

CalSAWS

California Statewide Automated Welfare System



Biweekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: May 4, 2026 – May 17, 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	6
1.5 CRFI/CIT Communications	6
1.6 Risks and Issues	7
1.6.1 Project Risks	7
1.6.2 Project Issues	8
1.7 Project Work Plan Reports	8
1.8 Project Action Items – Overdue	10
1.9 SIRFRA/SCERFRA/SIRFRA/SARRA Information	10
1.10 Deviation from Plan/Adjustments	10
1.11 Transition-Out	11
2 BENEFITSCAL COLLABORATION MODEL (CM)	11
3 MAINTENANCE AND OPERATIONS	11
3.1 Service Management	12
3.1.1 Overview	12
3.1.2 BenefitsCal Help Desk Metrics	13
3.2 Technology Operations	22
3.3 BenefitsCal Maintenance and Operations	22
3.4 Production Defect Backlog	23
3.4.1 Release Schedule Production Defect Fix	24
3.5 Production Operations	25
3.6 Deviation from Plan/Adjustments	25
4 APPLICATION DEVELOPMENT AND TEST	25
4.1 Priority Release Summary	25
4.2 Requirements and Design	26
4.3 User Centered Design (UCD)	27
4.4 Development	28
4.5 User Acceptance Test (UAT) Planning	29
4.6 Release Management	29
4.7 System Test Execution	29

4.7.1 Automated Regression Test (ART) Coverage	30
5 PERFORMANCE TEST.....	31
5.1 Performance Test	31
5.2 Training Materials Update	31
5.3 Deviations from Plan/Adjustments	31
5.4 Security	31

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	8
Table 9: Overdue Action Items	10
Table 10: Enhancements Updates, Prioritized by CM	11
Table 11: BenefitsCal Outages	22
Table 12: BenefitsCal Upcoming Maintenance	22
Table 13: Production Defect Fix – Release Schedule.....	24
Table 14: BenefitsCal Upcoming Releases.....	25
Table 15: Enhancement Actuals for Reporting Period	28
Table 16: Planned Enhancement Work	28
Table 17: Automated Regression Scripts Executed in BenefitsCal.....	30
Table 18: Performance Test Cycles and Test Case Status	31

TABLE OF FIGURES

Figure 1: Transition-Out Status Summary	11
Figure 2: BenefitsCal ServiceNow Incidents Created	13
Figure 3: BenefitsCal ServiceNow Incidents Resolved	14
Figure 4: BenefitsCal ServiceNow Incidents Closed.....	15
Figure 5: BenefitsCal ServiceNow Incidents Triaged	16
Figure 6: BenefitsCal ServiceNow Problems Created	17
Figure 7: BenefitsCal ServiceNow Problems Resolved	18
Figure 8: BenefitsCal ServiceNow Incidents by State and Age	19
Figure 9: BenefitsCal ServiceNow Incidents by Resolution Code	20
Figure 10: BenefitsCal ServiceNow Incidents Created by Category.....	21
Figure 11: Production Defects Backlog Monthly Trend.....	23
Figure 12: BenefitsCal Production Defect Fix Status.....	24

Figure 13: UCD Stakeholder Engagement.....28

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 26.05.17 was successfully deployed to BenefitsCal Production on 05/17/26.
May Enhancements (May Priority Release 26.05.17, May Monthly Release 26.05.28)	<ul style="list-style-type: none"> ▪ Three (3) enhancements were successfully deployed to Production on 04/20/26: ▪ Two (2) Partner Support Enhancements: <ul style="list-style-type: none"> • CSPM-82945: BenefitsCal Appointment Categories and Types Updates • CSPM-82006: Hide e-Application Offices from Display on BenefitsCal General Office Search ▪ One (1) Policy Enhancement: <ul style="list-style-type: none"> • CSPM-83476: Add CF303 Thai Translation to BenefitsCal ▪ Two (2) enhancements are scheduled for Production Deployment on 05/28/26: ▪ One (1) Partner Support Enhancement: <ul style="list-style-type: none"> • CSPM-82006: Test Only: Enhance e-Application Office Routing Functionality ▪ One (1) Policy Enhancement: <ul style="list-style-type: none"> • CSPM-81903: HR 1 – YouTube Video for 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. • Continued analyzing April Always on survey data. ▪ User Engagement <ul style="list-style-type: none"> • No update for the reporting period. ▪ Enhancements <ul style="list-style-type: none"> • Continued designs for CSPM-83506: <i>Help Center Copy Changes</i>. • Continued designs for CSPM-80929: <i>H.R. 1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group</i>. • Continued designs for CSPM-81960: <i>Truv Phase 1 and 2</i>. • Started designs for CSPM-84092: <i>Update CalFresh ABAWD Exemption Language</i>. ▪ Advocate Engagement <ul style="list-style-type: none"> • Sent out April UCD monthly meeting comment log responses.

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none"> Conducted state partner preparation call for May UCD monthly meeting.
Transition-Out	<ul style="list-style-type: none"> Access requests <ul style="list-style-type: none"> Access Request – Continuing for tools and applications. Provided knowledge transfer (KT), job shadow (JS), and Reverse Job Shadow (RJS) support: <ul style="list-style-type: none"> KT – 100% completed. 144 JS sessions requested. 81% completed Pending date and time commitment for 16 requests RJS – List refinement is in progress. Transition Planning and Coordination <ul style="list-style-type: none"> Continue to meet 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
	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 twenty-three (23) active Production defects.
Incidents	On Time	There are fourteen (14) open Tier 3 incidents.

1.3 Highlights of the Reporting Period

- Priority Release**
 - The BenefitsCal Team successfully deployed Priority Release 26.05.17 to BenefitsCal Production.
 - The BenefitsCal Team successfully deployed Priority Release 26.05.14 to BenefitsCal Production.
- Emergency Release**
 - None for the reporting period.
- Monthly Release**
 - None for the reporting period.

- **Planned Outages**
 - Sunday, 05/17/26 8:00 am to 9:30 am PST
 - ♦ BenefitsCal Monthly Release 26.05.17
 - Thursday, 05/14/26 11:30 pm to 12:30 am PST 05/15/26
 - ♦ BenefitsCal Monthly Release 26.05.14

1.4 Deliverable Management

- **Deliverables and Work Products submitted:**
 - FWP 24.35: CX Bimonthly Report (Feb 2026/Mar 2026) on 05/05/26.
 - FWP 28.49: BenefitsCal Work Plan Monthly Updates – April 2026 on 05/07/26.
 - FWP 25.51: BenefitsCal Monthly M&O Report – April 2026 on 05/07/26.
- **Deliverable and Work Product submissions for the next reporting period:**
 - None for the reporting period.

1.5 CRFI/CIT Communications

The following table outlines the CalSAWS Information Transmittals (CITs) for the reporting period.

Table 4: CITs

CIT ID	To	SUBJECT	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0082-26	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 – 5/29/2026	05/12/26	Clay Erickson	Pete Quijada

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

Table 5: CRFIs

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

Table 6: Overdue CRFIs

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

1.6 Risks and Issues

1.6.1 Project Risks

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

Table 7: Project Risks

ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	RISK LEVEL	DATE LOGGED
326	Lack of timely policy guidance may impact Medi-Cal HR1 delivery schedule	<ul style="list-style-type: none"> None for the reporting period. 	Open	Medium	12/15/25
327	Limited Availability of Deloitte Staff May Impact the BenefitsCal Transition Schedule	<ul style="list-style-type: none"> None for the reporting period. 	Open	Medium	02/04/26
328	Lack of Availability of Deloitte Offshore Resources May Impact Transition of Development KT/JS Activities	<ul style="list-style-type: none"> None for the reporting period. 	Open	Low	02/04/26
329	Delay in Providing Accenture Team Timely Access May Impact BenefitsCal Transition Activities	<p>May 9, 2026:</p> <ul style="list-style-type: none"> Document requests are 100% complete. 	Open	Medium	02/04/26
330	Current BenefitsCal System Performance May Not Meet the New SLA Performance	<ul style="list-style-type: none"> None for the reporting period. 	Open	Low	02/04/26

ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	RISK LEVEL	DATE LOGGED
	Standards Set In The New Contract				

