

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

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

Reporting Period: June 15, 2026 – June 28, 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) and Support Services	- Received Draft Deliverable Expectation Document (DDED) comments from the Consortium on June 24, 2026 for BC-D09 – BenefitsCal General Design Document (GDD) - Submitted one DDED to the Consortium on June 24, 2026 for BC-D10 – BenefitsCal Performance Test Materials Packet (Online/Batch) - Received Final Deliverable Expectation Document (FDED) and Work Acceptance Certificate (WAC) approval from the Consortium on June 16, 2026 for BC-D13 – BenefitsCal Approach to Automation, Artificial Intelligence (AI), and Machine Learning - Submitted one Final Deliverable (FDEL) to the Consortium for review on June 22, 2026 for BC-D16 – BenefitsCal System Security Plan (SSP) - Received FDEL and WAC approval from the Consortium on June 23, 2026 for BC-D15 – BenefitsCal Technology Recovery Plan - Completed 7 SIRFRAs/SCERFRAs, received 2 new requests
Transition-In	- Received 131 out of the 133 document requests (98%) - Received 51 of 63 technology and tools-related requests (81%)
Reverse Job Shadow (RJS) Session Highlights	- Completed Group 1 RJS (100%) - Continued RJS for Group 2 and Group 3, 57 of 124 RJS activities to date (46%)
Cutover Readiness	- Submitted a total of 98 of 168 evidence items to date (58%) - Submitted 38 of 168 evidence items for review for Group 2 and 3 (23%) on June 5, 2026 - Submitted 23 of 168 evidence items for review for Group 2 and 3 (14%) on June 12, 2026 and June 18, 2026 - Submitted 37 of 168 evidence items for review for Group 2 and 3 (22%) on June 26, 2026

