

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

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

Reporting Period: May 18, 2026 – May 31, 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)	- Submitted Draft Deliverable Expectation Document (DDED) to the Consortium for review on May 22, 2026 for BC-D13 – BenefitsCal Approach to Automation, Artificial Intelligence (AI), and Machine Learning - Received Final Deliverable (FDEL) acceptance from the Consortium on May 29, 2026 for BC-D02 – BenefitsCal Services Plan and Operational Working Documents (OWDs) - Submitted FDEL and Work Acceptance Certificate (WAC) to the Consortium for approval on May 29, 2026 for BC-D02 – BenefitsCal Services Plan and OWDs - Received FDEL and WAC approval from the Consortium on May 28, 2026 for BC-D07 – BenefitsCal User Centered Design (UCD) and Customer Experience Report Plan - Resubmitted FDEL to the Consortium on May 29, 2026 for BC-D12 – BenefitsCal Marketing and Public Communications Plan
Transition-In	- Received 130 out of the 131 document requests (99%) - Received 37 of 47 technology and tools-related requests (79%)
Job Shadow (JS) Session Highlights	- Completed a total of 137 of 142 JS sessions to date (96%). All sessions are scheduled to be completed by June 2, 2026. - Continued to track Issue 335 – Schedule Delay in BenefitsCal System Change Request (SCR) JS Workstream. Build JS is at 96% completion. All JS session are scheduled to be completed by June 2, 2026, delay from planned date of May 22, 2026. Reverse Job Shadow (RJS) is planned to start May 29, 2026 will now commence upon completion of JS. Changed trigger date from May 29, 2026 to June 8, 2026. Continued to monitor the completion of Build JS and RJS. No impact to overall Transition cutover date of July 31, 2026.
Reverse Job Shadow (RJS) Session Highlights	- Completed Group 1 RJS (100%) - Continued RJS for Group 2 and Group 3, 19 of 137 RJS activities to date (14%)