1.6.2 Project Issues

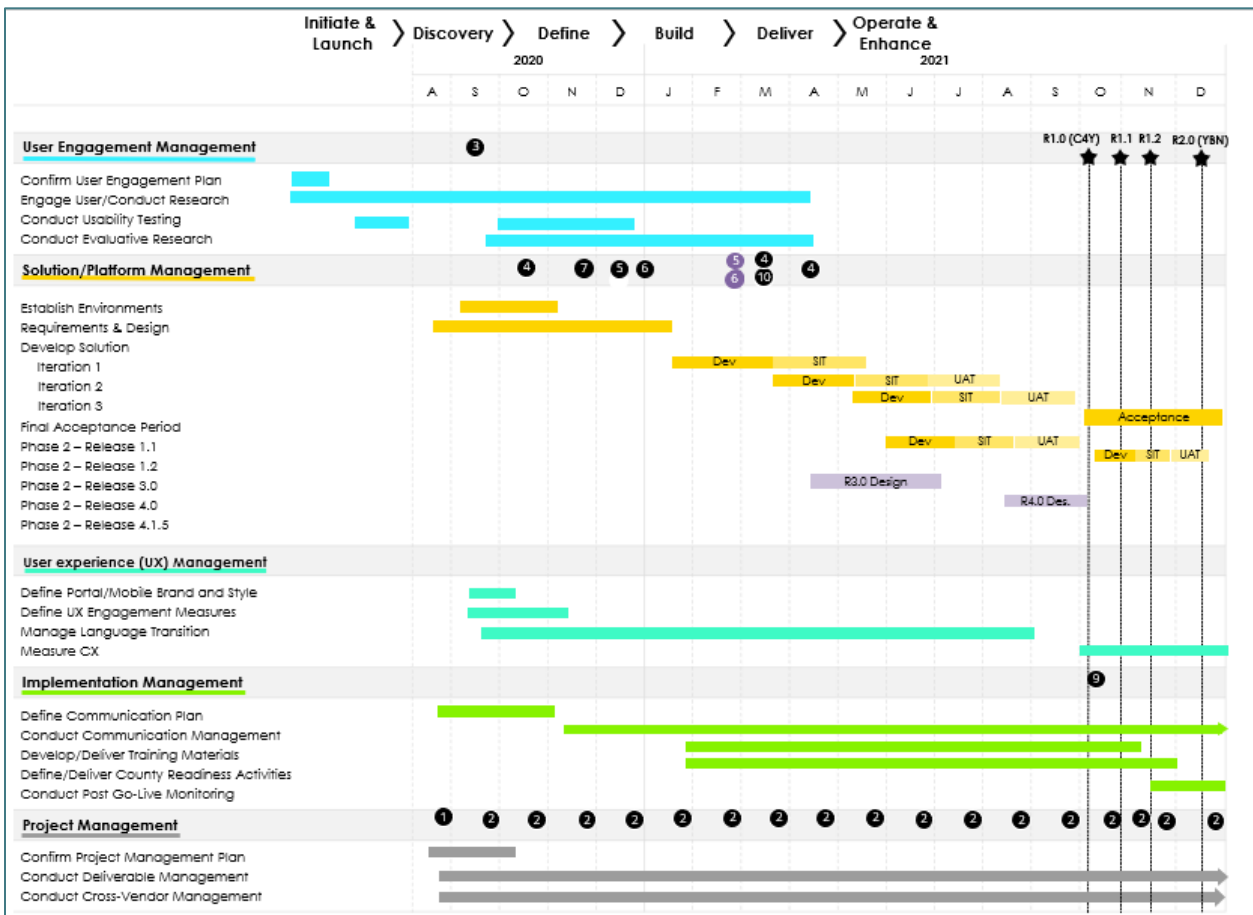
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

