

# CalSAWS

California Statewide Automated Welfare System



## Biweekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: April 6, 2026 – April 19, 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"> <li>▪ Emergency Release 26.04.10 was successfully deployed to BenefitsCal Production on 04/10/26.</li> </ul>
April Enhancements (April Monthly Release 26.04.30)	<ul style="list-style-type: none"> <li>▪ Two (2) enhancements are targeted for Production deployment on 04/20/26:               <ul style="list-style-type: none"> <li>• One (1) Production Priority Enhancement:                   <ul style="list-style-type: none"> <li>◆ CSPM-82552: Update Routing for ABCDM228 Document Type</li> </ul> </li> <li>• One (1) Policy Enhancement:                   <ul style="list-style-type: none"> <li>◆ CSPM-80744: HR1: Modifications to the Work Requirements for Able-Bodied Adults Without Dependents (ABAWD)</li> </ul> </li> </ul> </li> </ul>
User Centered Design (UCD) Activities	<ul style="list-style-type: none"> <li>▪ Customer Experience (CX) Measurements Data               <ul style="list-style-type: none"> <li>• Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues.</li> <li>• Continued March Always on survey data.</li> </ul> </li> <li>▪ User Engagement               <ul style="list-style-type: none"> <li>• Started conducting Truv usability testing sessions.</li> </ul> </li> <li>▪ Enhancements               <ul style="list-style-type: none"> <li>• Finalized designs for CSPM-80929: H.R. 1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group.</li> <li>• Finalized designs for CSPM-81960: Truv Phase 1 &amp; 2.</li> </ul> </li> <li>▪ Advocate Engagement               <ul style="list-style-type: none"> <li>• Conducted April UCD monthly meeting.</li> <li>• Draft comment log responses for March UCD monthly meeting.</li> </ul> </li> </ul>
Transition-Out	<ul style="list-style-type: none"> <li>▪ Access Requests &amp; Shared Documents               <ul style="list-style-type: none"> <li>• Completed 82 of 87 document requests (130 total).</li> <li>• Application Access Request – Additional Bitbucket, Jira and Amplitude access in progress</li> </ul> </li> <li>▪ Provided KT &amp; JS Support               <ul style="list-style-type: none"> <li>• 86 of 87 KT committed / 1 pending commitment</li> <li>• 10 KT completed in last two (2) weeks</li> <li>• 141 JS requested (54% reduction from last reporting period)</li> </ul> </li> </ul>

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> <li>• 128 JS committed by providing dates/dates, flagged with comments/justification or as duplicate</li> <li>• 27 JS Completed in last two (2) weeks</li> <li>▪ Transition Planning and Coordination <ul style="list-style-type: none"> <li>• Submitted FDEL 12: BenefitsCal Transition-Out Plan</li> <li>• Met with Accenture Transition team daily to discuss access, KT/JS sessions, and timeline logistics.</li> </ul> </li> </ul>

### 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 eighteen (18) open Tier 3 incidents.

## 1.3 Highlights of the Reporting Period

- **Priority Release**
  - None for the reporting period.
- **Emergency Release**
  - The BenefitsCal Team successfully deployed Emergency Release 26.04.10 to BenefitsCal Production.
- **Monthly Release**
  - None for the reporting period.
- **Planned Outages**
  - Friday, 04/10/26 8:00 pm to 9:30 pm PST
    - ♦ BenefitsCal Emergency Release 26.04.10

## 1.4 Deliverable Management

- **Deliverables and Work Products submitted:**
  - 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.
- **Deliverable and Work Product submissions for the next reporting period:**
  - DWP 24.35: CX Bimonthly Report (Feb 2026/Mar 2026) on 04/21/2026.

## 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
0058-26	Notify.All; USBenefitscalDevOps@De loitte.com; <a href="mailto:Operator@CalHEERs.ca.gov">Operator@CalHEERs.ca.gov</a> 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 – 4/24/2026	04/06/26	Communicatio ns.Infrastructur e <Communicati ons.Infra@CalS AWS.org>	Pete Quijada <QuijadaP@C alSAWS.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	<ul style="list-style-type: none"> <li>None for the reporting period.</li> </ul>	Open	Medium	12/15/25
327	Limited Availability of Deloitte Staff May Impact the BenefitsCal Transition Schedule	<p><b>April 8, 2026:</b></p> <ul style="list-style-type: none"> <li>During RMG, this risk has been moved to an Issue</li> </ul> <p><b>April 20, 2026:</b></p> <ul style="list-style-type: none"> <li>Created Issue 335 Schedule Delay in BenefitsCal SCR Job Shadow Workstream with a late start due to the JS consolidation, postponed KT to JS, and working with Deloitte on scheduling availabilities with 17 dates pending. It is necessary to extend the SCR JS end date of April to end of May. This will overlap with the start of RJS that will start 5/1 with Design and Test, and end of May/first week of June for the Build JS. Issue resolution date expected May 29, 2026, with the expectation that the Design JS will be scheduled and conducted by 5/1 (risk trigger date).</li> </ul>	Open	Medium	02/04/26
329	Delay in Providing Accenture Team Timely Access May Impact BenefitsCal Transition Activities	<p><b>April 8, 2026:</b></p> <ul style="list-style-type: none"> <li>Per RMG moving trigger date to 4/30 while the team is relook at what is needed to start RJS and the schedule to extend JS into May.</li> </ul>	Open	Medium	02/04/26

## 1.6.2 Project Issues

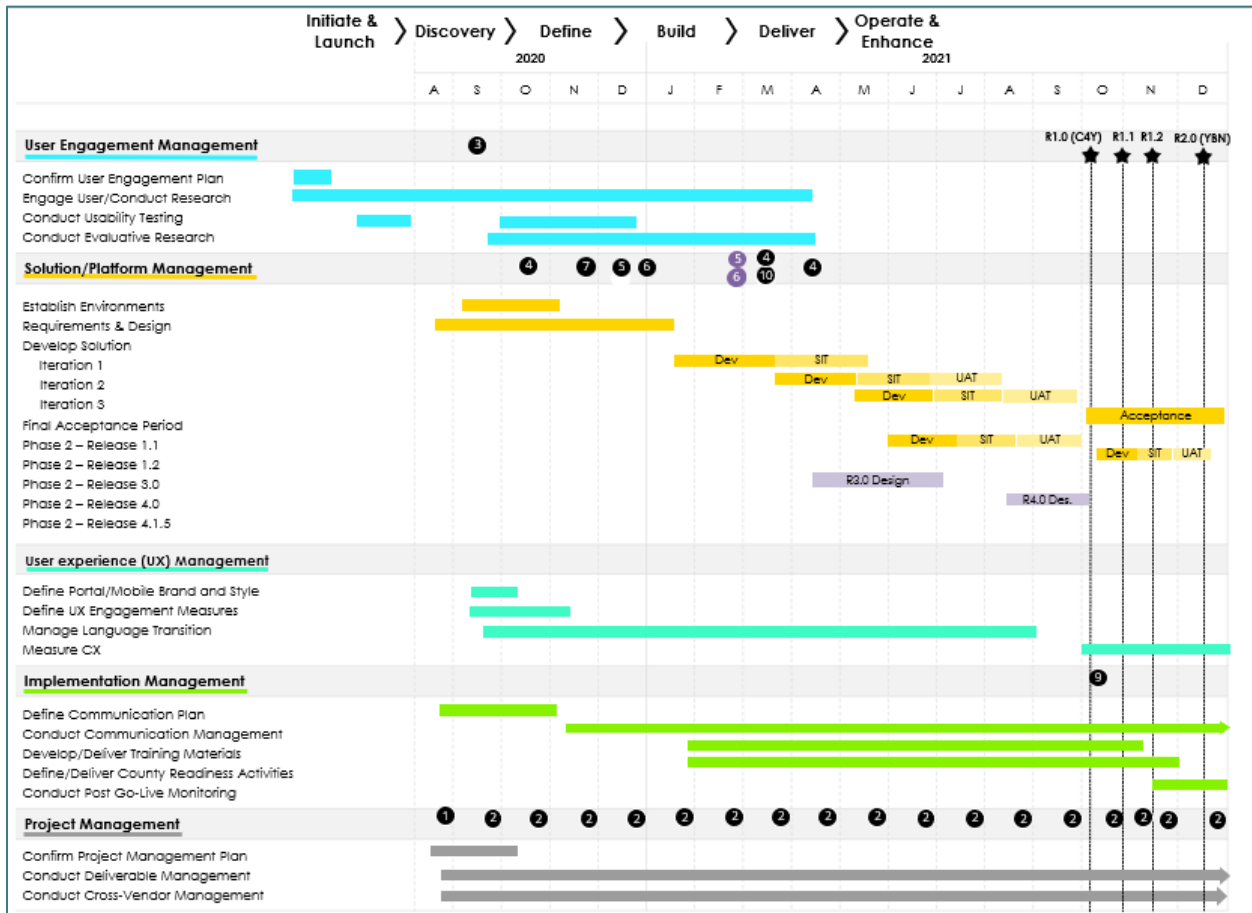
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

