

# CalSAWS

California Statewide Automated Welfare System



## Biweekly Status Report

BenefitsCal Maintenance and Operations (M&O)

Reporting Period: May 18, 2026 – May 31, 2026

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# Bi-Weekly Status – BenefitsCal M&O

## 1 EXECUTIVE SUMMARY

### 1.1 Highlights of the Reporting Period

Table 1: Biweekly Status Agenda Topics

| STATUS REPORT SECTION                                                             | STATUS AGENDA TOPIC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.3                                                                               | <ul style="list-style-type: none"><li>Monthly Release 26.05.28 was successfully deployed to BenefitsCal Production on 05/28/26.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| May Enhancements<br>(May Priority Release 26.05.17, May Monthly Release 26.05.28) | <ul style="list-style-type: none"><li>Three (3) enhancements were successfully deployed to Production on 05/17/26:</li><li>Two (2) Partner Support Enhancements:<ul style="list-style-type: none"><li>CSPM-82945: BenefitsCal Appointment Categories and Types Updates</li><li>CSPM-82006: Hide e-Application Offices from Display on BenefitsCal General Office Search</li></ul></li><li>One (1) Policy Enhancement:<ul style="list-style-type: none"><li>CSPM-83476: Add CF303 Thai Translation to BenefitsCal</li></ul></li><li>Two (2) enhancements were successfully deployed to Production on 05/28/26:</li><li>One (1) Partner Support Enhancement:<ul style="list-style-type: none"><li>CSPM-82006: Test Only: Enhance e-Application Office Routing Functionality</li></ul></li><li>One (1) Policy Enhancement:<ul style="list-style-type: none"><li>CSPM-81903: HR 1 – YouTube Video for ABAWD</li></ul></li></ul>                                                                     |
| User Centered Design (UCD) Activities                                             | <ul style="list-style-type: none"><li>Customer Experience (CX) Measurements Data<ul style="list-style-type: none"><li>Monitored the CX Measurements data from Medallia, Amplitude, and BenefitsCal on a day-to-day basis to identify and address potential usability issues.</li><li>Started analyzing May Always on survey data.</li></ul></li><li>User Engagement<ul style="list-style-type: none"><li>No update for the reporting period.</li></ul></li><li>Enhancements<ul style="list-style-type: none"><li>Finalized designs for CSPM-83506: Help Center Copy Changes.</li><li>Finalized designs for CSPM-80929: H.R.1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group.</li><li>Continued designs for CSPM-81960: Truv Implementation.</li><li>Finalized designs for CSPM-84092: Update CalFresh ABAWD Exemption Language.</li></ul></li><li>Advocate Engagement<ul style="list-style-type: none"><li>Conducted May UCD monthly meeting.</li></ul></li></ul> |

| STATUS REPORT SECTION | STATUS AGENDA TOPIC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | <ul style="list-style-type: none"> <li>Received May UCD meeting comment log.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Transition-Out        | <ul style="list-style-type: none"> <li>Access requests <ul style="list-style-type: none"> <li>Access Request – Continuing for tools and applications.</li> </ul> </li> <li>Provided knowledge transfer (KT), job shadow (JS), and Reverse Job Shadow (RJS) support: <ul style="list-style-type: none"> <li>87 KT – 100% completed.</li> <li>142 JS sessions requested – 96% completed.</li> <li>Remaining will be completed by 6/3</li> <li>RJS – Prod Ops and Security workstream started</li> </ul> </li> <li>Action Items and Environment transition <ul style="list-style-type: none"> <li>244 of 251 Action Items completed</li> <li>First Dev transition targeted for 6/8</li> </ul> </li> </ul> |

### 1.1.1 Deliverable Summary

Table 2: Deliverable Summary

| DEL #    | DELIVERABLE NAME                                 | STATUS  | NEXT DEADLINE |
|----------|--------------------------------------------------|---------|---------------|
| WP 28.50 | BenefitsCal Work Plan Monthly Updates – May 2026 | On Time | 06/05/26      |
| WP 25.52 | BenefitsCal Monthly M&O Report – May 2026        | On Time | 06/05/26      |

## 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 thirteen (13) active Production defects.               |
| Incidents    | On Time | There are twenty-one (21) 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 26.05.28 to BenefitsCal Production.
- **Planned Outages**
  - Thursday, 05/28/26 8:00 pm to 10:00 pm PST 05/28/26
    - ♦ BenefitsCal Monthly Release 26.05.28

## 1.4 Deliverable Management

- **Deliverables and Work Products submitted:**
  - None for the Reporting Period.
- **Deliverable and Work Product submissions for the next reporting period:**
  - FWP 28.50: BenefitsCal Work Plan Monthly Updates – May 2026 on 06/05/26.
  - FWP 25.52: BenefitsCal Monthly M&O Report – May 2026 on 06/05/26.

## 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 |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------------------|--------------------------------|------------------------|
| 0082-26 | Notify.All;<br>usbenefitscaldevops@deloitte.com;<br>operator@calheers.ca.gov;<br>HoweG@CalSAWS.org;<br>QuijadaP@CalSAWS.org;<br>venugopalanp@calsaws.org;<br>Bill.Kelly@fisglobal.com;<br>CalSAWS.All;<br>Notify.SCATL.Outage<br>CC<br>Consortium.RegionalManagers.All;<br>Consortium.SectionDirectors;<br>Communications.Infra@CalSAWS.org | Scheduled Downtime Notification – 5/29/2026 | 05/12/26          | Communications .Infrastructure | Pete Quijada           |
| 0091-26 | Notify.All;<br>usbenefitscaldevops@deloitte.com;<br>operator@calheers.ca.gov;<br>HoweG@CalSAWS.org;<br>QuijadaP@CalSAWS.org;<br>venugopalanp@calsaws.org;<br>Bill.Kelly@fisglobal.com;<br>CalSAWS.All;<br>Notify.SCATL.Outage<br>CC<br>Consortium.RegionalManagers.All;<br>Consortium.SectionDirectors;                                     | Scheduled Downtime Notification – 6/7/2026  | 05/21/26          | Communications .Infrastructure | Pete Quijada           |

| CIT ID  | To                                                                                                                                                                                                                                                                                                                                          | SUBJECT                                     | DISTRIBUTION DATE | PRIMARY CalSAWS CONTACT        | BACKUP CalSAWS CONTACT |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------------------|--------------------------------|------------------------|
|         | Communications.Infra@CalSAWS.org                                                                                                                                                                                                                                                                                                            |                                             |                   |                                |                        |
| 0094-26 | Notify.All;<br>usbenefitscaldevops@deloitte.com;<br>operator@calheers.ca.gov;<br>HoweG@CalSAWS.org;<br>QuijadaP@CalSAWS.org;<br>venugopalanp@calsaws.org;<br>Bill.Kelly@fisglobal.com;<br>CalSAWS.All;<br>Notify.SCATL.Outage<br>CC<br>Consortium.RegionalManagers.All;<br>Consortium.SectionDirectors;<br>Communications.Infra@CalSAWS.org | Scheduled Downtime Notification – 6/14/2026 | 05/27/26          | Communications .Infrastructure | 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"> <li>None for the reporting period.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                      | Open   | Medium     | 12/15/25    |
| 327 | Limited Availability of Deloitte Staff May Impact the BenefitsCal Transition Schedule                     | <b>May 26, 2026:</b> <ul style="list-style-type: none"> <li>Risk remains at medium level as 100% of KT and 96% of JS has been completed. Refer to Issue 335 resolution plan. Changed risk trigger date from 5/29 to 6/8 with the remaining JS expected to be completed by 6/2 and Build RJS to commence. With the completion of Job Shadow, the team will continue to monitor this risk. Expect this risk to trend low with the less dependency on the Deloitte team during the RJS phase.</li> </ul> | Open   | Medium     | 02/04/26    |
| 328 | Lack of Availability of Deloitte Offshore Resources May Impact Transition of Development KT/JS Activities | <b>May 26, 2026:</b> <ul style="list-style-type: none"> <li>Risk remains Low. Changed risk trigger date from 5/29 to 6/8 with 3 remaining Build Job Shadow sessions scheduled to be completed by 6/2 and Build RJS to commence. Expect this risk to remain low through cutover of 7/31/2026.</li> </ul>                                                                                                                                                                                               | Open   | Low        | 02/04/26    |
| 329 | Delay in Providing Accenture Team Timely Access May Impact BenefitsCal Transition Activities              | <b>May 26, 2026:</b> <ul style="list-style-type: none"> <li>Documentation requests is 99% complete (Design_BenefitsCal TRUV Designs Figma file request pending). Technology requests at 79% complete. Earliest impact date is 5/15 for Figma License and tool installed is required for Design RJS. 6/5 is the next trigger date for the DEV and INT environment to be setup in order to begin Build RJS. Refer to Status Report for detailed open technology tools</li> </ul>                        | Open   | Medium     | 02/04/26    |

| ID  | TITLE                                                                                                         | UPDATES FOR THE REPORTING PERIOD                                                                                       | STATUS | RISK LEVEL | DATE LOGGED |
|-----|---------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|--------|------------|-------------|
|     |                                                                                                               | requests for the remaining open technology requests and impact.                                                        |        |            |             |
| 330 | Current BenefitsCal System Performance May Not Meet the New SLA Performance Standards Set In The New Contract | <b>May 26, 2026:</b> <ul style="list-style-type: none"> <li>Continue to monitor and risk level remains low.</li> </ul> | Open   | Low        | 02/04/26    |