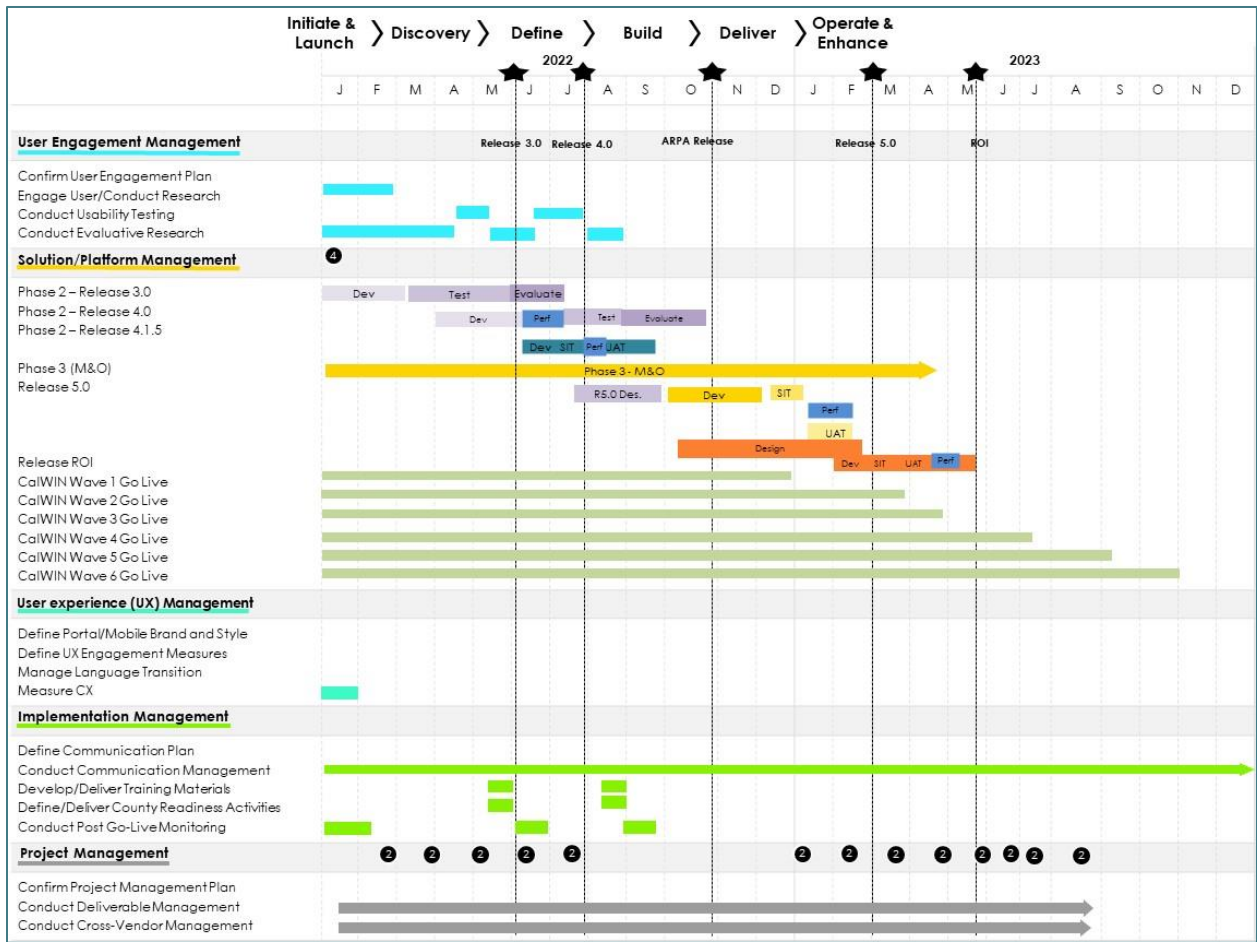
Table 8: Project Issues

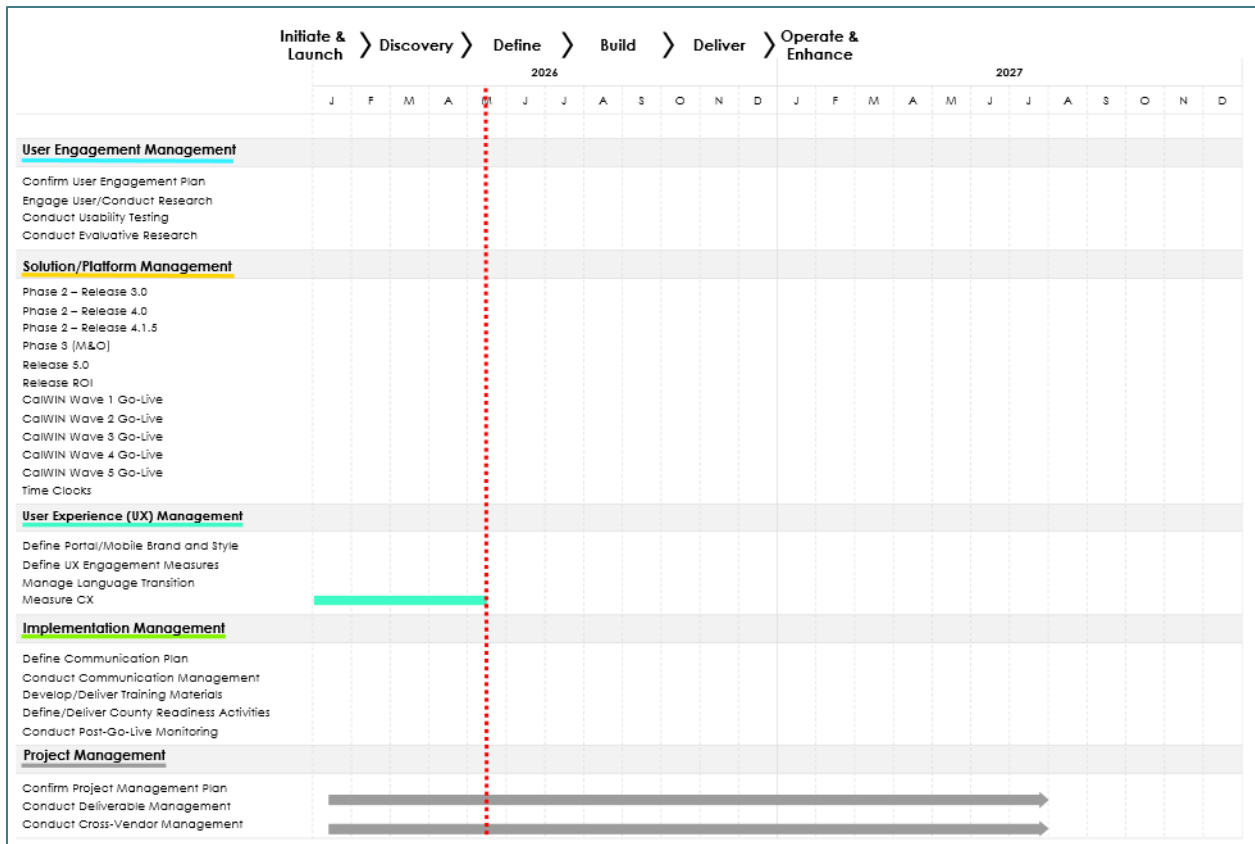
ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
335	Schedule Delay in BenefitsCal SCR Job Shadow Workstream	<ul style="list-style-type: none"> None for the reporting period. 	2 – Open	High	04/08/26

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 SIRFRA, SCERFRA, SIRFRA, and SARRA management and reporting for BenefitsCal has been transitioned to the Accenture BenefitsCal team as of May 1, 2026.

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.

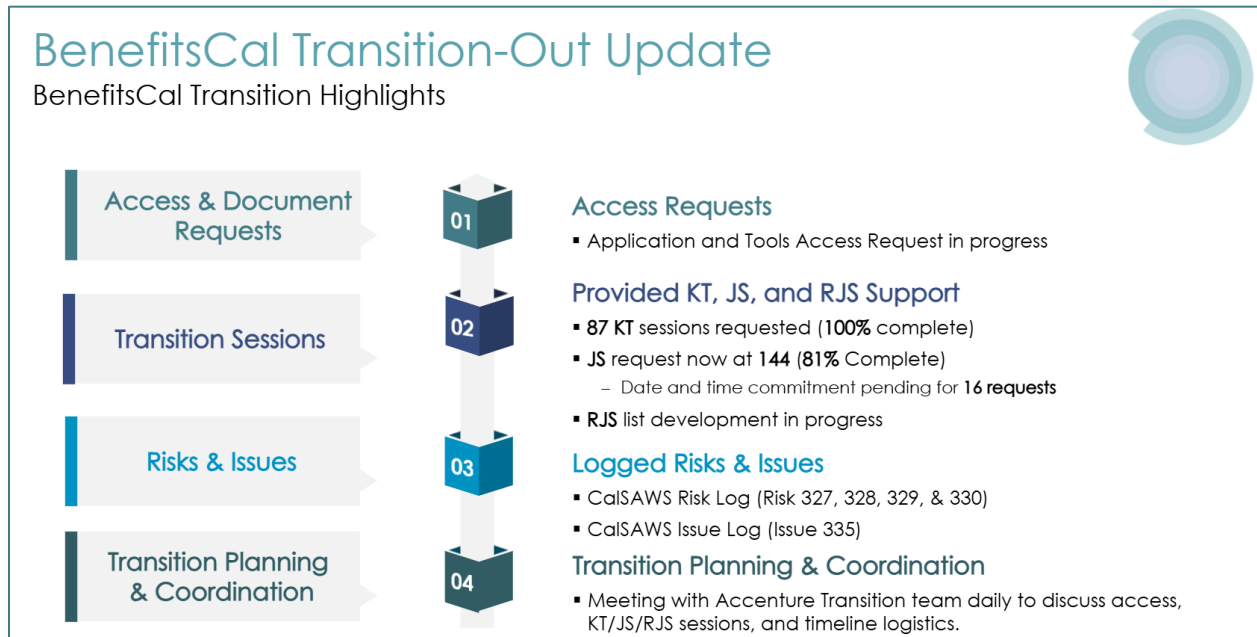


Figure 1: Transition-Out Status Summary

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 10: 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**
 - Three (3) 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 one (1) incident in the biweekly reporting period.
- **Incidents Triaged**
 - The BenefitsCal Tier 3 Team has triaged four hundred ninety-nine (499) incidents in the biweekly reporting period.
- **Problems Created**
 - The BenefitsCal Tier 3 Team created zero (0) problem tickets in the biweekly reporting period.
- **Problems Resolved**
 - The BenefitsCal Tier 3 Team resolved zero (0) problem tickets in the biweekly reporting period.

3.1.2 BenefitsCal Help Desk Metrics

The charts below represent incidents created, resolved, and triaged within the reporting period. If a week is not shown within a particular chart, it is because there were no incidents to report for that week.