2 TRANSITION-IN

2.1 Tasks Completed from the Reporting Period

- Continued daily BenefitsCal Transition standup meeting series

- **Planning and Reporting**
 - **Transition-In Work Schedule:**

BenefitsCal Transition Timeline

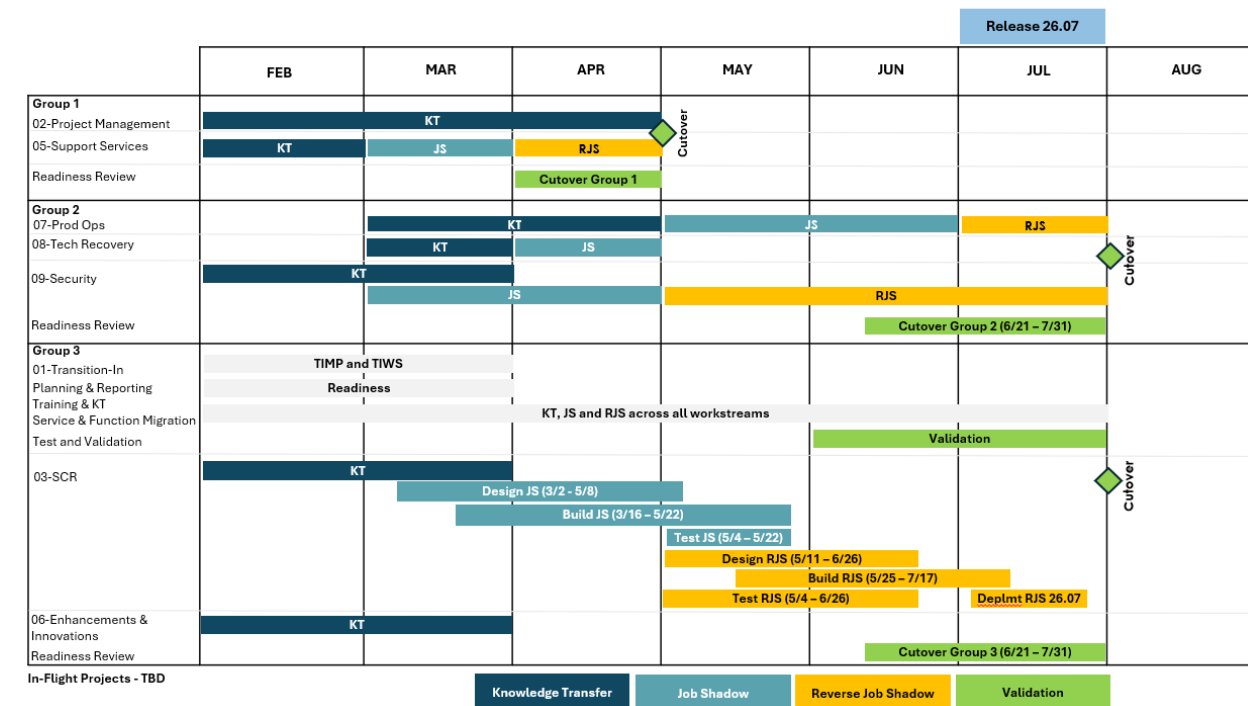


Figure 1: BenefitsCal Transition Timeline

- **Document Requests:**
 - ✦ Received a total of 131 out of 133 documents requested at 98% of documents received to date
- **Action Items:**
 - ✦ Completed 445 out of 460 Action Items (97%)
- **Technology Enablement (Action Items):**
 - ✦ Completed 51 out of 63 (81%) 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
BenefitsCal Bitbucket Co- Admin access (RITM0115017)	Deloitte	6/12/2026	7/1/2026	2	Deloitte agreed to provide admin access to Accenture team members (primary and backup) by July 1, 2026
BenefitsCal Jira Co- Admin access (RITM0115018)	Deloitte	6/12/2026	7/1/2026	2	Deloitte agreed to provide admin access to Accenture team members (primary and backup) by July 1, 2026
BlazeMeter (RITM0115874)	Gainwell	6/24/2026	7/10/2026	1	RITM submitted to Gainwell for review and procurement request. Chrome extension used for logging Jmeter performance scripts.
Brandwatch Software Procurement (RITM0113913)	Gainwell	5/28/2026	7/1/2026	1	Procurement submitted to the vendor by Gainwell. Waiting for quote from vendor. Accenture working with Gainwell on additional questions.
Font Awesome Pro 5 License Transfer / Procurement	Gainwell	6/18/2026	7/1/2026	1	Decision made to procure Font Awesome Pro 5 license similar to what is in use by Deloitte on BenefitsCal pages. Procurement in process by Gainwell team. Potential impact to production deployments referencing images/icons using font.
GuardDuty in place of TrendMicro confirmation for Document Scanning (RITM N/A)	Deloitte	5/15/2026	7/1/2026	1	Architecture Review Board (ARB) Conditionally approved (June 17, 2026). Change approved which will

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
					be implemented by Deloitte week of June 29, 2026. TrendMicro license ends on August 19, 2026. Under 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 License Transfer	Gainwell	5/12/2026	6/22/2026	1	Completed. Deloitte to transfer license to Consortium by June 22, 2026. Gainwell license is undergoing legal review. Expected target date to be completed is June 30, 2026. Gainwell and Deloitte synchronize on the transfer date.
Offshore Connectivity to Databases from BenefitsCal Workspaces	Accenture	6/11/2026	6/19/2026	7	Offshore unable to connect to databases from BenefitsCal workspaces. An approach has been identified to allow access for the offshore team. Next steps are ARB review, FinOps (TBCR), and Tech CAB to get the change implemented.
ServiceNow Group Ownership (RITM115892)	Gainwell	6/18/2026	7/15/2026	2	Update existing incumbent manager for two Deloitte ServiceNow groups to an Accenture

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
					manager prior to cutover and rename groups.
ServiceNow Service Level Agreement (SLA) Definition (RITM0115690)	Gainwell	6/18/2026	7/15/2026	1	Define the Accenture BenefitsCal ServiceNow Level Agreements (SLAs) in ServiceNow so that they can be used for tracking future incident processing metrics and reporting.
ServiceNow Service Level Agreement (SLA) Effectuation	Accenture	6/25/2026	8/1/2026	1	Team to work with Gainwell Incident Manager for scheduling when SLAs will become active for Accenture team.
SonarQube Procurement Request (RITM0112094)	Gainwell	4/29/2026	7/1/2026	1	TBCR approved. Procurement process has started. Need to set up for 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)	Gainwell	4/29/2026	7/1/2026	30	TBCR approved. Procurement is targeted to be completed by June 19, 2026. 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%) as of May 1, 2026