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:**

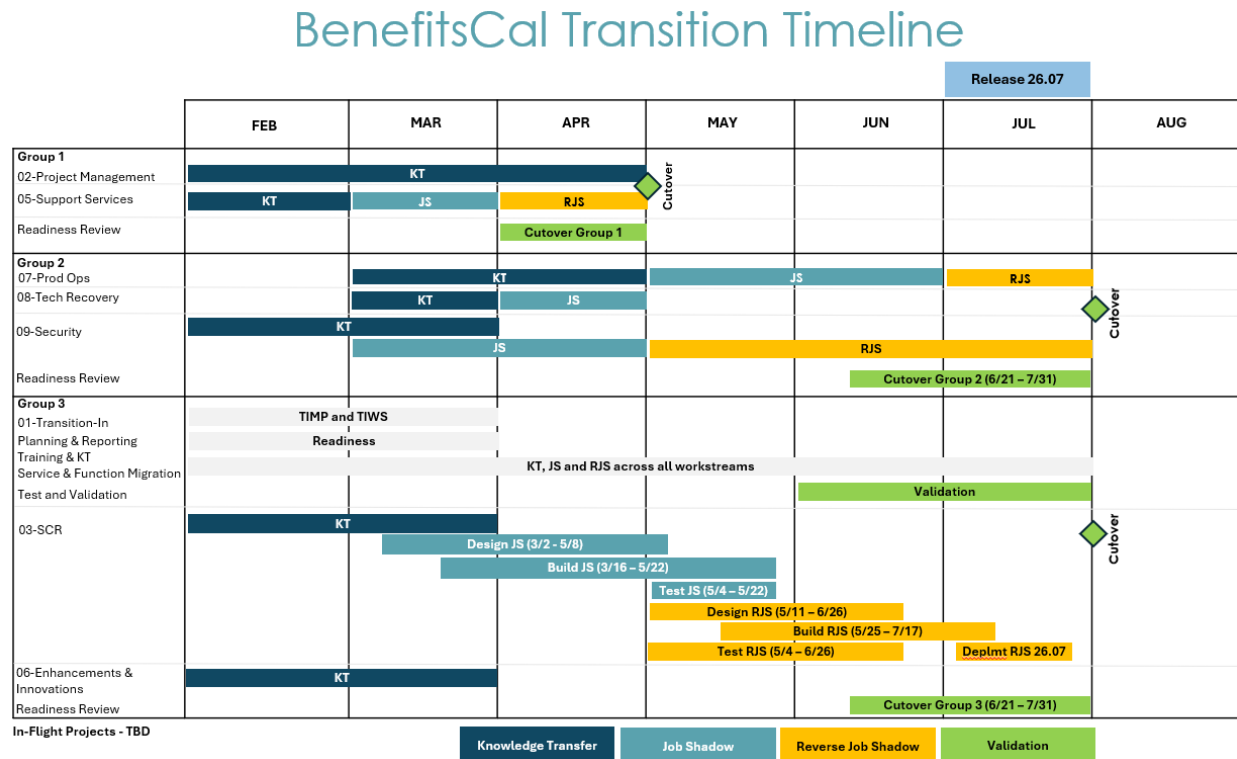


Figure 1: BenefitsCal Transition Timeline

- **Document Requests:**
 - ✦ Received a total of 130 out of 131 documents requested at 99% of documents received to date
 - ✦ One document request pending for Design_BenefitsCal TRUV Designs Figma file with a target due date of May 19, 2026
- **Action Items:**
 - ✦ Completed 399 out of 431 Action Items (93%)
- **Technology Enablement (Action Items):**
 - ✦ Completed 37 out of 47 (79%) of the technology access requests
 - ✦ 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
Access Codes for DEV and INT Environments	Deloitte	5/4/2026	6/5/2026	1	Deloitte team has updated that there are no codes for DEV and INT environments. The codes are needed for development activities starting on June 8, 2026.
Brandwatch Software Procurement (RITM0113913)	Gainwell	5/28/2026	7/1/2026	1	Procurement request submitted to Gainwell team
ClipChamp Software Request (RITM0112639)	Gainwell	5/7/2026	7/1/2026	1	Gainwell team to grant access to ClipChamp media tool in the Software Center for BenefitsCal Marketing team. Impact to video editing for 26.09 release activities. Expect resolution by June 5, 2026.
Elevated Privileges for Sandbox (CHG0059623)	Deloitte	5/7/2026	6/4/2026	1	Deloitte working with Consortium Security to implement permission set change for elevated privileges. Impact to RJS deployment activities in the Sandbox.
Figma License Procurement Request (RITM0108077)	Gainwell	3/5/2026	5/15/2026	10	Completed on May 27, 2026. Impacts to RJS design activities until Figma is provisioned. Gainwell team coordinating with Figma vendor to resolve access issue during initial setup.
Figma Workspace Extract (RITM0109628)	Deloitte	3/26/2026	5/15/2026	1	Completed on May 29, 2026. Earliest Impact Date would have been May 15, 2026 for the start of RJS. This is related to Document Request

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
					#26 which has been completed. Access pending download of extract links provided. Ongoing in M&O post-cutover, lack of Figma artifacts for past/ongoing work will require re-creation of wireframes for design activities and increase to SCR estimates.
First DEV Environment Transition – Request Environment by June 8, 2026 (RITM0113667)	Deloitte	5/20/2026	6/8/2026	1	Deloitte team confirmed that the Dev2 environment will be passed to the Accenture team on June 8, 2026
ForgeRock Tokens Request for API Connection - Dev Envs (RITM0113078)	Gainwell	5/14/2026	6/5/2026	1	The ForgeRock tokens are needed for development activities starting on June 8, 2026.
GuardDuty in place of TrendMicro confirmation for Document Scanning (RITM N/A)	Accenture	5/15/2026	7/1/2026		TrendMicro license ends on August 19, 2026. Amazon Web Services (AWS) Native with GuardDuty required 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.
Medallia Access (RITM0112905)	Accenture	5/12/2026	6/12/2026	2	Delays will impact metrics RJS. Accenture and Deloitte teams have initiated outreach to the Medallia contact.
Read-Only Access to Maskrepo Database (RITM0112662)	Deloitte	5/8/2026	6/5/2026	4	Deloitte team working on granting access to resources. Delays will impact the ability to

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
					conduct 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.
Tweak Procurement Request (RITM0112059)	Deloitte	4/29/2026	6/15/2026	30	Mock testing tool that will be used for Development/Test. Delays will impact the ability to complete RJS.