## 1.6.2 Project Issues

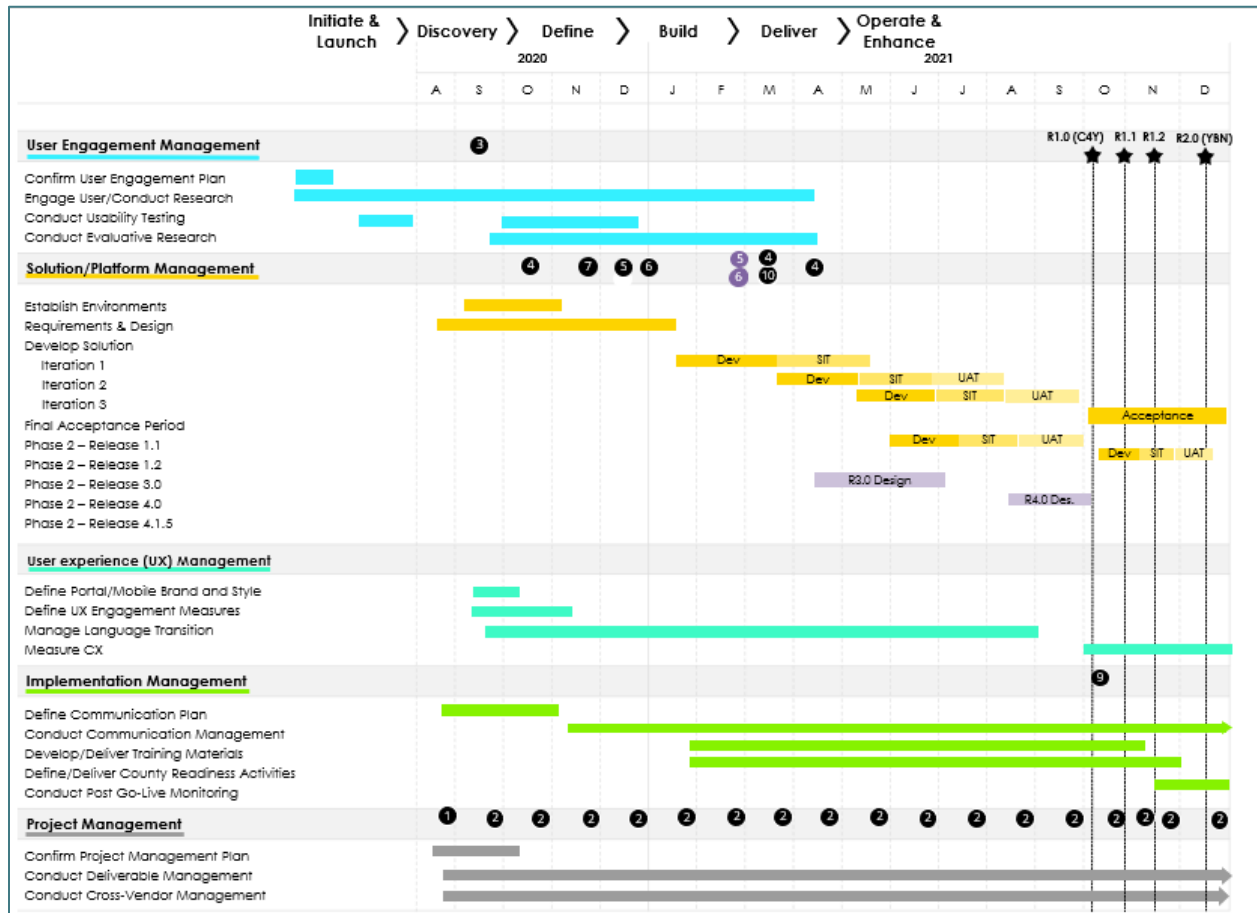
This section includes a summary of the updates to open issues for the BenefitsCal Project as of the last calendar day of the reporting period. For more details and the history of each issue, please refer to the CalSAWS Consortium issue log here: [CalSAWS SharePoint > Issues Log](#)

