

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS BenefitsCal M&O Transition-In Bi-Weekly Status Report

Reporting Period: May 4, 2026 – May 17, 2026

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Bi-Weekly Status – BenefitsCal M&O Transition-In

1 EXECUTIVE SUMMARY

1.1 Highlights of the Reporting Period

Table 1: Bi-Weekly Status Agenda Topics

STATUS REPORT SECTION	STATUS AGENDA TOPIC
Management (PMO)	<ul style="list-style-type: none"> ▪ Received Final Deliverable Expectation Document (FDED) approval from the Consortium for BC-D15 – BenefitsCal Technology Recovery Plan on May 12, 2026 ▪ Received Draft Deliverable (DDEL) comments from the Consortium for BC-D02 – BenefitsCal Services Plan and Operational Working Documents (OWDs) on May 13, 2026, for BC-D07 – BenefitsCal User Centered Design (UCD) Plan and Customer Experience Report Plan on May 8, 2026, and for BC-D12 – BenefitsCal Marketing and Public Communications Plan on May 15, 2026 ▪ Submitted BC-D16 – BenefitsCal System Security Plan (SSP) DDEL Wave 3 Operational Working Documents (OWDs) for to the Consortium Security team for review on May 8, 2026 and Wave 3B OWDs on May 15, 2026 ▪ Submitted one Final Deliverable (FDEL) to the Consortium for review on May 15, 2026 for BC-D07 – BenefitsCal UCD Plan and Customer Experience Report Plan
Transition-In	<ul style="list-style-type: none"> ▪ Received 130 out of the 131 document requests (99%) ▪ Received 30 of 40 technology and tools-related requests (75%) ▪ Resolved connectivity issues from the Accenture workstations for the Accenture BenefitsCal offshore staff to the Deloitte Amazon Web Services (AWS) workspaces and Postgres databases with the assistance of the Consortium, Deloitte and Gainwell teams
Job Shadow (JS) Session Highlights	<ul style="list-style-type: none"> ▪ Completed a total of 116 of 144 JS sessions to date (81%) ▪ Accenture has requested a total of 144 JS sessions and Deloitte has provided 128 available dates for these sessions (89%) with 16 dates to be provided still pending ▪ Continued to track Issue 335 – Schedule Delay in BenefitsCal System Change Request (SCR) JS Workstream. Build JS is at 84% completed. Build JS is expected to complete May 22, 2026 and Reverse Job Shadow (RJS) to start May 29, 2026.
Reverse Job Shadow Session (RJS) Highlights	<ul style="list-style-type: none"> ▪ Conducted RJS for Design Research and created User Stories for SCR SCPM-84140 ▪ Conducted Test Planning and added User Stories in JIRA board for SCR SCPM-84140 and SCPM-84141 ▪ Conducted review of 61 BenefitsCal production tickets

2 TRANSITION-IN

2.1 Tasks Completed from the Reporting Period

- Continued daily BenefitsCal Transition standup meeting series
- **Planning and Reporting**
 - **Transition-In Work Schedule:**