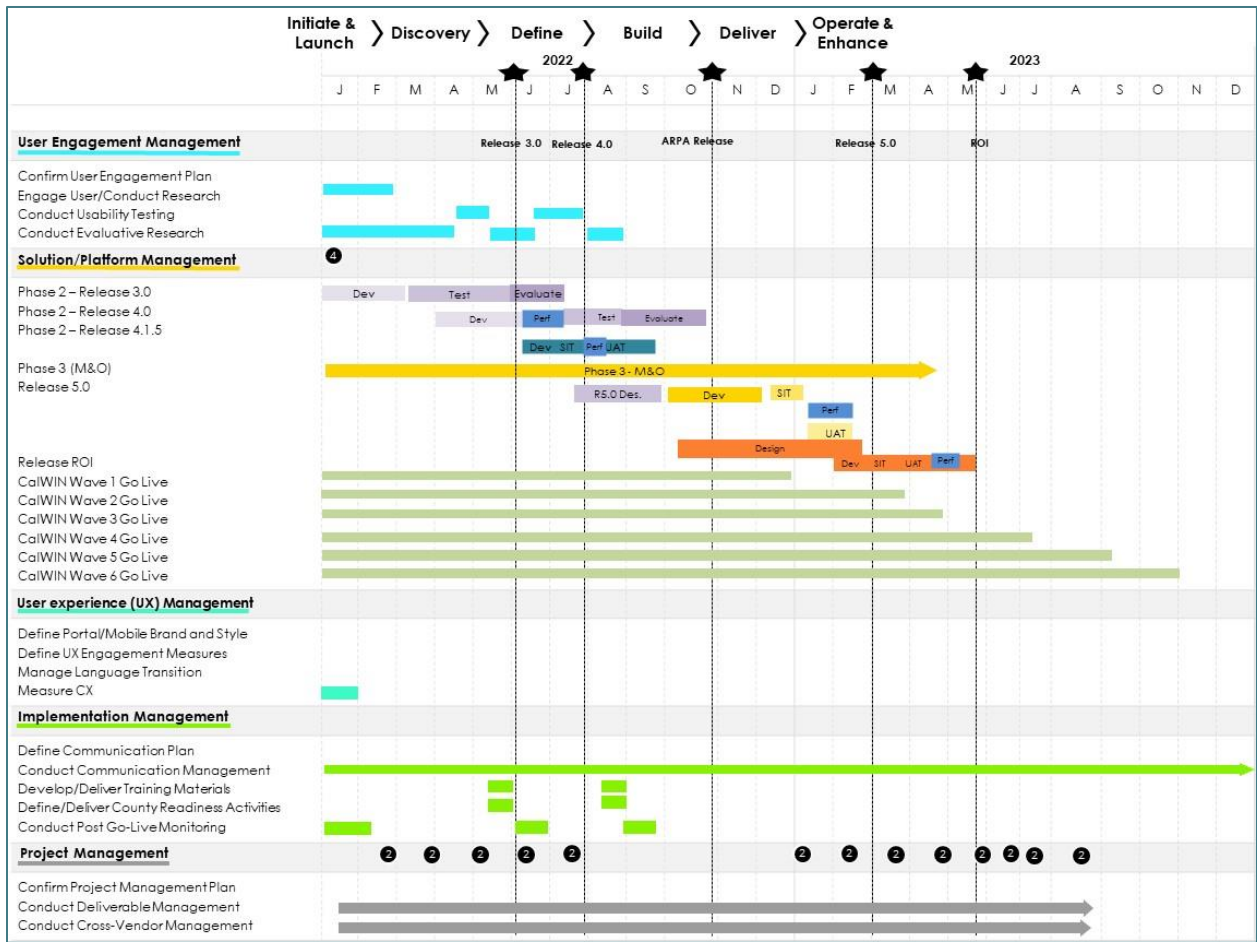
Table 8: Project Issues

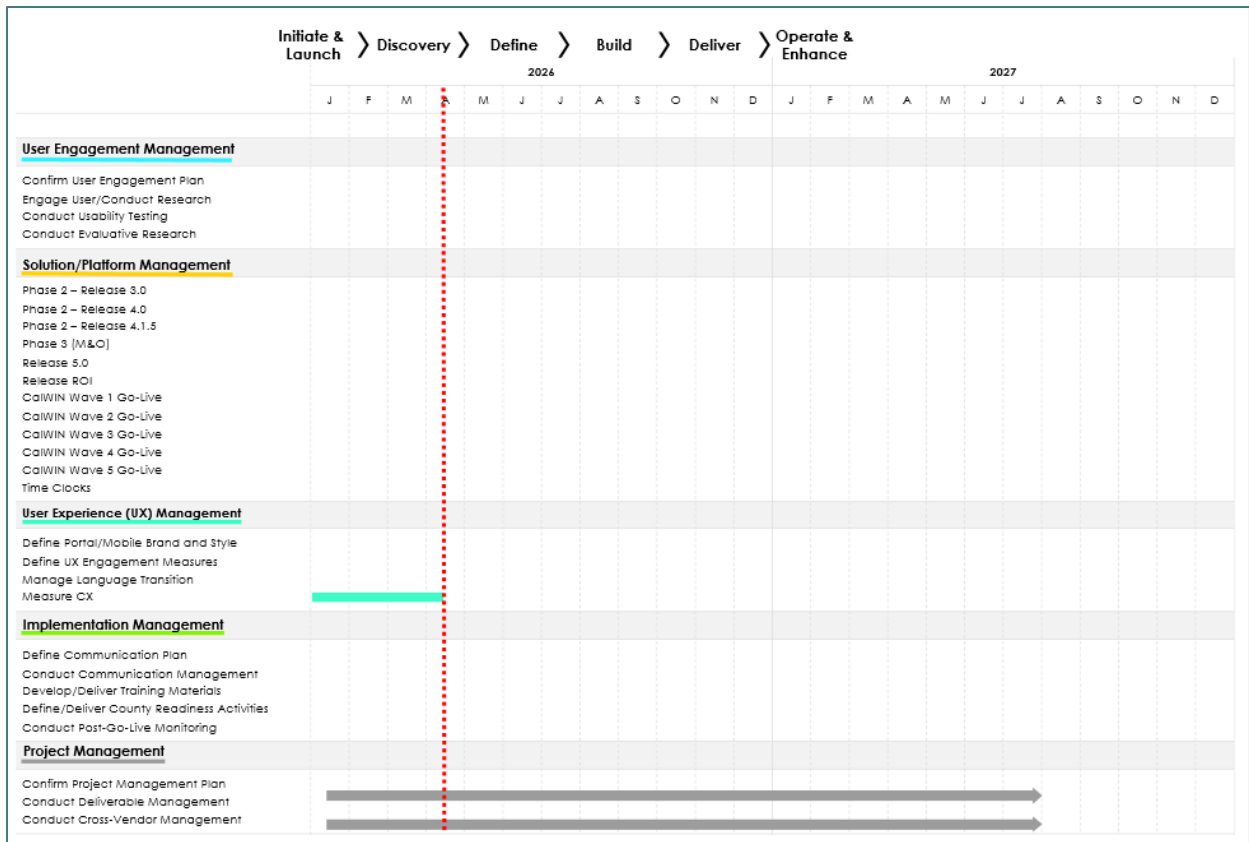
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
335	Schedule Delay in BenefitsCal SCR Job Shadow Workstream	<b>April 8, 2026:</b> <ul style="list-style-type: none"> <li>During RMG, Risk 327 moved to Issue 335</li> </ul>	2 – Open	High	04/08/26

## 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	7
Completed	4
Reopened	0
In Review	0
Withdrawn	0
<b>TOTAL</b>	<b>11</b>

### Completed

- CSPM-83664: SIRFRA 1476 – California Resident Taxpayer Health Care Coverage (SB 1252)
- CSPM-83662: CalSAWS technical cost for upcoming California EBT Services Reprourement and Transition
- CSPM-83613: SCERFRA 26-919 – CalFresh: Federal Government Shutdowns (SB 1077)
- CSPM-83611: SCERFRA 26-918 – Public Social Services: Domestic Violence Services (AB 2470)