■ **Knowledge Transfer:**

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

■ **Job Shadow:**

- Completed a total of 137 of 142 JS sessions to date (96%)
- Accenture has requested a total of 142 JS sessions and Deloitte has provided 142 available dates for these sessions (100%) with one Design JS and three Build JS expected to be completed by June 2, 2026 and one Security JS expected to be completed by June 3, 2026.
- The figure below illustrates the number of completed and remaining JS sessions by group:

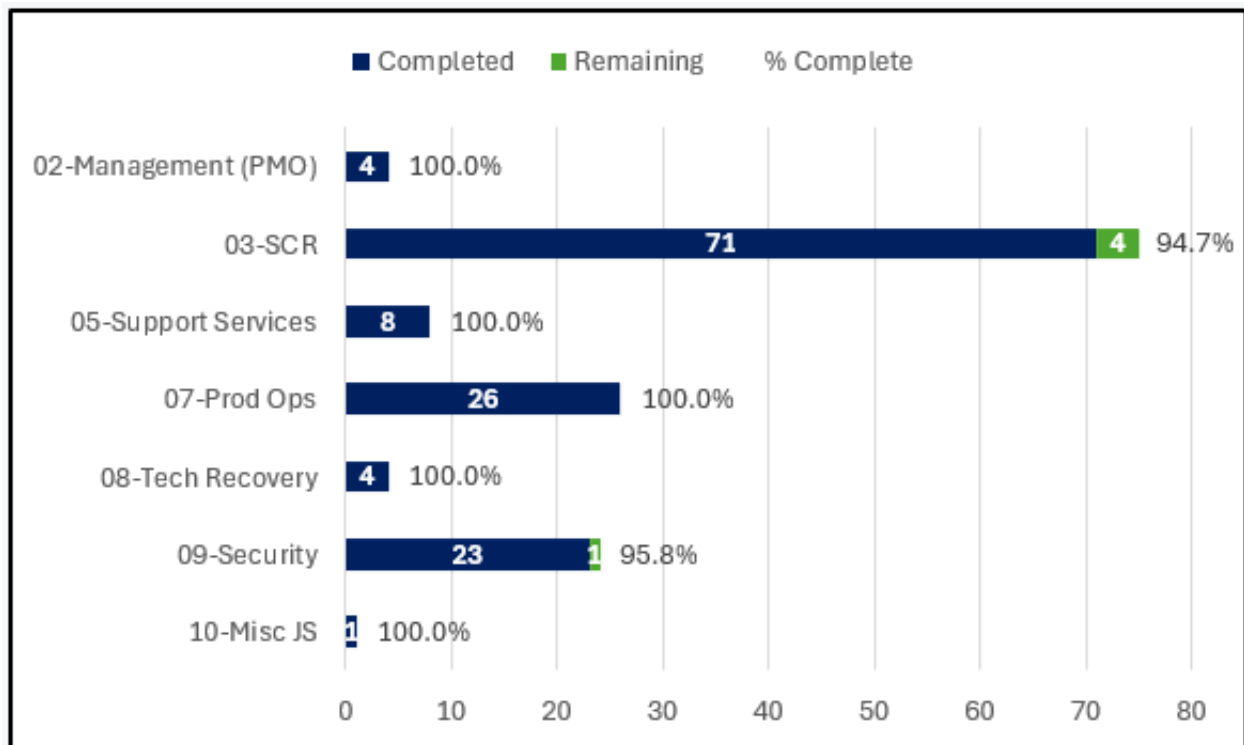


Figure 2: BenefitsCal Transition-In JS Session Group Completion Chart

- 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:

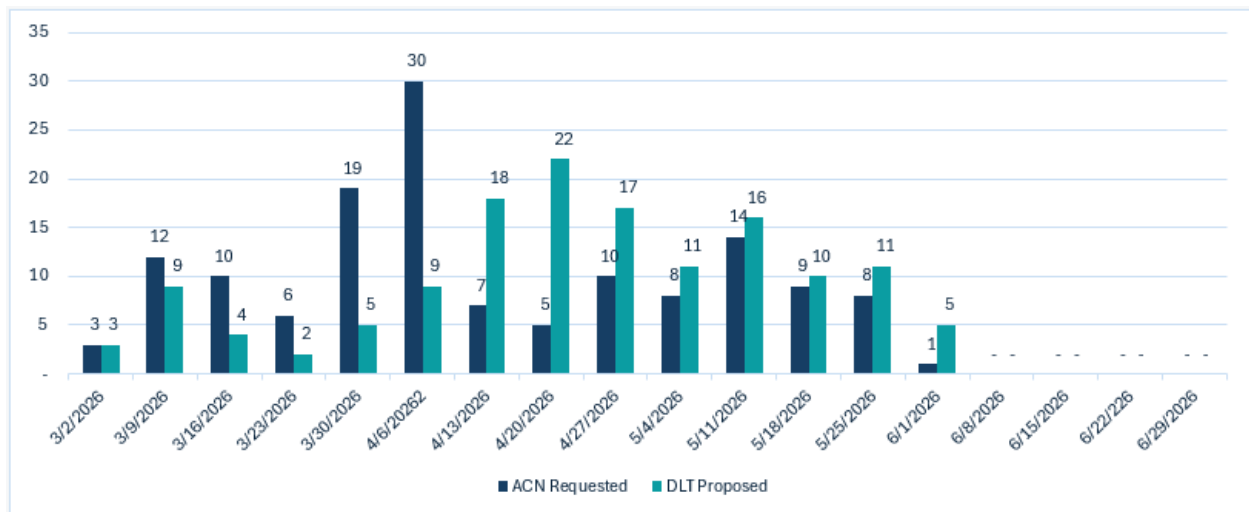


Figure 3: BenefitsCal Transition-In JS Sessions Weekly Schedule

■ Reverse Job Shadow:

- Completed RJS for Group 1 (100%)
- Continued RJS Activities and Sessions for Group 2 and 3 (14% completed)
 - ✦ Completed a total of 15 of 115 RJS Activities to date (13%) with 100 RJS

activities pending. RJS Activities are steps performed by workstream teams to complete tasks and produce evidence aligned to requirements.

- ✦ Completed a total of 4 of 22 RJS Session to date (18%) with 18 RJS sessions pending. RJS Sessions are scheduled meetings to review, validate, observe the execution of those tasks with Deloitte, Consortium and QA teams and address questions.

