

WORK ORDER 24 – Premise Funding for SFY 2026/27 – CalHEERS Portal Updates to Single Streamlined Application Changes (SIRFRA 1399), HR 1 – ABAWD Impacts (SCERFRA 25-539), ABAWD Form - CF 377.11E (SCERFRA 25-531), CHDP Program (SIRFRA 1379), Retroactive Medi-Cal (SIRFRA 1442), and 6 Month Redetermination (SIRFRA 1442)

CalSAWS BenefitsCal (Portal/Mobile) Work Order

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1.0 Work Order Submission & Approval Form

Work Order Number	24
Work Order Title	Work Order 24: Premise Funding for SFY 2026/27 – CalHEERS Portal Updates to Single Streamlined Application Changes (SIRFRA 1399), HR 1 – ABAWD Impacts (SCERFRA 25-539), ABAWD Form - CF 377.11E (SCERFRA 25-531), CHDP Program (SIRFRA 1379), Retroactive Medi-Cal (SIRFRA 1442), and 6 Month Redetermination (SIRFRA 1442)
Submitted Date	07/17/26
Originator	Department of Health Care Services (DHCS) and California Department of Social Services (CDSS) Requests
Priority	Select the estimated priority level of the requested Work Order: ☐ Critical – is necessary to avoid potential project stoppage. ☒ High – is necessary to avoid potential significant impact to the goals and objectives of the project. ☐ Medium – is necessary to avoid potential impact to the operational efficiency of project execution. ☐ Low – needs to be addressed, but the estimated impact to the project is minimal.
Detailed Description	This Work Order includes enhancements that were identified in CalHEERS Portal Updates to Single Streamlined Application Changes (SIRFRA 1399), HR 1 – ABAWD Impacts (SCERFRA 25-539), ABAWD Form - CF 377.11E (SCERFRA 25-531), CHDP Program (SIRFRA 1379), Retroactive Medi-Cal (SIRFRA 1442), and 6 Month Redetermination (SIRFRA 1442) to perform a variety of functions in BenefitsCal: • CalHEERS Portal Updates to Single Streamlined Application Changes (SIRFRA 1399): BenefitsCal will update the Medi-Cal Apply for Benefits flow to simplify the application experience and align with the updated policy. • HR 1 ABAWD Impacts (SCERFRA 25-539): BenefitsCal will update CalFresh work and community engagement and exemption features across all applicable flows to align with the updated policy. • ABAWD Form - CF 377.11E (SCERFRA 25-531): BenefitsCal will coordinate and complete end-to-end testing with CalSAWS for the new CF 377.11E notices. • CHDP Program (SIRFRA 1379): BenefitsCal will remove CHDP Program references from the Apply for Benefits and Renewal flows to align with the updated policy.

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- **Retroactive Medi-Cal (SIRFRA 1442):** BenefitsCal will update how retroactive Medi-Cal information is collected in the Apply for Benefits and Renewal flows to align with the updated policy.
- **6 Month Redetermination (SIRFRA 1442):** BenefitsCal will update the Medi-Cal renewal flow for the MAGI new adult group to support 6-month redeterminations and align with the updated policy.

These features were not part of the original project scope and contract and were identified as part of the above-mentioned SCERFRAs and SIRFRAs.

Under CalHEERS Portal Updates to Single Streamlined Application Changes (SIRFRA 1399), BenefitsCal will streamline the Medi-Cal application experience by removing health coverage enrollment questions for household members who are included on the application but are not applying for Medi-Cal.

Under HR 1 ABAWD Impacts (SCERFRA 25-539), BenefitsCal will update the CalFresh experience so customers can report applicable exemptions and indicate whether they are meeting the revised work and community engagement requirements.

Under ABAWD Form - CF 377.11E (SCERFRA 25-531), BenefitsCal will partner with CalSAWS to coordinate and complete end-to-end testing for any new or revised Notices of Action associated with the CF 377.11E changes.

Under CHDP Program (SIRFRA 1379), BenefitsCal will remove remaining references to the CHDP Program across the application and renewal experience, reflecting that the program is no longer active as children's care responsibilities have transitioned to Medi-Cal managed care plans.