### New/Assigned

- CSPM-83785: SCERFRA 26-924 – Data Collection: Race and Ethnicity (AB 1878)
- CSPM-83784: SCERFRA 26-923 – Data Collection: Sexual Orientation, Gender Identity, and Intersex Status (SB 1114)
- CSPM-83769: SCERFRA 26-507 – BenefitsCal Income Verification Service
- CSPM-83735: SCERFRA 26-922 – Adoption Assistance Program: Eligibility (AB 2769)
- CSPM-83710: SCERFRA 26-921 – Water Rate Assistance Program (SB 1125)
- CSPM-83709: SCERFRA 26-923 – SCERFRA 26-508 - Revised SAR 2
- CSPM-83659: SCERFRA 26-920 – CalFresh: Student Eligibility (SB 961)

## 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.

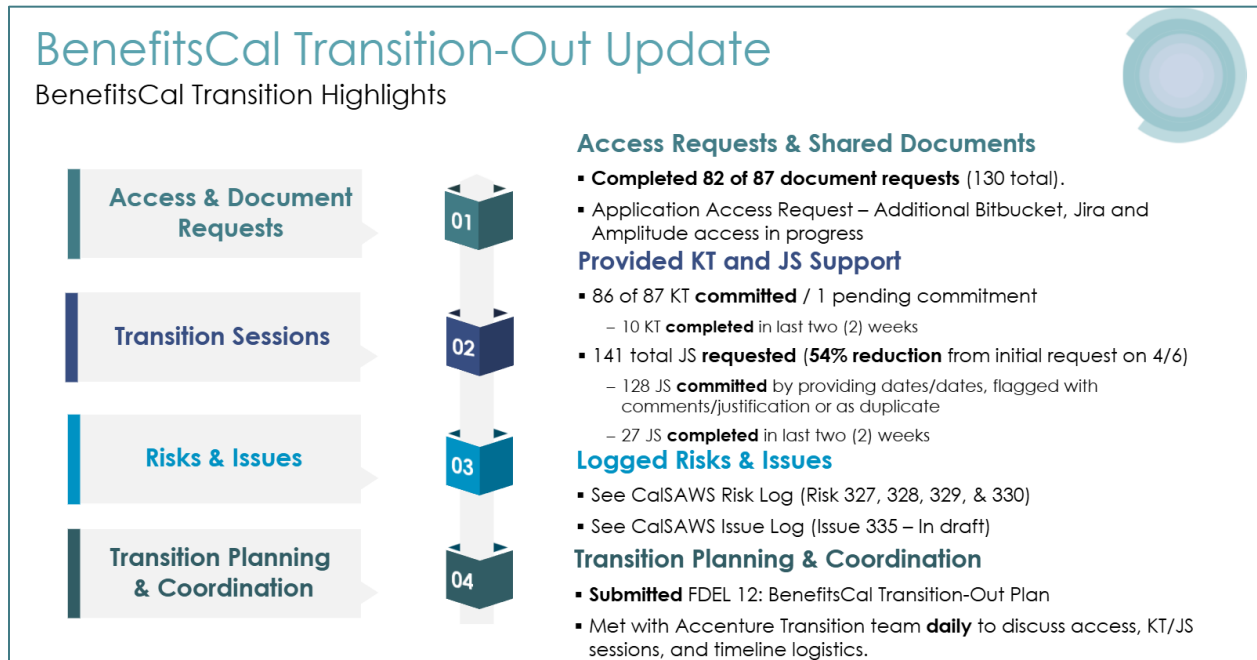


Figure 1: Transition-Out Status Summary

## 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**
  - Sixteen (16) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
  - The BenefitsCal Tier 3 Team resolved one (1) incident in the biweekly reporting period.
- **Incidents Closed**
  - The BenefitsCal Tier 3 Team closed zero (0) incidents in the biweekly reporting period.
- **Incidents Triaged**
  - The BenefitsCal Tier 3 Team has triaged six hundred sixteen (616) incidents in the biweekly reporting period.
- **Problems Created**
  - The BenefitsCal Tier 3 Team created one (1) problem ticket in the biweekly reporting period.
- **Problems Resolved**
  - The BenefitsCal Tier 3 Team resolved 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.

