

# CalSAWS

California Statewide Automated Welfare System



## Bi-Weekly Status Report

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

Reporting Period: June 29, 2026 – July 12, 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       | <ul style="list-style-type: none"><li>Received Final Deliverable Expectation Document (FDED) and Work Acceptance Certificate (WAC) approval from the Consortium on July 9, 2026 for BC-D09 – BenefitsCal General Design Document (GDD)</li><li>Resubmitted Final Deliverable Expectation Document (FDED) to the Consortium for review on July 10, 2026 for BC-D10 – BenefitsCal Performance Test Materials Packet (Online/Batch)</li><li>Submitted Draft Deliverable (DDEL) to the Consortium for review on July 1, 2026 for BC-D13 – BenefitsCal Approach to Automation, Artificial Intelligence (AI), and Machine Learning</li><li>Received FDEL and WAC approval from the Consortium on June 30, 2026 for BC-D16 – BenefitsCal System Security Plan (SSP)</li><li>Completed 8 SIRFRAs/SCERFRAs</li></ul>       |
| Transition-In                               | <ul style="list-style-type: none"><li>Received 133 out of the 133 document requests (100%)</li><li>Received 56 of 69 technology and tools-related requests (81%)</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Reverse Job Shadow (RJS) Session Highlights | <ul style="list-style-type: none"><li>Completed Group 1 RJS (100%)</li><li>Continued RJS for Group 2 and Group 3, 94 of 124 RJS activities to date (76%)</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Cutover Readiness                           | <ul style="list-style-type: none"><li>Completed Readiness Reviews for Technology Recovery and Enhancement and Innovations workstreams on July 9, 2026 (100%)</li><li>Submitted a total of 153 of 168 evidence items to date (91%). 79 out of 168 evidence requests submitted for review have been reviewed (47%).<ul style="list-style-type: none"><li>Submitted 38 of 168 evidence items for review for Group 2 and 3 (23%) on June 5, 2026</li><li>Submitted 23 of 168 evidence items for review for Group 2 and 3 (14%) on June 12, 2026 and June 18, 2026</li><li>Submitted 45 of 168 evidence items for review for Group 2 and 3 (27%) on June 26, 2026 and July 2, 2026</li><li>Submitted 47 of 168 evidence items for review for Group 2 and 3 (28%) on July 8, 2026 and July 10, 2026</li></ul></li></ul> |