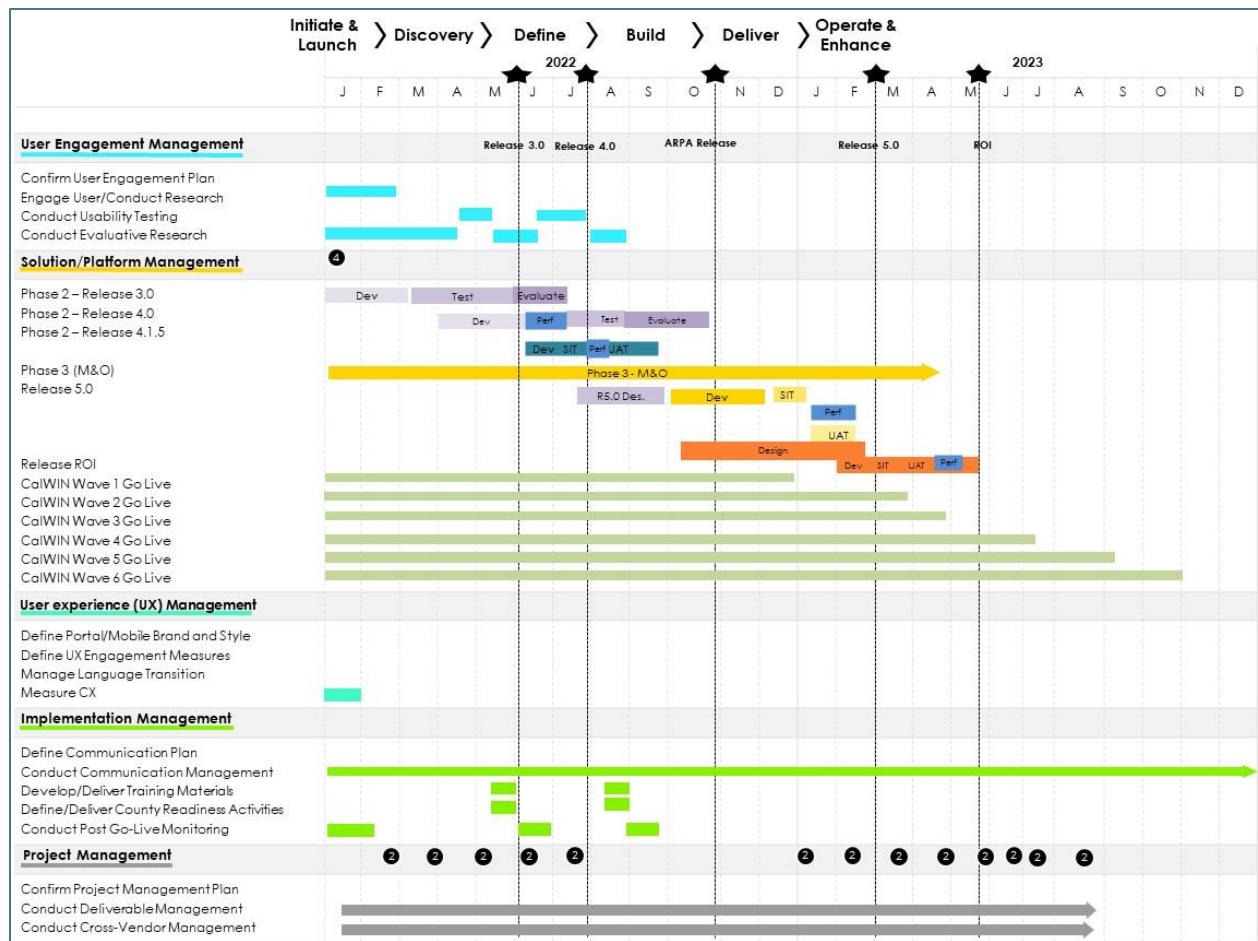
Table 8: Project Issues

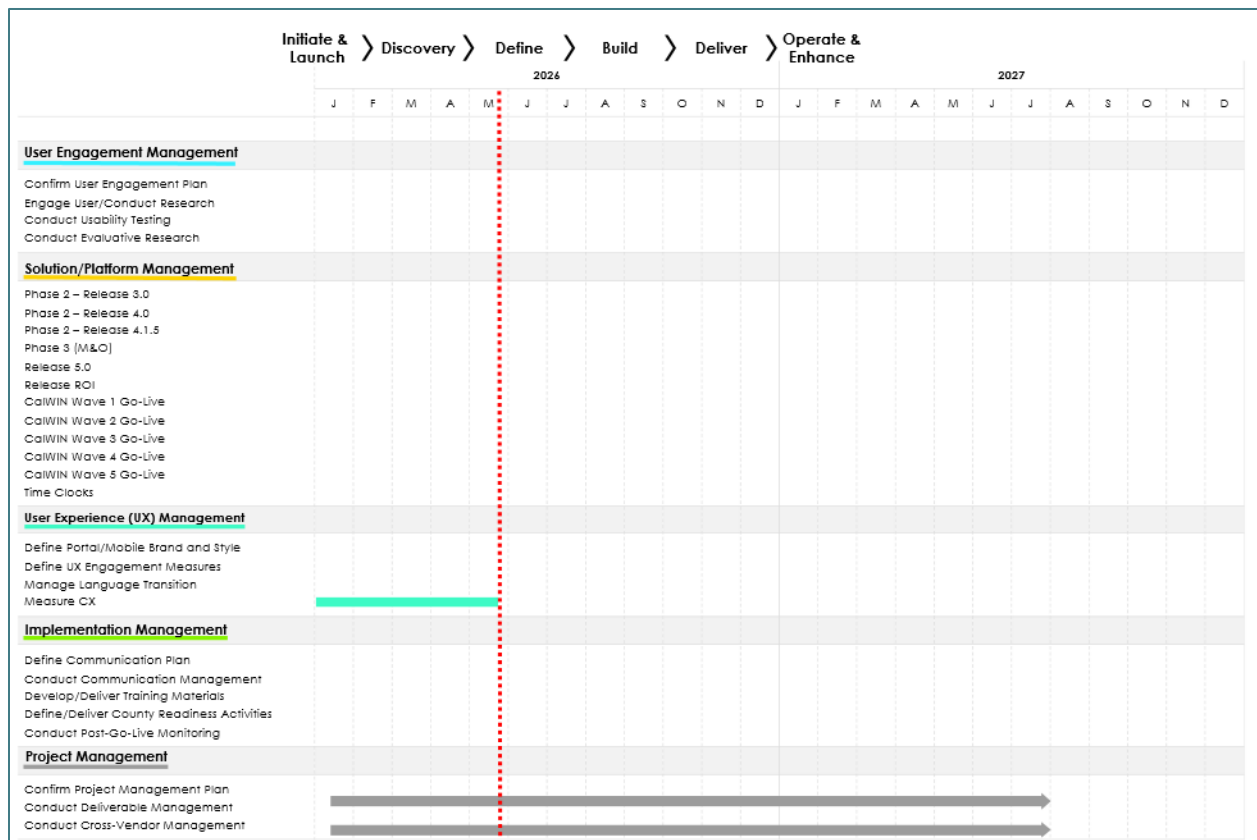
| ID  | TITLE                                                   | UPDATES FOR THE REPORTING PERIOD                                                 | STATUS   | PRIORITY | DATE LOGGED |
|-----|---------------------------------------------------------|----------------------------------------------------------------------------------|----------|----------|---------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

## 1.7 Project Work Plan Reports

### Project Timeline







## 1.8 Project Action Items – Overdue

This table lists overdue action items, including the owner and due date.

Table 9: Overdue Action Items

| ID    | DESCRIPTION | OWNER | DUE DATE |
|-------|-------------|-------|----------|
| None. |             |       |          |

## 1.9 SIRFRA/SCERFRA/SIRFRA/SARRA Information

The 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.

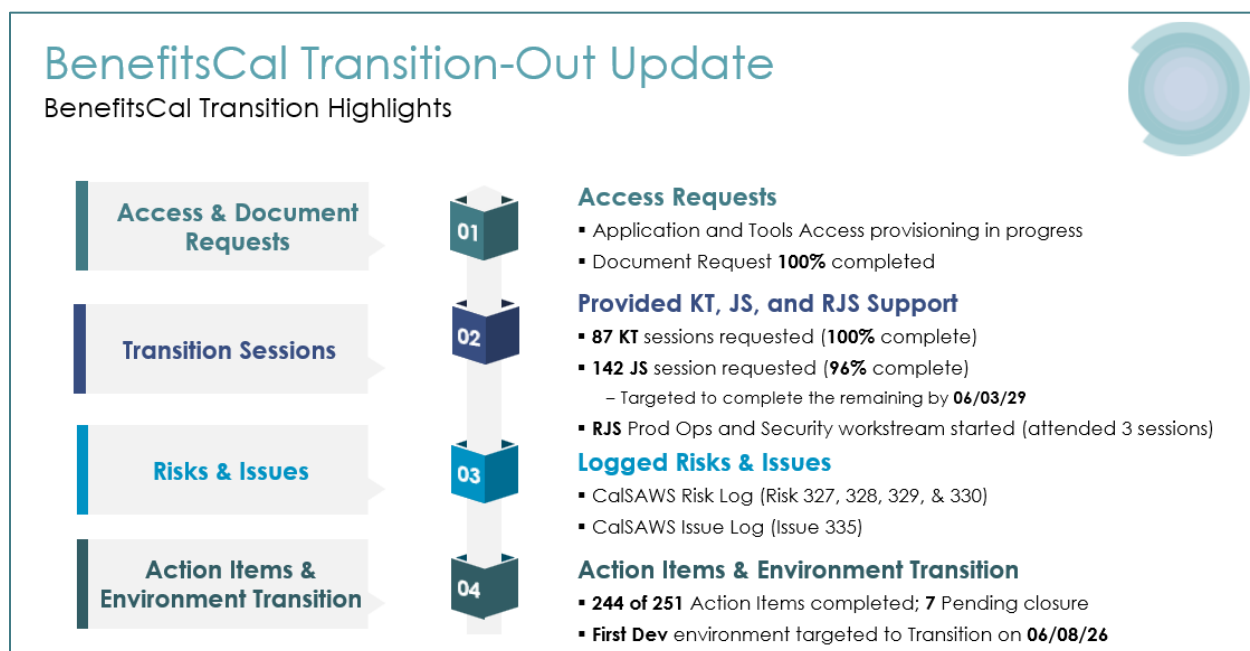


Figure 1: Transition-Out Status Summary

## 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 |
|-------------------------------|----|---------|--------|------------------|
| None for the reporting period |    |         |        |                  |

### 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**
  - Nine (9) incidents were created in the biweekly reporting period for the BenefitsCal Tier 3 Team.
- **Incidents Resolved**
  - The BenefitsCal Tier 3 Team resolved one (1) incident in the biweekly reporting period.
- **Incidents Closed**
  - The BenefitsCal Tier 3 Team closed zero (0) incident in the biweekly reporting period.
- **Incidents Triaged**
  - The BenefitsCal Tier 3 Team has triaged six hundred ninety-one (691) 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.