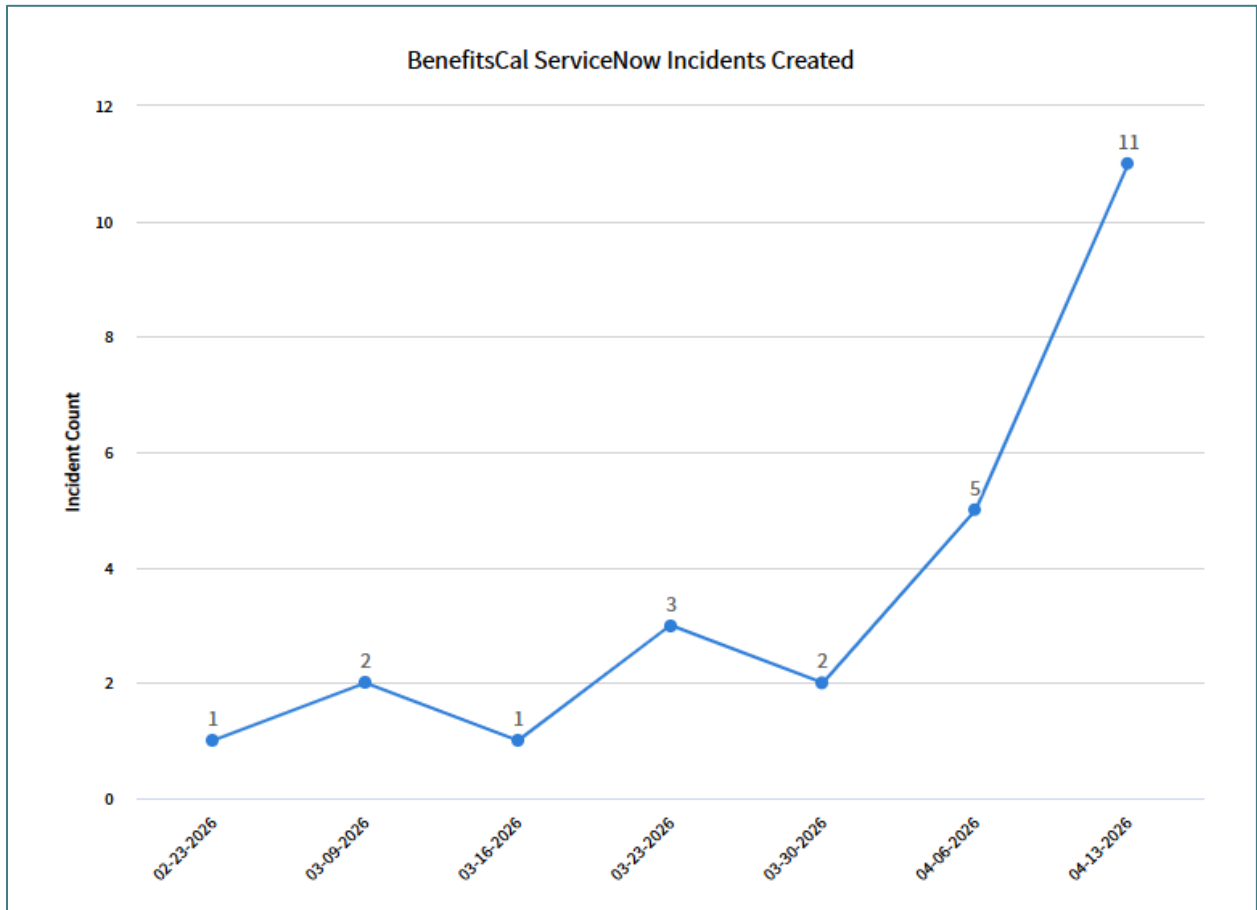


Figure 2: BenefitsCal ServiceNow Incidents Created

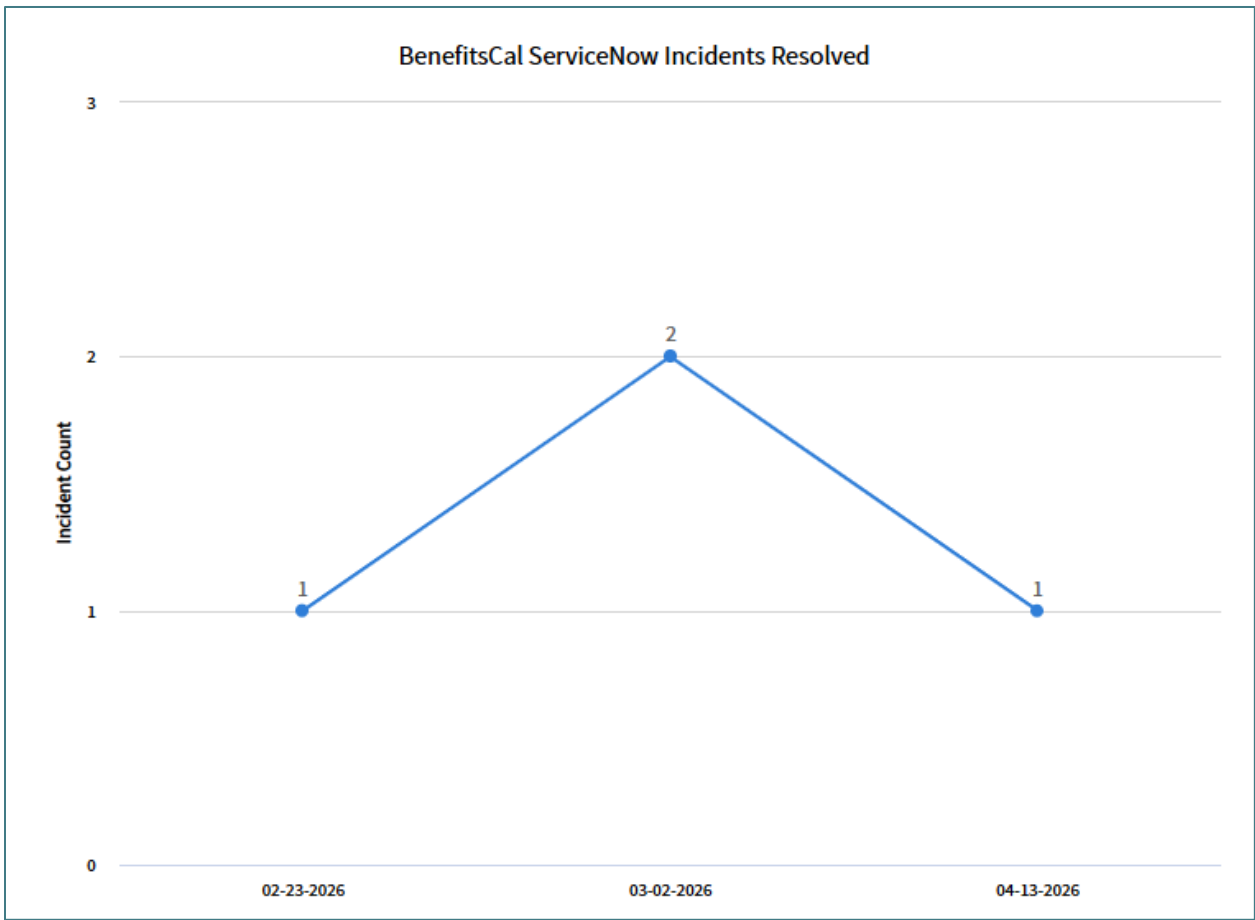


Figure 3: BenefitsCal ServiceNow Incidents Resolved

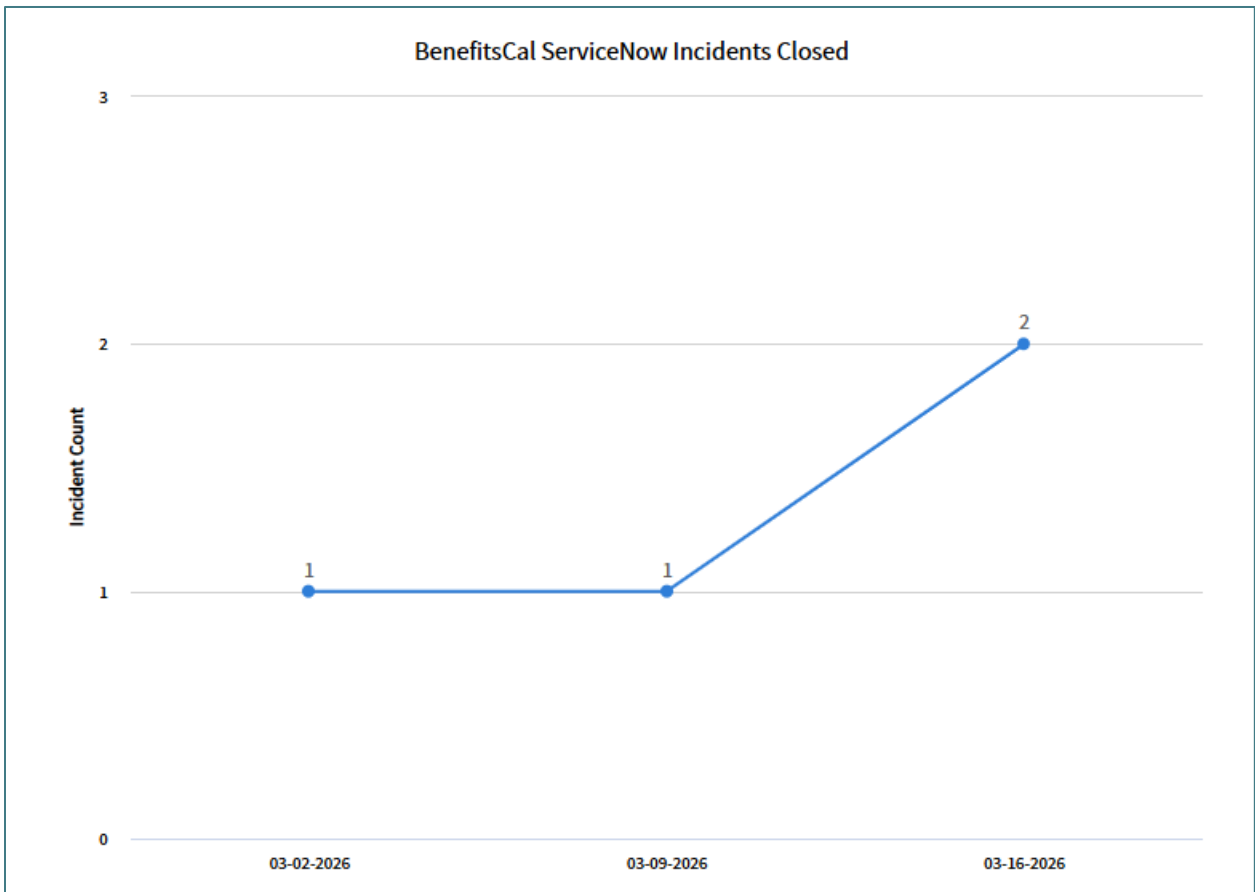


Figure 4: BenefitsCal ServiceNow Incidents Closed

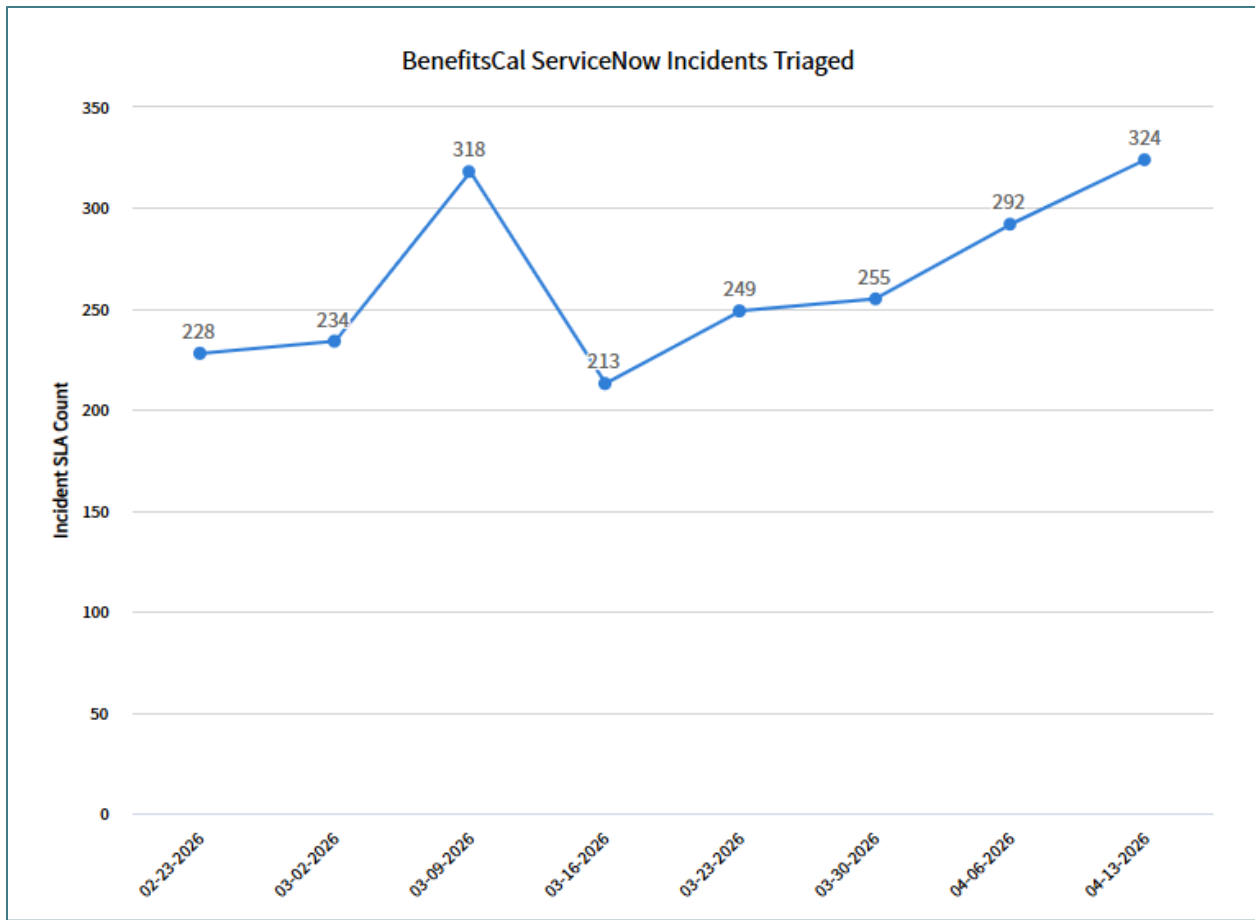


Figure 5: BenefitsCal ServiceNow Incidents Triaged

**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.

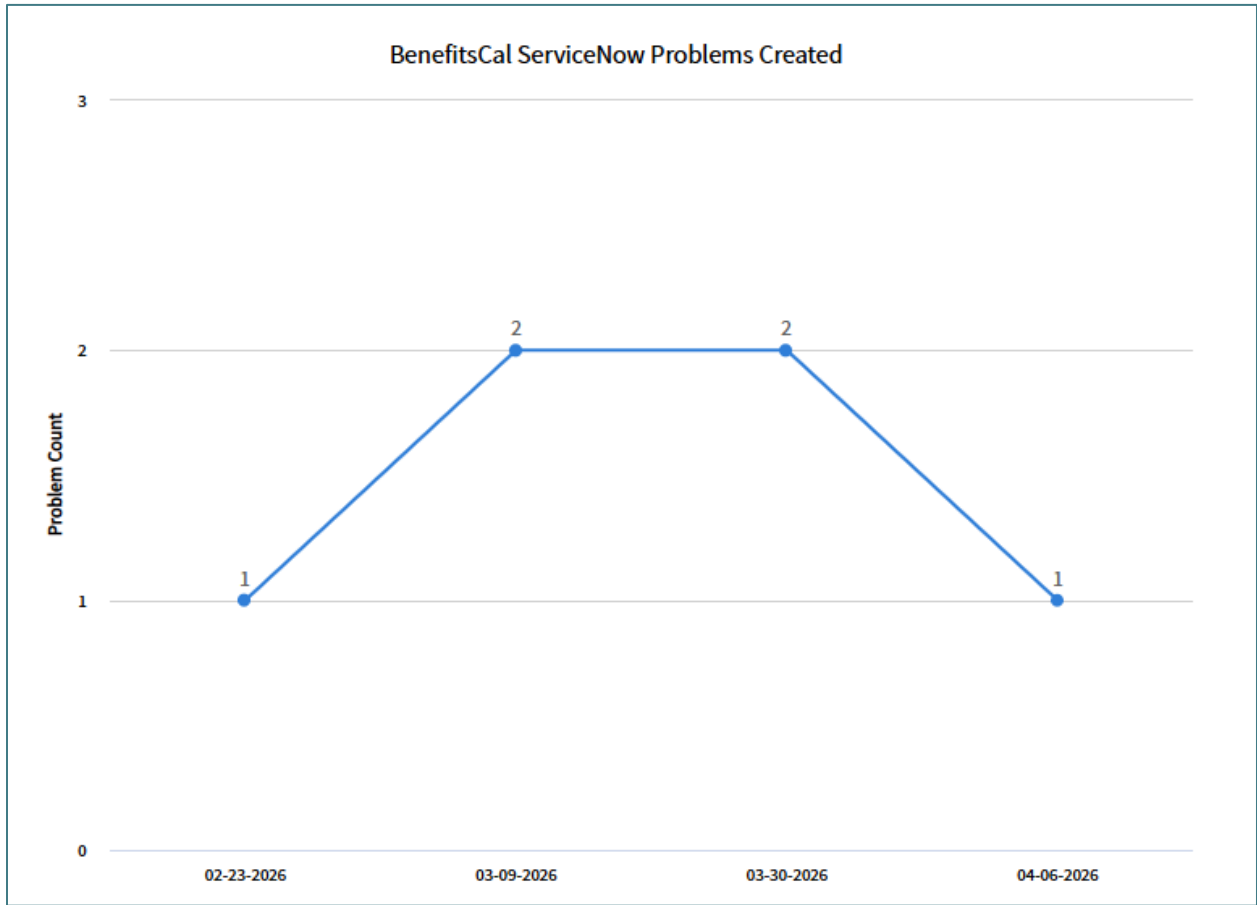


Figure 6: BenefitsCal ServiceNow Problems Created

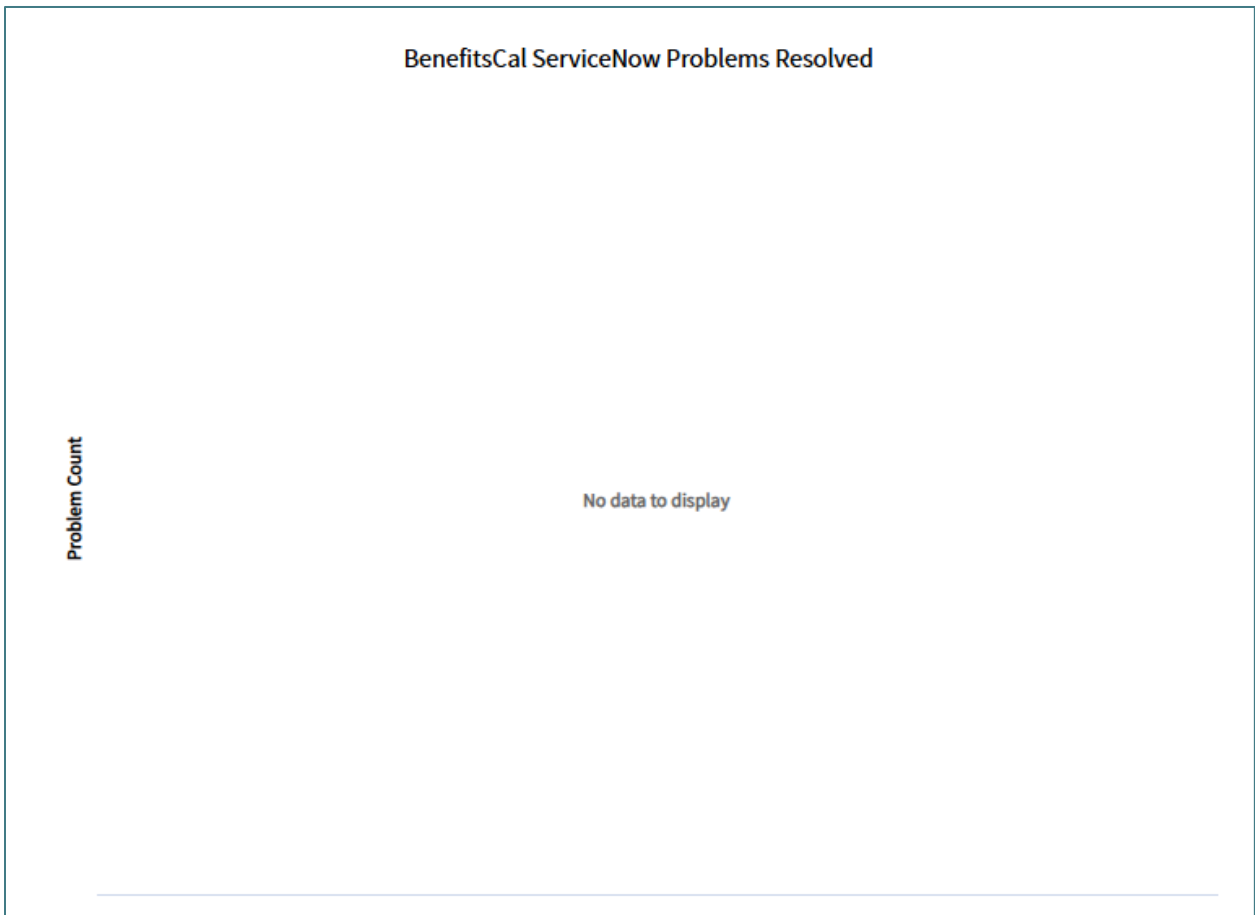


Figure 7: BenefitsCal ServiceNow Problems Resolved

**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.

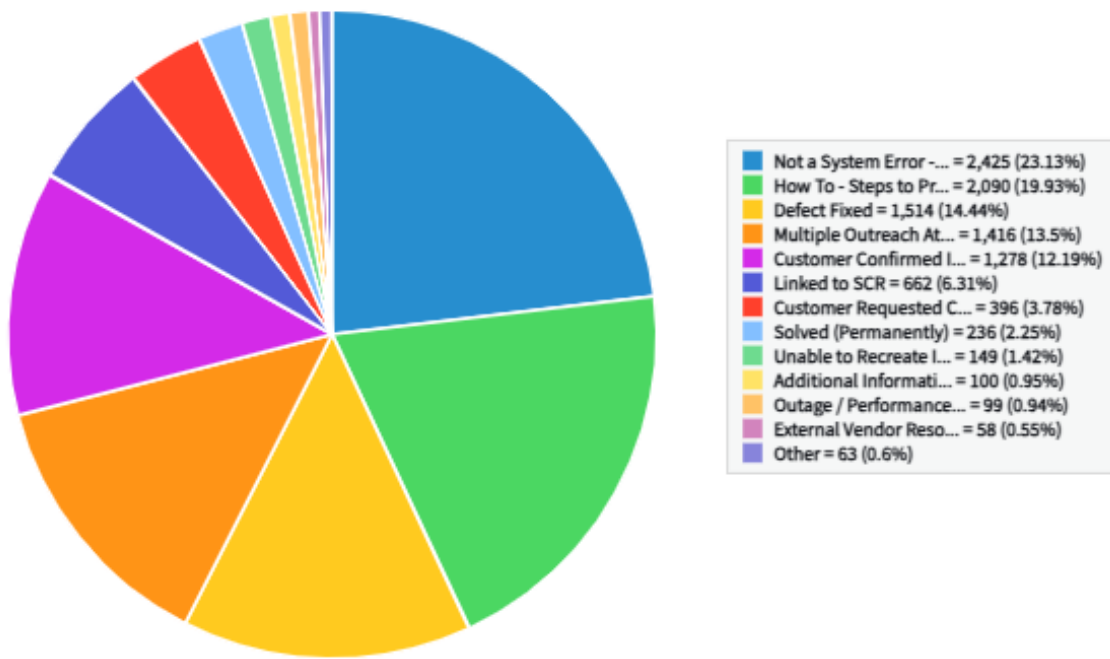
State	Aging Category	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
	New		2	0	0	0	0	0	0
In Progress		2	0	0	0	0	0	0	2
On Hold		2	3	1	4	3	1	0	14
Resolved		0	0	0	0	1	0	0	1
Closed		0	0	81	560	194	158	4	997
<b>Count</b>		<b>6</b>	<b>3</b>	<b>82</b>	<b>564</b>	<b>198</b>	<b>159</b>	<b>4</b>	<b>1,016</b>