## 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:**

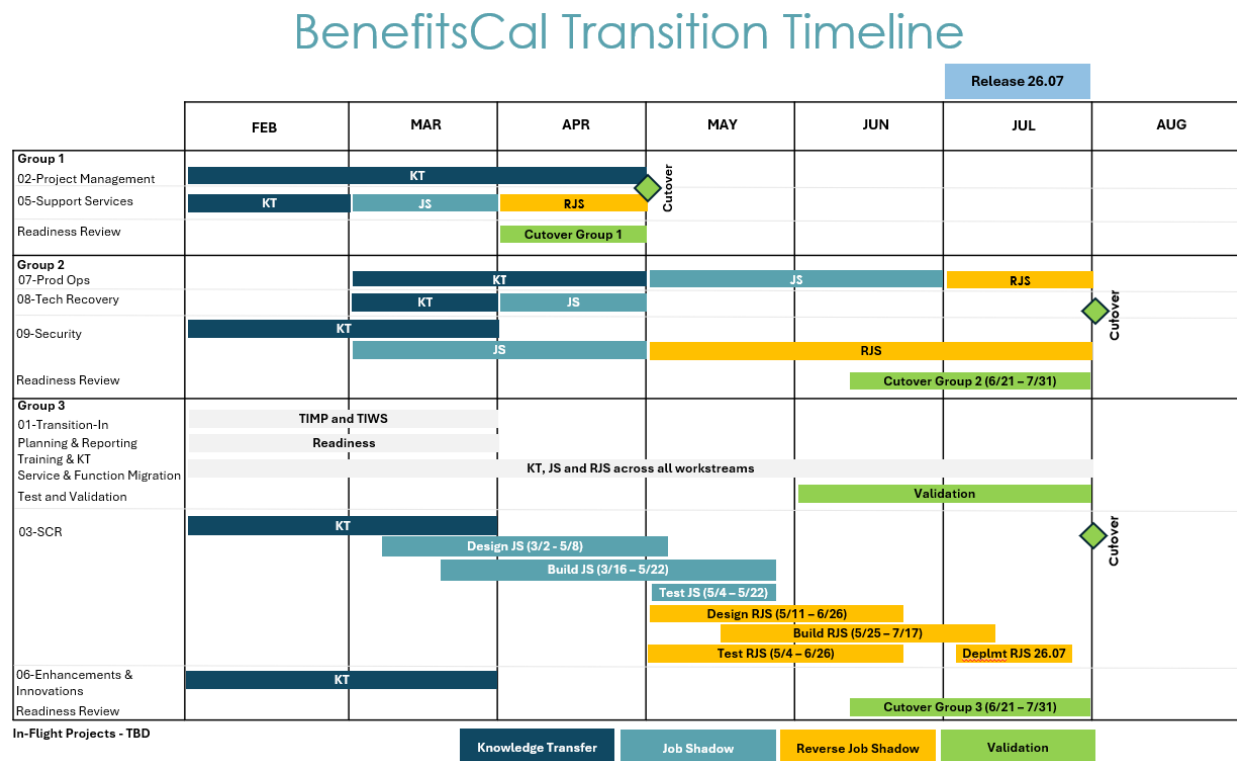


Figure 1: BenefitsCal Transition Timeline

- **Document Requests:**
  - ✦ Received a total of 133 out of 133 documents requested at 100% of documents received to date
- **Action Items:**
  - ✦ Completed 458 out of 476 Action Items (96%)
- **Technology Enablement (Action Items):**
  - ✦ Completed 56 out of 69 (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<br>(AND RITM #)                                     | ASSIGNEE | DATE<br>REQUESTED | IMPACT<br>DATE | HOW MANY<br>REQUESTED | IMPACT/STATUS                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------|----------|-------------------|----------------|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>BlazeMeter</b><br>(RITM0115874)                                  | Gainwell | 6/24/2026         | 7/17/2026      | 1                     | RITM submitted to Gainwell for security review and procurement request. Chrome extension used for logging Jmeter performance scripts.                                                                                                                                                             |
| <b>Brandwatch</b><br>Software<br>Procurement<br>(RITM0113913)       | Gainwell | 5/28/2026         | 7/1/2026       | 1                     | Security review completed by Gainwell team. ARB assessment completed and sent to Consortium Security for review. Procurement funding sent to FinOps pending comments on ARB assessment. Procurement submitted to the vendor by Gainwell. Accenture working with Gainwell on additional questions. |
| <b>Database (BenefitsCal) Admin Access</b>                          | Deloitte | 7/9/2026          | 7/28/2026      | 1                     | Discussion held with Deloitte team on providing database admin access by July 28, 2026                                                                                                                                                                                                            |
| <b>Development Database Access – Offshore Team</b><br>(RITM0116193) | Deloitte | 6/30/2026         | 7/14/2026      | 1                     | RITM submitted for database access. Would require approved TBCR and Change Request for AWS Secrets Manager implementation which are targeted for the week of July 13, 2026.                                                                                                                       |
| <b>Font Awesome Pro 5 License Transfer / Procurement</b>            | 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                                                                                                                                                |