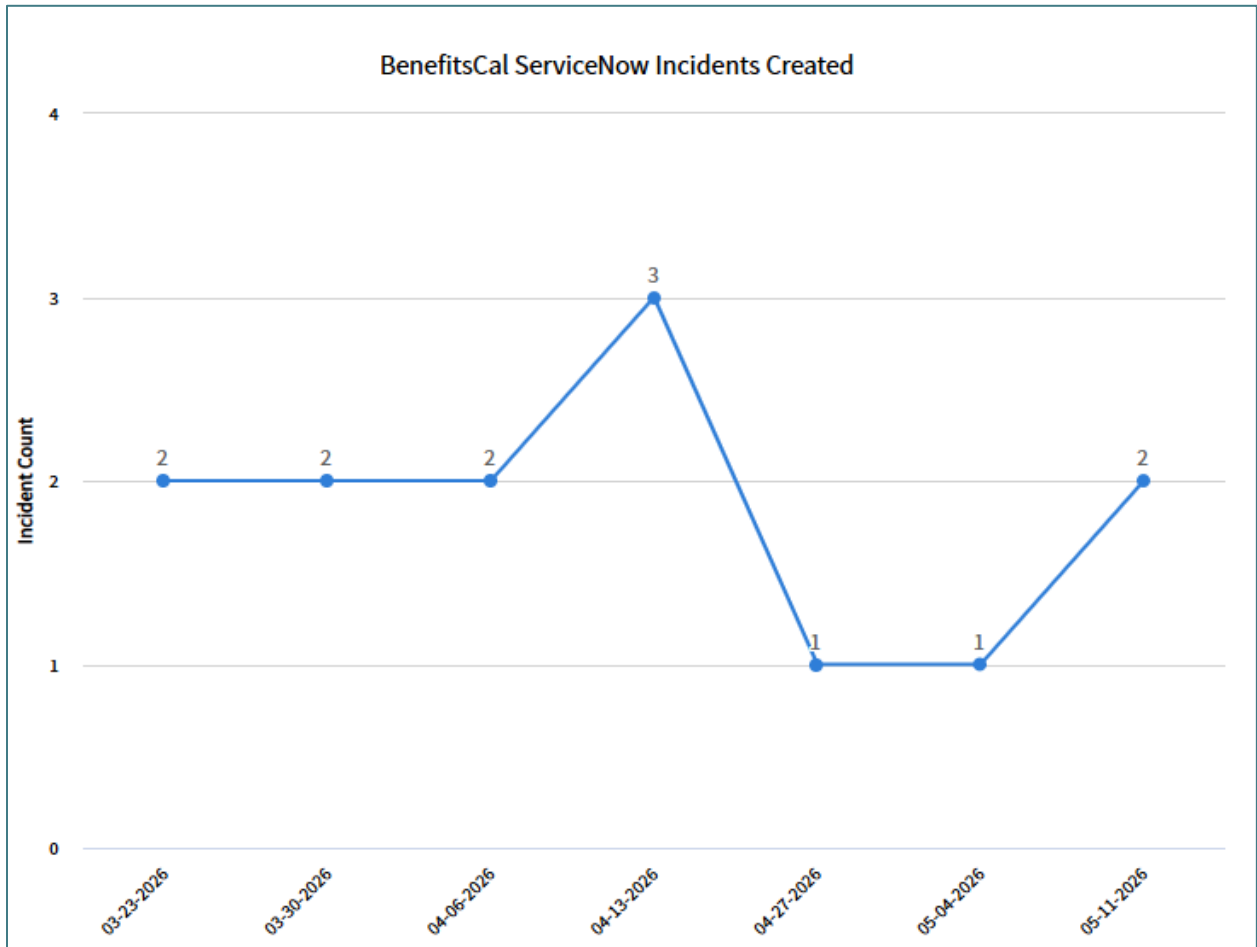


Figure 2: BenefitsCal ServiceNow Incidents Created

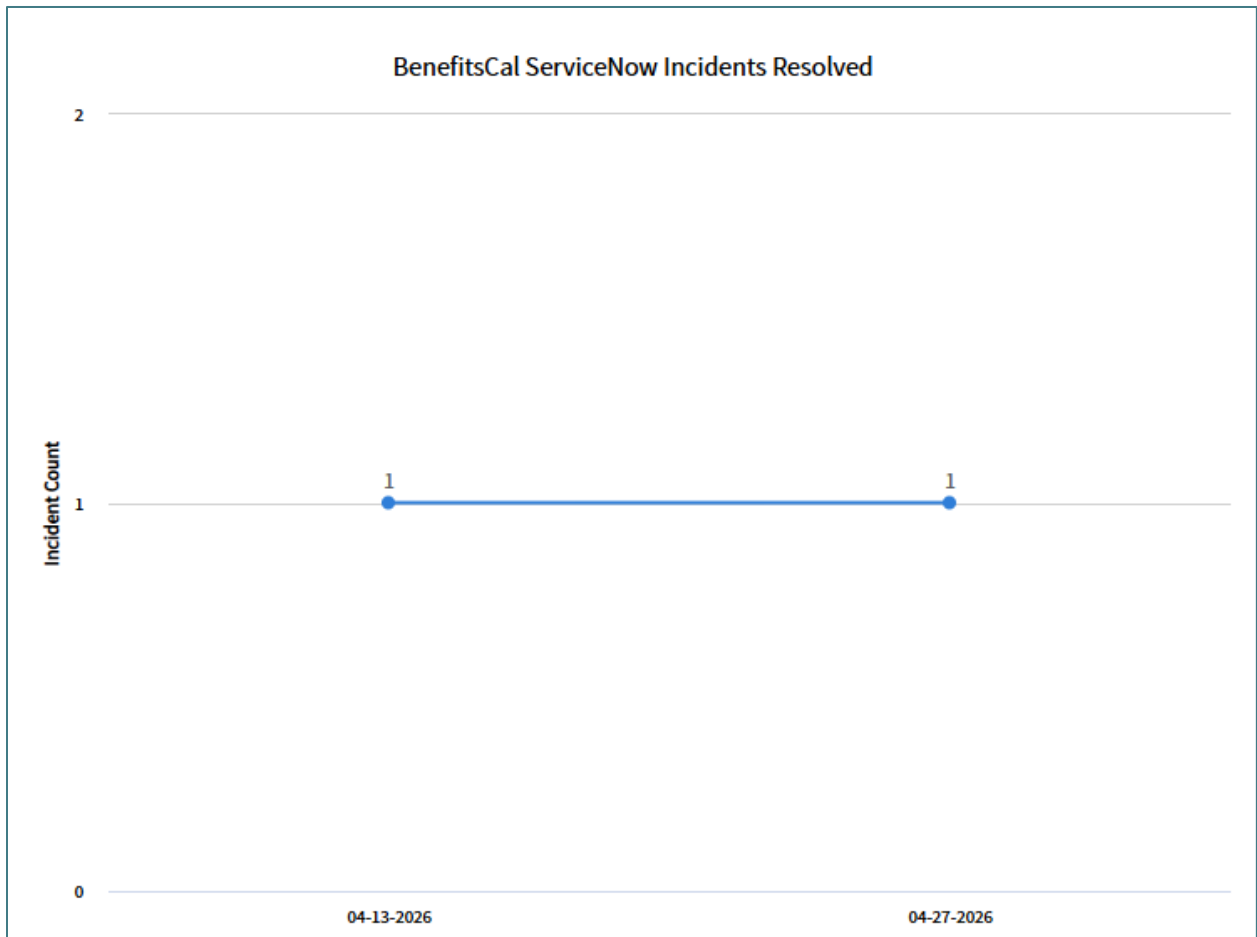


Figure 3: BenefitsCal ServiceNow Incidents Resolved



Figure 4: BenefitsCal ServiceNow Incidents Closed

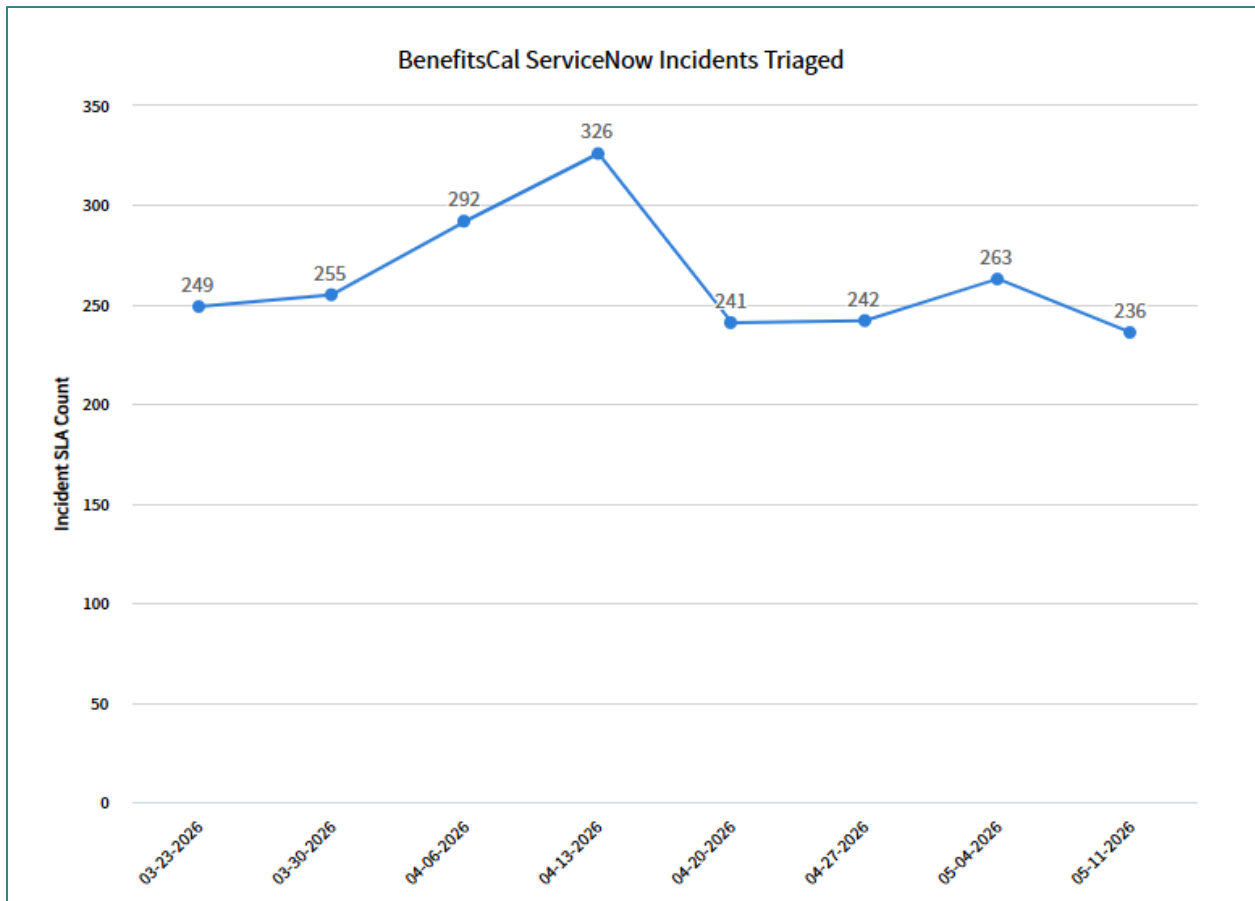


Figure 5: BenefitsCal ServiceNow Incidents Triaged

Note: The graphs above represent the ServiceNow incidents associated to all 58 Counties. Incidents represent the first level of ticketing that enters the ServiceNow system. The dates on the x-axis represent the start of week. The metrics does not include "Tier 3 App Support – BenefitsCal Questions (DLT)."

