

CalSAWS

California Statewide Automated Welfare System



Biweekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: April 20, 2026 – May 3, 2026

Table of Contents

- 1 EXECUTIVE SUMMARY.....4**
- 1.1 Highlights of the Reporting Period4
 - 1.1.1 Deliverable Summary.....5
- 1.2 BenefitsCal Project Status Dashboard5
- 1.3 Highlights of the Reporting Period5
- 1.4 Deliverable Management5
- 1.5 CRFI/CIT Communications5
- 1.6 Risks and Issues7
 - 1.6.1 Project Risks.....7
 - 1.6.2 Project Issues.....9
- 1.7 Project Work Plan Reports 10
- 1.8 Project Action Items – Overdue..... 12
- 1.9 SIRFRA/SCERFRA/SIRFRA/SARRA Information..... 13
- 1.10 Deviation from Plan/Adjustments..... 13
- 1.11 Transition-Out 14
- 2 BENEFITSCAL COLLABORATION MODEL (CM)..... 14**
- 3 MAINTENANCE AND OPERATIONS..... 14**
- 3.1 Service Management 15
 - 3.1.1 Overview..... 15
 - 3.1.2 BenefitsCal Help Desk Metrics 16
- 3.2 Technology Operations..... 25
- 3.3 BenefitsCal Maintenance and Operations 25
- 3.4 Production Defect Backlog 26
 - 3.4.1 Release Schedule Production Defect Fix 27
- 3.5 Production Operations 28
- 3.6 Deviation from Plan/Adjustments..... 28
- 4 APPLICATION DEVELOPMENT AND TEST..... 28**
- 4.1 Priority Release Summary 28
- 4.2 Requirements and Design..... 29
- 4.3 User Centered Design (UCD) 30
- 4.4 Development 31
- 4.5 User Acceptance Test (UAT) Planning 32
- 4.6 Release Management 32
- 4.7 System Test Execution..... 32

4.7.1 Automated Regression Test (ART) Coverage	33
5 PERFORMANCE TEST.....	34
5.1 Performance Test	34
5.2 Training Materials Update	34
5.3 Deviations from Plan/Adjustments	34
5.4 Security	34

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.....	12
Table 10: Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests.....	13
Table 11: Enhancements Updates, Prioritized by CM	14
Table 12: BenefitsCal Outages	25
Table 13: BenefitsCal Upcoming Maintenance	25
Table 14: Production Defect Fix – Release Schedule.....	27
Table 15: BenefitsCal Upcoming Releases.....	28
Table 16: Enhancement Actuals for Reporting Period	31
Table 17: Planned Enhancement Work	32
Table 18: Automated Regression Scripts Executed in BenefitsCal.....	33
Table 19: Performance Test Cycles and Test Case Status	34

TABLE OF FIGURES

Figure 1: Transition-Out Status Summary	14
Figure 2: BenefitsCal ServiceNow Incidents Created	16
Figure 3: BenefitsCal ServiceNow Incidents Resolved	17
Figure 4: BenefitsCal ServiceNow Incidents Closed.....	18
Figure 5: BenefitsCal ServiceNow Incidents Triage.....	19
Figure 6: BenefitsCal ServiceNow Problems Created	20
Figure 7: BenefitsCal ServiceNow Problems Resolved	21
Figure 8: BenefitsCal ServiceNow Incidents by State and Age	22
Figure 9: BenefitsCal ServiceNow Incidents by Resolution Code	23
Figure 10: BenefitsCal ServiceNow Incidents Created by Category.....	24
Figure 11: Production Defects Backlog Monthly Trend.....	26

Figure 12: UCD Stakeholder Engagement.....31

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 26.04.30 was successfully deployed to BenefitsCal Production on 04/30/26.
April Enhancements (April Monthly Release 26.04.30)	<ul style="list-style-type: none"> ▪ Two (2) enhancements were successfully deployed to Production on 04/20/26: ▪ One (1) Production Priority Enhancement: <ul style="list-style-type: none"> • CSPM-82552: Update Routing for ABCDM228 Document Type ▪ One (1) Policy Enhancement: <ul style="list-style-type: none"> • CSPM-80744: HR1: Modifications to the Work Requirements for Able-Bodied Adults Without Dependents (ABAWD)
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 April Always on survey data. ▪ User Engagement <ul style="list-style-type: none"> • Finished conducting Truv usability testing sessions. ▪ Enhancements <ul style="list-style-type: none"> • Started context setting and analysis on CSPM-83506: <i>Help Center Copy Changes</i>. ▪ Advocate Engagement <ul style="list-style-type: none"> • Received and reviewed April UCD monthly meeting comment log responses.
Transition-Out	<ul style="list-style-type: none"> ▪ Access requests and shared documents: <ul style="list-style-type: none"> • Completed 100% of document requests. • Access Request – In progress for tools and applications. ▪ Provided knowledge transfer (KT), job shadow (JS), and reverse job shadow (RJS) support: <ul style="list-style-type: none"> • Requested 87 KTs – Concludes on 05/04/26. • 121 JS sessions requested. • Committed date and time for 91% of JS. • 39 of 89 completed in the last two (2) weeks. ▪ Transition Planning and Coordination <ul style="list-style-type: none"> • Met with the Accenture Transition team daily to discuss access, KT/JS/RJS sessions, and timeline logistics.

1.1.1 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP 24.35	CX Bimonthly Report (Feb 2026/Mar 2026)	On Time	Draft Submission: 04/21/26 Final Submission: 05/05/26

1.2 BenefitsCal Project Status Dashboard

Table 3: Status Dashboard

TOPIC	STATUS	HIGHLIGHTS
Availability	On Time	The BenefitsCal System did not experience any unplanned outages.
Defects	On Time	There are twenty-one (21) active Production defects.
Incidents	On Time	There are twenty (20) 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 26.04.30 to BenefitsCal Production.
- **Planned Outages**
 - Thursday, 04/30/26 8:00 pm to 10:00 pm PST
 - ◆ BenefitsCal Monthly Release 26.04.30

1.4 Deliverable Management

- **Deliverables and Work Products submitted:**
 - DWP 24.35: CX Bimonthly Report (Feb 2026/Mar 2026) on 04/21/26.
- **Deliverable and Work Product submissions for the next reporting period:**
 - DWP 24.35: CX Bimonthly Report (Feb 2026/Mar 2026) on 05/05/26.

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
0071-26	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 CC Consortium.RegionalManagers.All; Consortium.SectionDirectors; Communications.Infra@CalSAWS.org	Scheduled Downtime Notification – 5/10/2026	04/21/26	Communications.Infra@CalSAWS.org <Communications.Infra@CalSAWS.org>	Pete Quijada <QuijadaP@CalSAWS.org>
0075-26	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 CC Consortium.RegionalManagers.All; Consortium.SectionDirectors; Communications.Infra@CalSAWS.org	Scheduled Downtime Notification – 5/17/2026	04/27/26	Communications.Infra@CalSAWS.org <Communications.Infra@CalSAWS.org>	Pete Quijada <QuijadaP@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
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>May 3, 2026:</p> <ul style="list-style-type: none"> Updated Early Trigger and Risk Trigger dates. Extended 26.09 final forms and NOAs to 5/8/2025 due to QNC related NOAs. CalSAWS Design to 5/15/2026.; 	Open	Medium	12/15/25
327	Limited Availability of Deloitte Staff May Impact the BenefitsCal Transition Schedule	<p>April 20, 2026:</p> <ul style="list-style-type: none"> 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 	Open	Medium	02/04/26

ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	RISK LEVEL	DATE LOGGED
		<p>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).</p> <p>April 28, 2026:</p> <ul style="list-style-type: none"> KT is expected to complete with the last KT session on 5/2. We are at the 50% mark in the overall Transition schedule with Job Shadow at 50% complete. This risk on availability is appearing under control with the issue resolution plan from Issue 335 is being effectively executed by both teams. The overall availability of Deloitte to provide transition is proposed to move from high to medium exposure to continue to monitor the overlap between JS and RJS in the overall Transition schedule for the Security, SCR, and Prod Ops workstreams. 			
329	Delay in Providing Accenture Team Timely Access May Impact BenefitsCal Transition Activities	<p>April 28, 2026:</p> <ul style="list-style-type: none"> Document Requests received to date is 128 of 130 (98%) complete. Technology or tools access requests received is 20 of 29 (69%) complete. BenefitsCal Amazon Web Services (AWS) workspaces and access to non-production Postgres databases have been resolved for 18 onshore resources. Continuing to coordinate with Deloitte and Consortium Security to provision the same access for the offshore resources. Coordinating with Gainwell to provision Figma licenses for the 	Open	Medium	02/04/26

ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	RISK LEVEL	DATE LOGGED
		Design team in anticipation of Reverse Job Shadow (RJS) start on May 1, 2026.;			