- **Job Shadow:**

- Completed a total of 142 of 142 JS sessions planned (100%) as of June 3, 2026

- **Reverse Job Shadow:**

- Completed RJS for Group 1 (100%)
- Continued RJS activities and sessions for Group 2 and 3 (46% completed)
 - ✦ Completed a total of 41 of 101 RJS activities to date (41%) with 60 RJS activities pending. RJS activities are steps performed by workstream teams to complete tasks and produce evidence aligned to requirements.
 - ✦ Completed a total of 16 of 23 RJS sessions to date (70%) with 7 RJS sessions pending. RJS sessions are scheduled meetings to review, validate, and observe the execution of those tasks with Deloitte, Consortium, and QA teams and address questions.

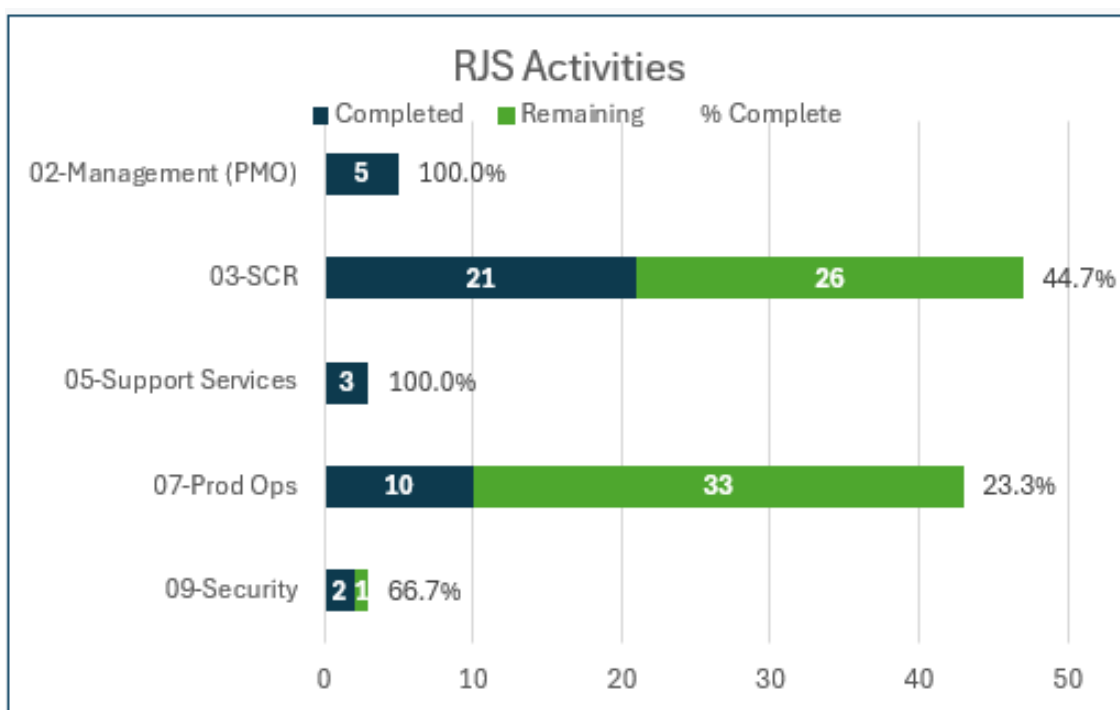


Figure 2: BenefitsCal Transition-In RJS Activity Group Completion Chart

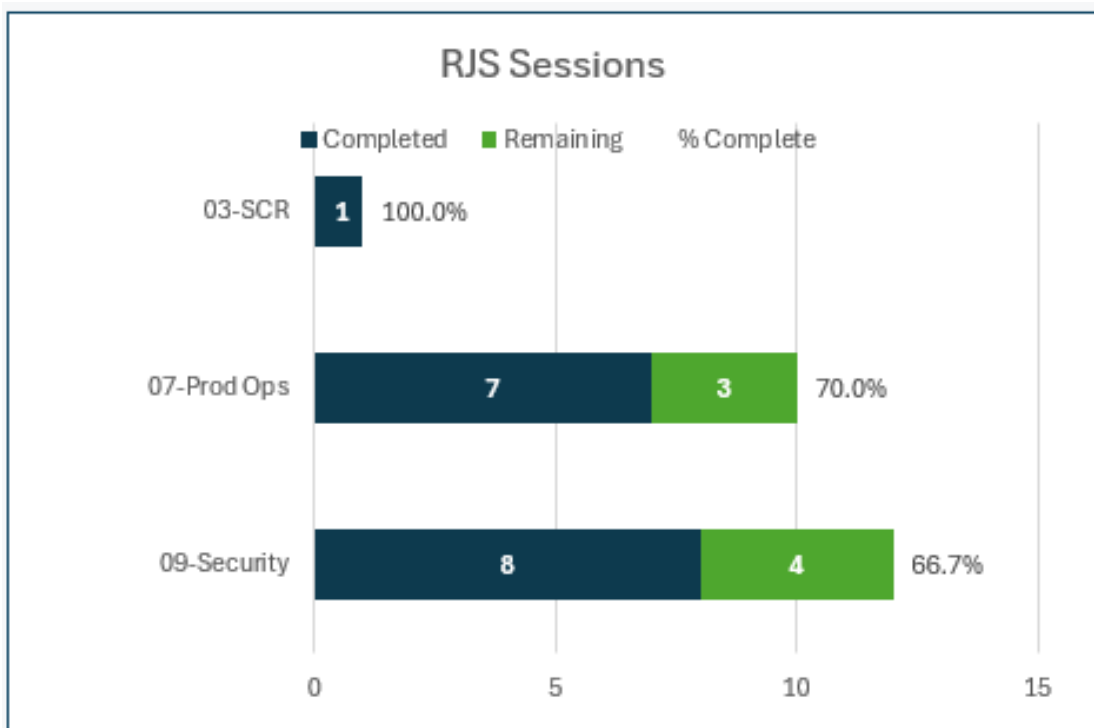


Figure 3: BenefitsCal Transition-In RJS Session Group Completion Chart

- Conducted RJS activities and sessions for the following Group 2 and 3 workstreams:
 - ✦ SCR Design
 - Created User Stories and completed Sprint Planning for SCR CSPM-83759 with the functional team, application development team, and Consortium
 - Awaiting feedback for SCR CSPM-83759 in the comment log
 - Added additional User Stories to Jira board for Design and Build teams
 - ✦ SCR Build
 - Continued working on User Stories for CSPM-84057
 - Completed first Sandbox code deployment for CSPM-84057
 - ✦ SCR Test
 - Continued Test Planning activities for SCR CSPM-83759
 - Continued test creation and review for SCR CSPM-84057
 - Commenced test execution for SCR CSPM-84315
 - Continued test execution for SCR CSPM-84141