Under Retroactive Medi-Cal (SIRFRA 1442), BenefitsCal will revise retroactive Medi-Cal language and data collection to align with updated policy, including limiting most retroactive coverage to two months and limiting coverage for the adult expansion group in M1 aid code to one month.

Under 6-Month Redetermination (SIRFRA 1442), BenefitsCal will update the MC 216 renewal flow to support the revised semi-annual renewal process and align the experience with the updated MC 216V (12/2025) form requirements.

Review
Date

Type of
Work Order

☒ Fixed Fee

☐ Time & Material

2.0 Work Order Impact Analysis

Describe the changes required to support this Work Order by resource type and provide a brief description of work to be completed.

Design Impact	SIRFRA 1399: • Update the Apply for Benefits flow to align with the single streamlined application changes identified by policy. • Acquire translations for any language/verbiage changes in Apply for Benefits. • Provide design prototypes and follow an iterative approach for the user experience. • Engage stakeholders through UCD monthly meetings and other meetings. • Update the design documentation for Apply for Benefits. • Support the Advocates and State Partners and the county validation teams with testing the application in the UAT environment. • Support the Consortium and the QA Team with testing of the application in the UAT environment. SCERFRA 25-539: • Update the Apply for Benefits flow, Dashboard, Support Request flow, and the Renewal flow to include the updated exemptions and work requirements. • Update APIs to send and receive data from CalSAWS and other partners, as applicable. • Acquire translations for any language/verbiage changes in any of the flows with the updated exemptions and work requirements. • Provide design prototypes and follow an iterative approach for the user experience. • Engage stakeholders through UCD monthly meetings and other meetings. • Update the design documentation for Apply for Benefits flow, Dashboard, Support Request flow, and the Renewal flow. • Support the Advocates and State Partners and the county validation teams with testing the application in the UAT environment. • Support the Consortium and the QA Team with testing of the application in the UAT environment. SIRFRA 1379: • Update the Apply for Benefits and Renewal flows to remove references of the CHDP program. • Acquire translations for any language/verbiage changes in the respective flows.
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	• Provide design prototypes and follow an iterative approach for the user experience. • Engage stakeholders through UCD monthly meetings and other meetings. • Update the design documentation for Apply for Benefits and Renewals. • Support the Advocates and State Partners and the county validation teams with testing the application in the UAT environment. • Support the Consortium and the QA Team with testing of the application in the UAT environment. SIRFRA 1442 (Retroactive Medi-Cal): • Update the Apply for Benefits and Renewals flow to reduce the retroactive Medi-Cal timeframes. • Acquire translations for any language/verbiage changes in the respective flows. • Provide design prototypes and follow an iterative approach for the user experience. • Engage stakeholders through UCD monthly meetings and other meetings. • Update the design documentation for Apply for Benefits and Renewals. • Support the Advocates and State Partners and the county validation teams with testing the application in the UAT environment. • Support the Consortium and the QA Team with testing of the application in the UAT environment. SIRFRA 1442 (6 Month Redetermination): • Update the Renewal flow to align with the revised MC 216 (12/2025) form. • Acquire translations for any language/verbiage changes in the respective flows. • Provide design prototypes and follow an iterative approach for the user experience. • Engage stakeholders through UCD monthly meetings and other meetings. • Update the design documentation for Renewal. • Support the Advocates and State Partners and the county validation teams with testing the application in the UAT environment. • Support the Consortium and the QA Team with testing of the application in the UAT environment.
Development	SIRFRA 1399: • Provide design inputs from a system architecture and

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framework standpoint.

- Update the Apply for Benefits to include the updated language.
- Update the Forms API-SAWS 2 Plus and App Transfer APIs.
- Coordinate and conduct end-to-end testing with CalSAWS.
- Support the Advocates and State Partners and the county validation teams with testing the application in the UAT environment.
- Support the Consortium and the QA Team with testing of the application in the UAT environment.

SCERFRA 25-539:

- Provide design inputs from a system architecture and framework standpoint.
- Update the Apply for Benefits flow, Dashboard, Support Request flow, and the Renewal flow to allow customers on BenefitsCal to report how they are meeting the work requirement or have an exemption that applies to them.
- Modify existing APIs and support partner systems.
- Coordinate and conduct end-to-end testing with CalSAWS.
- Support the Advocates and State Partners and the county validation teams with testing the application in the UAT environment.
- Support the Consortium and the QA Team with testing of the application in the UAT environment.