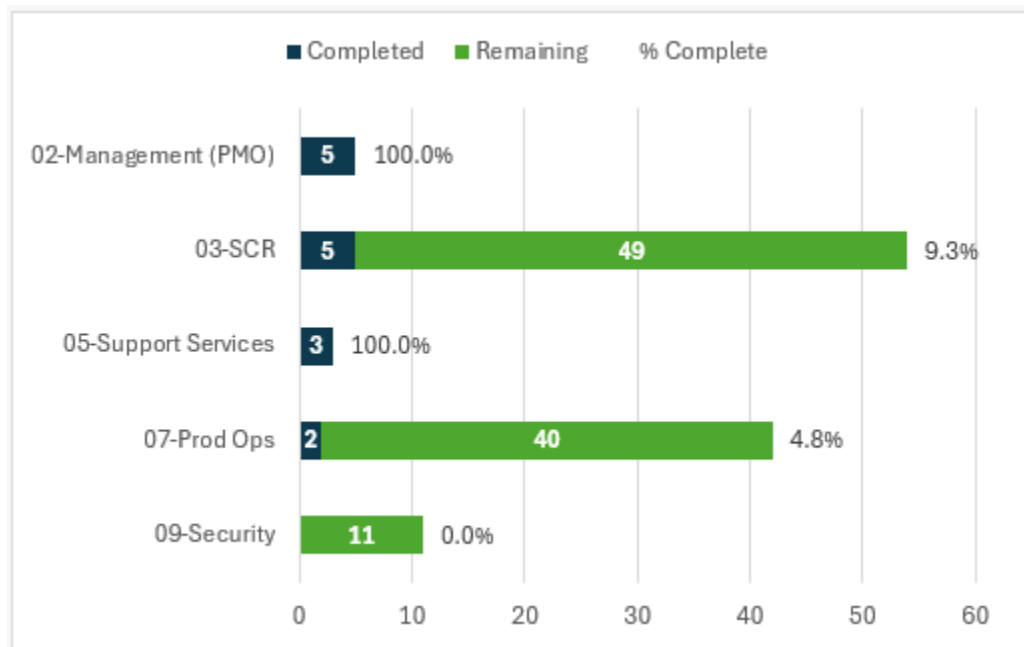


Figure 4: BenefitsCal Transition-In RJS Activity Group Completion Chart

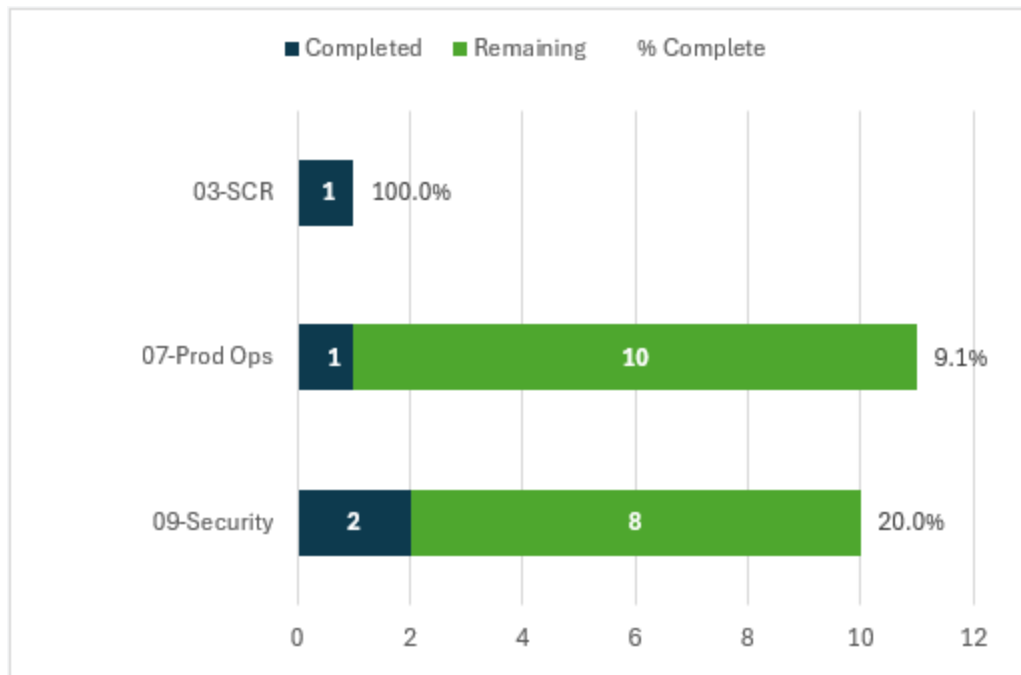


Figure 5: BenefitsCal Transition-In RJS Session Group Completion Chart

- Conducted RJS activities and sessions for the following Group 2 and 3 workstreams:
 - ✦ Walkthrough of RJS process and enhancements with Consortium and QA teams
 - ✦ Walkthrough of Hybrid Agile process with Consortium and QA teams
 - ✦ SCR Design
 - Research and Impacts for SCR CSPM-84140
 - Started designing wireframes for SCR CSPM-84140
 - Added User Stories to Jira board for Design and Build teams
 - ✦ SCR Build
 - Completed Sprint Planning Meeting for first holistic Sprint
 - ✦ SCR Test
 - Commenced Test Planning activities for SCRs CSPM-84140, CSPM-84141, and CSPM-84142
 - Added User Stories to Jira board for Test team
 - Started test creation and review for SCRs CSPM-84140, CSPM-84142
 - ✦ Security
 - Completed RJS for importing release branch
 - ✦ Production Operations (Prod Ops) (Help Desk)
 - Completed review of 93 BenefitsCal Tier 3 production tickets
 - Logged research results for 31 tickets
- Created RJS Microsoft Teams chat groups for Accenture and Deloitte workstream teams for quick questions, reducing the need for scheduling daily touchpoint meetings

- **Cutover Readiness:**
 - Continued gathering evidence for Group 2 and 3 workstreams
 - Continued planning cutover readiness checkpoint meetings

2.2 Tasks Due for the Next Reporting Period

- **Planning and Reporting:**
 - Follow-up on 32 open Action Items to complete 431 requested Action Items (92%) 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:**
 - Conduct 5 JS sessions targeted for the next reporting period
- **Reverse Job Shadow:**
 - Continue RJS activities for Group 2 and 3 workstreams: SCR Design, SCR Build, SCR Test, Prod Operations and Security vulnerability reporting
 - Continue RJS sessions targeted for the next reporting period
- **Cutover Readiness:**
 - Commenced internal evidence review activities in preparation for Readiness Checkpoint #1 (June 18, 2026), with a focus on validating submitted artifacts and identifying gaps ahead of formal readiness assessments. Target first submission of evidence for Group 2 and Group 3 review on June 5, 2026.

Table 3: Cutover Readiness Milestones Summary

CUTOVER READINESS MILESTONE	TARGET DATE	STATUS
Schedule Readiness Checkpoints	5/29/2026	Completed
Internal Evidence Review	6/5/2026	In Progress
Readiness Checkpoint #1	6/18/2026	Not Started
Readiness Checkpoint #2	6/25/2026	Not Started