The charts below represent problems created, resolved, and triaged within the reporting period. If a week is not shown within a particular chart, it is because there were no problems to report for that week.

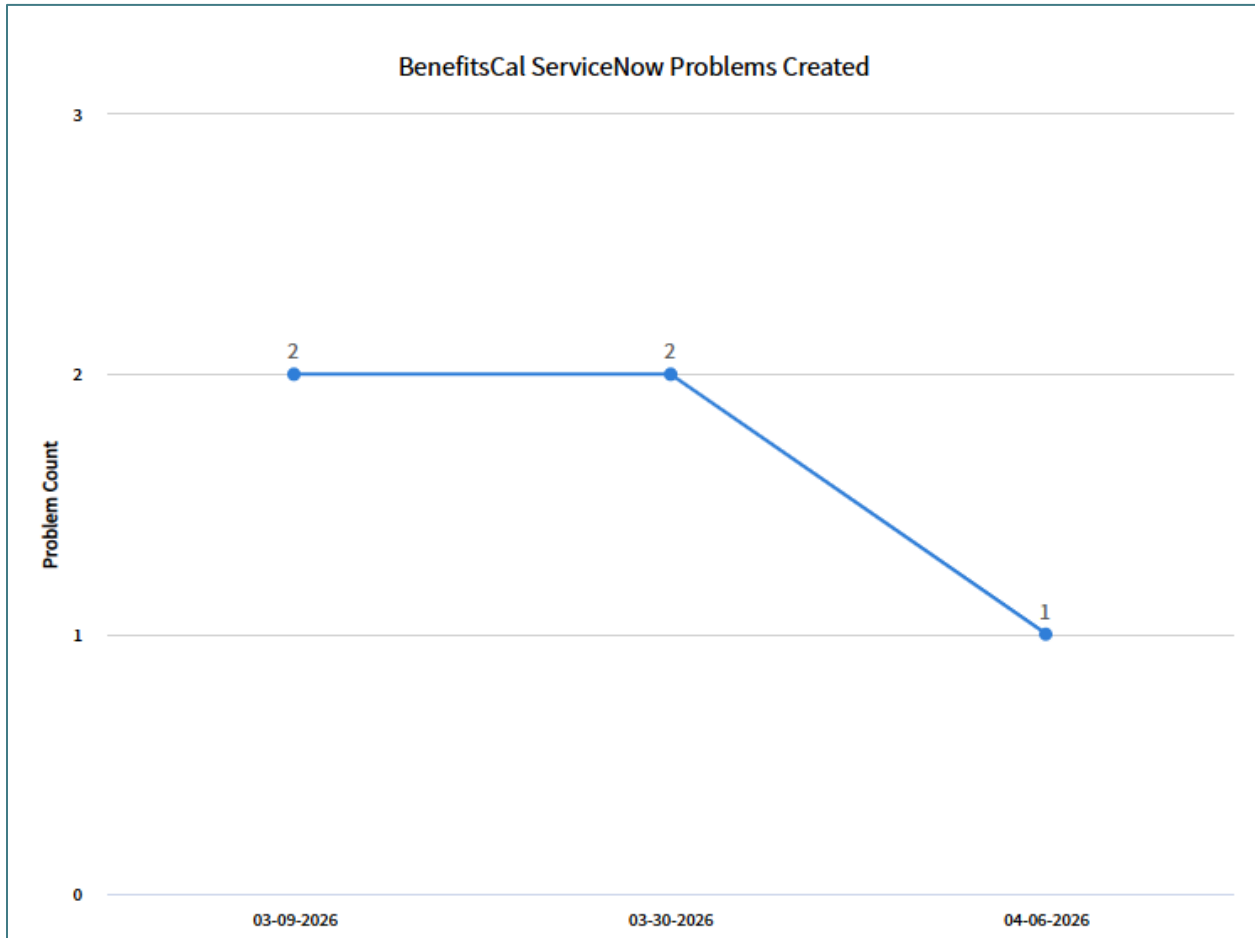


Figure 6: BenefitsCal ServiceNow Problems Created



Figure 7: BenefitsCal ServiceNow Problems Resolved

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

BenefitsCal ServiceNow Incidents by State and Age

State	Aging Category	1-5 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Count
	New		2	0	0	0	0	0
On Hold		0	1	1	7	3	0	12
Closed		0	81	560	195	159	4	999
Count		2	82	561	202	162	4	1,013