SIRFRA 1379:

- Provide design inputs from a system architecture and framework standpoint.
- Update the Apply for Benefits flow and the Renewal flow to allow customers on BenefitsCal to remove references to the CHDP Program.
- Coordinate and conduct end-to-end testing with CalSAWS.
- Support the Advocates and State Partners and the county validation teams with testing the application in the UAT environment.
- Support the Consortium and the QA Team with testing of the application in the UAT environment.

SIRFRA 1442 (Retroactive Medi-Cal):

- Provide design inputs from a system architecture and framework standpoint.
- Update the Apply for Benefits flow and the Renewal flow to allow customers on BenefitsCal to align with the reduced retroactive Medi-Cal timeframes.
- Coordinate and conduct end-to-end testing with CalSAWS.

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	• Support the Advocates and State Partners and the county validation teams with testing the application in the UAT environment. • Support the Consortium and the QA Team with testing of the application in the UAT environment. SIRFRA 1442 (6 Month Redetermination): • Provide design inputs from a system architecture and framework standpoint. • Update the Renewal flow to allow customers on BenefitsCal to complete their renewal and report how they are meeting the work requirement or have an exemption that applies to them. • Modify existing APIs and support partner systems. • Coordinate and conduct end-to-end testing with CalSAWS. • Support the Advocates and State Partners and the county validation teams with testing the application in the UAT environment. • Support the Consortium and the QA Team with testing of the application in the UAT environment.
Testing	SIRFRA 1399: • Participate in design sessions and provide inputs from a testing standpoint for the functionality of the screen changes. • Test the changes to Apply for Benefits in BenefitsCal. • Coordinate and conduct end-to-end testing with the CalSAWS M&E team. • Support the Advocates and State Partners and the county validation teams with testing the application in the UAT environment. • Support the Consortium and the QA Team with testing of the application in the UAT environment. SCERFRA 25-539: • Participate in design sessions and provide inputs from a testing standpoint for the functionality of the updated APIs and screen changes. • Test the changes to the Apply for Benefits flow, Dashboard, Support Request flow, and the Renewal flow and APIs in BenefitsCal. • Perform end-to-end data setup and tests with CalSAWS to validate functionalities. • Support the Advocates and State Partners and the county validation teams with testing the application in the UAT environment. • Support the Consortium and the QA Team with testing of the application in the UAT environment.

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	SCERFRA 25-531: • Coordinate and conduct end-to-end testing with the CalSAWS M&E team. SIRFRA 1442 (Retroactive Medi-Cal): • Participate in design sessions and provide inputs from a testing standpoint for the functionality of the screen changes. • Test the changes to the Apply for Benefits flow and the Renewal flow and APIs in BenefitsCal. • Perform end-to-end data setup and tests with CalSAWS to validate functionalities. • Support the Advocates and State Partners and the county validation teams with testing the application in the UAT environment. • Support the Consortium and the QA Team with testing of the application in the UAT environment. SIRFRA 1442 (6 Month Redetermination): • Participate in design sessions and provide inputs from a testing standpoint for the functionality of the updated APIs and screen changes. • Test the changes to the Dashboard and the Renewal flow and APIs in BenefitsCal. • Perform end-to-end data setup and tests with CalSAWS to validate functionalities. • Support the Advocates and State Partners and the county validation teams with testing the application in the UAT environment. • Support the Consortium and the QA Team with testing of the application in the UAT environment.
Performance Testing	• Analyze the proposed design and provide input from a performance standpoint. • Conduct performance analysis of the Apply for Benefits, Dashboard, Support Request, and Renewal flows and APIs.
Training	SCERFRA 25-539 • Develop training materials for ABAWD features. SIRFRA 1442 (6 Month Redetermination) • Develop training materials for Medi-Cal renewal.
Communications	SIRFRA 1399, SCERFRA 25-539, SCERFRA 25-531, SIRFRA 1379, and SIRFRA 1442 (Retroactive Medi-Cal & 6 Month Redetermination)