**Aging “State” definitions:**

<b>NEW</b>	Incident triage not started.
<b>IN PROGRESS</b>	Incident triage in progress.
<b>ON HOLD</b>	Incident triage paused – awaiting information/problem.
<b>RESOLVED</b>	Incident triage completed providing steps for resolution.
<b>CLOSED</b>	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

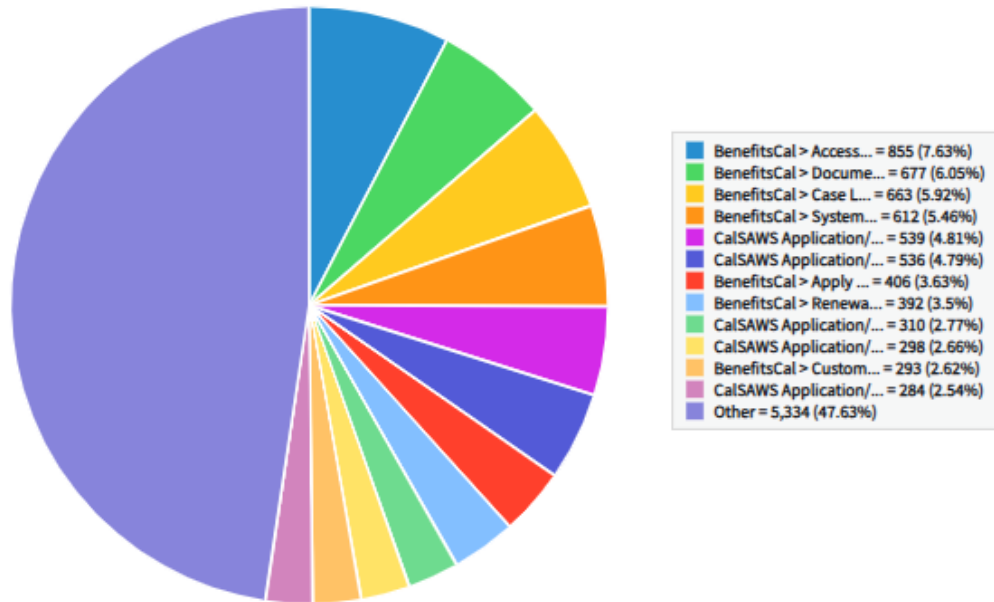


Resolution code	Incident SLA Count	Percentage of Incident SLAs
Not a System Error - With Explanation	2,425	23.13%
How To - Steps to Proceed Provided	2,090	19.93%
Defect Fixed	1,514	14.44%
Multiple Outreach Attempts - No Response	1,416	13.5%
Customer Confirmed Issue is Resolved	1,278	12.19%
Linked to SCR	662	6.31%
Customer Requested Closure	396	3.78%
Solved (Permanently)	236	2.25%
Unable to Recreate Issue	149	1.42%
Additional Information Needed	100	0.95%
Outage / Performance Degradation	99	0.94%
External Vendor Resolved	58	0.55%
Other	63	0.6%
<b>Total</b>	<b>10,486</b>	<b>100%</b>

Figure 9: BenefitsCal ServiceNow Incidents by Resolution Code

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

BenefitsCal ServiceNow Incidents Created by Category



Category(u_category)	Incident SLA Count	Percentage of Incident SLAs
BenefitsCal > Access Issue > Customer	855	7.63%
BenefitsCal > Document Upload	677	6.05%
BenefitsCal > Case Link Request	663	5.92%
BenefitsCal > System/Technical Issue	612	5.46%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	539	4.81%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	536	4.79%
BenefitsCal > Apply for Benefits	406	3.63%
BenefitsCal > Renewal/Redetermination/Recertification	392	3.5%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > Other	310	2.77%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	298	2.66%
BenefitsCal > Customer Dashboard	293	2.62%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > E-Applications	284	2.54%
<b>Other</b>	<b>5,334</b>	<b>47.63%</b>
<b>Total</b>	<b>11,199</b>	<b>100%</b>

