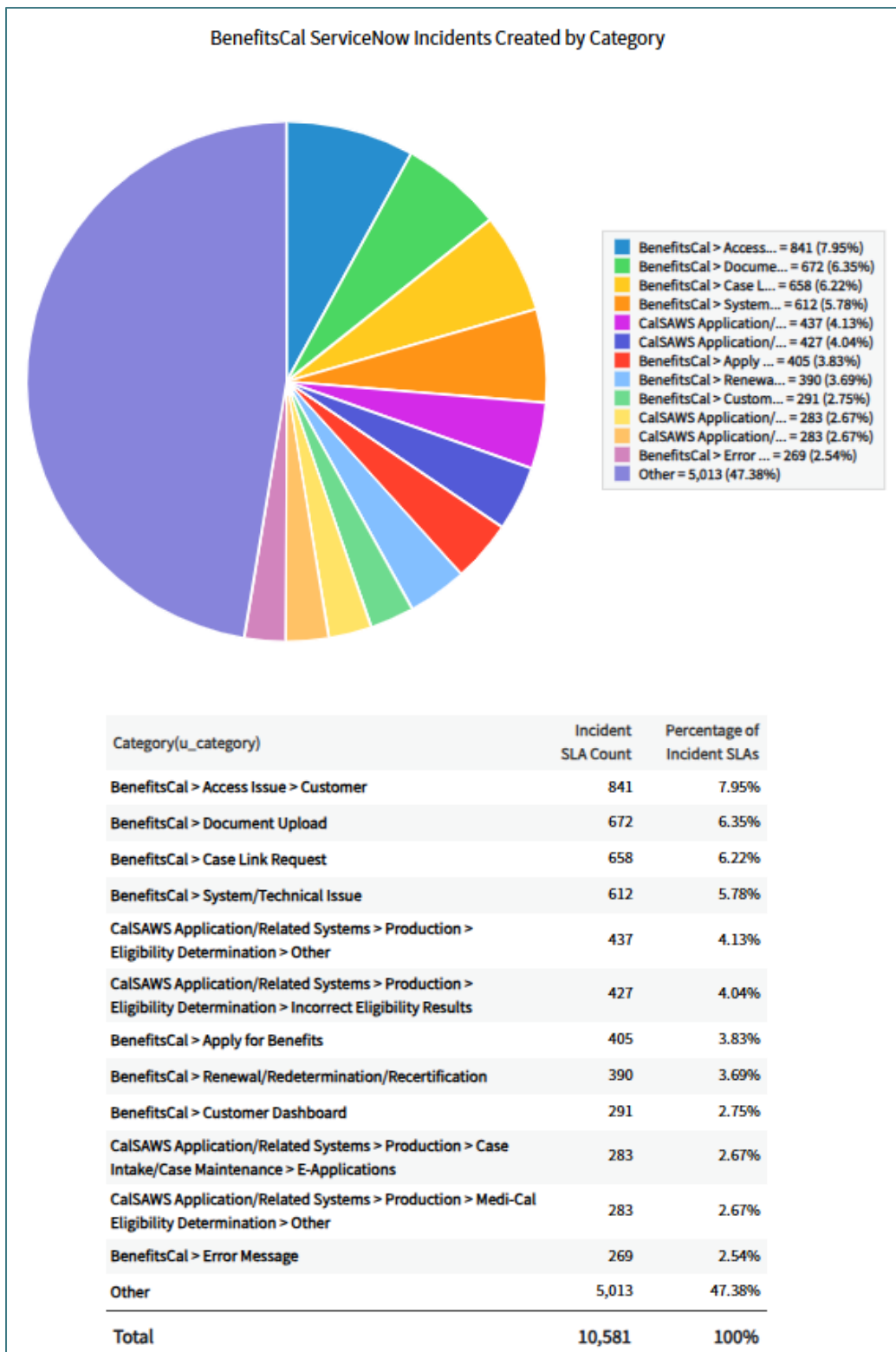


Figure 10: BenefitsCal ServiceNow Incidents Created by Category

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
03/26/26	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 26.03.26
03/27/26	10:00pm – 2:00 am PST	ForgeRock Maintenance (Maintenance Mode)
03/29/26	8:00 am – 4:00 pm PST	CalSAWS Application Maintenance (Offline mode)

Table 13: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
04/30/26	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 26.04.30

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.