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Security	SIRFRA 1399, SCERFRA 25-539, SIRFRA 1379, and SIRFRA 1442 (Retroactive Medi-Cal & 6 Month Redetermination) Analyze the proposed design and provide input from a security standpoint.
Software/Licenses	None
Deliverables (New and Updated)	BenefitsCal General System Designs
Schedule	None
Other	None
Assumptions	SIRFRA 1399, SCERFRA 25-539, SIRFRA 1379, and SIRFRA 1442 (Retroactive Medi-Cal & 6 Month Redetermination) - Stakeholders will be available to attend requirements and design sessions as applicable. - The estimate is based on the high-level information received. The actual effort hours may change based on the requirements verification session/s. - There will not be any change to the infrastructure. - Downstream impacts to partner systems including data exchanges, screen impacts, and notices will be managed by respective partners (CalSAWS, ForgeRock, Hyland, FIS). - State Partners, Advocates, CBOs, and counties will be involved in the UCD research activities. - CalSAWS will be available for API joint design sessions as applicable. - BenefitsCal's appearance will not be updated.

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2.1 Work Order Hours / Fees

2.1.1 Estimated hours required to support this Work Order (SIRFRA 1399) by resource type and provide a brief description of work to be completed, if applicable summarized below:

Type	Description	Rate	Hours	Amount
Design	Business Analyst	\$115.29	159	\$18,331.11
Design	UI/UX Design Analyst	\$148.23	110	\$16,305.30
Design	UCD Research Analyst	\$148.23	110	\$16,305.30
Design	Functional Lead	\$164.70	70	\$11,529.00
Design	UI/UX Design Lead	\$164.70	45	\$7,411.50
Design	UCD Research Lead	\$164.70	45	\$7,411.50
Development	Junior Program Analyst	\$148.23	265	\$39,280.95
Development	Senior Program Analyst	\$159.21	270	\$42,986.7
Development	Sr. Business Analyst	\$115.29	200	\$23,058.00
Development	App Dev Lead	\$137.25	185	\$25,391.25
Project Management	Project Manager	\$126.27	70	\$8,838.90
Project Management	PMO Analyst	\$126.27	90	\$11,364.30
Security	Security Engineer	\$142.74	35	\$4,995.90
Performance	Performance Engineer	\$159.21	35	\$5,572.35
DevOps	Cloud Engineer	\$131.76	35	\$4,611.60
Test	Test/QA Lead	\$109.80	75	\$8,235.00
Test	Tester	\$72.47	122	\$8,841.34
Test	Automation Tester	\$109.80	175	\$19,215.00
Total			2,096	\$279,685.00

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2.1.2 Estimated hours required to support this Work Order (SCERFRA 25-539) by resource type and provide a brief description of work to be completed, if applicable summarized below:

Type	Description	Rate	Hours	Amount
Design	Business Analyst	\$115.29	130	\$14,987.70
Design	UI/UX Design Analyst	\$148.23	110	\$16,305.30
Design	UCD Research Analyst	\$148.23	100	\$14,823.00
Design	Functional Lead	\$164.70	100	\$16,470.00
Design	UI/UX Design Lead	\$164.70	85	\$13,999.50
Design	UCD Research Lead	\$164.70	85	\$13,999.50
Development	Junior Program Analyst	\$148.23	290	\$42,986.70
Development	Senior Program Analyst	\$159.21	303	\$48,240.63
Development	Sr. Business Analyst	\$115.29	199	\$22,942.71
Development	App Dev Lead	\$137.25	200	\$27,450.00
Project Management	Project Manager	\$126.27	110	\$13,889.70
Project Management	PMO Analyst	\$126.27	160	\$20,203.20
Training	Trainer	\$120.78	40	\$4,831.20
Security	Security Engineer	\$142.74	60	\$8,564.40
Performance	Performance Engineer	\$159.21	60	\$9,552.60
DevOps	Cloud Engineer	\$131.76	65	\$8,564.40
Test	Test/QA Lead	\$109.80	80	\$8,784.00
Test	Tester	\$72.47	218	\$15,798.46
Test	Automation Tester	\$109.80	215	\$23,607.00
Total			2,610	\$346,000.00