1.6.2 Project Issues

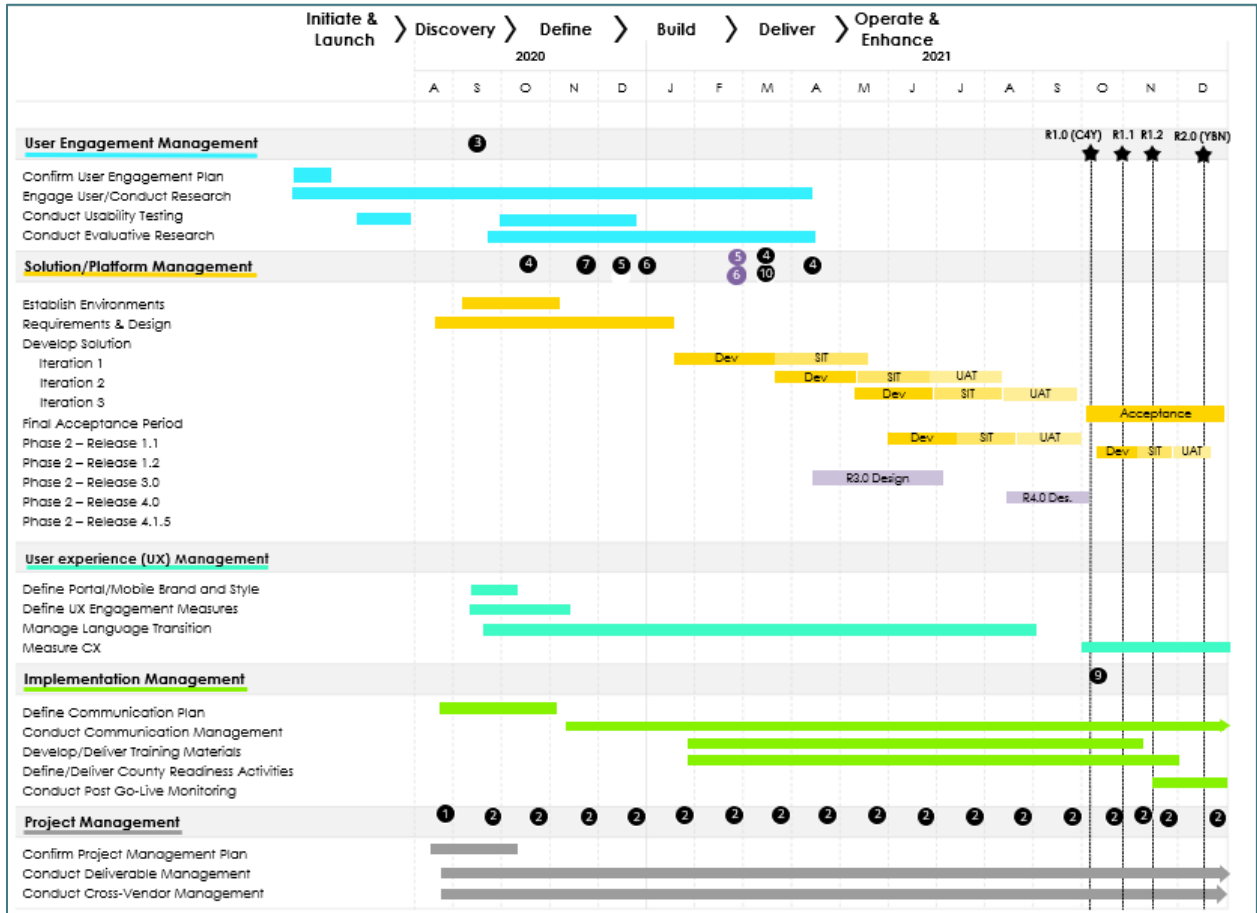
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

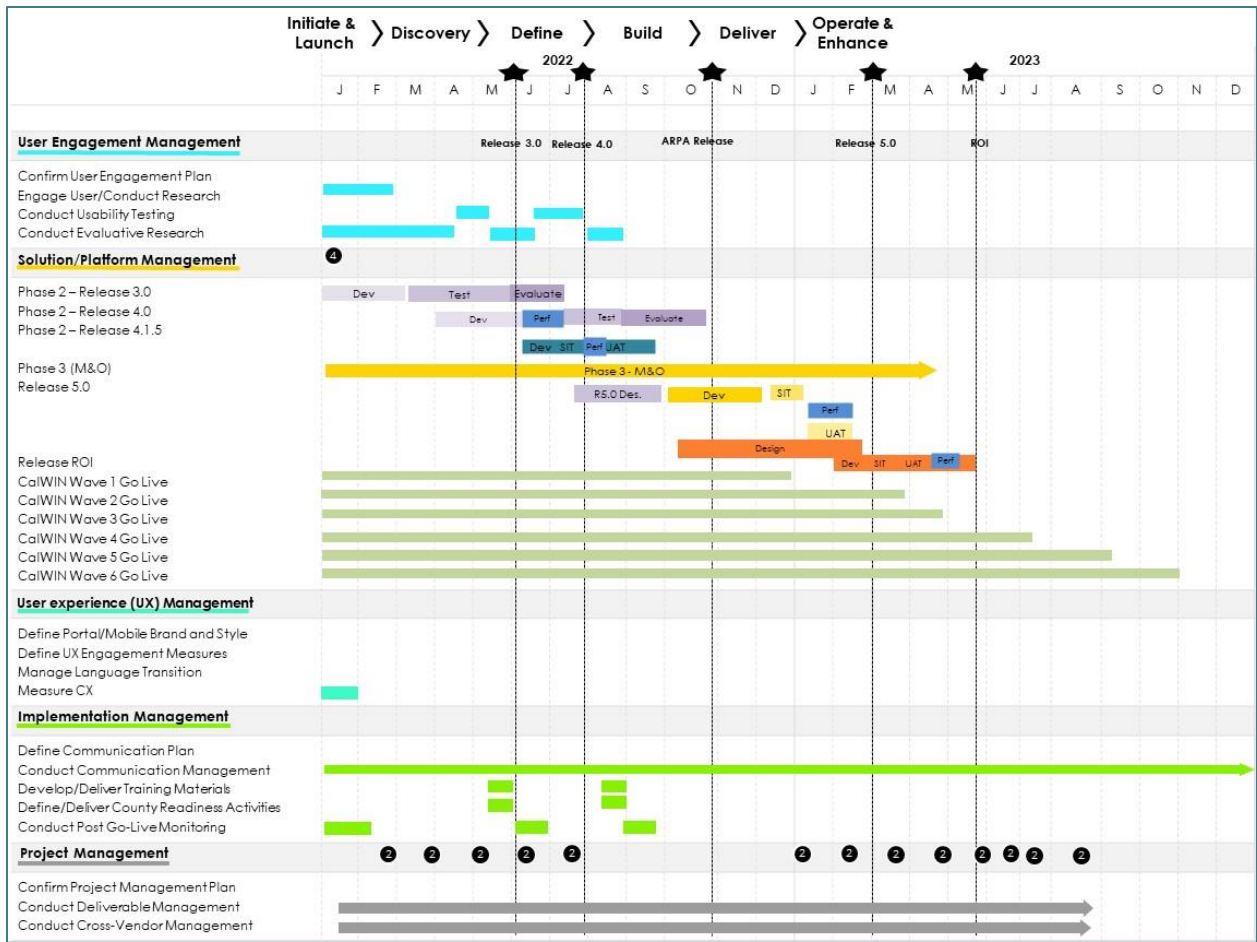
Table 8: Project Issues

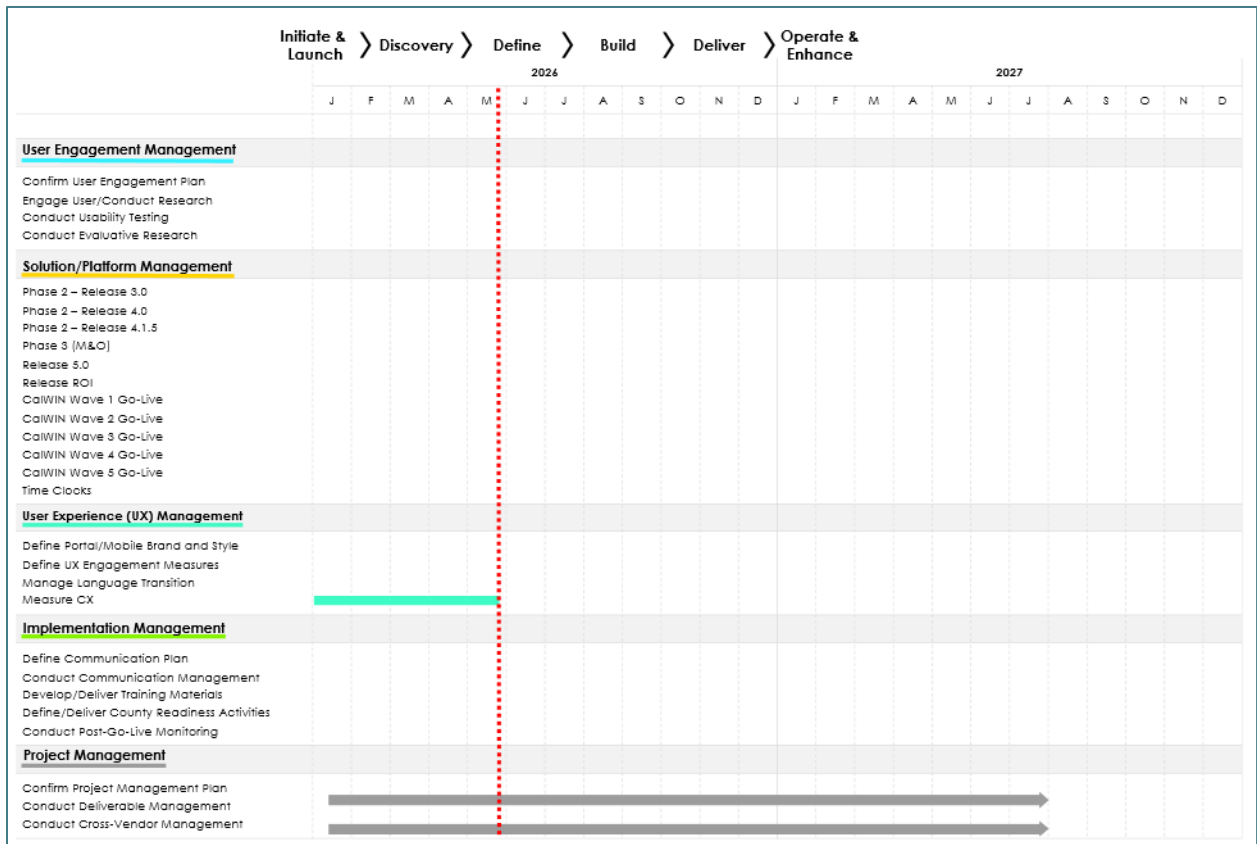
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
335	Schedule Delay in BenefitsCal SCR Job Shadow Workstream	<ul style="list-style-type: none"> None for the reporting period. 	2 – Open	High	04/08/26