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

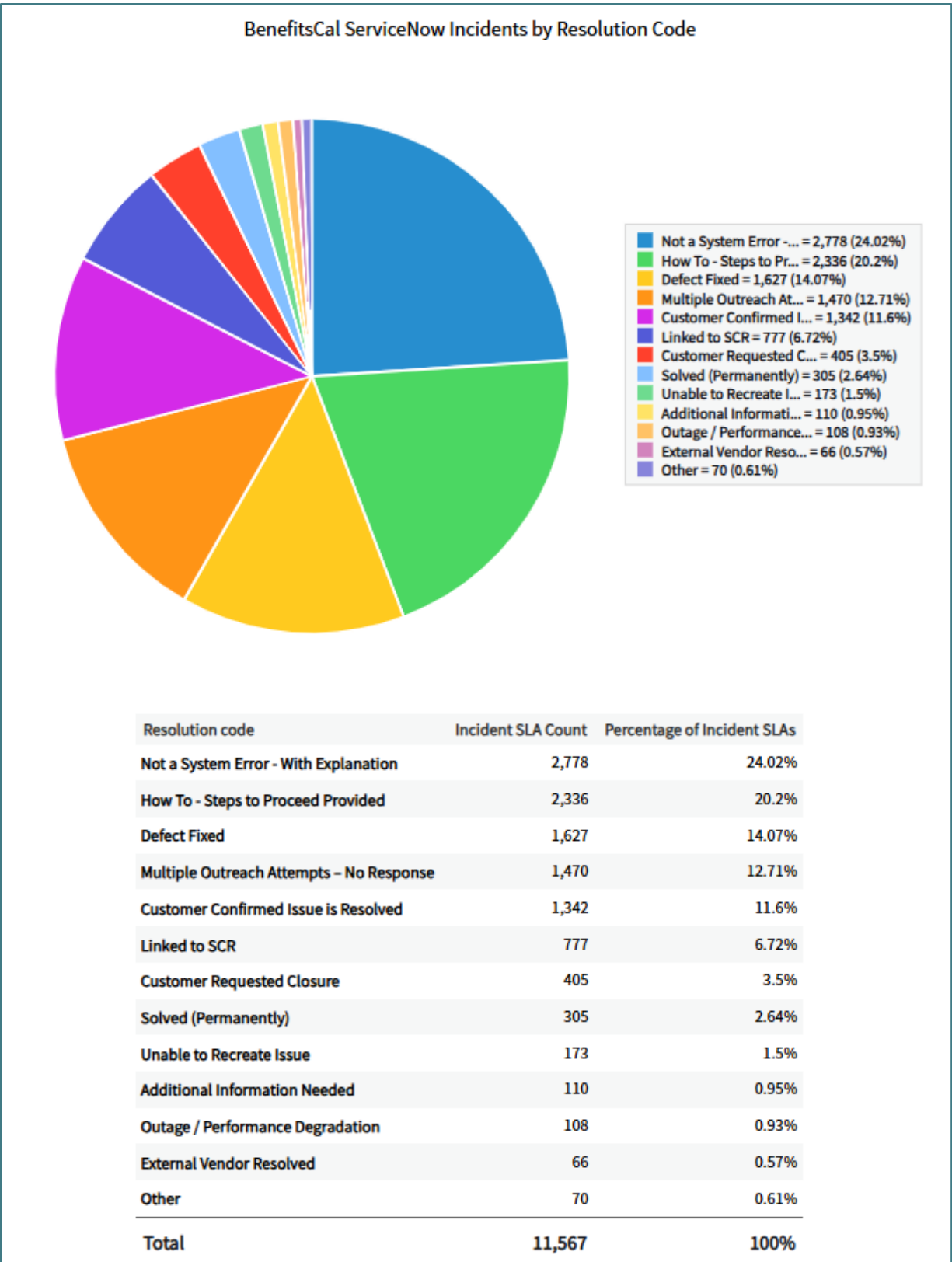


Figure 9: BenefitsCal ServiceNow Incidents by Resolution Code

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

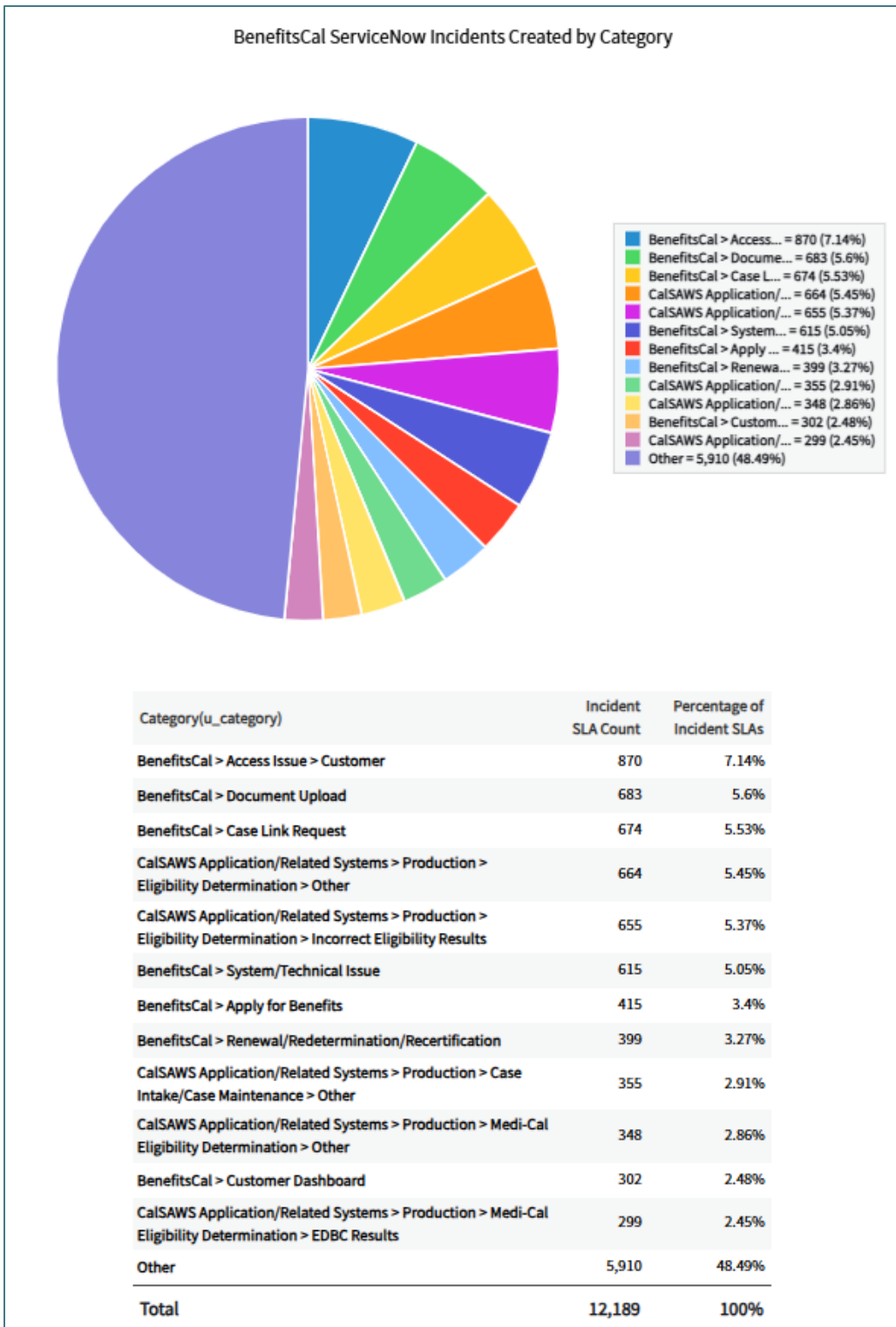


Figure 10: BenefitsCal ServiceNow Incidents Created by Category

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 11: BenefitsCal Outages

SCHEDULED DATE	OUTAGE TIMEFRAME	ACTIVITY DESCRIPTION
05/10/26	2:00 pm – 8:30 am PST	CalSAWS Application Maintenance (Offline mode)
05/14/26	11:30 pm – 12:30 am PST	BenefitsCal Production Deployment – 26.05.14
05/17/26	8:00 am – 9:30 am PST	BenefitsCal Production Deployment – 26.05.17
05/17/26	6:00 am – 1:00 pm PST	CalSAWS Application Maintenance (Offline mode)

Table 12: 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.