Recently Created Chart: BC_PRD_Defects_All_v1

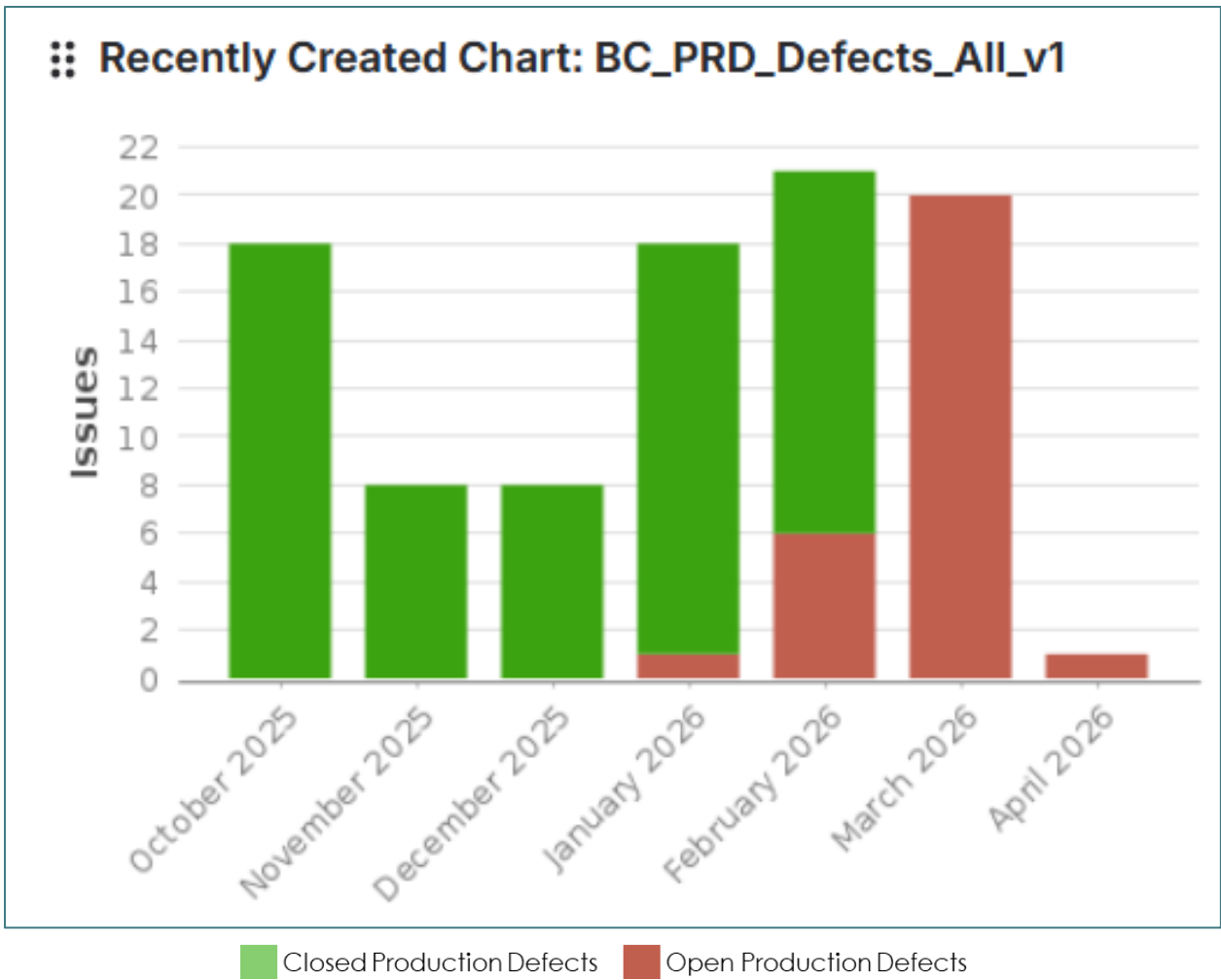


Figure 11: Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

Table 14: Production Defect Fix – Release Schedule

SEVERITY	RELEASE 26.04.30	RELEASE 26.05.28	TOTAL
1-HIGH	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
2-NORMAL/MEDIUM	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
3-NORMAL/LOW	20	11	31
New	0	0	0
In Progress	20	11	31
Closed	0	0	0
4-COSMETIC	1	0	1
New	0	0	0
In Progress	1	0	0
Closed	0	0	0
TOTAL	21	11	32

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**
 - One (1) enhancement and nineteen (19) production defects were deployed with BenefitsCal Monthly Release 26.03.26 for User Error Handling, Exception Handling, and Application Summary
- **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
26.04.30 – Monthly	04/30/26	Two (2) enhancements and twenty-one (21) production defects are planned for User Error Handling, Exception Handling, and Application Summary.