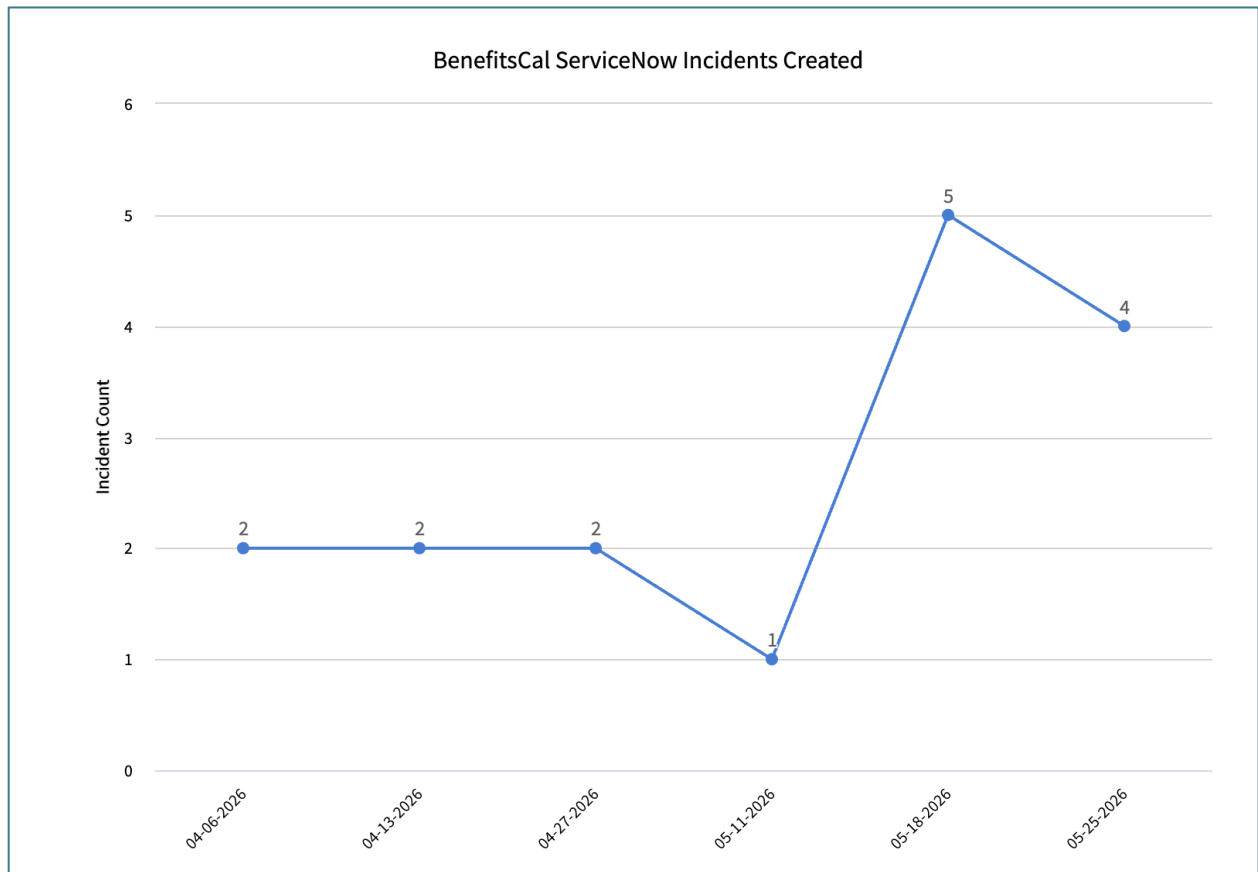


Figure 2: BenefitsCal ServiceNow Incidents Created

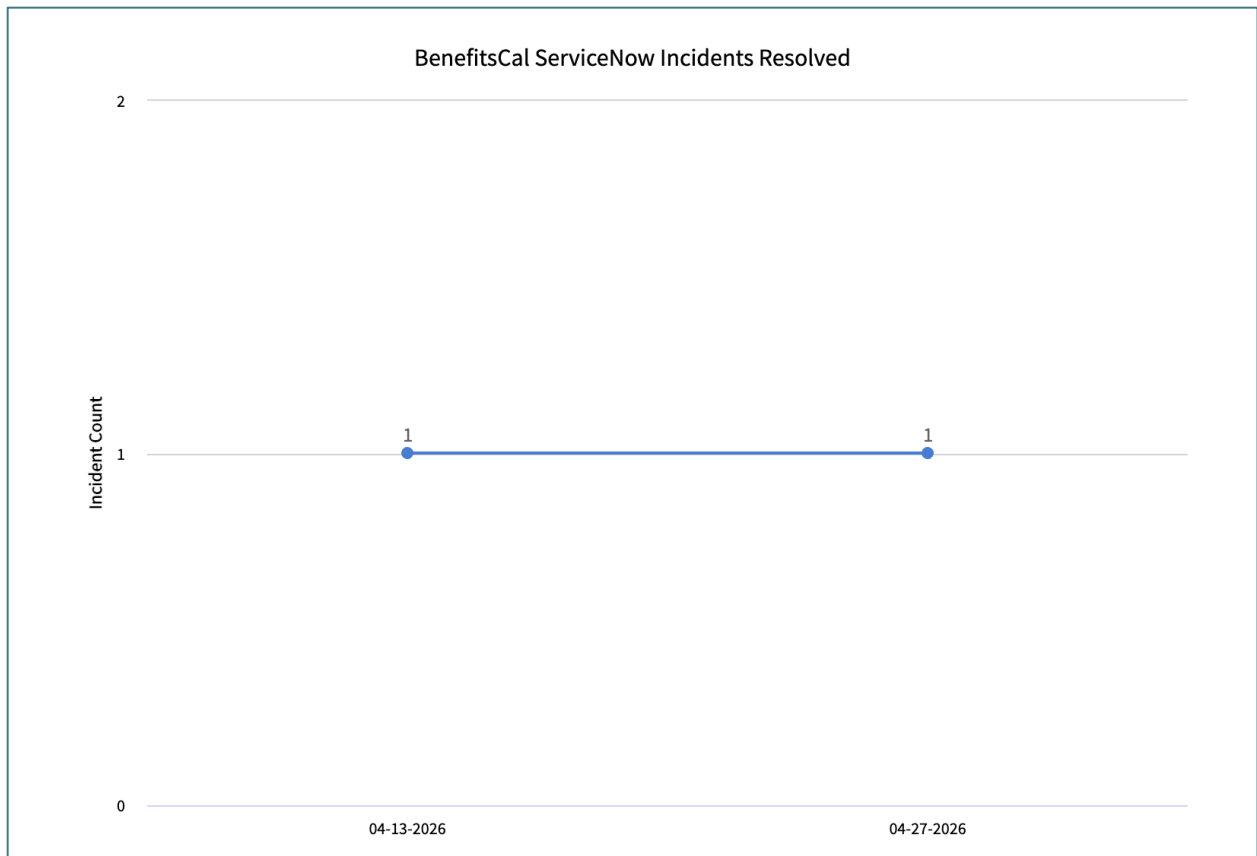


Figure 3: BenefitsCal ServiceNow Incidents Resolved

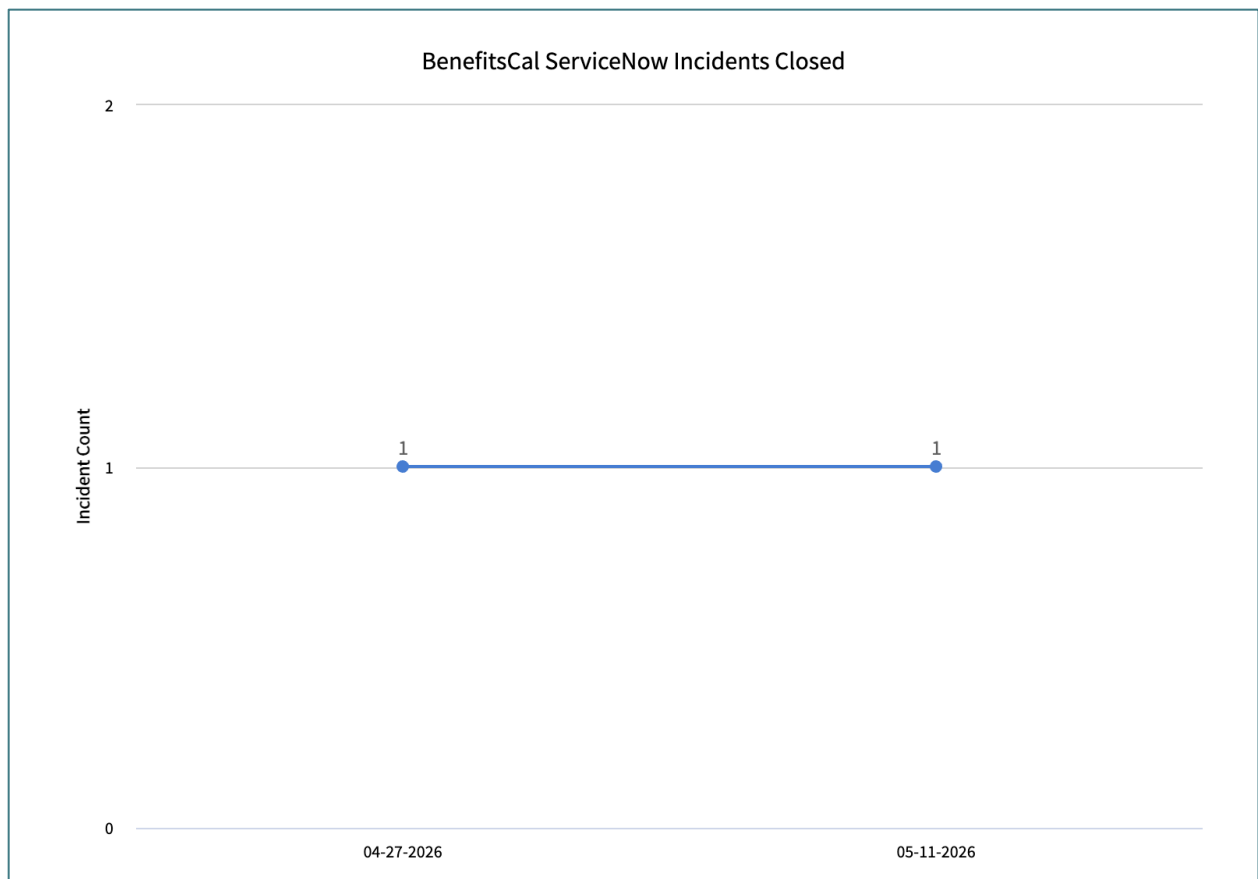


Figure 4: BenefitsCal ServiceNow Incidents Closed

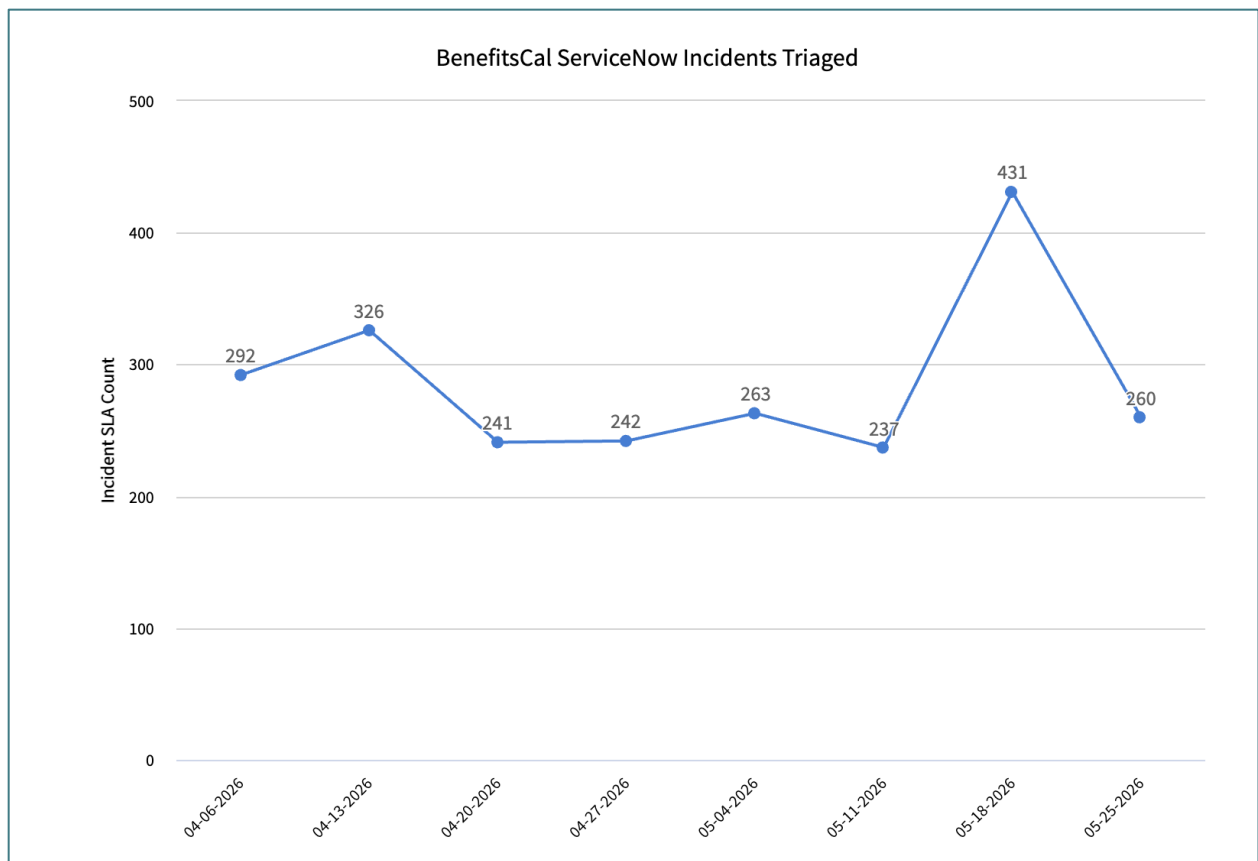


Figure 5: BenefitsCal ServiceNow Incidents Triaged

**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.

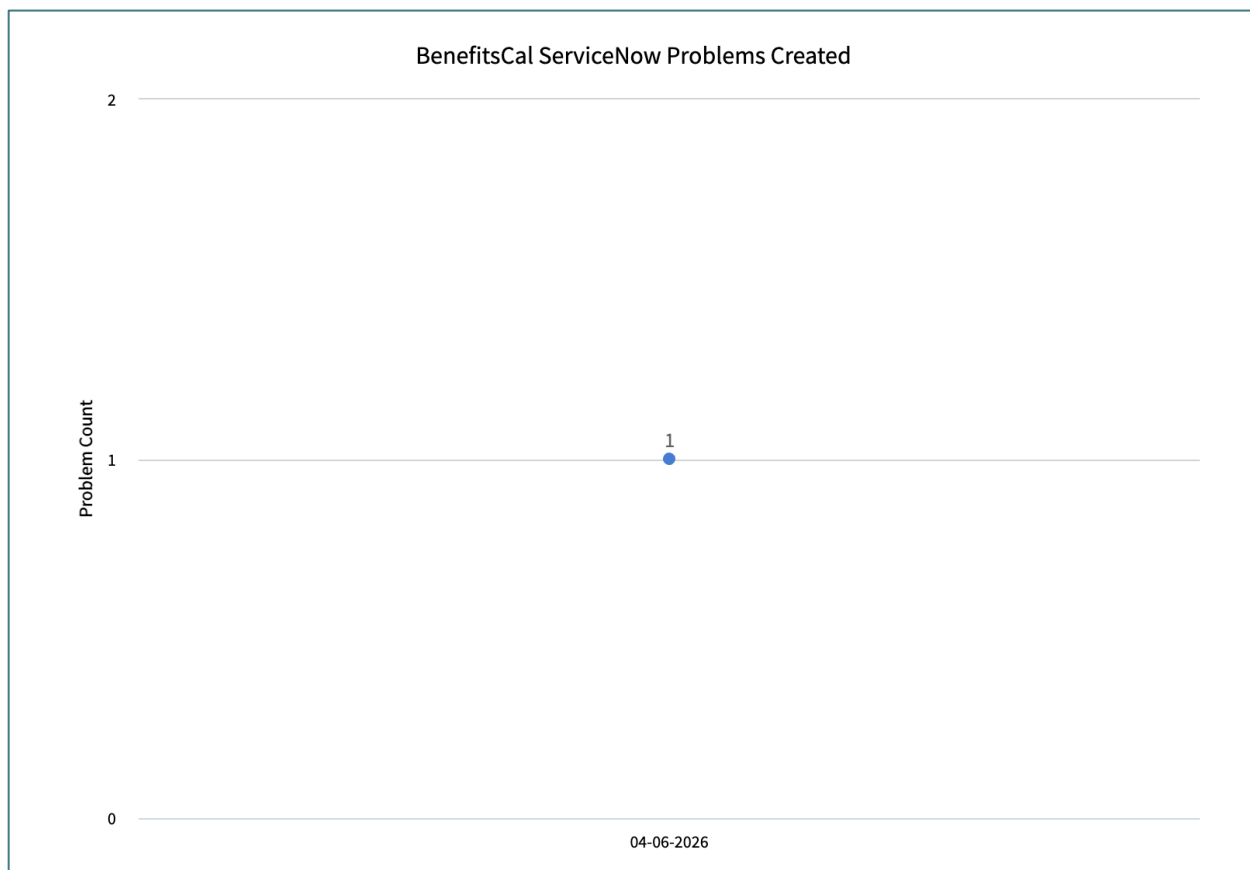


Figure 6: BenefitsCal ServiceNow Problems Created

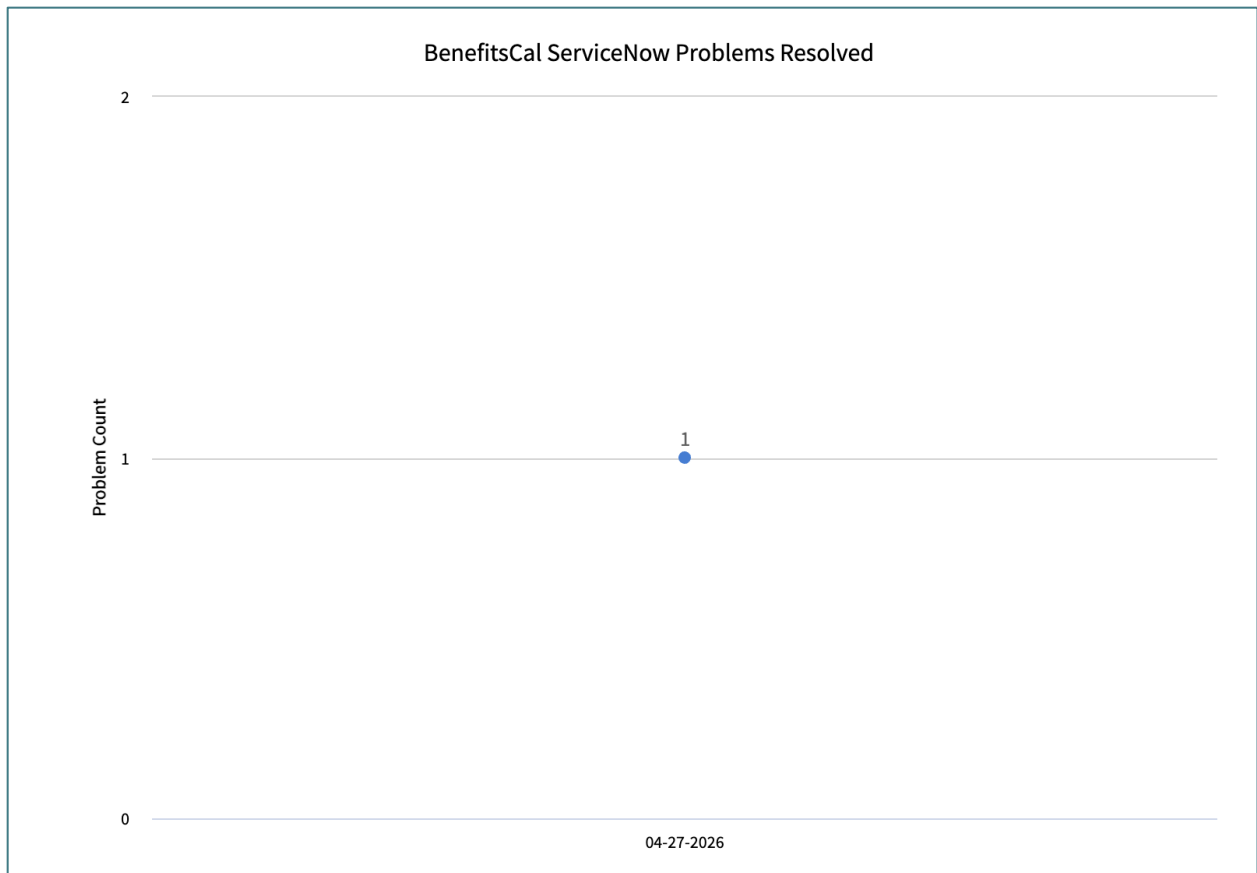


Figure 7: BenefitsCal ServiceNow Problems Resolved

**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

|             | Aging Category | 1-5 Days | 6-10 Days | 11-15 Days | 16-30 Days | 30-60 Days | 60-180 Days | >180 Days | Count |
|-------------|----------------|----------|-----------|------------|------------|------------|-------------|-----------|-------|
| State       |                |          |           |            |            |            |             |           |       |
| New         |                | 4        | 0         | 0          | 0          | 0          | 0           | 0         | 4     |
| In Progress |                | 0        | 1         | 0          | 0          | 1          | 0           | 0         | 2     |
| On Hold     |                | 0        | 1         | 3          | 1          | 5          | 5           | 0         | 15    |
| Closed      |                | 0        | 0         | 81         | 560        | 195        | 159         | 4         | 999   |
| Count       |                | 4        | 2         | 84         | 561        | 201        | 164         | 4         | 1,020 |