BenefitsCal Transition Timeline

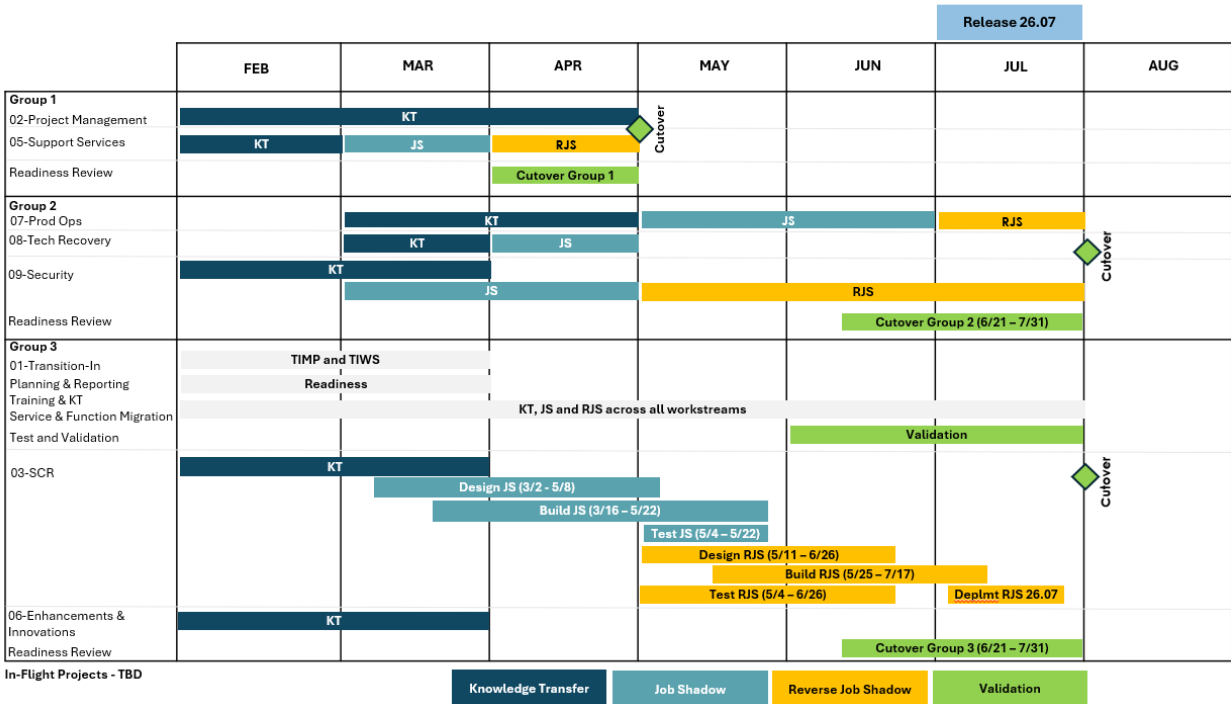


Figure 1: BenefitsCal Transition Timeline

- **Document Requests:**
 - ✦ Received a total of 130 out of 131 documents requested at 99% of documents received to date
 - ✦ The following table outlines the documents requested for the target week and the documents received to date:

Date	Requested Count	Received Count	Overdue Count	% Received
2/1 - 2/15	31	31	-	100%
2/16 - 2/20	4	4	-	100%
2/23 - 2/27	65	65	-	100%
3/2 - 3/6	6	6	-	100%
3/9 - 3/13	8	8	-	100%
3/16 - 3/20	6	6	-	100%
3/23 - 3/27	1	1	-	100%
3/30 - 4/3	1	1	-	100%
4/6 - 4/10	-	-	-	0%
4/13-4/17	8	8	-	100%
4/20-4/24	-	-	-	0%
4/27-5/1	-	-	-	0%
5/4 - 5/8	-	-	-	0%
5/11 - 5/15	-	-	-	0%
5/18 - 5/22	1	-	-	0%
Not Dated	-	-	-	0%
Total	131	130	-	99%

Figure 2: BenefitsCal Transition-In Document Requests Status Table

- **Action Items:**
 - ✦ Completed 349 out of 409 Action Items (85%)
- **Technology Enablement (Action Items):**
 - ✦ Completed 75% (30 out of 40) of the technology access requests
 - ✦ Coordinated with Consortium Security and Deloitte teams to resolve connectivity access issues for offshore team to the non-production Postgres databases
 - ✦ Continued daily meetings with Deloitte, Consortium, and Quality Assurance (QA) teams to discuss software, licensing, and environment transition
 - ✦ The following table outlines the Technology Enablement (Action Items) requests and their completion statuses (requested quantity may be limited due to the number of available licenses).

Table 2: Open Technology Enablement (Action Items) Requests and Statuses

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
Figma Workspace Extract (RITM0109628)	Deloitte	3/26/2026	5/15/2026	1	Lack of Figma artifacts for past/ongoing work will require re-creation of wireframes for design activities and increase to SCR estimates.