4.2 Requirements and Design

- **Activities for the Reporting Period – Requirements and Design**
 - **Designs and Design Meetings**
 - ♦ Finalized design work for the April 2026 enhancements.
 - ♦ Began design work for May 2026 enhancements.
 - ♦ Attended the Project Milestone meetings with the Consortium and CalSAWS on 03/23/26 and 03/30/26.
 - ♦ Attended SCR CA-297470 – Truv Phase 1 – Design Review with CalSAWS on 03/23/26.
 - ♦ Hosted the DDI and M&O Biweekly meetings on 03/24/26, 03/26/26, 04/01/26, and 04/02/26.
 - ♦ Hosted *Discuss Upcoming Appointments Enhancement* on 03/24/26.
 - ♦ Hosted a BenefitsCal and CalSAWS Truv connect on 03/24/26.
 - ♦ Attended the Internal ABAWD Changes discussions on 03/24/26, 03/27/26, 03/31/26, and 04/03/26.
 - ♦ Hosted the BenefitsCal PM standup meetings with the Consortium on 03/25/26 and 04/01/26.
 - ♦ Attended CSPM-80929 and CSPM-80928 Changes meeting on 03/25/16.
 - ♦ Attended Truv and CalSAWS meeting on 03/26/26 and 04/02/26.
 - ♦ Attended the TRUV touchpoint with the Consortium on 03/26/26.
 - ♦ Hosted the Truv discussion on 03/27/26.
 - ♦ Hosted an Appointments SCR discussion on 03/30/26.
 - ♦ Hosted Truv discussions on 03/30/26 and 04/03/26.

- ♦ Attended *KT – Session 3-19 – SCR – Workgroups/Functional Area Session 3* on 03/31/26.
 - ♦ Attended *KT – Session 10-5 – Misc – HR1 Medi-Cal* on 04/01/26.
 - ♦ Attended the *DHCS CalSAWS touchpoint meeting* on 04/01/26.
 - ♦ Hosted the *BenefitsCal and CalSAWS M&E: CF377.11E Forms connect* on 04/02/26.
 - ♦ Hosted the *Medi-Cal Workgroup Milestone 3 session* on 04/02/26.
 - ♦ Hosted the *BenefitsCal Pipeline Call – New Series* on 04/02/26.
- **Activities for the Next Reporting Period – Requirements and Design**
 - **Designs and Design Meetings**
 - ♦ Continue design work for May 2026 enhancements.
 - ♦ Attend the Project Milestone meetings with the Consortium and CalSAWS on 04/06/26 and 04/13/26.
 - ♦ Host the DDI and M&O biweekly meetings on 04/07/26, 04/09/26, 04/14/26, and 04/16/26.
 - ♦ Attend the *Internal ABAWD Changes* discussions on 04/07/26, 04/10/26, 04/14/26, and 04/17/26.
 - ♦ Attend the *CalSAWS – Self-Service Portal Committee - 2026* meeting series on 04/07/26.
 - ♦ Host the *April UCD Deck Review* on 04/07/26.
 - ♦ Host the BenefitsCal PM standup meetings with the Consortium on 04/08/26 and 04/15/26.
 - ♦ Host the *Prep Call – April Monthly UCD* on 04/08/26.
 - ♦ Attend the Truv and CalSAWS meetings on 04/09/26 and 04/16/26.
 - ♦ Host the *BenefitsCal: April 2026 UCD Monthly Meeting* with Advocates and State Partners on 04/15/26.
 - ♦ Attend the *DHCS CalSAWS touchpoint meeting* on 04/15/26.
 - ♦ Host the *BenefitsCal Pipeline Call – New Series* on 04/16/26.

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 March Always on survey data.
 - **User Engagement**
 - ♦ Finalized synthesis for Truv generative research sessions.
 - **Enhancements**
 - ♦ Started designs for *CSPM-80929: H.R.1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group*.
 - ♦ Started designs for *CSPM-81960: Truv Phase 1 & 2*.
 - **Advocate Engagement**
 - ♦ Received and reviewed March UCD monthly comment log responses.

- **Activities for the Next Reporting Period – UCD**

- **CX Measurements Data**

- ♦ Monitor the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues.
 - ♦ Continue analyzing March Always on survey data.

- **Enhancements**

- Finalize designs for *CSPM-80929: H.R.1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group.*
 - Continue designs for *CSPM-81960: Truv Phase 1 & 2.*

- **User Engagement**

- ♦ Start Truv usability testing sessions.

- **Advocate Engagement**

- ♦ Draft comment log responses for March UCD monthly meeting.
 - ♦ Conduct internal review of April UCD monthly deck.
 - ♦ Conduct state partner review of April UCD monthly deck.
 - ♦ Conduct April UCD monthly meeting.