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	6
Completed	11
Reopened	0
In Review	0
Withdrawn	0
TOTAL	17

Completed

- CSPM-83659: SCERFRA 26-920 – CalFresh: Student Eligibility (SB 961)
- CSPM-83709: SCERFRA 26-508 – Revised SAR 2
- CSPM-83710: SCERFRA 26-921 – Water Rate Assistance Program (SB 1125)
- CSPM-83735: SCERFRA 26-922 – Adoption Assistance Program: Eligibility (AB 2769)
- CSPM-83769: SCERFRA 26-507 – BenefitsCal Income Verification Service
- CSPM-83784: SCERFRA 26-923 – Data Collection: Sexual Orientation, Gender Identity, and Intersex Status (SB 1114)
- CSPM-83785: SCERFRA 26-924 – Data Collection: Race and Ethnicity (AB 1878)
- CSPM-83815: SCERFRA 26-510 – ABAWD Waiver Activation/Deactivation
- CSPM-83816: SCERFRA 26-509 – CalFresh ABAWD Auto-Exemption
- CSPM-83817: SIRFRA 1477 – Employers report benefits from the Medi-Cal program (SB 1284)
- CSPM-83840: SCERFRA 26-511 – HR 1 – ABAWD Impacts

New/Assigned

- CSPM-83846: SCERFRA 26-925 – Kinship Family Approval (AB 2478)
- CSPM-84036: SIRFRA 1478 – AVP and IEVS Request List Dropdown Selection
- CSPM-84043: SIRFRA 4053 – Phase 2B WTW_CWEX Modifications
- CSPM-84044: SIRFRA 4054 – Phase 2B Validation WTW_HV_E Modifications
- CSPM-84045: SIRFRA 4055 – Phase 2B WTW_V_A Modifications
- CSPM-84046: SIRFRA 4056 – Phase 2B WTW_V_TR Modifications

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.

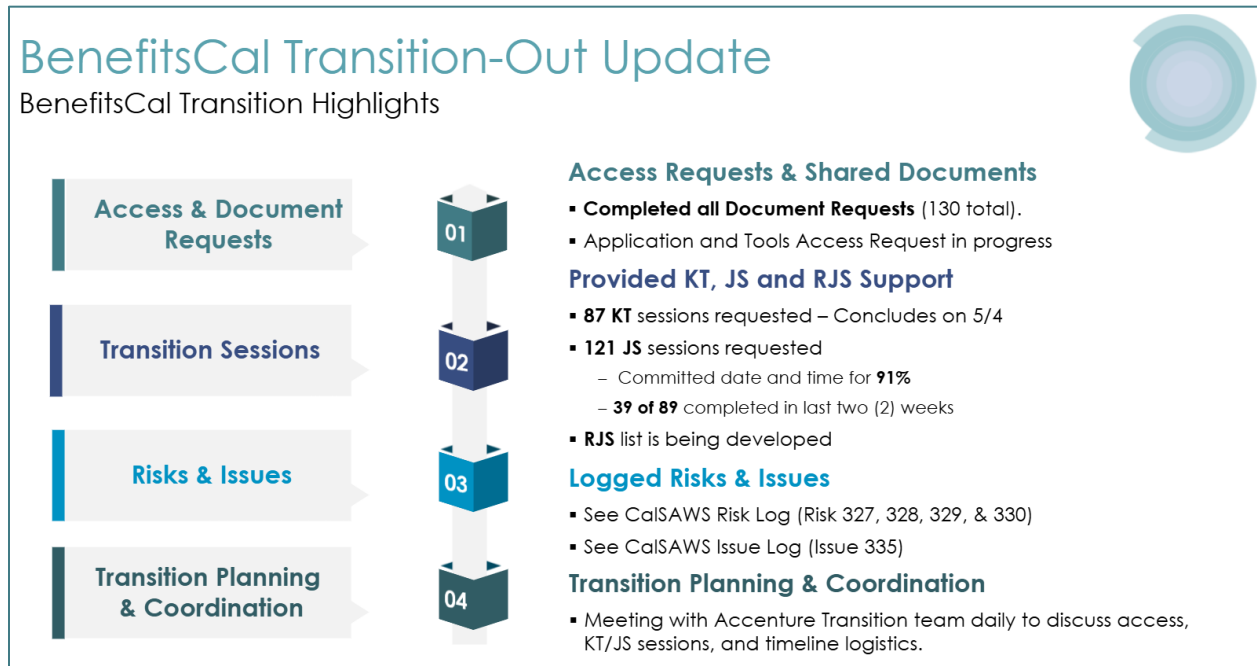


Figure 1: Transition-Out Status Summary

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**
 - Seven (7) 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 one (1) incident in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged four hundred eighty-two (482) incidents in the biweekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created zero (0) problem tickets in the biweekly reporting period.
- **Problems Resolved**
 - The BenefitsCal Tier 3 Team resolved one (1) problem ticket 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.