 - Requested review of test linkage and execution for SCRs CSPM-84140 and CSPM-84142
 - ✦ Security
 - Completed RJS for Snyk vulnerabilities severity analysis
 - Completed RJS running Dynamic Application Security Testing (DAST) and Manual Application Security Testing (MAST)

- ✖ Production Operations (Prod Ops)
 - Deployed September (26.09.20) Release to the DEV2 environment
 - Started walkthrough of Performance test scripts
 - Commenced Application Programming Interface (API) transaction reprocessing RJS activities
- ✖ Prod Ops (Help Desk)
 - Completed review of 135 BenefitsCal Tier 3 production tickets
 - Logged research results for 61 tickets
 - Completed last RJS weekly session on June 25, 2026
- **Cutover Readiness:**
 - Continued gathering evidence for Group 2 and 3 workstreams
 - Completed internal evidence review activities in preparation for Readiness Checkpoint #3 (July 9, 2026), with a focus on validating submitted artifacts and identifying gaps ahead of formal readiness assessments
 - Submitted 61 of 168 evidence items for review for Checkpoint meetings #1 and #2 to Consortium and QA teams for Group 2 and Group 3 (36%). 41 of 61 evidence submissions reviewed by Consortium and QA teams have been marked complete (67%).
 - Submitted 37 evidence items for review on June 26, 2026 for Checkpoint meeting #3 to Consortium and QA teams for Group 2 and Group 3 (22%). To date, 98 of 168 evidence requests have been submitted for review (58%).
 - Completed two Readiness Checkpoint #1 meetings with Consortium and QA teams on June 18, 2026 for Group 2 and 3 workstreams
 - Completed two Readiness Checkpoint #2 meetings with Consortium and QA teams on June 24, 2026 for Group 2 and 3 workstreams