Readiness Checkpoint #3	7/9/2026	Not Started
Readiness Checkpoint #4	7/16/2026	Not Started
Go/No-Go – Group 2 & 3 Cutover	7/27/2026	Not Started
Final Go/No-Go – Cutover Approval	7/31/2026	Not Started

2.3 Transition-In Work Plan

- Submitted weekly Transition-In Work Schedule to the Consortium on May 22, 2026

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

- **Technology Enablement** – Access to BenefitsCal Workspaces and Postgres for offshore resources continues to be worked on with assistance from Consortium Security teams.

2.3.2 Critical Path Analysis

- Delay in completing SCR Build JS and starting SCR Build RJS. No impact on the overall Transition completion date of July 31, 2026.

2.3.3 Schedule Issues and Risks

- Updated risks ahead of the Risk Management Group (RMG) meeting scheduled for on June 3, 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, 96% of JS, and 14% of RJS has been completed. Refer to Issue 335 resolution status below. Changed the trigger date to June 8, 2026 as Accenture continues to work with Deloitte to schedule the remaining 3 JS sessions. **As of May 26, 2026**, risk remains at medium level as 100% of KT and 98% of JS have completed. Refer to Issue 335 resolution plan. Changed risk trigger date from May 29, 2026 to June 8, 2026 with 5 remaining JS sessions to be completed by June 3, 2026. With the completion of JS, the team will continue to monitor the risk. Expect this risk to trend low with less dependency on the Deloitte team during the RJS phase.
 - 328 - Lack of Availability of Deloitte Offshore Resources May Impact Transition of Development KT/JS Activities. Risk level remains low. Changed trigger date from May 29, 2026 to June 8, 2026 with 3 of 4 remaining JS sessions in the Build area scheduled to be completed by June 2, 2026.
 - 329 - Delay in Providing Accenture Team Timely Access May Impact BenefitsCal Transition Activities. Documentation requests is 99% complete (Design_BenefitsCal TRUV Designs Figma file pending), technology requests at 79% complete. The earliest impact date is May 15, 2026 for Figma licenses and tool installation is required for Design RJS. June 5, 2026 is the next trigger date for the DEV and INT environment to be set up in order to begin Build RJS.
 - 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 Release 26.07 HR1 and TRUV enhancements. Risk level remains low.
 - 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-month Transition on schedule to complete by the end of July 2026. **As of May 26:** Build JS is at 96% completion. All JS sessions are scheduled to be completed by June 2, 2026,