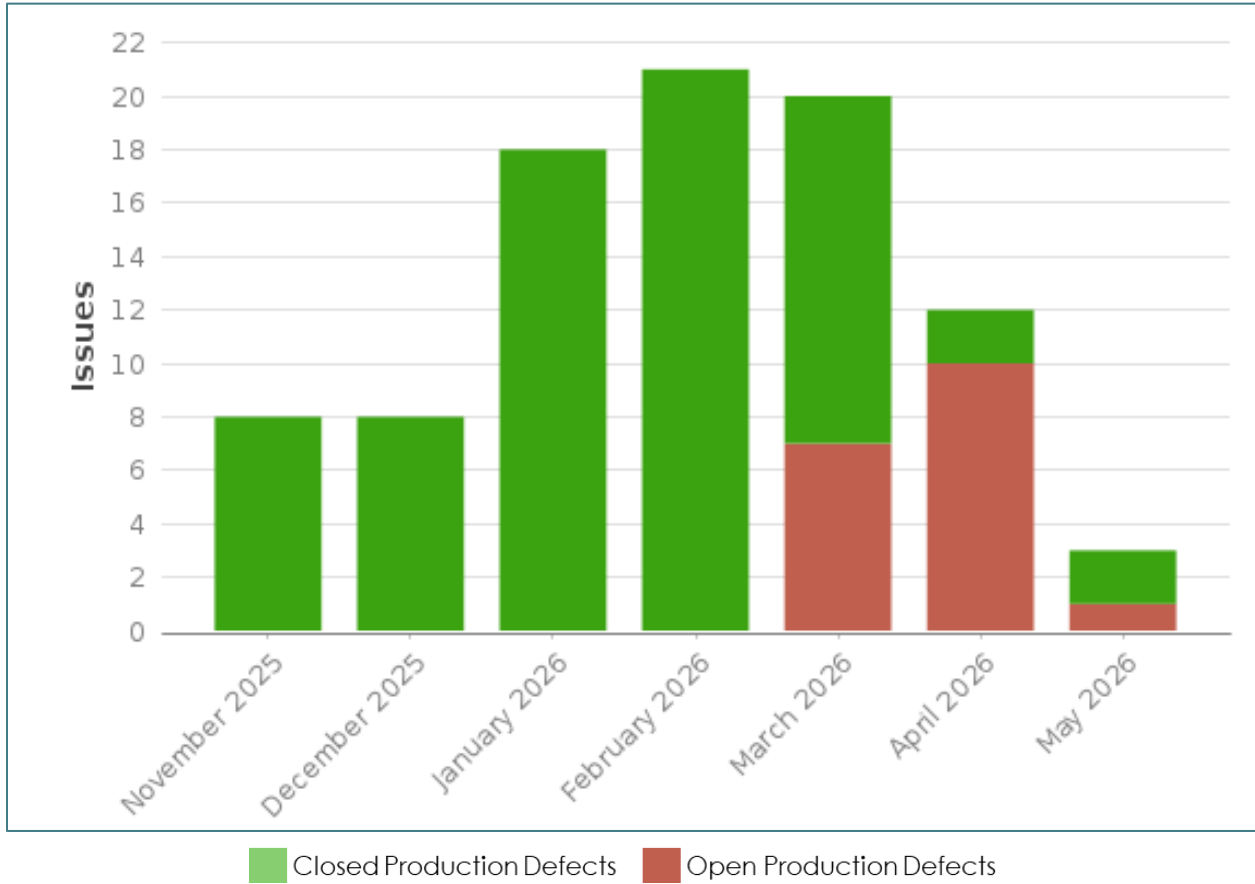


Figure 11: Production Defects Backlog Monthly Trend

3.4.1 Release Schedule Production Defect Fix

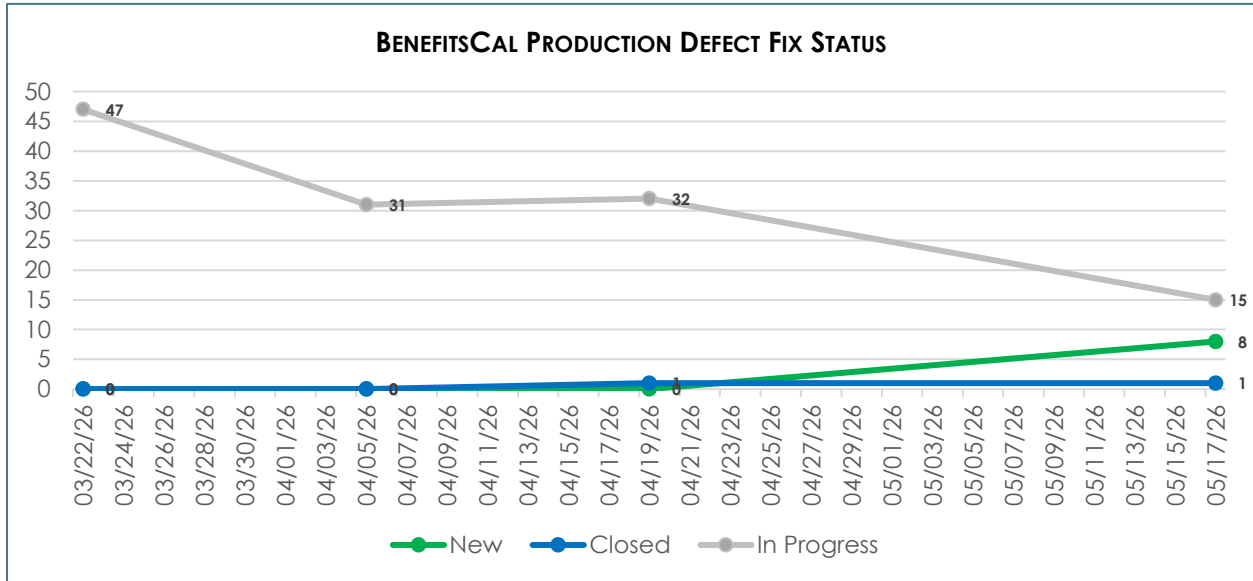


Figure 12: BenefitsCal Production Defect Fix Status

Table 13: Production Defect Fix – Release Schedule

Count of Defects	BENEFITS CAL PRODUCTION DEFECT COUNT BY RELEASE			
	Release			
	Release 26.05.14	Release 26.05.28	Release 26.06.25	Total
1-HIGH	0	0	0	0
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
2-NORMAL/MEDIUM	0	0	0	0
New	0	0	0	0
In Progress	0	0	0	0
Closed	0	0	0	0
3-NORMAL/LOW	1	14	9	24
New	0	0	8	8
In Progress	0	14	1	15
Closed	1	0	0	1
4-COSMETIC	0	0	0	0
New	0	0	0	0
In Progress	0	0	0	0

	BENEFITS-CAL PRODUCTION DEFECT COUNT BY RELEASE			
Closed	0	0	0	0
TOTAL	1	14	9	24

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**
 - None for the reporting period.
- **BenefitsCal Priority Release**
 - Three (3) enhancements were deployed with BenefitsCal Monthly Release 26.05.17 for User Error Handling, Exception Handling, and Application Summary
 - One (1) production defect was deployed with BenefitsCal Monthly Release 26.05.14 for User Error Handling, Exception Handling, and Application Summary
- **BenefitsCal Emergency Release**
 - None for the reporting period.

Table 14: BenefitsCal Upcoming Releases

RELEASE	RELEASE DATE	SUMMARY
26.05.28 – Monthly	05/28/26	One (1) enhancement and fifteen (15) production defects are planned for User Error Handling, Exception Handling, and Application Summary.

4.2 Requirements and Design

■ Activities for the Reporting Period – Requirements and Design

● Designs and Design Meetings

- ◆ Continued design work for the June 2026 enhancements.
- ◆ Attended the Project Milestone meetings with the Consortium and CalSAWS on 05/04/26 and 05/11/26.
- ◆ Attended the *Work Requirements/Six-Month Redetermination County Workgroup* debrief on 05/04/26 and 05/11/26.
- ◆ Attended the *26.05 Project Integrated Readiness Areas – T-2 Integrated Readiness Status* meeting on 05/04/26.
- ◆ Hosted the DDI and M&O biweekly meetings on 05/05/26, 05/07/26, 05/12/26, and 05/14/26.
- ◆ Hosted an NA 1273 discussion with CalSAWS on 05/05/26.
- ◆ Attended the *CalSAWS Truv Phase 2* discussion on 05/06/26 and 05/13/26.
- ◆ Attended CA-292586/ CA-299209 BenefitsCal Impact Discussion with CalSAWS on 05/06/26.
- ◆ Hosted the BenefitsCal PM standup meetings with the Consortium on 05/06/26 and 05/13/26.
- ◆ Attended the Truv and CalSAWS meetings on 05/07/26 and 05/14/26.
- ◆ Attended SCR CA-298517 – *Truv Phase 2 – Internal Sync with CalSAWS* on 05/07/26 and 05/14/26.
- ◆ Attended the *BenefitsCal TRUV Phase 1* demonstration for State Partners on 05/11/26.
- ◆ Attended the *26.05 Project Integrated Readiness Areas – T-1 Integrated Readiness Status* meeting on 05/11/26.
- ◆ Attended *26.05 Pre-Green Light* meeting on 05/11/26.
- ◆ Hosted May UCD Deck Internal Review with the Consortium on 05/12/26.
- ◆ Attended a CF 377.11E discussion with CDSS on 05/12/26.
- ◆ Hosted the Prep Call for the May Monthly UCD meeting on 05/13/26.
- ◆ Attended the *Final Green Light Materials Review* on 05/13/26.
- ◆ Attended the *CalSAWS Virtual Greenlight Release 26.05* meeting on 05/13/26.
- ◆ Attended the DHCS CalSAWS touchpoint meeting on 05/13/26.
- ◆ Hosted the *BenefitsCal Pipeline Call – New Series* on 05/14/26.
- ◆ Attended the *Truv Technical Walkthrough with CalSAWS* on 05/15/26.

■ 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 05/18/26 and 05/25/26.
- ◆ Attend the *Work Requirements/Six-Month Redetermination County Workgroup* debrief on 05/18/26 and 05/25/26.
- ◆ Host the DDI and M&O biweekly meetings on 05/19/26, 05/21/26, 05/26/26, and 05/28/26.
- ◆ Attend the *Truv Accounts for BC and CalSAWS – Discussion* on 05/19/26.
- ◆ Host the *BenefitsCal: May 2026 UCD Monthly Meeting* with Advocates and State Partners on 05/20/26.
- ◆ Attend the *CalSAWS Truv Phase 2* discussion on 05/20/26 and 05/27/26.