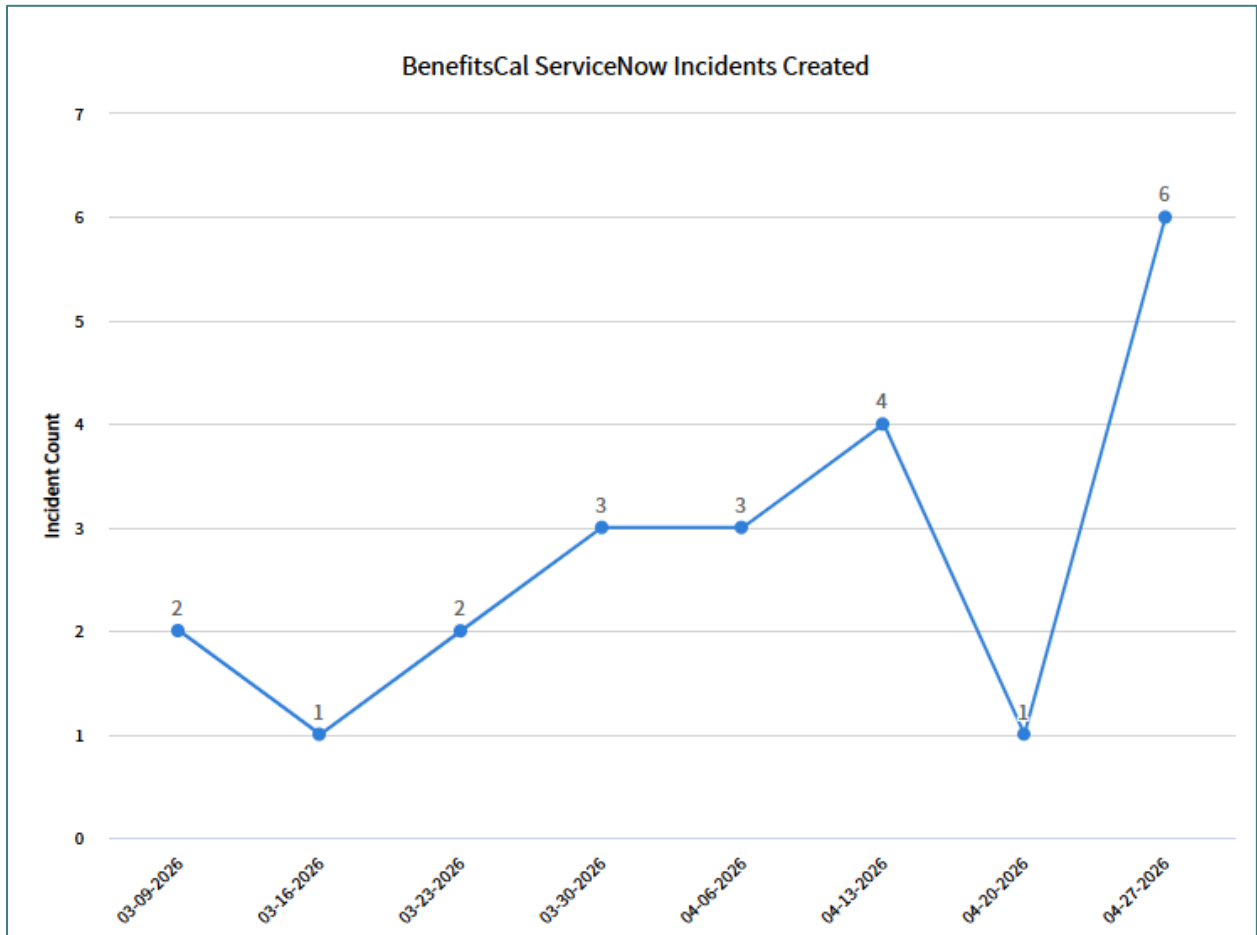


Figure 2: BenefitsCal ServiceNow Incidents Created

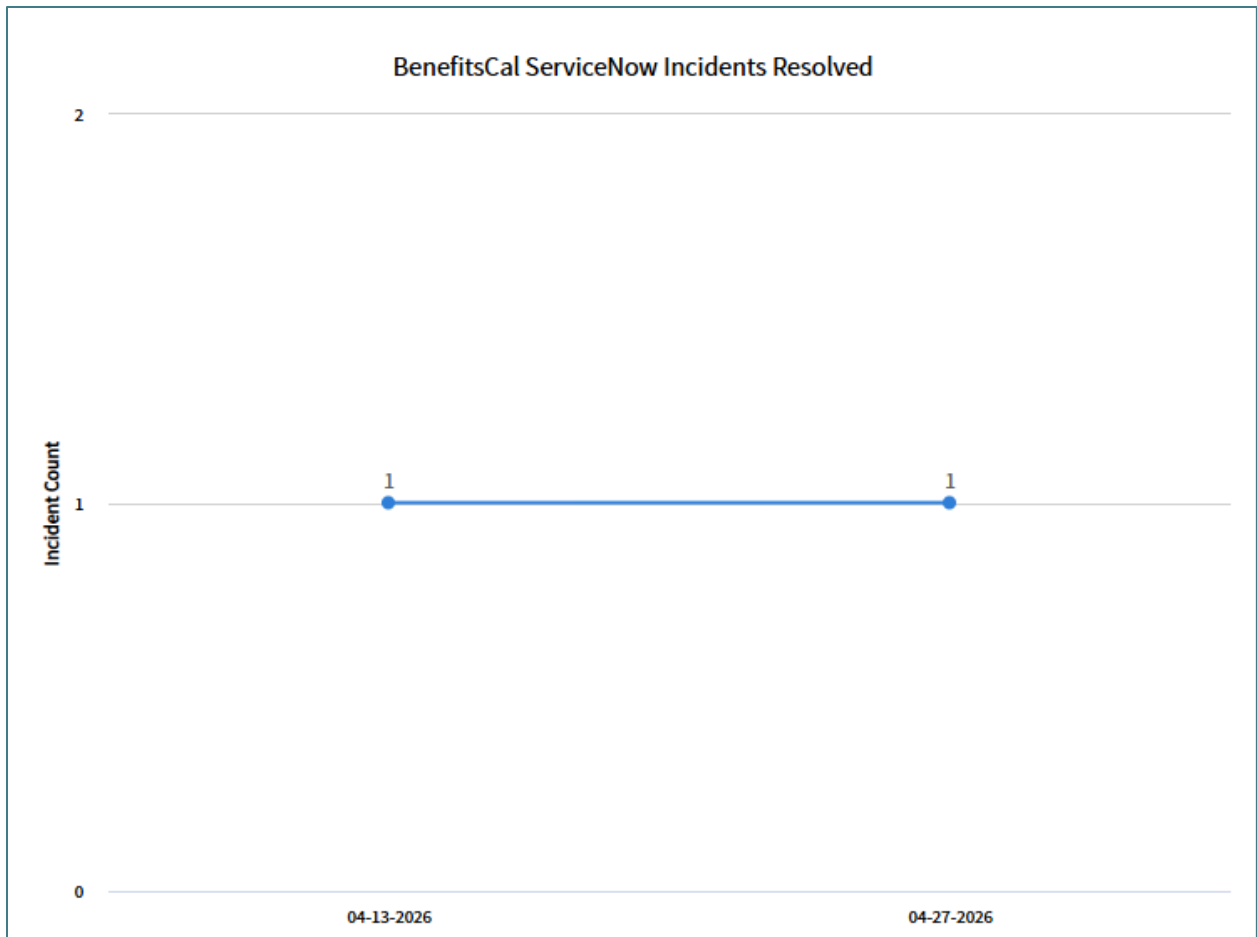


Figure 3: BenefitsCal ServiceNow Incidents Resolved

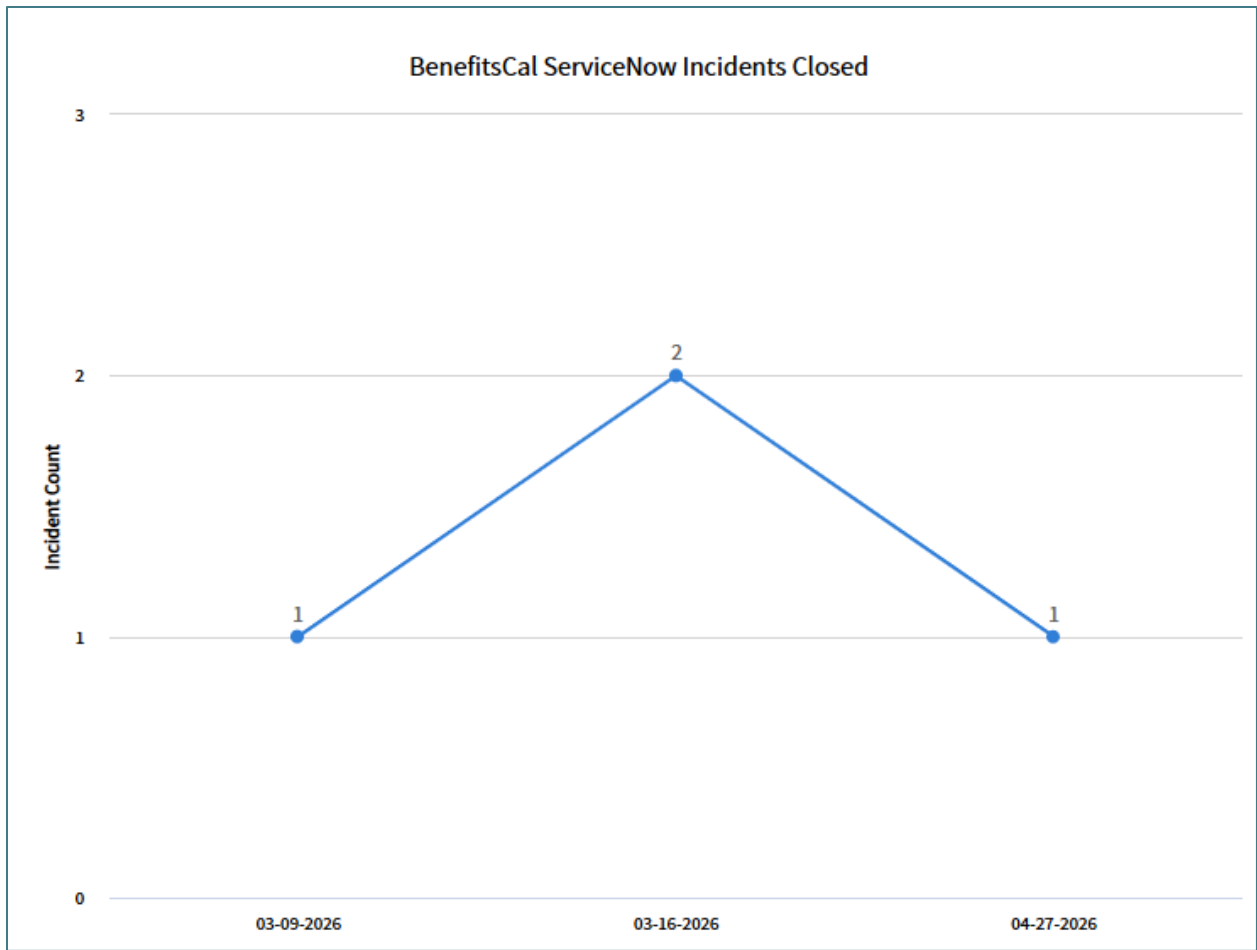


Figure 4: BenefitsCal ServiceNow Incidents Closed

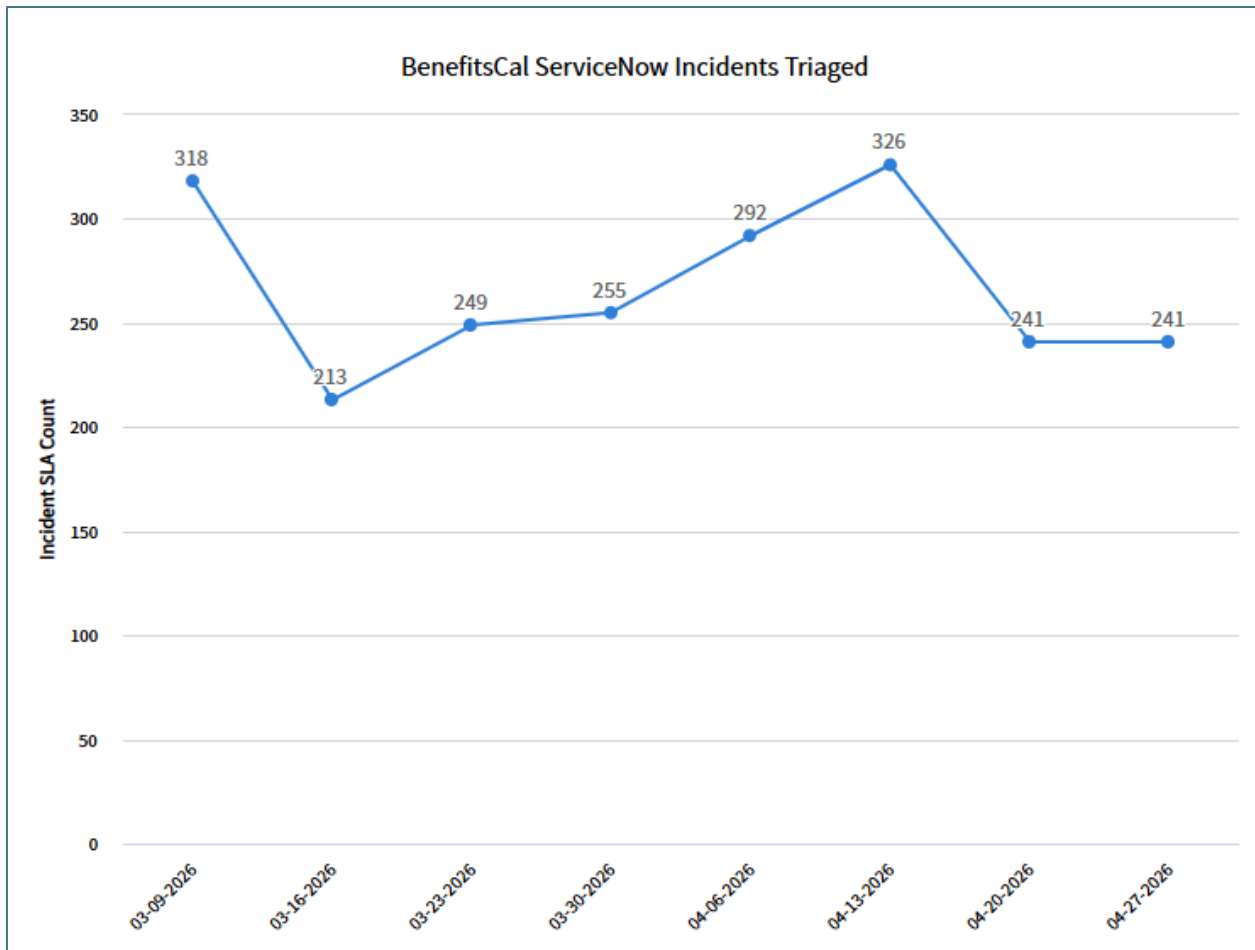


Figure 5: BenefitsCal ServiceNow Incidents Triaged

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.