delay from planned date of May 22, 2026. Reverse Job Shadow (RJS) sprint planning started and Build RJS will overlap with the completion of JS on June 2, 2026. Changed trigger date from May 29, 2026 to June 8, 2026. Continued to monitor the completion of Build JS and RJS. No impact to overall Transition cutover date of July 31, 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

- Submitted monthly updates to the Accenture BenefitsCal Organizational Chart and Contact List to the Consortium Project Management team on May 18, 2026
- Accenture Project Management team met with the Consortium Chief Administrative Officer to review the changes to the offshore Work in the BenefitsCal Agreement on May 21, 2026

3.1.1 Deliverables

- Deliverables from the reporting period:

Table 4: Deliverable Summary from the Reporting Period

DEL #	DELIVERABLE NAME	STATUS
BC-D02	BenefitsCal Services Plan and OWDs	■ Submitted FDEL to the Consortium for review on May 20, 2026 ■ Received FDEL comments from the Consortium on May 27, 2026 ■ Resubmitted FDEL to the Consortium on May 28, 2026 ■ Received FDEL acceptance from the Consortium on May 29, 2026 ■ Submitted FDEL and WAC to the Consortium for approval on May 29, 2029
BC-D07	BenefitsCal UCD Plan	■ Received FDEL comments from the Consortium on May 20, 2026 ■ Resubmitted FDEL to the Consortium for review on May 21, 2026 ■ Received FDEL acceptance from the Consortium on May 22, 2026 ■ Received FDEL and WAC approval from the Consortium on May 28, 2026

DEL #	DELIVERABLE NAME	STATUS
BC-D12	BenefitsCal Marketing and Public Communications Plan	- Submitted FDEL to the Consortium for review on May 22, 2026 - Received FDEL comments from the Consortium on May 28, 2026 - Resubmitted FDEL to the Consortium on May 29, 2026
BC-D13	BenefitsCal Approach to Automation, AI, and Machine Learning	Submitted DDED to the Consortium for review on May 22, 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 5: SIRFRA/SCERFRA Status Summary

STATUS	COUNT
New	4
Assigned (In-Progress)	0
Reopened	2
Completed	4
Total	10

3.2 Tasks Due for the Next Reporting Period

- Deliverables for the next reporting period:

Table 6: Deliverable Summary for the Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
BC-D02	BenefitsCal Services Plan and OWDs	Receive FDEL and WAC approval from the Consortium
BC-D12	BenefitsCal Marketing and Public Communications Plan	Receive FDEL approval from the Consortium on June 1, 2026
BC-D13	BenefitsCal Approach to	Receive DDED comments from the

DEL #	DELIVERABLE NAME	STATUS
	Automation, AI, and Machine Learning	Consortium on June 1, 2026 Submit Final Deliverable Expectation Document (FDED) to the Consortium on June 4, 2026
BC-D15	BenefitsCal Technology Recovery Plan	- Submit Draft Deliverable (DDEL) to the Consortium for review on June 1, 2026 - Receive DDEL comments from the Consortium on June 8, 2026
BC-D16	BenefitsCal SSP	- Submit Wave 4 OWDs to the Consortium for review on June 1, 2026 - Receive DDEL comments from the Consortium for Waves 1, 2, 3, and 3B OWDs

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

- JS for the SCR workstream was targeted for completion on May 22, 2026; there are still 3 sessions waiting on proposed dates from the Deloitte team

3.6 Other Areas Requiring Discussion

- None for this reporting period