| ACCESS REQUESTS<br>(AND RITM #)                                                    | ASSIGNEE | DATE<br>REQUESTED | IMPACT<br>DATE | HOW MANY<br>REQUESTED | IMPACT/STATUS                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------|----------|-------------------|----------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                    |          |                   |                |                       | team. TBCR pending approval on July 14, 2026. Potential impact to production deployments referencing images/icons using font.                                                                                                                                                                                                                                                                                                                                                       |
| <b>Google Re-Captcha</b><br>Procurement<br>(RITM0116339)                           | Gainwell | 7/1/2026          | 7/15/2026      | 1                     | RITM submitted for procurement request. Next renewal date is August 1, 2026.                                                                                                                                                                                                                                                                                                                                                                                                        |
| GuardDuty in place of TrendMicro for Document Scanning (Non-Prod)<br>(CHG0060290)  | Deloitte | 5/15/2026         | 7/1/2026       | 1                     | <b>Completed.</b><br>Change was completed and validated on July 9, 2026. Team continues to monitor change. Architecture Review Board (ARB) Conditionally approved (June 17, 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. |
| <b>GuardDuty</b> in place of TrendMicro for Document Scanning (Prod)<br>(RITM N/A) | Deloitte | 5/15/2026         | 7/15/2026      | 1                     | Non-prod version of change completed on July 9, 2026. Team continues to monitor and will submit production version of change targeting week of July 13, 2026, for approval to be completed prior to July 31, 2026.                                                                                                                                                                                                                                                                  |

| ACCESS REQUESTS<br>(AND RITM #)                                                                        | ASSIGNEE  | DATE<br>REQUESTED | IMPACT<br>DATE | HOW MANY<br>REQUESTED | IMPACT/STATUS                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------|-----------|-------------------|----------------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                        |           |                   |                |                       | TrendMicro license ends on August 19, 2026. Under 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. |
| <b>Offshore</b><br>Connectivity to<br><b>Databases</b> from<br><b>BenefitsCal</b><br><b>Workspaces</b> | Accenture | 6/11/2026         | 6/19/2026      | 7                     | The plan for connectivity for the offshore team has been verified. Finalization is pending creation of user credentials in AWS Secrets Manager via RITM0116193.                                                                                                            |
| <b>ServiceNow</b> Group<br>Ownership<br>(RITM115892)                                                   | Gainwell  | 6/18/2026         | 7/15/2026      | 2                     | One of two groups updated to Accenture team ownership and renamed. Second group will be updated/renamed week of July 13, 2026. Update existing incumbent manager for two Deloitte ServiceNow groups to an Accenture manager prior to cutover and rename groups.            |
| <b>ServiceNow</b> Service<br>Level Agreement<br>(SLA) Definition<br>(RITM0115690)                      | Gainwell  | 6/18/2026         | 7/15/2026      | 1                     | Define the Accenture BenefitsCal SLAs in ServiceNow so that they can be used for tracking future incident processing metrics and reporting.                                                                                                                                |
| <b>ServiceNow</b> SLA<br>Effectuation                                                                  | Accenture | 6/25/2026         | 8/1/2026       | 1                     | Team to work with Gainwell Incident                                                                                                                                                                                                                                        |

| ACCESS REQUESTS<br>(AND RITM #)                                | ASSIGNEE  | DATE<br>REQUESTED | IMPACT<br>DATE | HOW MANY<br>REQUESTED | IMPACT/STATUS                                                                                                                                                       |
|----------------------------------------------------------------|-----------|-------------------|----------------|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                |           |                   |                |                       | Manager for scheduling when SLAs will become active for Accenture team.                                                                                             |
| <b>Snyk</b> Admin Access<br>(RITM0116864)                      | Gainwell  | 7/8/2026          | 7/17/2026      | 3                     | Request submitted to Gainwell team for providing admin access to Snyk tool.                                                                                         |
| <b>SonarQube</b><br>Implementation of<br>new Cloud<br>Instance | Accenture | 6/29/2026         | 7/10/2026      | 1                     | Team continues to configure cloud instance. Delays will impact code quality scanning and the effort to compare output to the existing setup with the Deloitte team. |

■ **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 (76% completed)
  - ✦ Completed a total of 69 of 98 RJS activities to date (70%) with 29 RJS activities pending. RJS activities are steps performed by workstream teams to complete tasks and produce evidence aligned to requirements.
  - ✦ Completed a total of 25 of 26 RJS sessions to date (96%) with 1 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.