- ◆ Host the BenefitsCal PM standup meetings with the Consortium on 05/20/26 and 05/27/26.
- ◆ Attend the Truv and CalSAWS meetings on 05/21/26 and 05/28/26.
- ◆ Attend the SCR CA-298517 – Truv Phase 2 – Internal Sync with CalSAWS on 05/21/26 and 05/28/26.
- ◆ Attend the DHCS CalSAWS touchpoint meeting on 05/27/26.
- ◆ Host the *BenefitsCal Pipeline Call – New Series* on 05/28/26.

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 analyzing April Always on survey data.
 - **User Engagement**
 - ◆ N/A
 - **Enhancements**
 - ◆ Continued designs for CSPM-83506: *Help Center Copy Changes*.
 - ◆ Continued designs for CSPM-80929: *H.R. 1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group*.
 - ◆ Continued designs for CSPM-81960: *Truv Phase 1 and 2*.
 - ◆ Started designs for CSPM-84092: *Update CalFresh ABAWD Exemption Language*.
 - **Advocate Engagement**
 - ◆ Sent out April UCD monthly meeting comment log responses.
 - ◆ Conducted state partner prep call for May 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 May Always on survey data.
 - **Enhancements**
 - ◆ Continue designs for CSPM-83506: *Help Center Copy Changes*.
 - ◆ Continue designs for CSPM-80929: *H.R. 1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group*.
 - ◆ Continue designs for CSPM-84092: *Update CalFresh ABAWD Exemption Language*.
 - ◆ Finalize designs for CSPM-81960: *Truv Phase 1 and 2*.
 - **User Engagement**
 - ◆ None for the reporting meeting.

- **Advocate Engagement**
 - ♦ Conduct May UCD monthly meeting.

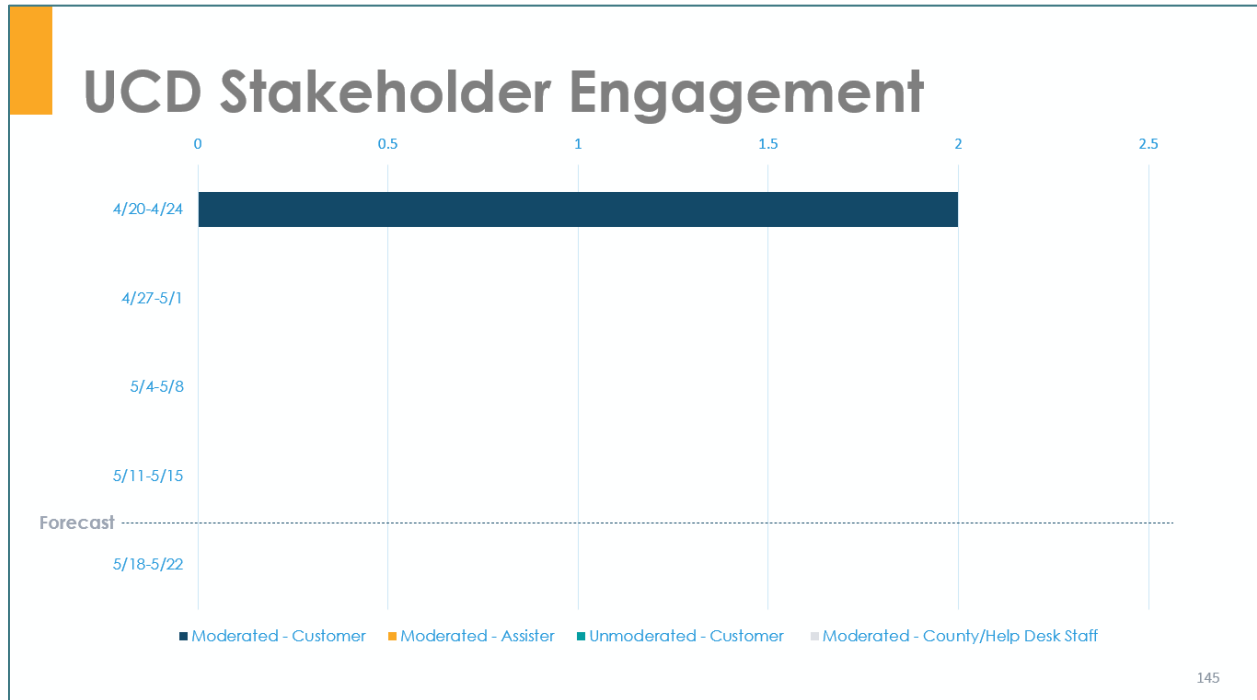


Figure 13: UCD Stakeholder Engagement

4.4 Development

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

Table 15: Enhancement Actuals for Reporting Period

RELEASE	PLANNED FOR WEEK ENDING 05/15/26	ACTUAL FOR WEEK ENDING 05/15/26	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 26.05.28	0	0	1	Release 26.05.28 is planned for deployment on 05/28/26.

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

Table 16: Planned Enhancement Work

RELEASE	PLANNED FOR WEEK ENDING 05/29/26	TOTAL PLANNED FOR THE RELEASE	TOTAL COMPLETED FOR THE RELEASE	COMMENTS
Release 26.05.28	1	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**
 - ♦ Tickets tagged to Release 26.05.14 were validated.
 - ♦ Tickets tagged to Release 26.05.17 were validated.
 - **Test Support**
 - ♦ Provided clarification and support to the QA/Consortium/Independent Test Team for defects and enhancements tagged to Release 26.04.14 and Release 26.05.17.
- **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 26.05.14 – May Priority Release**
 - ♦ Deployed the May Priority Release – 26.05.14 in Production on 05/14/26.
 - **Release 26.05.17 – May Priority Release**
 - ♦ Deployed the May Priority Release – 26.05.17 in Production on 05/17/26.

4.7 System Test Execution

- **Activities for the Reporting Period – System Test Execution**
 - **Release 26.05.28 – May Monthly Release**
 - ♦ Validated tickets tagged to the May Monthly Release – 26.05.28.

4.7.1 Automated Regression Test (ART) Coverage

The following are the automated regression scripts executed for regression in BenefitsCal for Release 26.05.17.

Table 17: Automated Regression Scripts Executed in BenefitsCal

RELEASE	# OF SCENARIOS EXECUTED	# OF SCENARIOS PASSED	# OF SCENARIOS FAILED	OVERALL PASS %	PASS OF EXECUTED	COVERAGE
26.05.17	27	27	0	100	100	Regression cover all the important functionalities, like AFB with all programs , Continue Application for AFB , DisasterCalFresh, Report A Change, CBO M Login, Creating CBO Referral, Archiving Campaign, Dashboard - checking EBT balance, CF37 with ABAWD, MC210, Periodic Reports:SAR7, Support Request, Interview Nudge - Email /Text, IRT, Messages/Actions, AFB with ABAWD, TNB4, ROI Validations that it should not be visible, Global Search, Anonymous Document Upload, SSA, Find an Office. CB/CD covers all the tickets delivered with May Baseline - Appointments, CF303 and Office Mapping API changes

5 PERFORMANCE TEST

5.1 Performance Test

- **Release 26.05.28 – May Monthly Release**
 - The BenefitsCal May monthly release performance testing scope does not have any specific enhancements and/or defects to be performance tested explicitly. However, the performance testing team will validate the scripts on the latest codebase to reflect the overall release scope and changes. The team will test the scripts to verify they work as expected and plan the performance tests as per the schedule below.

Table 18: Performance Test Cycles and Test Case Status

CYCLE	START DATE	END DATE	SCOPE	TEST CASES STATUS	EXECUTION STATUS
15	05/01/26	05/22/26	Release 26.05.28 April Monthly	Scope: No specific enhancements or defects in scope. Executions: BenefitsCal isolated Load tests with mock services. <ul style="list-style-type: none"> ▪ Thursday, May 21 ▪ Friday, May 22 	50%

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 05/15/26.
- [REDACTED]
 - ◆ [REDACTED] Team



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

- **Identified Vulnerabilities**

- ♦ After the validation of the identified vulnerabilities, advised on the remediation activities to be performed by the BenefitsCal Development and DevOps Team. Log defects in Jira for tracking purposes (weekly recurring activity).

- **SSO (Single Sign-On) for BenefitsCal**

- ♦ Collaborate with the Consortium Security Team to update Single Sign-On users specific to BenefitsCal and facilitate onboarding and offboarding of SSO for BenefitsCal users, as needed.