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

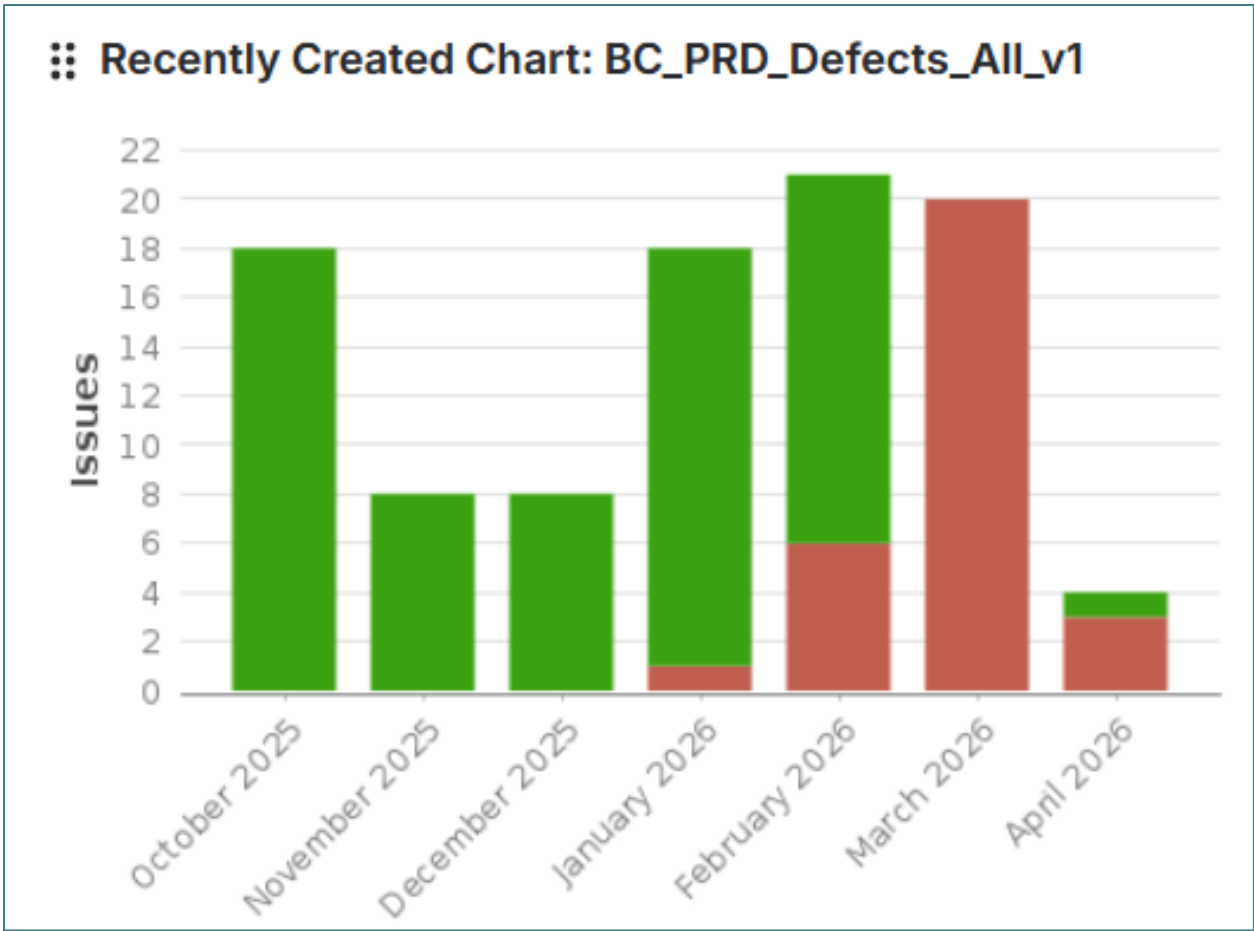
SCHEDULED DATE	OUTAGE TIMEFRAME	ACTIVITY DESCRIPTION
04/10/26	8:00 pm – 9:30 pm PST	BenefitsCal Emergency Release– 26.04.10
04/12/26	6:00 am – 6:00 pm PST	CalSAWS Application Maintenance (Offline mode)
04/12/26	11:00 am – 2:00 pm PST	CalSAWS Application Maintenance (Maintenance mode)
04/19/26	1:00pm- 6:30pm 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.



■ Closed Production Defects
 ■ Open Production Defects

Figure 11: Production Defects Backlog Monthly Trend

### 3.4.1 Release Schedule Production Defect Fix

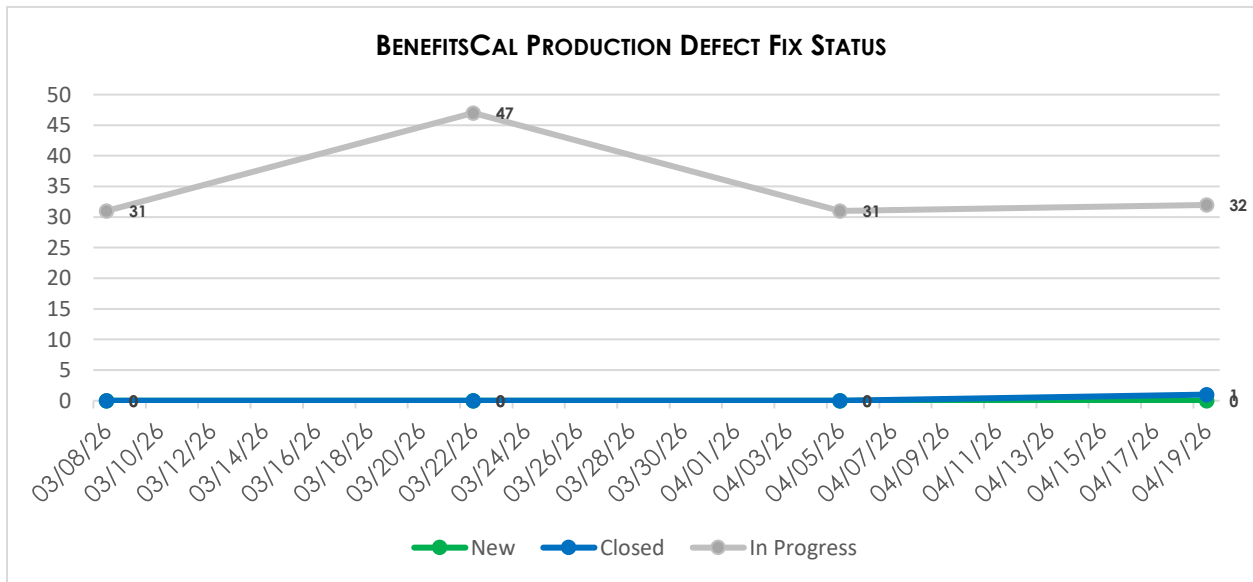


Figure 12: BenefitsCal Production Defect Fix Status

Table 14: Production Defect Fix – Release Schedule

BENEFITS CAL PRODUCTION DEFECT COUNT BY RELEASE				
Count of Defects	Release			
Severity	Release 26.04.10	Release 26.04.30	Release 26.05.28	Total
<b>1-HIGH</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0	0
In Progress	0	0	0	0
Closed	1	0	0	1
<b>2-NORMAL/MEDIUM</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
<b>3-NORMAL/LOW</b>	<b>0</b>	<b>19</b>	<b>12</b>	<b>31</b>
New	0	0	0	0
In Progress	0	19	12	31
Closed	0	0	0	0
<b>4-COSMETIC</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
New	0	0	0	0
In Progress	0	1	0	1
Closed	0	0	0	0
<b>TOTAL</b>	<b>1</b>	<b>20</b>	<b>12</b>	<b>33</b>

**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.

### 3.5 Production Operations

- **Root Cause Analysis (RCA)**
  - CSPM-83698

### 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**
  - None for the reporting period.
- **BenefitsCal Emergency Release**
  - One (1) production defect was deployed with BenefitsCal Emergency Release 26.04.10 for User Error Handling, Exception Handling, and Application Summary

Table 15: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
26.04.30 – Monthly	04/30/26	Two (2) enhancements and twenty (20) 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 May 2026 enhancements.
    - ◆ Attended BenefitsCal Test Data Set up Discussion with CalSAWS on 04/06/26.
    - ◆ Attended Work Requirements/Six-month Redetermination County Workgroup Debrief on 04/06/26 and 04/13/26.
    - ◆ Hosted Truv Discussions on 04/06/26, 04/07/26, 04/10/26, and 04/13/26.
    - ◆ Hosted the DDI and M&O biweekly meetings on 04/07/26, 04/09/26, 04/14/26, and 04/16/26.
    - ◆ Hosted BC + CS + CH Connect – MC RE Packet Generation on 04/07/26.
    - ◆ Attended the CalSAWS – Self-Service Portal Committee - 2026 meeting series on 04/07/26.
    - ◆ Hosted the April UCD Deck Review on 04/07/26.
    - ◆ Hosted the BenefitsCal PM standup meetings with the Consortium on 04/08/26 and 04/15/26.
    - ◆ Hosted the *Prep Call – April Monthly UCD* on 04/08/26.
    - ◆ Attended 377.11e form discussion with CalSAWS on 04/09/26.
    - ◆ Attended the Truv and CalSAWS meetings on 04/09/26 and 04/16/26.
    - ◆ Attended 26.04.30 Release | CF 377.11E - CalFresh ABAWD Time Limit Exemption Screening Form on 04/10/26.
    - ◆ Attended JS Session - 3-11-23 - SCR - Impact Analysis on 04/13/26.
    - ◆ Attended Truv Phase 1 Sync on 04/13/26.
    - ◆ Attended KT - Session 10-4 - Misc - ABAWD Overview on 04/13/26.