2.2 Tasks Due for the Next Reporting Period

- **Planning and Reporting:**
 - Follow up on 15 open Action Items to complete 460 requested Action Items (97%) to date
- **Technology Enablement:**
 - Receive 12 pending technology and tools-related requests that were due in April 2026 through June 2026 referenced in Table 2 above
- **Reverse Job Shadow:**
 - Continue RJS activities for Group 2 and 3 workstreams: SCR Design, SCR Build, SCR Test, Production Operations, and Security vulnerability reporting
 - Continue RJS sessions targeted for the next reporting period
- **Cutover Readiness:**
 - Continue gathering evidence for Group 2 and 3 workstreams in preparation for Readiness Checkpoint #3 (July 9, 2026), with a focus on validating submitted artifacts and identifying gaps ahead of formal readiness assessments

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	Completed
Readiness Checkpoint #1	6/18/2026	Evidence Submitted
Readiness Checkpoint #2	6/24/2026	Evidence Submitted – Wave 1 Evidence Submitted – Wave 2
Readiness Checkpoint #3	7/9/2026	Evidence Submitted – Wave 1
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 June 15, 2026 and June 22, 2026

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

- Technology Enablement** – The approach for access to the BenefitsCal development databases for development and test efforts has been reviewed through the ARB. The changes are being taken through FinOps and Tech CAB during the week of June 29, 2026.

2.3.2 Critical Path Analysis

- Transition completion remains on track to complete on July 31, 2026

2.3.3 Schedule Issues and Risks

- Provided risk updates for the Risk Management Group (RMG) meeting scheduled for July 1, 2026:
 - 327 - Limited Availability of Deloitte Staff May Impact the BenefitsCal Transition Schedule. Risk level continues to be low as KT and JS milestones are 100% complete as of June 3, 2026. Risk trigger date is July 17, 2026.
 - 328 - Lack of Availability of Deloitte Offshore Resources May Impact Transition of Development KT/JS Activities. KT and JS milestones are 100% complete as of June 3, 2026. Risk level remains low. Risk trigger date is July 17, 2026.
 - 329 - Delay in Providing Accenture Team Timely Access May Impact BenefitsCal Transition Activities. Documentation requests are 98% complete and technology requests at 81% complete. Updated risk trigger date to June 19, 2026 for closing out offshore technology enablement and access requests. June 19, 2026: Risk is triggered. Issue 329 has been opened. Accenture is working with Consortium Security and Consortium vendors to harden the security posture (enhance what is in place vs. taking what is transition in-place) for offshore to access the BenefitsCal database. **As of June 29, 2026**, the changes have been reviewed by the Consortium ARB and are being taken through FinOps and Tech CAB during

the week of June 29, 2026. Refer to Issue 329 below.