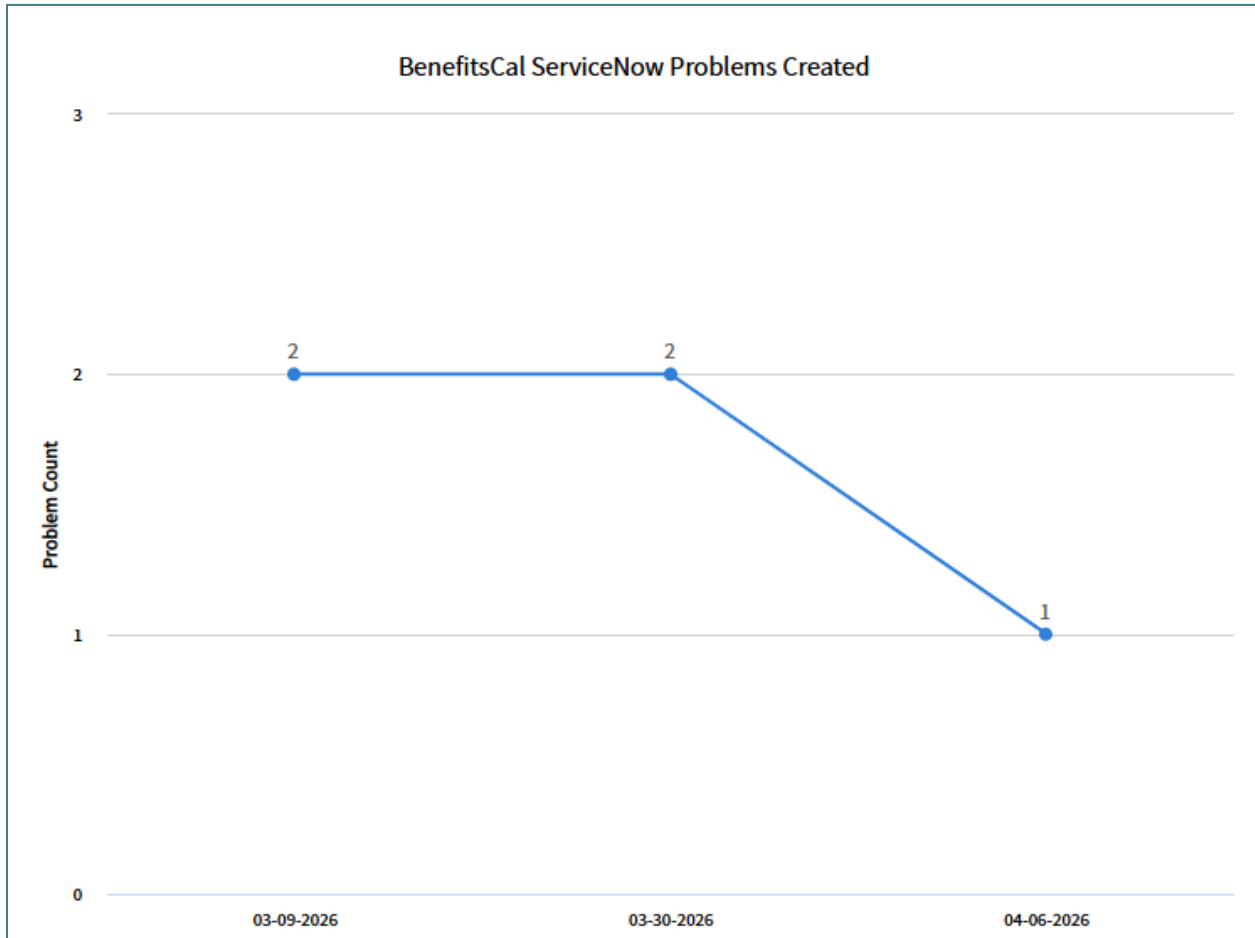


Figure 6: BenefitsCal ServiceNow Problems Created

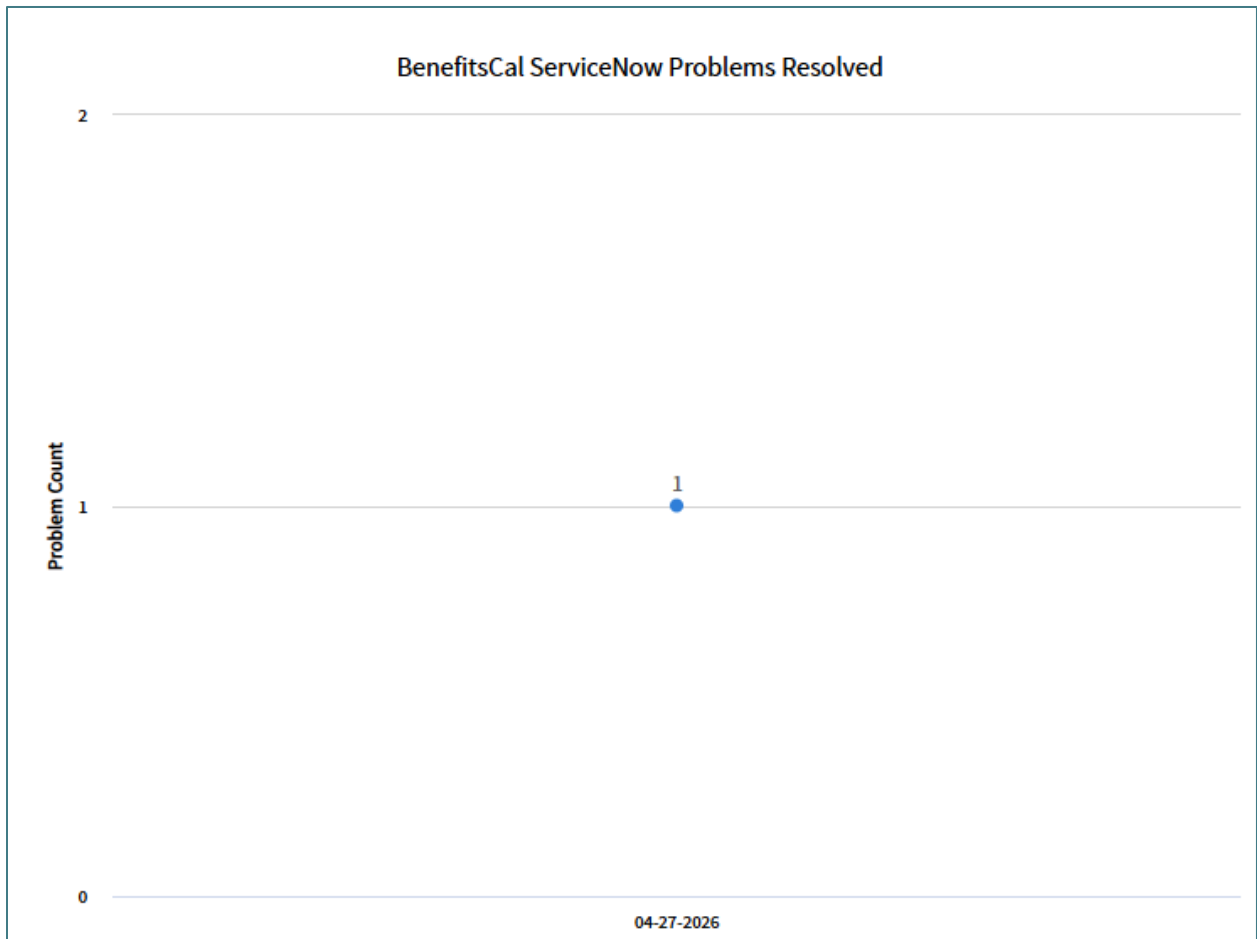


Figure 7: BenefitsCal ServiceNow Problems Resolved

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		4	0	0	0	0	0	0
In Progress		1	0	0	0	0	0	0	1
On Hold		1	1	0	5	7	1	0	15
Resolved		0	0	0	0	0	1	0	1
Closed		0	0	81	560	195	158	4	998
Count		6	1	81	565	202	160	4	1,019

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

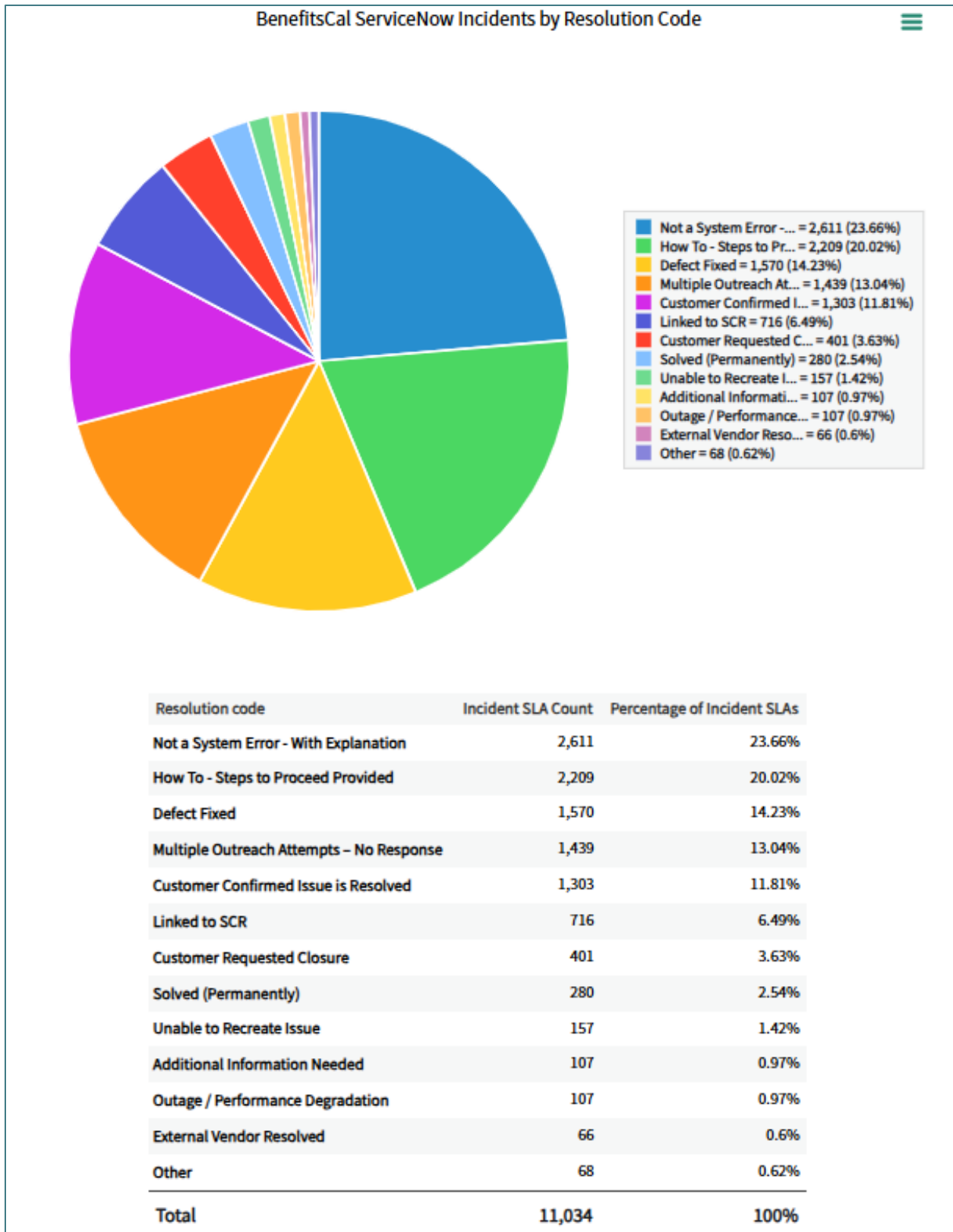


Figure 9: BenefitsCal ServiceNow Incidents by Resolution Code

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