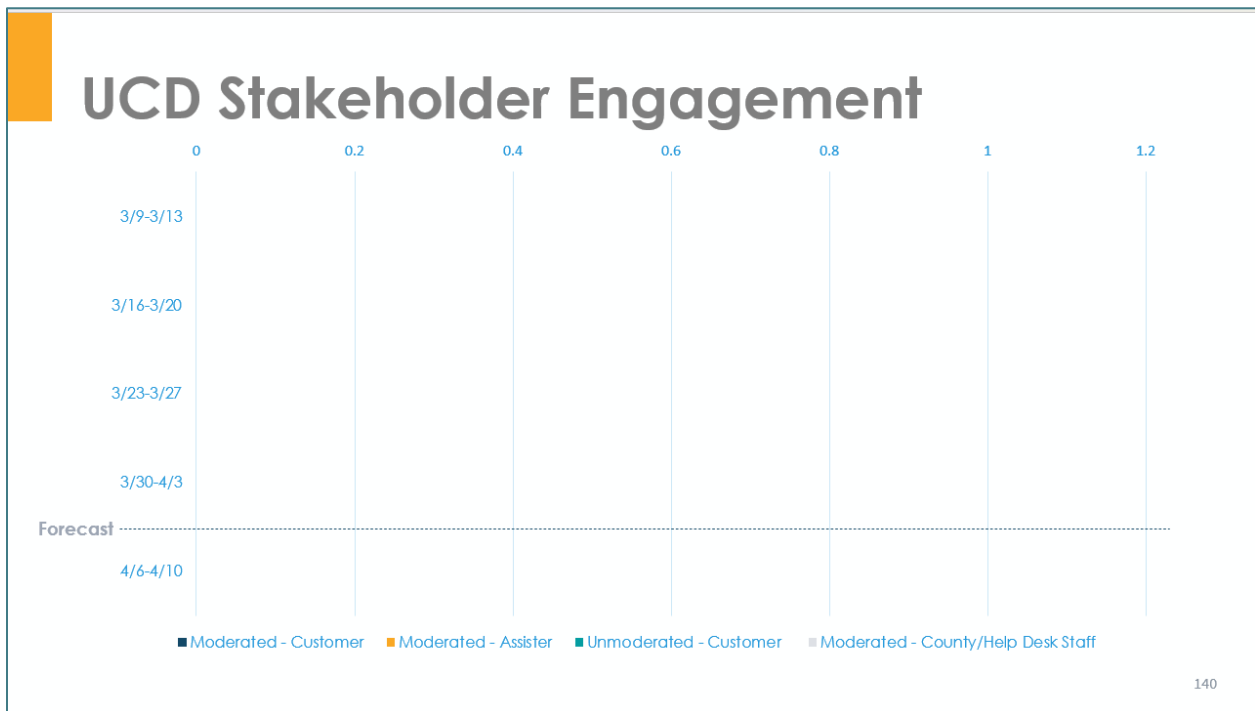


Figure 12: UCD Stakeholder Engagement

4.4 Development

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

Table 16: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 04/03/26	ACTUAL FOR WEEK ENDING 04/03/26	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 26.04.30	1	1	2	Release 26.04.30 is planned for deployment on 04/30/26.
Release 26.05.17	0	0	2	Release 26.05.17 is planned for deployment on 05/17/26.
Release 26.06.15	0	0	1	Release 26.06.15 is planned for deployment on 06/15/26.

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

Table 17: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 04/17/26	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 26.04.30	1	2	0	Release 26.04.30 is planned for deployment on 04/30/26.
Release 26.05.17	1	2	0	Release 26.05.17 is planned for deployment on 05/17/26.
Release 26.06.15	0	1	0	Release 26.06.15 is planned for deployment on 06/15/26.

- **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 26.03.26 were validated.
 - **Test Support**
 - ♦ Provided clarification and support to the QA/Consortium/Independent Test Team for defects and enhancements tagged to Release 26.03.26.

- **Activities for the Next Reporting Period – User Acceptance Test Planning**
 - **UAT Test Execution**
 - ♦ 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 26.04.30.

4.6 Release Management

- **Activities for the Reporting Period – Release Management**
 - **Release 26.03.26– March Monthly Release**
 - ♦ Deployed the March Monthly Release – 26.03.26 in Production on 03/26/26.

4.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
 - **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
26.03.26	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 Threshold), TWI 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,

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
						MC 217, CF Only AFB, GA/GR, Redef 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 26.04.30 – April Monthly Release**
 - The BenefitsCal April monthly release performance testing scope includes two (2) enhancements and four (4) defects: *CSPM-80744: HR1: Modifications to the Work Requirements for Able-Bodied Adults Without Dependents (ABAWD)*, *CSPM-82522: Update Routing for ABCDM228 Document Type*, *CSPM-83458*, *CSPM-83459*, *CSPM-83460* and *CSPM-83461*, 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	03/26/26	04/24/26	Release 26.04.30 April Monthly	Scope: Two (2) enhancements and four (4) defects in scope. Executions: BenefitsCal isolated Load tests with mock services. <ul style="list-style-type: none"> ▪ Thursday, April 23 ▪ Friday, April 24 	30%

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]

- **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 04/03/26.

- [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.