- ♦ Attended the Project Milestone meeting with the Consortium and CalSAWS on 04/13/26.
- ♦ Attended JS Session - 3-01-07 - SCR – Design on 04/14/26.
- ♦ Hosted the *BenefitsCal: April 2026 UCD Monthly Meeting* with Advocates and State Partners on 04/15/26.
- ♦ Attended CalSAWS and BenefitsCal teams sync up (HR 1 MC WR/6 mo RE) on 04/15/26.
- ♦ Attended JS Session - 3-01-05 - SCR - Design Meeting on 04/16/26.
- **Activities for the Next Reporting Period – Requirements and Design**
  - **Designs and Design Meetings**
    - ♦ Finalize design work for May 2026 enhancements.
    - ♦ Begin design work for the June 2026 enhancements.
    - ♦ Attend the Project Milestone meetings with the Consortium and CalSAWS on 04/20/26 and 04/27/26.
    - ♦ Attend KT - Session 10-1 - Misc - BenefitsCal Weekly Pipeline on 04/20/26.
    - ♦ Attend Work Requirements/Six-month Redetermination County Workgroup Debrief on 04/20/26 and 04/27/26.
    - ♦ Attend 26.05 Project Integrated Readiness Areas - T-4 Integrated Readiness Status on 04/20/26.
    - ♦ Host the DDI and M&O biweekly meetings on 04/21/26, 04/23/26, 04/28/26, and 04/30/26.
    - ♦ Attend JS Session - 3-11-25 - SCR - PART TWO of Session 3-11-23 on 04/21/26.
    - ♦ Attend JS Session - 3-03-07 - SCR - Enhancement Design Documentation on 04/21/26.
    - ♦ Host the BenefitsCal PM standup meetings with the Consortium on 04/22/26 and 04/29/26.
    - ♦ Host the *BenefitsCal Pipeline Call – New Series* on 04/23/26 and 04/30/26.
    - ♦ Attend KT - Session 10-2- Misc - BenefitsCal EBT Phase II & III Changes on 04/27/26.
    - ♦ Attend 26.05 Project Integrated Readiness Areas - T-3 Integrated Readiness Status on 04/27/26.
    - ♦ Attend the DHCS CalSAWS touchpoint meeting on 04/29/26.

### 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**
    - ♦ Started conducting Truv usability testing sessions.
  - **Enhancements**
    - ♦ Finalized designs for *CSPM-80929: H.R. 1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group*.

- ◆ Finalized designs for *CSPM-81960: Truv Phase 1 & 2*.
- **Advocate Engagement**
  - ◆ Conducted April UCD monthly meeting.
  - ◆ Draft comment log responses for 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 February Always on survey data.
  - **Enhancements**
    - Start context setting and analysis on *CSPM-83506: Help Center Copy Changes*.
  - **User Engagement**
    - ◆ Continue conducting Truv usability testing sessions.
  - **Advocate Engagement**
    - ◆ Receive April UCD monthly meeting comment log.

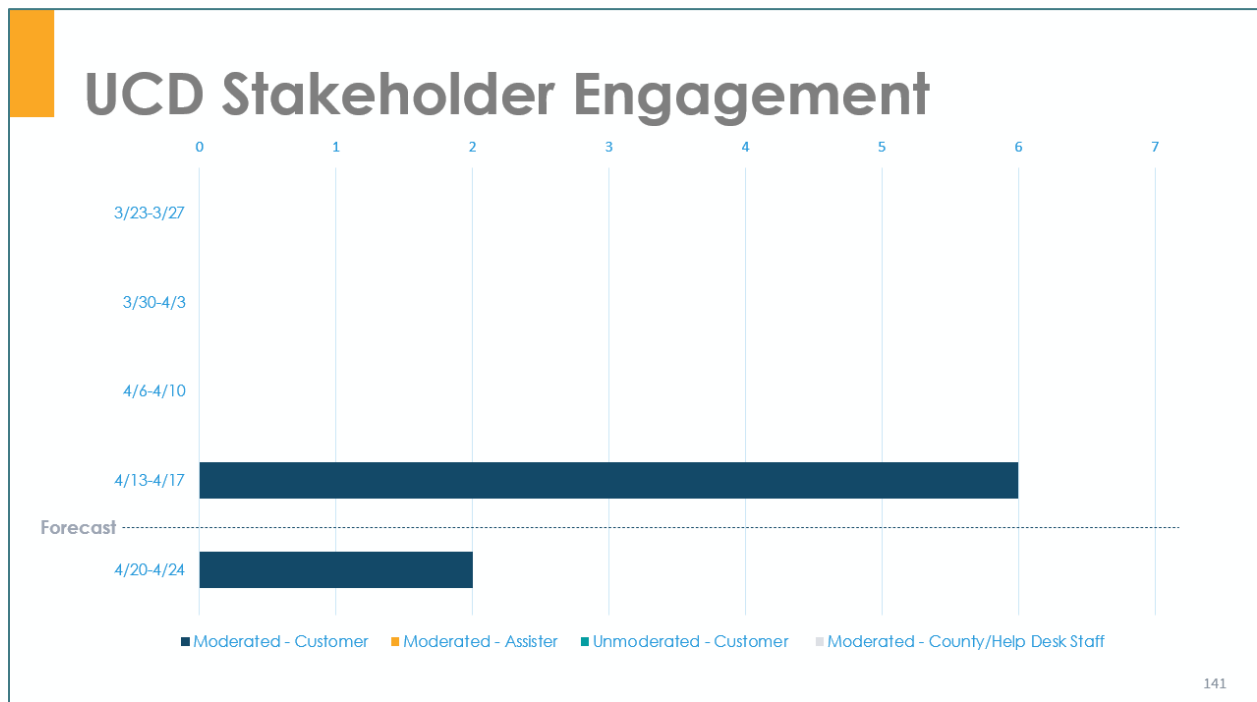


Figure 13: UCD Stakeholder Engagement

## 4.4 Development

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

Table 16: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 04/17/26	ACTUAL FOR WEEK ENDING 04/17/26	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 26.04.30	2	2	2	Release 26.04.30 is planned for deployment on 04/30/26.
Release 26.05.17	2	2	2	Release 26.05.17 is planned for deployment on 05/17/26.
Release 26.06.25	0	0	1	Release 26.06.25 is planned for deployment on 06/25/26.

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

Table 17: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 05/01/26	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 26.05.17	0	2	2	Release 26.05.17 is planned for deployment on 05/17/26.
Release 26.06.25	0	1	0	Release 26.06.15 is planned for deployment on 06/25/26.

- **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 26.04.10 were validated.
    - ♦ Defects and Enhancements for Release 26.04.30 were validated.
  - **Test Support**
    - ♦ Provided clarification and support to the QA/Consortium/Independent Test Team for defects and enhancements tagged to Release 26.04.10 and Release 26.04.30.
- **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 26.04.10 – April Priority Release**
    - ♦ Deployed the April Priority Release – 26.04.10 in Production on 04/10/26.

## 4.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
  - **Release 26.04.10 – April Priority Release**
    - ♦ Validated tickets tagged to the April Priority Release – 26.04.10.
  - **Release 26.04.30 – April Monthly Release**
    - ♦ Validated tickets tagged to the April Monthly Release – 26.04.30.

### 4.7.1 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 26.04.30.

Table 18: Automated Regression Scripts Executed in BenefitsCal

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
26.04.30	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), 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

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
						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.

## 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	04/27/26	Release 26.04.30 April Monthly	<b>Scope:</b> Two (2) enhancements and four (4) defects in scope. <b>Executions:</b> BenefitsCal isolated Load tests with mock services. <ul style="list-style-type: none"> <li>▪ Friday, April 24</li> <li>▪ Monday, April 27</li> </ul>	70%

### 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 04/17/26.

- [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.