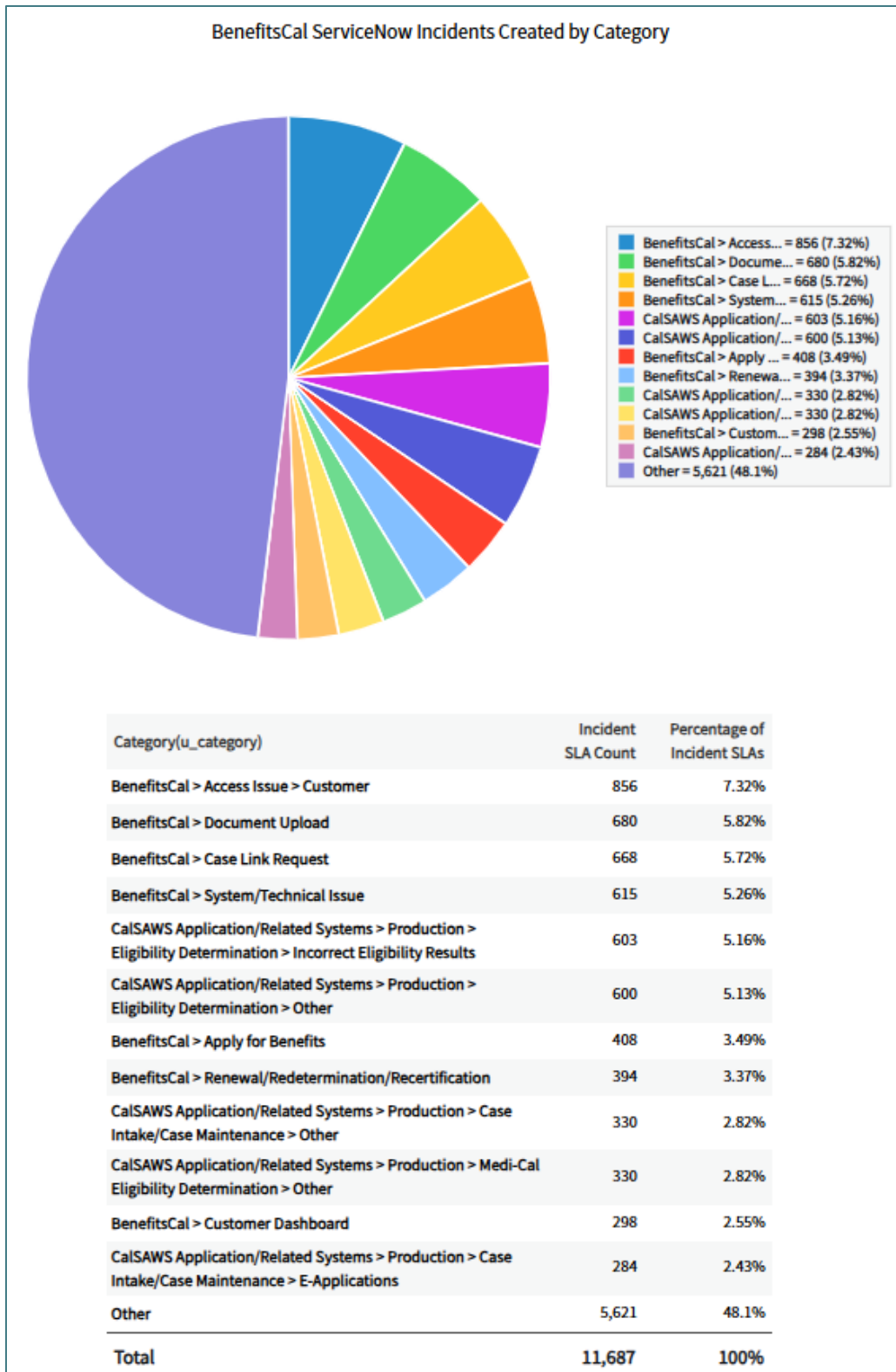


Figure 10: BenefitsCal ServiceNow Incidents Created by Category

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
04/24/26	10:00 pm – 1:00 am PST	Hyland maintenance (Holding Document queues)
04/24/26	10:00 pm – 2:00 am PST	CalSAWS Application Maintenance (Maintenance mode)
04/30/26	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 26.04.30

Table 13: BenefitsCal Upcoming Maintenance

SCHEDULED DATE	OUTAGE TIMEFRAME	APPLICATION MODE
05/28/26	8:00 pm – 9:30 pm PST	BenefitsCal Production Deployment – 26.05.28

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.