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
Access to CAPTCHA solution	Deloitte	3/26/2026	5/29/2026	1	Completed on May 14, 2026. Access has been validated by Accenture team.
BenefitsCal Development Panel Jira Access (RITM0110568)	Deloitte	4/8/2026	N/A	1	No impact; nice-to-have feature. Deloitte continues to investigate enabling feature.
Read Only Jira Access for Offshore Team (RITM0111664)	Deloitte	4/23/2026	5/15/2026	7	Completed on May 12, 2026
Lamba Test Access (RITM0111521)	Deloitte	4/22/2026	5/29/2026	8	Completed on May 14, 2026 and resources are able to log in. Updated request from 20 licenses to 8 due to restrictions on available licenses.
Read Only Access to Prod Database (RITM0111815)	Deloitte	4/27/2026	5/15/2026	18	Completed. Credentials received and distributed to resources.
Qlik Test Developer Access (RITM0111438)	Gainwell	4/21/2026	5/15/2026	6	Access provisioned and resources able to log in
Read Only Access to Maskrepo Database (RITM0112662)	Deloitte	5/8/2026	5/29/2026	4	Deloitte team working in granting access to resources. Impact to the ability to conduct RJS.
Tweak Procurement Request (RITM0112059)	Deloitte	4/29/2026	6/15/2026	30	Mock testing tool that will be used for Development/Test. Impact ability to complete RJS.
SonarQube Procurement Request (RITM0112094)	Deloitte	4/29/2026	6/19/2026	1	Need to set up for a July 1, 2026 joint validation effort between Accenture and Deloitte. Delays will impact code quality scanning and the effort to compare output to the existing setup with the Deloitte team.
GuardDuty in place of TrendMicro confirmation for Document Scanning	Accenture	5/5/2026	7/1/2026	1	TrendMicro license ends on August 19, 2026. AWS Native with GuardDuty required

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
(RITM N/A)					beforehand to coordinate setup /validation with Deloitte. Delays will impact file virus scanning and the effort to compare process against the existing setup with the Deloitte team.
Figma License Procurement Request (RITM0108077)	Gainwell	3/5/2026	5/15/2026	10	Impacts to RJS design activities until Figma is provisioned. Gainwell and Accenture teams need to do additional setup.
Medallia Access (RITM0112905)	Accenture	5/12/2026	5/29/2026	2	Impact to metrics RJS. Accenture to work with Deloitte to reach out to Medallia vendor contact for administrator and user requests.
JMeter Access (RITM0113007)	Gainwell	5/12/2026	7/1/2026	6	Software will be provided through Software Center to requested groups by May 22, 2026. Performance testing RJS starting in July would be impacted if the tool is not provided.
Access Codes for DEV and INT environments (RITM0113078)	Deloitte	5/4/2026	5/29/2026	1	Impact to the start of RJS for the SCR Build workstream without the code

■ **Knowledge Transfer:**

- Completed 87 out of 87 KT sessions planned (100%) on May 1, 2026

■ **Job Shadow:**

- Completed a total of 116 of 144 JS sessions to date (81%)
- Accenture has requested a total of 144 JS sessions and Deloitte has provided 128 available dates for these sessions (89%) with 16 dates to be provided still pending
- The figure below illustrates the number of completed and remaining JS sessions by group:

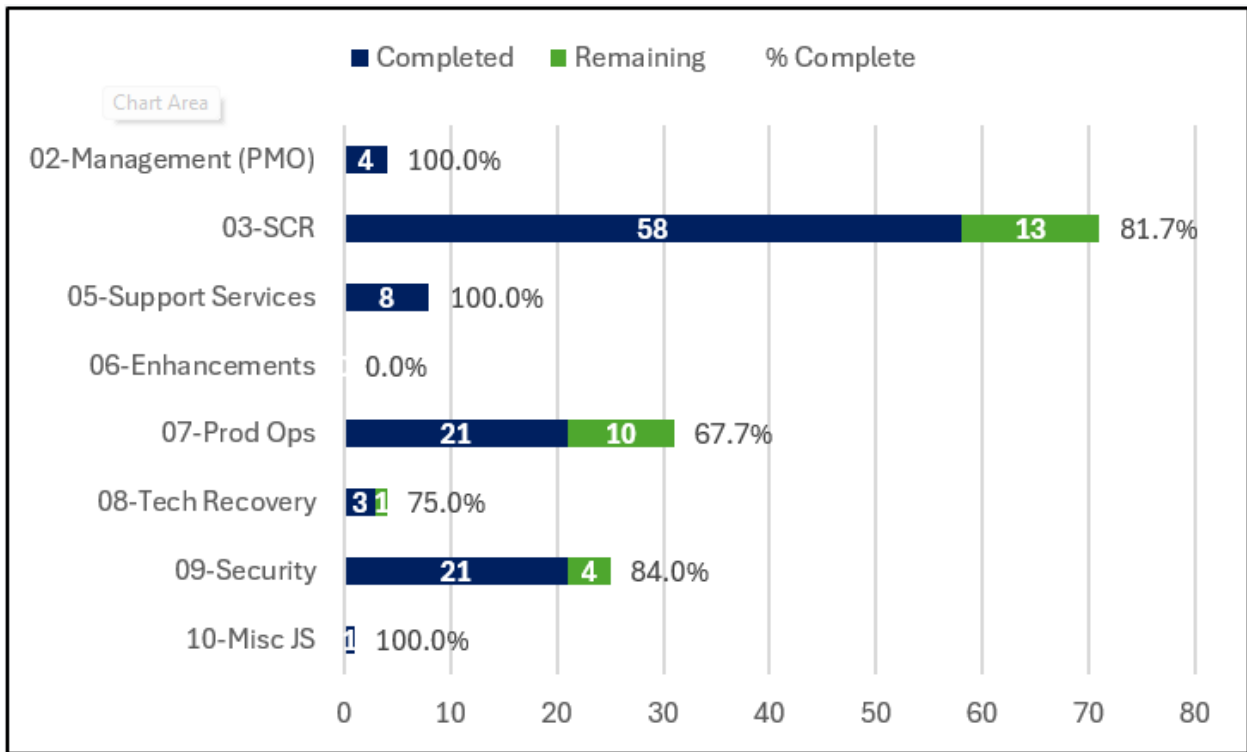


Figure 3: BenefitsCal Transition-In JS Session Group Completion Chart

- The figure below illustrates the number of JS sessions requested by Accenture on a weekly basis and the corresponding JS sessions date provided by Deloitte for the respective weeks:

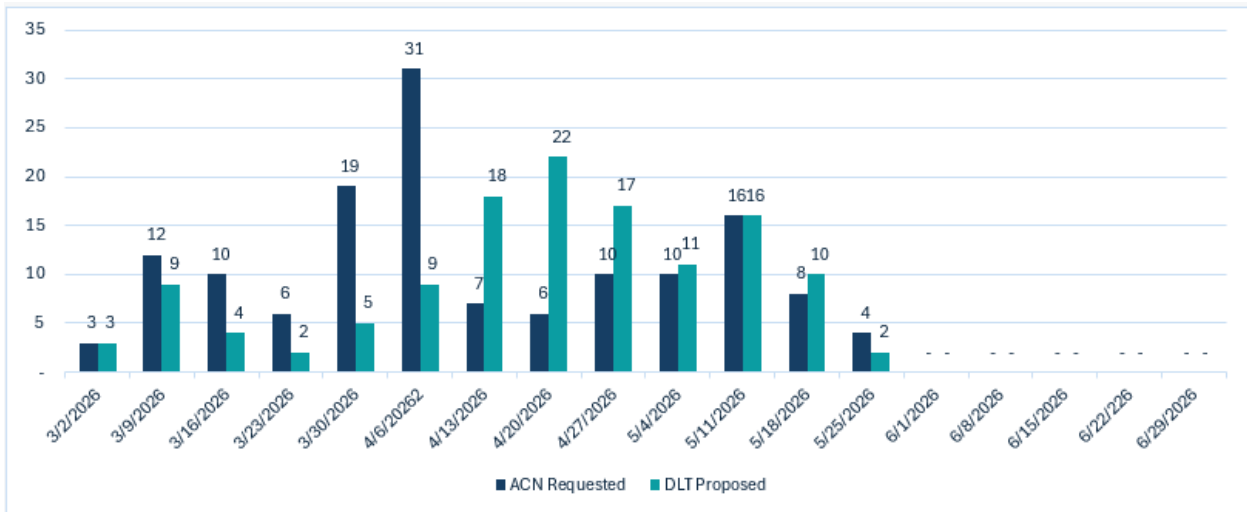


Figure 4: BenefitsCal Transition-In JS Sessions Weekly Schedule

■ **Reverse Job Shadow:**

- Completed RJS for Group 1 (100%)
 - ✦ Project Management: Completed 5 of 5 (100%)