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2.1.3 Estimated hours required to support this Work Order (SCERFRA 25-531) by resource type and provide a brief description of work to be completed, if applicable summarized below:

Type	Description	Rate	Hours	Amount
Design	Business Analyst	\$115.29	5	\$576.45
Project Management	Project Manager	\$126.27	15	\$1,894.05
Project Management	PMO Analyst	\$126.27	15	\$1,894.05
Test	Tester	\$72.47	75	\$5,435.45
Total			110	\$9,800.00

2.1.4 Estimated hours required to support this Work Order (SIRFRA 1379) by resource type and provide a brief description of work to be completed, if applicable summarized below:

Type	Description	Rate	Hours	Amount
Design	Business Analyst	\$115.29	160	\$18,446.80
Design	UI/UX Design Analyst	\$148.23	100	\$14,823.00
Design	UCD Research Analyst	\$148.23	80	\$11,858.40
Design	Functional Lead	\$164.70	65	\$10,705.50
Design	UI/UX Design Lead	\$164.70	60	\$7,411.50
Design	UCD Research Lead	\$164.70	45	\$7,411.50
Development	Junior Program Analyst	\$148.23	40	\$5,929.20
Development	Senior Program Analyst	\$159.21	45	\$7,164.45
Development	Sr. Business Analyst	\$115.29	40	\$4,611.60
Development	App Dev Lead	\$137.25	33	\$4,529.25

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Type	Description	Rate	Hours	Amount
Project Management	Project Manager	\$126.27	70	\$8,838.90
Project Management	PMO Analyst	\$126.27	75	\$9,470.25
Security	Security Engineer	\$142.74	25	\$3,568.50
Performance	Performance Engineer	\$159.21	25	\$3,980.25
DevOps	Cloud Engineer	\$131.76	25	\$3,294.00
Test	Test/QA Lead	\$109.80	25	\$2,475.00
Test	Tester	\$72.47	85	\$6,153.80
Test	Automation Tester	\$109.80	60	\$6,588.00
Total			1,058	\$140,000.00

2.1.5 Estimated hours required to support this Work Order (SIRFRA 1442 - Retroactive Medi-Cal) by resource type and provide a brief description of work to be completed, if applicable summarized below:

Type	Description	Rate	Hours	Amount
Design	Business Analyst	\$115.29	60	\$6,917.40
Design	UI/UX Design Analyst	\$148.23	49	\$7,263.27
Design	UCD Research Analyst	\$148.23	30	\$4,446.90
Design	Functional Lead	\$164.70	34	\$5,599.80
Design	UI/UX Design Lead	\$164.70	30	\$4,941.00
Design	UCD Research Lead	\$164.70	26	\$4,282.20
Development	Junior Program Analyst	\$148.23	90	\$13,340.70
Development	Senior Program Analyst	\$159.21	92	\$14,647.32
Development	Sr. Business Analyst	\$115.29	85	\$9,799.65

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Type	Description	Rate	Hours	Amount
Development	App Dev Lead	\$137.25	56	\$7,686.00
Project Management	Project Manager	\$126.27	60	\$7,576.20
Project Management	PMO Analyst	\$126.27	59	\$7,449.93
Security	Security Engineer	\$142.74	40	\$5,709.60
Performance	Performance Engineer	\$159.21	42	\$6,686.82
DevOps	Cloud Engineer	\$131.76	45	\$5,929.20
Test	Test/QA Lead	\$109.80	65	\$7,137.00
Test	Tester	\$72.47	79	\$5,722.61
Test	Automation Tester	\$109.80	78	\$8,564.40
Total			1,020	\$133,700.00

2.1.6 Estimated hours required to support this Work Order (SIRFRA 1442 – 6 Month Redetermination) by resource type and provide a brief description of work to be completed, if applicable summarized below:

Type	Description	Rate	Hours	Amount
Design	Business Analyst	\$115.29	194	\$22,366.26
Design	UI/UX Design Analyst	\$148.23	465	\$68,926.95
Design	UCD Research Analyst	\$148.23	285	\$42,245.55
Design	Functional Lead	\$164.70	957	\$157,617.90
Design	UI/UX Design Lead	\$164.70	645	\$106,231.50
Design	UCD Research Lead	\$164.70	534	\$87,949.80
Development	Junior Program Analyst	\$148.23	680	\$100,796.40