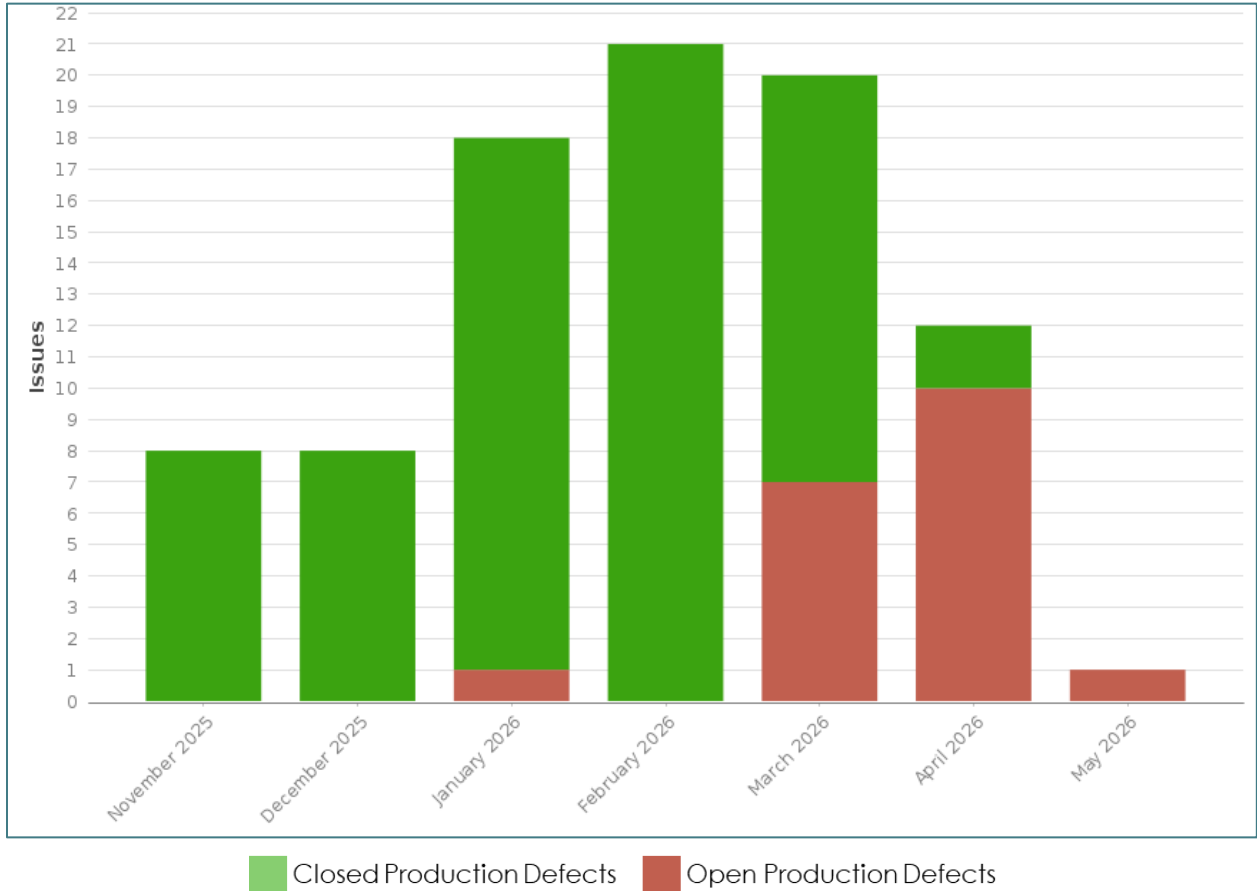


Figure 11: Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

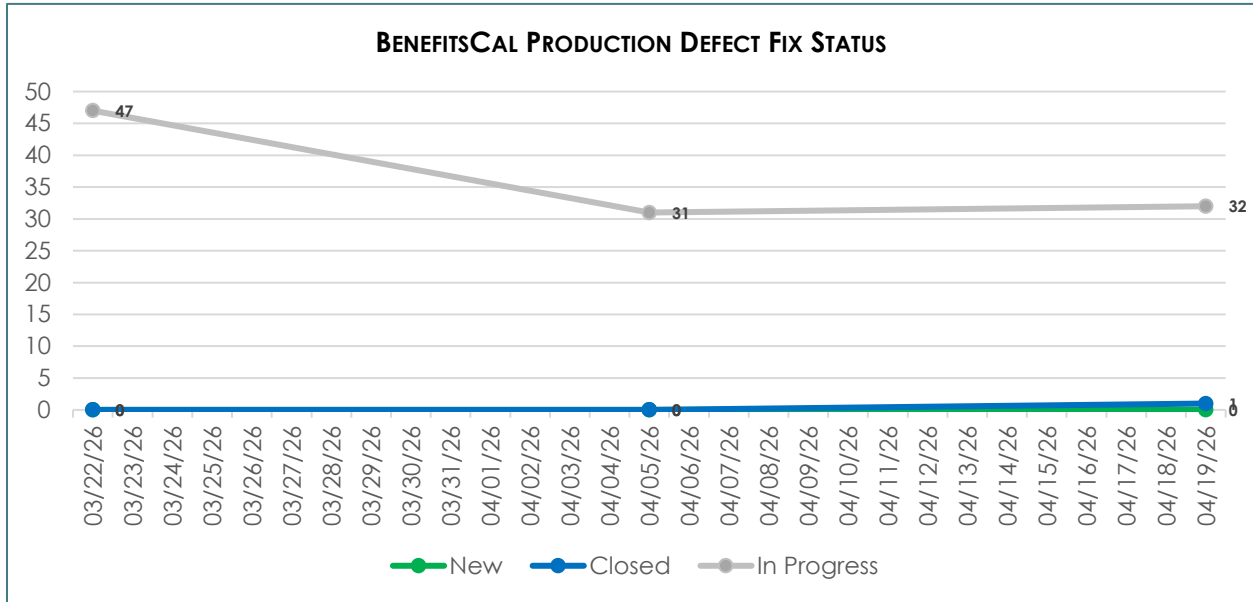


Figure 12: BenefitsCal Production Defect Fix Status

Table 14: Production Defect Fix – Release Schedule

BENEFITS CAL PRODUCTION DEFECT COUNT BY RELEASE			
Count of Defects	Release		
Severity	Release 26.05.28	Release 26.06.25	Total
1-HIGH	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	1
2-NORMAL/MEDIUM	0	0	0
New	0	0	0
In Progress	0	0	0
Closed	0	0	0
3-NORMAL/LOW	12	9	21
New	1	7	8
In Progress	6	2	9
Closed	5	0	5
4-COSMETIC	0	0	0
New	0	0	0
In Progress	0	0	0

BENEFITS CAL PRODUCTION DEFECT COUNT BY RELEASE			
Closed	0	0	0
TOTAL	12	9	21

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)**
 - 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**
 - Two (2) enhancements and twenty (20) production defects were deployed with BenefitsCal Monthly Release 26.04.30 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
26.05.17 – Priority	05/17/26	Three (3) enhancements are planned for User Error Handling, Exception Handling, and Application Summary.
26.05.28 – Monthly	05/28/26	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