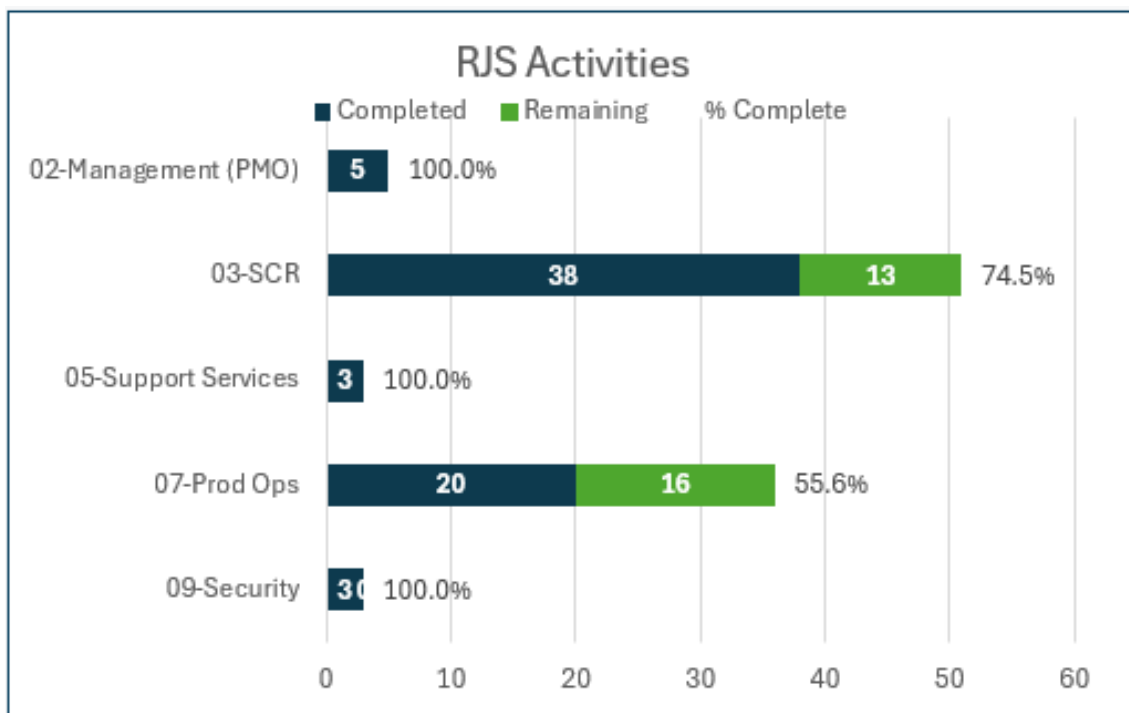


Figure 2: BenefitsCal Transition-In RJS Activity Group Completion Chart

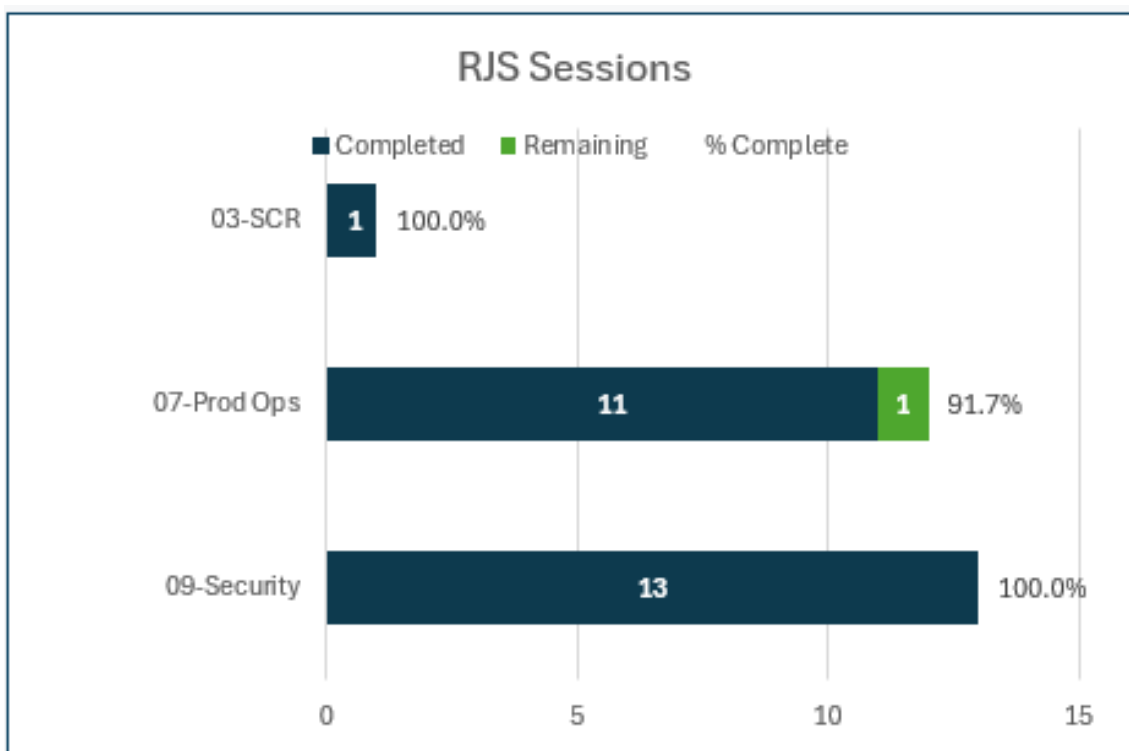


Figure 3: BenefitsCal Transition-In RJS Session Group Completion Chart

- Conducted RJS activities and sessions for the following Group 2 and 3 workstreams:

- ✦ SCR Design
  - Addressed feedback for SCR CSPM-83759 in the comment log
  - Updating design per feedback to send out for approval
- ✦ SCR Build
  - Completed working on User Stories for CSPM-84057
  - Continued working on User Stories for CSPM-83759
  - Completed Sprint Review and presented User Story demos for CSPM-84057
- ✦ SCR Test
  - Continued test creation and review for SCR CSPM-83759
  - Commenced test execution for CSPM-84057
  - Awaiting test evidence feedback for SCR CSPM-84140, CSPM-84142, CSPM-84141, and CSPM-84315
- ✦ Security
  - Completed RJS for scans
  - Completed RJS for Security Incident remediation and response
  - Completed RJS for Varonis
- ✦ Production Operations (Prod Ops)
  - Completed testing/implementation of offshore developer database access
  - Implementing SonarCloud code quality scans in sandbox and Accenture-owned Development environments
  - Continuing to complete RJS activities for checkpoint #4
  - Supporting the Security Team for the Virus Scan replacement

■ **Cutover Readiness:**

- Continued gathering evidence for Group 2 and 3 workstreams
- Completed internal evidence review activities in preparation for Readiness Checkpoint #4 (July 16, 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%).
  - Submitted 45 evidence items for review on June 26, 2026, and July 2, 2026, for Checkpoint meetings #3 to Consortium and QA teams for Group 2 and Group 3 (27%).
  - Submitted 47 evidence items for review on July 8, 2026 and July 10, 2026, for Checkpoint meetings #4 to Consortium and QA teams for Group 2 and Group 3 (28%). To date, 153 of 168 evidence requests have been submitted for review (91%). 79 out of 168 evidence requests submitted for review have been reviewed (47%).
- 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
  - Completed two Readiness Checkpoint #3 meetings with Consortium and QA teams on July 9, 2026 for Group 2 and 3 workstreams.