#### 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

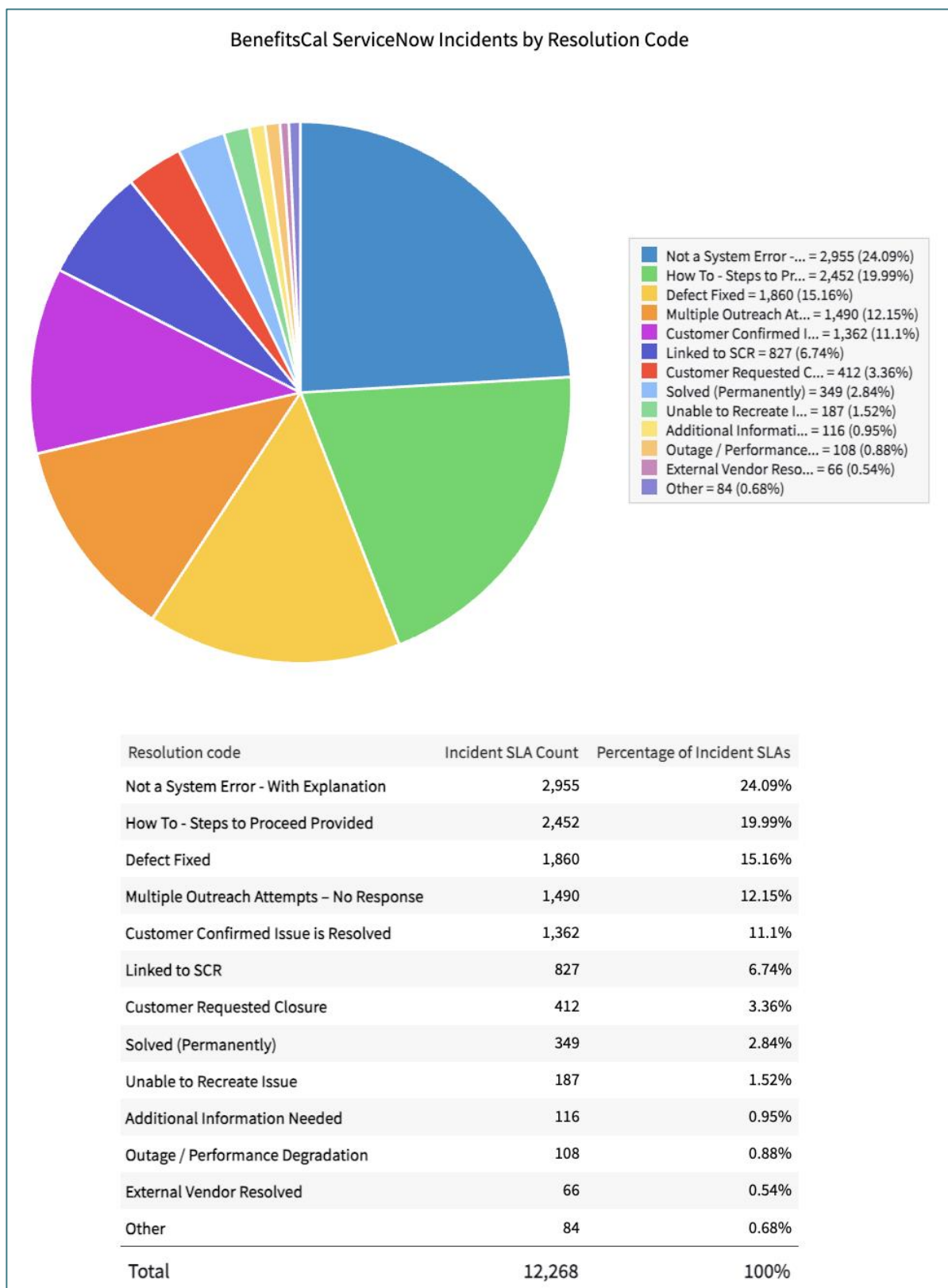


Figure 9: BenefitsCal ServiceNow Incidents by Resolution Code

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

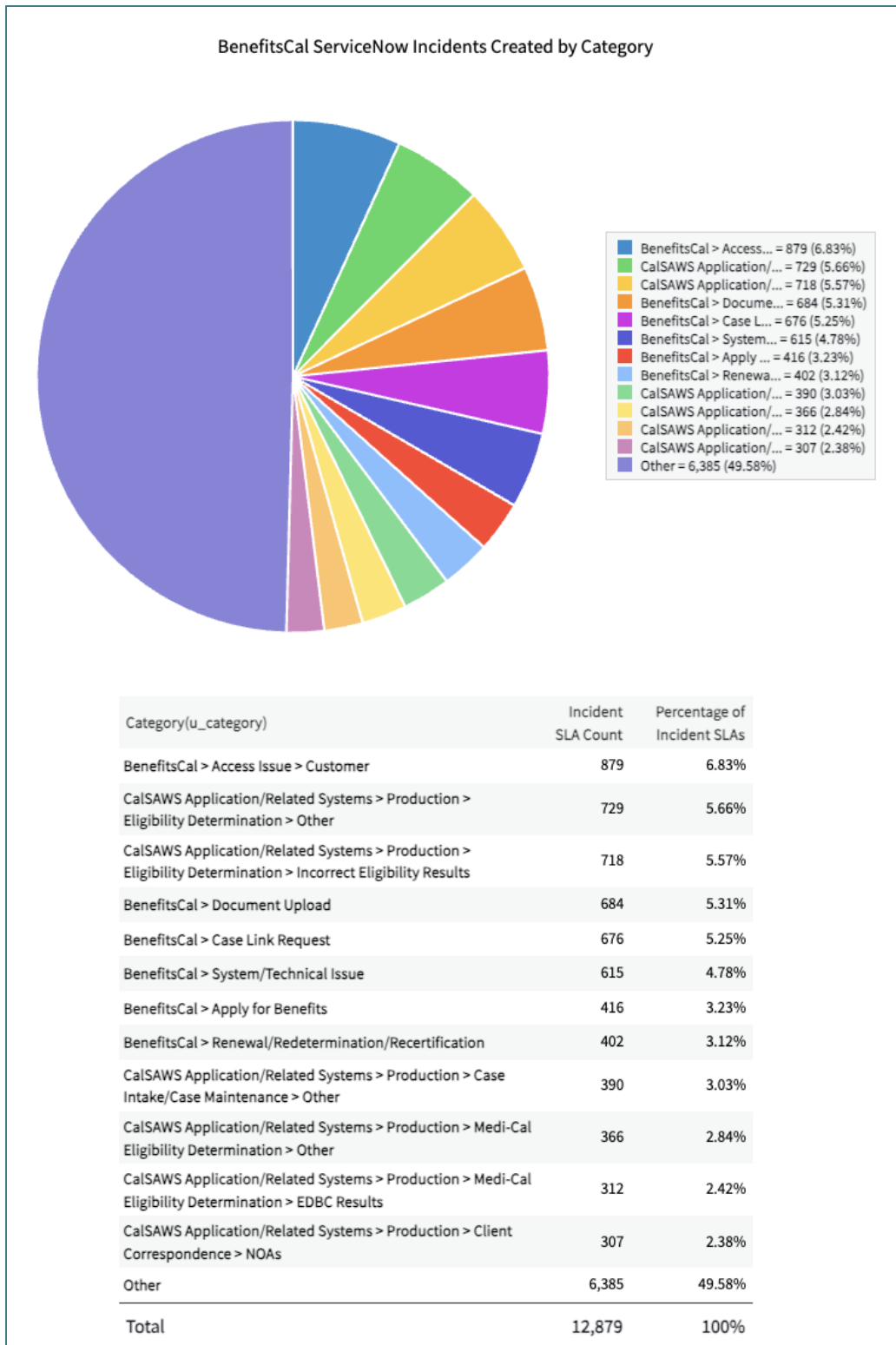


Figure 10: BenefitsCal ServiceNow Incidents Created by Category

**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                               |
|----------------|------------------------|----------------------------------------------------|
| 05/22/26       | 10:00 pm – 1:00 am PST | Hyland Maintenance (Holding Document queues)       |
| 05/28/26       | 8:00 pm – 10:00 pm PST | BenefitsCal Production Deployment – 26.05.28       |
| 05/29/26       | 10:00 pm – 2:00 am PST | CalSAWS application maintenance (Maintenance mode) |

Table 12: BenefitsCal Upcoming Maintenance

| SCHEDULED DATE | OUTAGE TIMEFRAME        | APPLICATION MODE                        |
|----------------|-------------------------|-----------------------------------------|
| 05/31/26       | 11:30 pm – 12:30 am PST | BenefitsCal Priority Release – 26.06.01 |

### 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

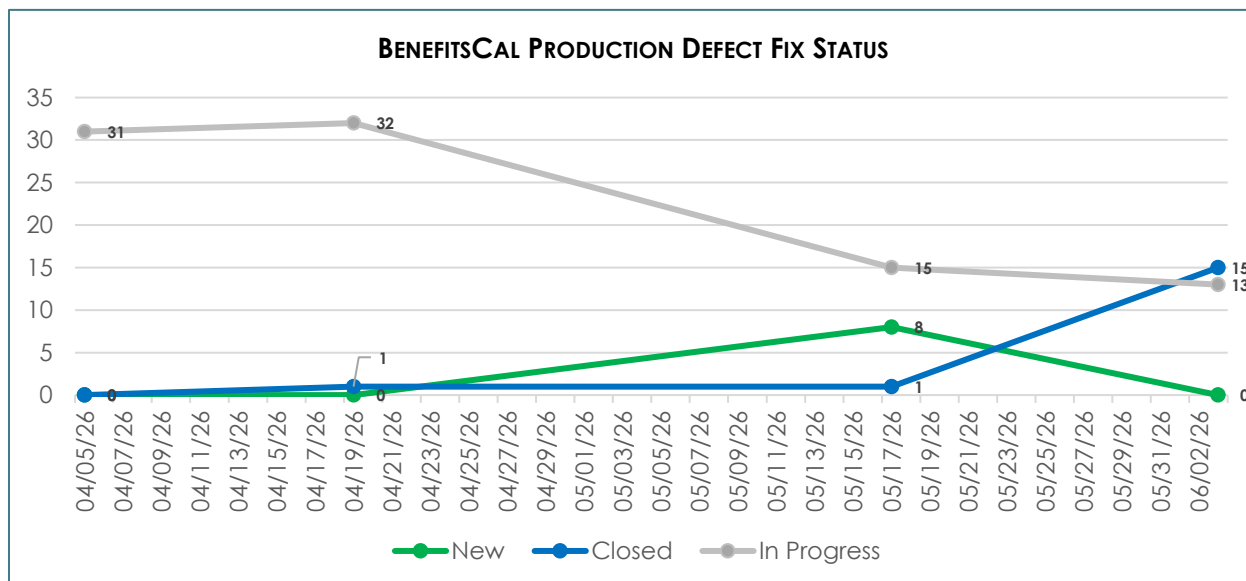


Figure 12: BenefitsCal Production Defect Fix Status

Table 13: Production Defect Fix – Release Schedule

| BENEFITS CAL PRODUCTION DEFECT COUNT BY RELEASE |                  |                  |           |
|-------------------------------------------------|------------------|------------------|-----------|
| Count of Defects                                | Release          |                  |           |
| Severity                                        | Release 26.05.28 | Release 26.06.25 | Total     |
| <b>1-HIGH</b>                                   | <b>0</b>         | <b>0</b>         | <b>0</b>  |
| New                                             | 0                | 0                | 0         |
| In Progress                                     | 0                | 0                | 0         |
| Closed                                          | 0                | 0                | 0         |
| <b>2-NORMAL/MEDIUM</b>                          | <b>1</b>         | <b>0</b>         | <b>1</b>  |
| New                                             | 0                | 0                | 0         |
| In Progress                                     | 0                | 0                | 0         |
| Closed                                          | 1                | 0                | 1         |
| <b>3-NORMAL/LOW</b>                             | <b>14</b>        | <b>13</b>        | <b>27</b> |
| New                                             | 0                | 0                | 0         |
| In Progress                                     | 0                | 13               | 13        |
| Closed                                          | 14               | 0                | 14        |
| <b>4-COSMETIC</b>                               | <b>0</b>         | <b>0</b>         | <b>0</b>  |
| New                                             | 0                | 0                | 0         |
| In Progress                                     | 0                | 0                | 0         |