- ◆ Finalized design work for the May 2026 enhancements.
- ◆ Began design work for the June 2026 enhancements.
- ◆ Attended the Project Milestone meetings with the Consortium and CalSAWS on 04/20/26 and 04/27/26.
- ◆ Attended *KT – Session 10-1 – Misc. – BenefitsCal Weekly Pipeline* on 04/20/26.
- ◆ Attended *26.05 Project Integrated Readiness Areas - T-4 Integrated Readiness Status* on 04/20/26.
- ◆ Hosted the DDI and M&O biweekly meetings on 04/21/26, 04/23/26, 04/28/26, and 04/30/26.
- ◆ Attended *JS Session – 3-11-25 – SCR – PART TWO of Session 3-11-23* on 04/21/26.
- ◆ Attended *JS Session – 3-03-07 – SCR – Enhancement Design Documentation* on 04/21/26.
- ◆ Hosted the BenefitsCal PM standup meetings with the Consortium on 04/22/26 and 04/29/26.
- ◆ Attended *JS Session – 3-18-03 – SCR – YouTube Video Creation, Editing & Upload* on 04/22/26.
- ◆ Attended *JS Session – 3-03-06 – SCR – CSPM-81960 Development for TRUV Enhancement* on 04/22/26.
- ◆ Attended the *Work Requirements/Six-Month Redetermination County Workgroup* debrief on 04/22/26 and 04/27/26.
- ◆ Hosted the *BenefitsCal Pipeline Call – New Series* on 04/23/26 and 04/30/26.
- ◆ Attended *CA-292586 Work and Community Engagement Requirements for New Adult Group* on 04/23/26.
- ◆ Attended the *Truv & CalSAWS* meetings on 04/23/26 and 04/30/26.
- ◆ Attended *JS Session – 3-14-02 – SCR – Pipeline Call* with the Functional Team on 04/23/26.
- ◆ Attended *KT – Session 10-2 – Misc. – BenefitsCal EBT Phase II & III Changes* on 04/27/26.
- ◆ Attended the *26.05 Project Integrated Readiness Areas - T-3 Integrated Readiness Status* meeting on 04/27/26.
- ◆ Attended *JS Session – 5-02-02 – Support Services – CalSAWS.org Quick Reference Guide* on 04/28/26.
- ◆ Hosted the *BenefitsCal and CalSAWS Connect: Phone Extension SCR (CA-269558)* meeting on 04/28/26.
- ◆ Hosted the *Truv Next Steps* meeting on 04/28/26.
- ◆ Attended the *BenefitsCal Test sync* on 04/28/26.
- ◆ Attended the *DHCS CalSAWS touchpoint* meeting on 04/29/26.
- ◆ Attended the *CalSAWS Truv Phase 2* discussion on 04/29/26.

■ Activities for the Next Reporting Period – Requirements and Design

● Designs and Design Meetings

- ◆ Continue design work for the June 2026 enhancements.
- ◆ Attend the Project Milestone meetings with the Consortium and CalSAWS on 05/04/26 and 05/11/26.

- ◆ Attend the *Work Requirements/Six-Month Redetermination County Workgroup* debrief on 05/04/26 and 05/11/26.
- ◆ Attend the *26.05 Project Integrated Readiness Areas – T-2 Integrated Readiness Status* meeting on 05/04/26.
- ◆ Host the DDI and M&O biweekly meetings on 05/05/26, 05/07/26, 05/12/26, and 05/14/26.
- ◆ Attend the *CalSAWS Truv Phase 2* discussion on 05/06/26 and 05/13/26.
- ◆ Host the *BenefitsCal PM* standup meetings with the Consortium on 05/06/26 and 05/13/26.
- ◆ Attend the *Truv and CalSAWS* meetings on 05/07/26 and 05/14/26.
- ◆ Attend the *BenefitsCal TRUV Phase 1* demonstration for State Partners on 05/11/26.
- ◆ Attend the *26.05 Project Integrated Readiness Areas – T-1 Integrated Readiness Status* meeting on 05/11/26.
- ◆ Attend *26.05 Pre-Green Light* meeting on 05/11/26.
- ◆ Host the *May UCD Presentation* internal review on 05/12/26.
- ◆ Host the prep call for the *May Monthly UCD* meeting on 05/13/26.
- ◆ Attend the *CalSAWS Virtual Greenlight Release 26.05* meeting on 05/13/26.
- ◆ Attend the *DHCS CalSAWS touchpoint* meeting on 05/13/26.
- ◆ Host the *BenefitsCal Pipeline Call – New Series* on 05/14/26.

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.
 - ◆ Started April Always on survey data.
 - **User Engagement**
 - ◆ Finished conducting Truv usability testing sessions.
 - **Enhancements**
 - ◆ Started context setting and analysis on *CSPM-83506: Help Center Copy Changes*.
 - **Advocate Engagement**
 - ◆ Received and reviewed April UCD monthly meeting 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 April Always on survey data.
 - **Enhancements**
 - ◆ Continue designs for *CSPM-83506: Help Center Copy Changes*.

- ◆ Finalize designs based on April UCD monthly comment log responses for CSPM-80929: *H.R.1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group*.
- ◆ Finalize designs based on April UCD monthly comment log responses for CSPM-81960: *Truv Phase 1 and 2*.
- **User Engagement**
 - ◆ N/A
- **Advocate Engagement**
 - ◆ Draft the April UCD monthly meeting comment log responses.

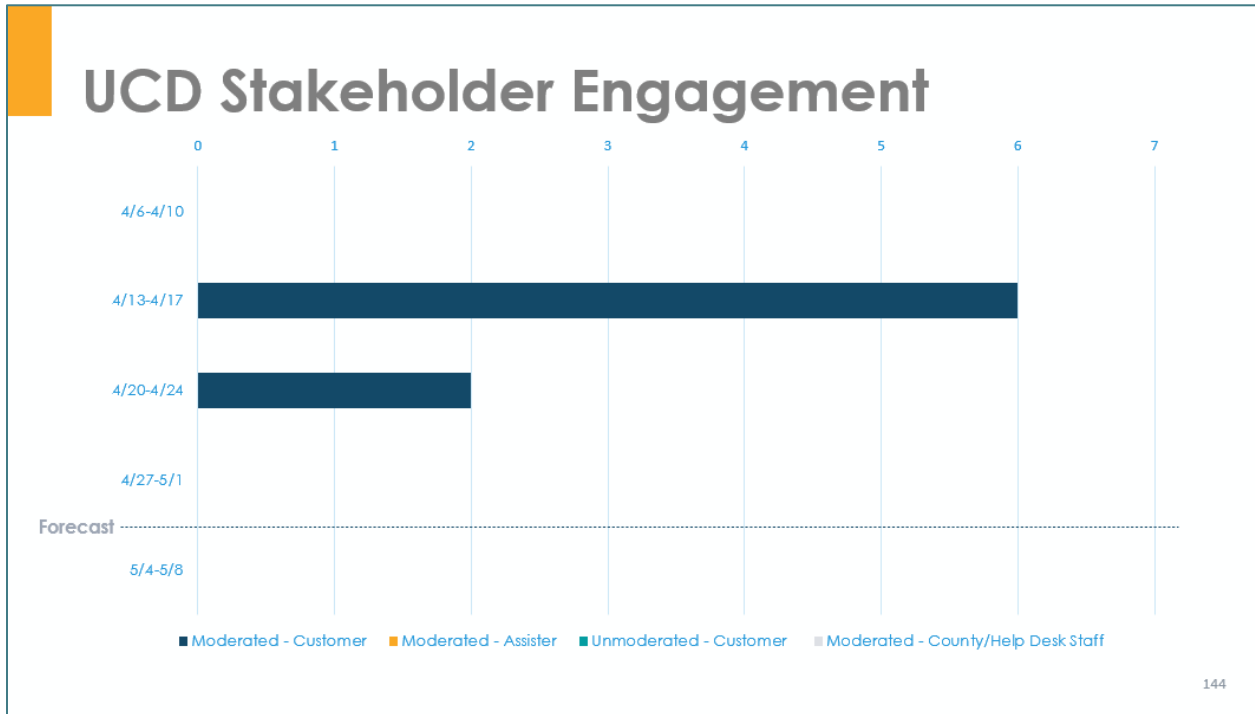


Figure 13: UCD Stakeholder Engagement

4.4 Development

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

Table 16: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 05/01/26	ACTUAL FOR WEEK ENDING 05/01/26	TOTAL PLANNED FOR THE RELEASE	COMMENTS
Release 26.05.17	0	1	3	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 05/15/26	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 26.05.17	0	3	3	Release 26.05.17 is planned for deployment on 05/17/26.
Release 26.05.28	0	1	0	Release 26.05.28 is planned for deployment on 05/28/26.
Release 26.07.20	0	2	0	Release 26.07.20 is planned for deployment on 07/20/26.

- **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 26.04.30 were validated.

- **Test Support**

- ♦ Provided clarification and support to the QA/Consortium/Independent Test Team for defects and enhancements tagged to Release 26.04.30.

- **Activities for the Next Reporting Period – User Acceptance Test Planning**

- **UAT Test Execution**

- ♦ Defects for Release 26.05.28 will be validated.

- **Test Support**

- ♦ Clarification and Support will be provided to the QA/Consortium/Independent Test Teams for defects tagged to Release 26.05.28.

4.6 Release Management

- **Activities for the Reporting Period – Release Management**

- **Release 26.04.30 – April Monthly Release**

- ♦ Deployed the April Monthly Release – 26.04.30 in Production on 04/30/26.

4.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**

- **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 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 performance testing team successfully executed two (2) rounds of performance tests with the 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	Scope: Two (2) enhancements and four (4) defects in scope. Executions: BenefitsCal isolated Load tests with mock services. <ul style="list-style-type: none"> ▪ Friday, April 24 ▪ Monday, April 27 	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]
- **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 05/01/26.

[Redacted]

▪ **Activities for the Next Reporting Period – Security**

[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.