- 330 - Current BenefitsCal System Performance May Not Meet the 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. Continue to monitor.
- 339 - Delays in SonarQube provisioning or deployment in SonarCloud may impact BenefitsCal Transition cutover date. New risks accepted by RMG on June 3, 2026. Received ARB approval on June 4, 2026 through email. TBCR 2414 to purchase SonarQube enterprise plan was approved on June 9, 2026. **As of June 29, 2026**, Gainwell team confirmed that SonarQube license has been purchased. Coordinating hand-off to the Accenture team to set up rules in preparation for comparison testing with existing Sonar solution.
- Created Issue 329 – BenefitsCal Transition Has Been Delayed by Lack of Access to the Development Databases for Offshore Resources. Access to BenefitsCal databases is critical for transition activities. Developers and testers require access to the database to make changes related to change requests and defect fixes, validate data model for design, and validate functionality during test activities. The BenefitsCal Databases are currently only accessible through workspaces within the BenefitsCal AWS instance. The incoming Accenture team is utilizing AWS workspaces created within the CalSAWS AWS instance, which are currently unable to reach the RDS databases in the BenefitsCal AWS instance. Without access to the RDS development databases, the offshore team is unable to completely develop/test changes, which forces database aspects of RJS activities planned to be done by offshore onto the onshore team. **As of June 29, 2026**, an approach to create a connection between the CalSAWS workspace and the BenefitsCal AWS Dev RDS has been vetted and reviewed by ARB. The change will be taken through FinOps and Tech CAB for implementation during the week of June 29, 2026, which will allow the offshore developers and testers to access the development databases.

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 Integrated Budget Workbook to Consortium Fiscal team on June 17, 2026

3.1.1 Deliverables

- Deliverables from the reporting period:

Table 4: Deliverable Summary from the Reporting Period

DEL #	DELIVERABLE NAME	STATUS
BC-D09	BenefitsCal General Design Document (GDD)	- Submitted DDED to the Consortium for review on June 17, 2026 - Received DDED comments from the Consortium on June 24, 2026
BC-D10	BenefitsCal Performance Test Materials Packet (Online/Batch)	Submitted DDED to the Consortium for review on June 24, 2026
BC-D13	BenefitsCal Approach to Automation, AI, and Machine Learning	Received FDED and WAC approval from the Consortium on June 16, 2026
BC-D15	BenefitsCal Technology Recovery Plan	- Received FDEL comments from the Consortium on June 18, 2026 - Resubmitted FDEL to the Consortium for review on June 22, 2026 - Received FDEL acceptance from the Consortium on June 22, 2026 - Received FDEL and WAC approval from the Consortium on June 23, 2026
BC-D16	BenefitsCal SSP	- Submitted Draft Deliverable (DDEL) comment responses for Wave 3 and 3B OWDs to the Consortium for review on June 15, 2026 - Submitted DDEL comment responses for Wave 2 OWDs to the Consortium for review on June 17, 2026 - Submitted DDEL comment responses for Wave 4 OWDs to the Consortium for review on June 19, 2026 - Submitted FDEL to the Consortium for review on June 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	2

STATUS	COUNT
Assigned (In-Progress)	0
Reopened	0
Completed	7
Total	9

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-D09	BenefitsCal General Design Document (GDD)	■ Submit FDED to the Consortium for review on June 29, 2026
BC-D10	BenefitsCal Performance Test Materials Packet (Online/Batch)	■ Receive DDED comments from the Consortium on July 1, 2026
BC-D13	BenefitsCal Approach to Automation, AI, and Machine Learning	■ Submit DDEL to the Consortium for review on July 1, 2026
BC-D16	BenefitsCal SSP	■ Receive FDEL and WAC approval from the Consortium on June 29, 2026

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

- None for this reporting period

3.4 Critical Path Analysis

- None for this reporting period

3.5 Schedule Issues and Risks

- Technology Enablement Access Request delayed. See Table 2 above.

3.6 Other Areas Requiring Discussion

- None for this reporting period

4 FUTURE ITEMS

- ROI
 - Standing weekly meetings on Mondays at 3:30 p.m.
 - The list of Community-Based Organizations (CBOs) for the entire state has been created to identify necessary updates. The Consortium BenefitsCal Business Analysts (BAs) are coordinating with the State for next steps.
- HR1
 - CSPM-84131 – Updating Renewals to Person Level for Medi-Cal packets targeted for 26.09 Release
 - CSPM-80928 – Work Requirements for Application Transfer targeted for 26.11 Release
- Truv
 - CSPM-84404 - Truv Phase 2 to support email/text from CalSAWS sent to BenefitsCal targeted for 27.01 Release
 - Ongoing design and workgroup sessions with CalSAWS
- Okta
 - CSPM-84459 – Update APIs and User Authentication from ForgeRock to Okta
 - Ongoing meetings to sync on approach and build of Identity Access Management (IAM) changes