| BENEFITS <sup>Cal</sup> PRODUCTION DEFECT COUNT BY RELEASE |           |           |           |
|------------------------------------------------------------|-----------|-----------|-----------|
| Closed                                                     | 0         | 0         | 0         |
| <b>TOTAL</b>                                               | <b>15</b> | <b>13</b> | <b>28</b> |

**Note:** Automated regression tests are run for each planned release. Automated regression tests are excluded for emergency releases as the window for execution is short. The regression suite is revisited after each major release and periodically updated once new application functionality has been released. The update could be adding a new script to the repository or modifying an existing script to cover new functionality since the new functionality replaces the old functionality. New functionality will be called out in the coverage column.

### 3.5 Production Operations

- **Root Cause Analysis (RCA)**
  - 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**
  - One (1) enhancements were deployed with BenefitsCal Monthly Release 26.05.28 for User Error Handling, Exception Handling, and Application Summary
  - Fifteen (15) production defects were deployed with BenefitsCal Monthly Release 26.05.28 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 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 meeting with the Consortium and CalSAWS on 05/18/26.
    - ♦ Attended the *Work Requirements/Six-Month Redetermination County Workgroup* debrief on 05/18/26 and 05/26/26.
    - ♦ Hosted the DDI and M&O biweekly meetings on 05/19/26, 05/21/26, 05/26/26, and 05/28/26.
    - ♦ Attended the *Truv Accounts for BC and CalSAWS – Discussion* on 05/19/26.
    - ♦ Hosted the *BenefitsCal: May 2026 UCD Monthly Meeting* with Advocates and State Partners on 05/20/26.
    - ♦ Attended the Truv and CalSAWS meetings on 05/21/26 and 05/28/26.
    - ♦ Attended the *SCR CA-298517 – Truv Phase 2 – Internal Sync with CalSAWS* on 05/21/26 and 05/28/26.
    - ♦ Attended the DHCS CalSAWS touchpoint meeting on 05/27/26.
- **Activities for the Next Reporting Period – Requirements and Design**
  - **Designs and Design Meetings**
    - ♦ Finalize design work for the June 2026 enhancements.
    - ♦ Continue design work for the July 2026 enhancements.
    - ♦ Attend the Project Milestone meetings with the Consortium and CalSAWS on 06/01/26 and 06/08/26.
    - ♦ Attend the *Work Requirements/Six-Month Redetermination County Workgroup* debrief on 06/01/26 and 06/08/26.
    - ♦ Host the DDI and M&O biweekly meetings on 06/02/26, 06/04/26, 06/09/26, and 06/11/26.
    - ♦ Attend the CalSAWS - Self-Service Portal Committee - 2026 Meeting Series on 06/02/26.
    - ♦ Attend the *CalSAWS Truv Phase 2* discussion on 06/03/26 and 06/10/26.
    - ♦ Host the BenefitsCal PM standup meetings with the Consortium on 06/03/26 and 06/10/26.
    - ♦ Attend the Truv and CalSAWS meetings on 06/04/26 and 06/11/26.
    - ♦ Attend the *SCR CA-298517 – Truv Phase 2 – Internal Sync with CalSAWS* on 06/04/26 and 06/11/26.
    - ♦ Attend BenefitsCal TRUV - County Validation Support on 06/09/26.
    - ♦ Attend the DHCS CalSAWS touchpoint meeting on 06/10/26.
    - ♦ Host the *BenefitsCal Pipeline Call – New Series* on 06/11/26.