- ✘ Support Services: Completed 3 of 3 (100%)
- Conducted RJS activities and sessions this week for the following Group 2 and 3 workstreams:
 - ✘ Walkthrough of RJS process and enhancements with Design/Build/Test teams
 - ✘ SCR Design
 - Research and Impacts for SCR CSPM-84140
 - Added User Stories to Jira board for Design Team
 - Meeting daily to review Impact Analysis and Research findings
 - ✘ SCR Test
 - Commenced Test Planning activities for SCRs CSPM-84140, CSPM-84141, and CSPM-84142
 - Added User Stories to JIRA board for Test Team
 - ✘ Security
 - Commenced RJS planning
 - ✘ Prod-Ops (Help Desk)
 - Completed review of 61 BenefitsCal Tier 3 production tickets
 - Logged Research results for 13 tickets
- **Cutover Readiness:**
 - Continued gathering evidence for Group 2 and 3 workstreams

2.2 Tasks Due for the Next Reporting Period

- **Planning and Reporting:**
 - Follow-up on 60 open Action items to complete 409 requested Action items (85%) to date
- **Technology Enablement:**
 - Receive 10 pending technology and tools-related requests that were due in March 2026 through May 2026 referenced in Table 2 above
- **Job Shadow:**
 - Work with Deloitte team on scheduling remaining 16 JS sessions
 - Conduct 10 JS sessions targeted for the next reporting period
- **Reverse Job Shadow:**
 - Continue RJS activities for Group 2 and 3 workstreams: SCR Design, SCR Test
 - Commence RJS activities for the Security workstream

2.3 Transition-In Work Plan

- Submitted weekly Transition-In Work Schedule to Consortium on May 8, 2026 and May 15, 2026

2.3.1 Areas in the Work Plan Which Require Attention (Behind Schedule)

- **Technology Enablement** – Connectivity issues from the CalSAWS workstations to the Deloitte workspaces and Postgres databases for the Accenture onshore team have been resolved. Pending resolution for the offshore team. Access to Postgres was

targeted for March 9, 2026. Accenture continues to seek resolution with the assistance from Gainwell, Deloitte, and Consortium Security teams.

2.3.2 Critical Path Analysis

- No issues for this reporting period

2.3.3 Schedule Issues and Risks

- Updated risks for the Risk Management Group (RMG) meeting scheduled for May 6, 2026:
 - 327 - Limited Availability of Deloitte Staff May Impact the BenefitsCal Transition Schedule. Per RMG on April 8, 2026, Risk 327 has been escalated to an issue. Risk remains at medium level as 100% of KT and 79% of JS has been completed and Issue 335 resolution plan is being executed with a revised trigger date of May 29, 2026 when JS is expected to complete for SCR Build.
 - 328 - Lack of Availability of Deloitte Offshore Resources May Impact Transition of Development KT/JS Activities. Downgraded to a low risk level.
 - 329 - Delay in Providing Accenture Team Timely Access May Impact BenefitsCal Transition Activities. Documentation requests is 100% complete, Technology requests at 69% complete.
 - 330 - Current BenefitsCal System Performance May Not Meet The New Service Level Agreement (SLA) Performance Standards Set In The New Contract. Current performance assessment is the BenefitsCal system will meet the higher stringent SLAs and will monitor through 26.07 HR1 and TRUV enhancements. Downgraded risk.
- Created Issue 335 – Schedule Delay in BenefitsCal SCR JS Workstream. There are several dependencies to start RJS for the SCR workstream. The SCR workstream JS is scheduled to start March through end of April and consists of 63 JS sessions down from the original plan of 237 after consolidation and further refinement of the list. There was a late start in receiving availability of JS from the JS providers, due to the readiness of the refined JS list both parties agree and KT questions that were deferred to JS sessions. This issue is related to Risk 327 - Limited Availability of Deloitte Staff May Impact the BenefitsCal Transition Schedule. The SCR JS end date of April has now been extended to the end of May 2026 to complete the JS for the Build phase of the SCR workstream. This will overlap with the start of RJS that will commence May 1, 2026 with Design and Test. The RJS for Build will start after the JS sessions complete and expected date of end of May 2026. This issue resolution plan will be able to keep the overall 6 months Transition on schedule to complete by the end of July 2026. As of May 17, 2026, Build JS is at 84% completed. Build JS is expected to complete May 22, 2026 and RJS to start May 29, 2026.