## 2.2 Tasks Due for the Next Reporting Period

- **Planning and Reporting:**
  - Follow up on 18 open Action Items to complete 476 requested Action Items (96%) to date
- **Technology Enablement:**
  - Receive 13 pending technology and tools-related requests that were due in May 2026 through July 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 #4 (July 16, 2026), with a focus on validating submitted artifacts and identifying gaps ahead of formal readiness assessments
  - Conduct two Readiness Checkpoint #4 meetings with Consortium and QA teams on July 16, 2026 for Group 2 and 3 workstreams

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<br>Evidence Submitted – Wave 2 |
| Readiness Checkpoint #3           | 7/9/2026    | Evidence Submitted – Wave 1<br>Evidence Submitted – Wave 2 |
| Readiness Checkpoint #4           | 7/16/2026   | Evidence Submitted – Wave 1                                |
| 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 29, 2026 and July 6, 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, approved through FinOps (TBCR), and approved through Tech CAB to get the change implemented. Finalization is pending creation of user credentials in AWS Secrets Manager.

### 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 held on 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. **Closed Risk 329.**
  - 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.
  - 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 July 1, 2026, during Transition In-Place, the hardening of the offshore access to BenefitsCal architecture has been approved by ARB, approved by FinOps and Tech CAB, and will be implemented as soon as possible in order to allow the Accenture BenefitsCal offshore team to conduct RJS in July prior to Transition cutover. **As of July 6, 2026**, CHG0060203 was approved to implement the BenefitsCal changes needed to create access to the BenefitsCal development databases for the offshore team. CHG0060305 was approved as an ECR for deployment on July 6, 2026. The team has validated connectivity via network ping testing. Final resolution of the issue is pending completion of RITM0116193 to create user credentials for DB access..

### 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 Projections to Consortium Fiscal team on July 6, 2026
- Submitted Monthly BenefitsCal Work Schedule to the Consortium on July 7, 2026
- Submitted Change Notice 1 to the Consortium on July 7, 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)                    | <ul style="list-style-type: none"><li>■ Received FDED and WAC approval from the Consortium on July 9, 2026</li></ul>                                                                                                                                                                                                           |
| BC-D10 | BenefitsCal Performance Test Materials Packet (Online/Batch) | <ul style="list-style-type: none"><li>■ Received DDED comments from the Consortium on July 1, 2026</li><li>■ Submitted FDED to the Consortium for review on July 6, 2026</li><li>■ Received FDED comments from the Consortium on July 9, 2026</li><li>■ Resubmitted FDED to Consortium for approval on July 10, 2026</li></ul> |
| BC-D13 | BenefitsCal Approach to Automation, AI, and Machine Learning | <ul style="list-style-type: none"><li>■ Submitted DDEL to the Consortium for review on July 1, 2026</li></ul>                                                                                                                                                                                                                  |
| BC-D16 | BenefitsCal SSP                                              | <ul style="list-style-type: none"><li>■ Received FDEL and WAC approval from the Consortium on June 30, 2026</li></ul>                                                                                                                                                                                                          |

#### 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                    | 0        |
| Assigned (In-Progress) | 0        |
| Reopened               | 0        |
| Completed              | 8        |
| <b>Total</b>           | <b>8</b> |

### 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-D10 | BenefitsCal Performance Test Materials Packet (Online/Batch) | <ul style="list-style-type: none"> <li>■ Receive FDED approval from the Consortium on July 13, 2026</li> </ul> |
| BC-D13 | BenefitsCal Approach to Automation, AI, and Machine Learning | <ul style="list-style-type: none"> <li>■ Receive DDEL comments from the Consortium on July 13, 2026</li> </ul> |

### 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.
- Met with State, CWDA, and Consortium leadership on July 10, 2026 to share status and confirm 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 Application Programming Interfaces (APIs) and User Authentication from ForgeRock to Okta
  - Ongoing meetings to sync on approach and build of Identity Access Management (IAM) changes