## 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 analyzing May Always on survey data.

- **User Engagement**
  - ♦ No update for the reporting period.
- **Enhancements**
  - ♦ Finalized designs for CSPM-83506: *Help Center Copy Changes*.
  - ♦ Finalized designs for CSPM-80929: *H.R. 1 – Big Beautiful Bill – Semi-Annual Redeterminations for MAGI New Adult Group*.
  - ♦ Continued designs for CSPM-81960: *Truv Implementation*.
  - ♦ Finalized designs for CSPM-84092: *Update CalFresh ABAWD Exemption Language*.
- **Advocate Engagement**
  - ♦ Conducted May UCD monthly meeting.
  - ♦ Received May UCD meeting comment log.
- **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 May Always on survey data.
  - **Enhancements**
    - ♦ Finalize designs for CSPM-81960: *Truv Implementation*.
  - **User Engagement**
    - ♦ No update for the reporting period.
  - **Advocate Engagement**
    - ♦ Review and draft May UCD comment log.

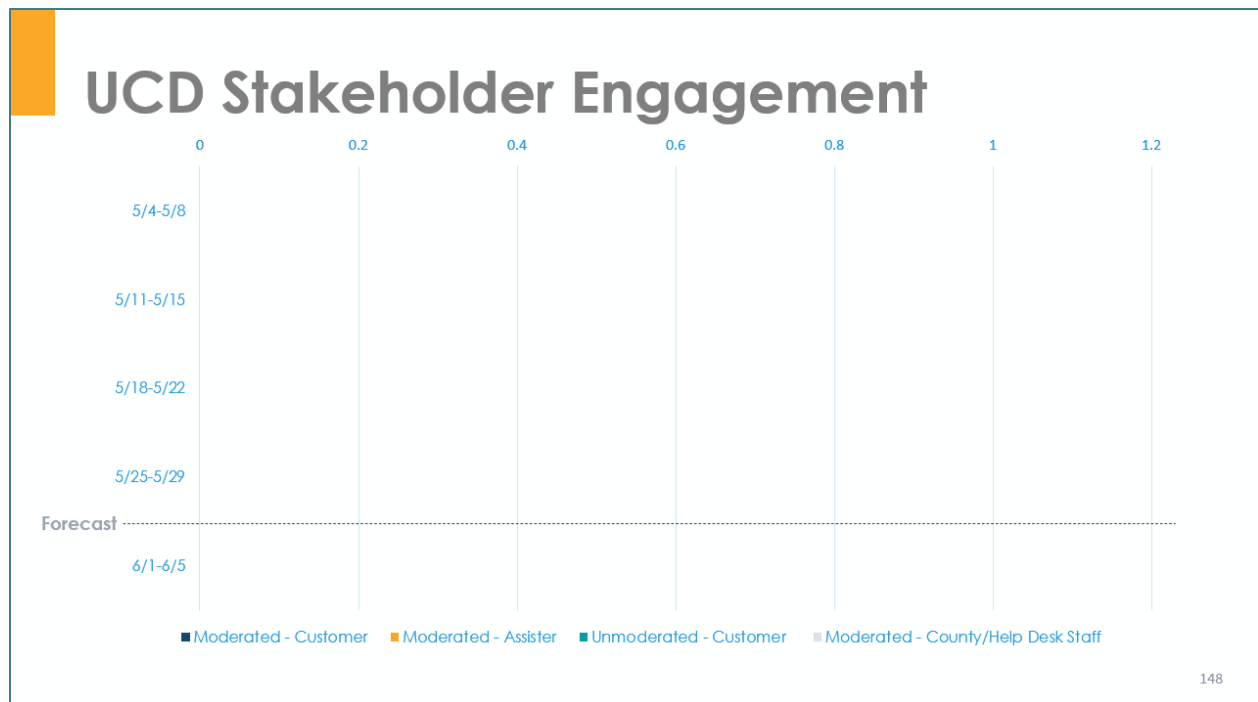


Figure 13: UCD Stakeholder Engagement

## 4.4 Development

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

Table 15: Enhancement Actuals for Reporting Period

| RELEASE          | PLANNED FOR WEEK ENDING 05/29/26 | ACTUAL FOR WEEK ENDING 05/29/26 | TOTAL PLANNED FOR THE RELEASE | COMMENTS                                                |
|------------------|----------------------------------|---------------------------------|-------------------------------|---------------------------------------------------------|
| Release 26.05.28 | 1                                | 1                               | 1                             | Release 26.05.28 is planned for deployment on 05/28/26. |
| Release 26.07.20 | 0                                | 0                               | 2                             | Release 26.07.20 is planned for deployment on 07/20/26. |

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

Table 16: Planned Enhancement Work

| RELEASE          | PLANNED FOR WEEK ENDING 06/12/26 | TOTAL PLANNED FOR THE RELEASE | TOTAL COMPLETED FOR THE RELEASE | COMMENTS                                                |
|------------------|----------------------------------|-------------------------------|---------------------------------|---------------------------------------------------------|
| Release 26.06.25 | 1                                | 2                             | 0                               | Release 26.06.25 is planned for deployment on 06/25/26. |
| 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 26.05.28 were validated.
  - **Test Support**
    - ♦ Provided clarification and support to the QA/Consortium/Independent Test Team for defects and enhancements tagged to Release 26.04.28.
- **Activities for the Next Reporting Period – User Acceptance Test Planning**
  - **UAT Test Execution**
    - ♦ Defects for Release 26.06.21 will be validated.
  - **Test Support**
    - ♦ Clarification and Support will be provided to the QA/Consortium/Independent Test Teams for defects tagged to Release 26.06.21.

## 4.6 Release Management

- **Activities for the Reporting Period – Release Management**
  - **Release 26.05.28 – May Monthly Release**
    - ♦ Deployed the May Monthly Release – 26.05.28 in Production on 05/28/26.

## 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 26.05.28.

Table 17: Automated Regression Scripts Executed in BenefitsCal

| RELEASE  | # OF SCENARIOS EXECUTED | # OF SCENARIOS PASSED | # OF SCENARIOS FAILED | OVERALL PASS % | PASS OF EXECUTED | COVERAGE                                            |
|----------|-------------------------|-----------------------|-----------------------|----------------|------------------|-----------------------------------------------------|
| 26.05.28 | 73                      | 73                    | 0                     | 100            | 100              | Regression cover all the important functionalities, |

| RELEASE | # OF SCENARIOS EXECUTED | # OF SCENARIOS PASSED | # OF SCENARIOS FAILED | OVERALL PASS % | PASS OF EXECUTED | COVERAGE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------|-------------------------|-----------------------|-----------------------|----------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         |                         |                       |                       |                |                  | 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, Help Module changes, FAT scripts for all flows |

## 5 PERFORMANCE TEST

### 5.1 Performance Test

- **Release 26.05.28 – May Monthly Release**
  - The BenefitsCal performance testing team successfully executed two (2) rounds of performance tests with the scope not specific to any enhancements and/or defects. The team validated all the scripts on the latest codebase to ensure no performance degradation from the overall release scope. Both the performance tests results were comparable to the baseline results in terms of Avg. Response time and total errors. The detailed jMeter reports and consolidated results summary were uploaded to CalSAWS SharePoint.

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<br>April Monthly | <b>Scope:</b> No specific enhancements or defects in scope.<br><b>Executions:</b> BenefitsCal isolated Load tests with mock services. <ul style="list-style-type: none"> <li>▪ Thursday, May 21</li> <li>▪ Friday, May 22</li> </ul> | 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]
  - ♦ [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 05/29/26.

- [REDACTED]
  - ♦ [REDACTED]

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

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