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Type	Description	Rate	Hours	Amount
Development	Senior Program Analyst	\$159.21	1,211	\$192,803.31
Development	Sr. Business Analyst	\$115.29	180	\$20,752.20
Development	App Dev Lead	\$137.25	166	\$22,783.50
Project Management	Project Manager	\$126.27	60	\$7,576.20
Project Management	PMO Analyst	\$126.27	60	\$7,576.20
Training	Trainer	\$120.78	80	\$9,662.40
Security	Security Engineer	\$142.74	72	\$10,277.28
Performance	Performance Engineer	\$159.21	303	\$48,240.63
DevOps	Cloud Engineer	\$131.76	72	\$9,486.72
Test	Test/QA Lead	\$109.80	90	\$9,882.00
Test	Tester	\$72.47	320	\$23,190.40
Test	Automation Tester	\$109.80	126	\$13,834.80
Total			6,500	\$962,200.00

2.2 Payment Schedule (If Applicable)

This Work Order is funded by the premise funding allocated for SFY25/26.

Payment Point	Description	Milestone Date	WAC Date	Invoice Submission Date	Cost
Requirements Gathering, Design, & Deployment of CalHEERS Portal	Requirements Gathering, Design, & Deployment	09/21/25	07/24/26	07/31/26	\$279,685.00

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Payment Point	Description	Milestone Date	WAC Date	Invoice Submission Date	Cost
Updates to Single Streamlined Application Changes (SIRFRA 1399)	of functionality				
Requirements Gathering, Design, & Deployment of HR 1 ABAWD Impacts (SCERFRA 25-539)	Requirements Gathering, Design, & Deployment of functionality	04/30/26	07/24/26	07/31/26	\$346,000.00
Testing of ABAWD Form – CF 377.11E (SCERFRA 25-531)	Test of functionality	04/30/26	07/24/26	07/31/26	\$9,800.00
Requirements Gathering, Design, & Deployment of CHDP Program (SIRFRA 1379)	Requirements Gathering, Design, & Deployment of functionality	12/18/25	07/24/26	07/31/26	\$140,000.00
Requirements Gathering, Design, & Deployment of Retroactive Medi-Cal (SIRFRA 1442)	Requirements Gathering, Design, & Deployment of functionality	06/25/26	07/24/26	07/31/26	\$133,700.00
Requirements Gathering, Design, & Deployment of 6 Month Redetermination (SIRFRA 1442)	Requirements Gathering, Design, & Deployment of functionality	07/30/26	07/24/26	07/31/26	\$962,200.00

CalSAWS – BenefitsCal (Portal/Mobile) Project

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Invoice submissions require WAC and approval from the Consortium. The milestone date, the WAC date and the invoice submission date will need Project Manager agreement.

Enter any deliverable(s) which will be created to support this Work Order. Deliverables listed below will be provided to support this Work Order and upon approval of the Work Order are considered to be part of **Section 5.2 – Portal/Mobile App Deliverables and Services**.

#	Deliverable Title	Description	Deliverable Submission Date
1	DEL WP 28 Work Plan	Updates to the work plan to include work required to implement this Work Order.	07/22/26

2.3 Consortium Responsibilities

If applicable, specify work(s) which will be supported by the Consortium for this Work Order.

Work	Work Description
	• Review and approve deliverable updates. • Conduct User Acceptance Test (UAT) activities. • Communications with the Stakeholders.

CalSAWS – BenefitsCal (Portal/Mobile) Project

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3.0 Work Order Execution

IN WITNESS WHEREOF, the Consortium has caused this Work Order to be subscribed on behalf of the Consortium and Contractor has caused this Work Order to be subscribed on its behalf by its duly authorized officer, as indicated below.

DELOITTE CONSULTING LLP

Dated: _____

By: _____

Name: Michael Green

Title: Deloitte Principal

CALSAWS CONSORTIUM

Dated: _____

By: _____

Michael Sylvester, Consortium Chair

By: _____

Holly Murphy, Consortium Acting Executive
Director

Approved as to form:

By: _____

Kronick Moskowitz Tiedemann & Girard,
Consortium Legal Counsel