2.3.4 Other Areas Requiring Discussion

- None for this reporting period

3 MANAGEMENT (PMO) AND SUPPORT SERVICES

3.1 Tasks Completed from the Reporting Period

- Accenture Project Management team met with the Consortium Contract/Fiscal Manager to review the removal of the purchase of software scope from the BenefitsCal Agreement, Statement of Work, and Statement of Requirements on May 6, 2026

3.1.1 Deliverables

- Deliverables from the reporting period:

Table 3: Deliverable Summary from the Reporting Period

DEL #	DELIVERABLE NAME	STATUS
BC-D02	BenefitsCal Services Plan and OWDs	<ul style="list-style-type: none"> ■ Received DDEL comments from Consortium on May 13, 2026
BC-D07	BenefitsCal UCD Plan	<ul style="list-style-type: none"> ■ Received DDEL comments from Consortium on May 8, 2026 ■ Submitted FDEL to Consortium for review on May 15, 2026
BC-D12	BenefitsCal Marketing and Public Communications Plan	<ul style="list-style-type: none"> ■ Received DDEL comments from Consortium on May 15, 2026
BC-D15	BenefitsCal Technology Recovery Plan	<ul style="list-style-type: none"> ■ Received WAC and FDED approval from Consortium on May 12, 2026
BC-D16	BenefitsCal SSP	<ul style="list-style-type: none"> ■ Submitted Wave 3 OWDs to the Consortium for review on May 8, 2026 ■ Submitted Wave 3B OWDs to the Consortium for review on May 15, 2026

3.1.2 SIRFRA/SCERFRAs

- Completed State Information Request for Reform and Analysis (SIRFRA)/Statewide Automated Welfare System (SAWS) Cost Estimation Request for Research and Analysis (SCERFRA) activities below:

Table 4: SIRFRA/SCERFRA Status Summary

STATUS	COUNT
New	1
Assigned (In-Progress)	1
Completed	10
Total	12

3.2 Tasks Due for the Next Reporting Period

- Deliverables for the next reporting period:

Table 5: Deliverable Summary for the Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
BC-D02	BenefitsCal Services Plan and OWDs	<ul style="list-style-type: none"> Submit FDEL to the Consortium for approval on May 20, 2026
BC-D07	BenefitsCal UCD Plan	<ul style="list-style-type: none"> Receive FDEL comments from the Consortium on May 20, 2026
BC-D12	BenefitsCal Marketing and Public Communications Plan	<ul style="list-style-type: none"> Submit FDEL to the Consortium for review on May 22, 2026
BC-D13	BenefitsCal Approach to Automation, Artificial Intelligence (AI), and Machine Learning	<ul style="list-style-type: none"> Submit Draft Deliverable Expectation Document (DDED) to the Consortium for review on May 22, 2026
BC-D15	BenefitsCal Technology Recovery Plan	<ul style="list-style-type: none"> Submit DDEL to the Consortium for review on June 1, 2026
BC-D16	BenefitsCal SSP	<ul style="list-style-type: none"> Submit Wave 4 OWDs to the Consortium for review on May 29, 2026 Receive DDEL comments from the Consortium for Wave 1, 2, 3, and 3B OWDs on June 1, 2026

3.3 Areas in the Work Plan Which Require Attention (Behind Schedule)

- None for this reporting period

3.4 Critical Path Analysis

- None for this reporting period

3.5 Schedule Issues and Risks

- Provided risk updates in preparation for the RMG meeting on May 6, 2026

3.6 Other Areas Requiring Discussion

- None for this reporting period