

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

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

Reporting Period: July 13, 2026 – July 26, 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	- Submitted Draft Deliverable (DDEL) to the Consortium for review on July 24, 2026 for BC-D09 – BenefitsCal General Design Document (GDD) - Received Final Deliverable (FDEL) and Work Acceptance Certificate (WAC) approval from the Consortium on July 14, 2026 for BC-D10 – BenefitsCal Performance Test Materials Packet (Online/Batch) - Received FDEL acceptance from the Consortium on July 22, 2026 and WAC approval on July 26, 2026 for BC-D13 – BenefitsCal Approach to Automation, Artificial Intelligence (AI), and Machine Learning - Completed 13 SIRFRAs/SCERFRAs
Transition-In	- Received 133 out of the 133 document requests (100%) - Received 62 of 76 technology and tools-related requests (82%)
Reverse Job Shadow (RJS) Session Highlights	- Completed Group 1 RJS (100%) - Continued RJS for Group 2 and Group 3, 123 of 124 RJS activities and sessions to date (99%)
Cutover Readiness	- Completed Readiness Reviews for Technology Recovery and Enhancement and Innovations workstreams on July 9, 2026 (100%) - Completed Readiness Reviews for Production Operations and SCR workstreams on July 23, 2026 (100%) - Submitted a total of 169 of 169 evidence items to date (100%). 162 out of 169 evidence requests submitted for review have been reviewed (96%). - Submitted 38 of 169 evidence items for review for Group 2 and 3 (22%) on June 5, 2026 - Submitted 23 of 169 evidence items for review for Group 2 and 3 (14%) on June 12, 2026 and June 18, 2026 - Submitted 45 of 169 evidence items for review for Group 2 and 3 (27%) on June 26, 2026 and July 2, 2026 - Submitted 47 of 169 evidence items for review for Group 2 and 3 (28%) on July 8, 2026 and July 10, 2026 - Submitted 7 of 169 evidence items for review for Group 2 (4%) on July 14, 2026 - Submitted final 9 of 169 evidence items for review for Group 2 (5%) on July 20, 2026 and July 24, 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: On schedule to complete cutover on July 31, 2026**

BenefitsCal Transition Timeline

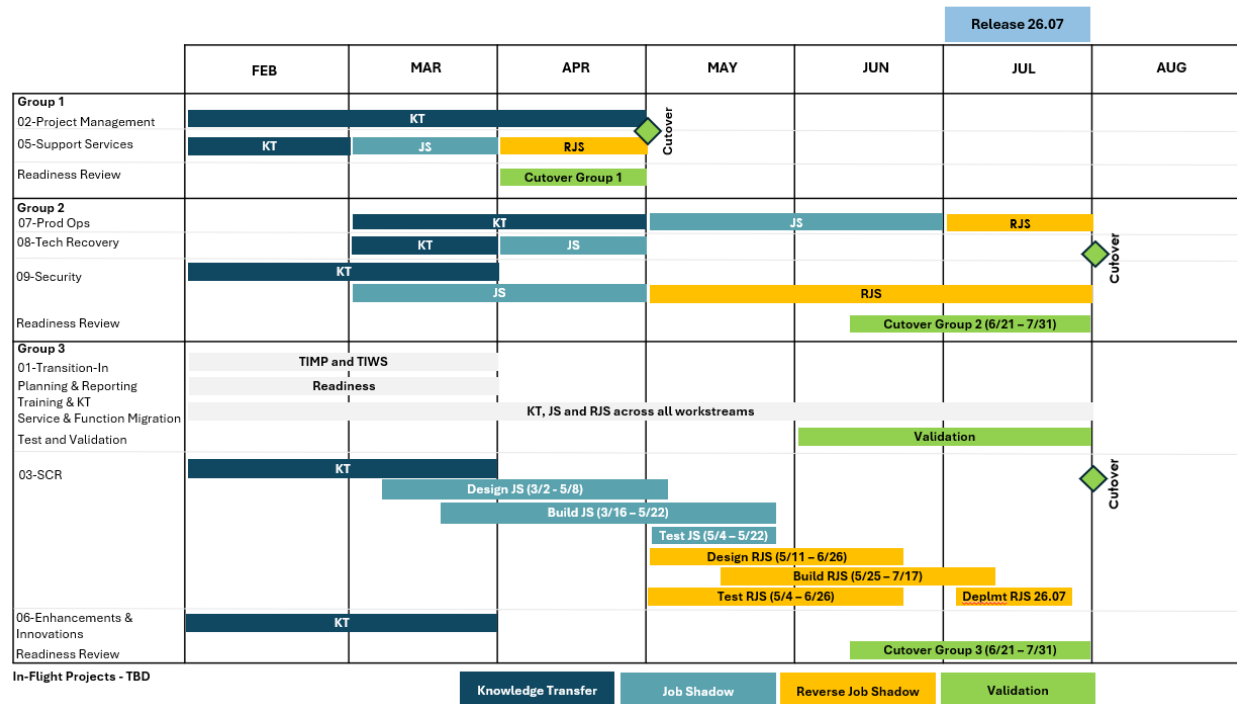


Figure 1: BenefitsCal Transition Timeline

- **Document Requests:**
 - ✦ Received a total of 133 out of 133 documents requested at 100% of documents received to date
- **Action Items:**
 - ✦ Completed 480 out of 494 Action Items (97%)
- **Technology Enablement (Action Items):**
 - ✦ Completed 62 out of 76 (82%) 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
Amazon Web Services (AWS) Admin access (CHG0060445)	Accenture	6/29/2026	7/23/2026	1	Change approved to implement AWS Admin access for specific team members. Change in review as additional updates may be needed for access required.
BlazeMeter (RITM0115874)	Gainwell	6/24/2026	8/7/2026	1	RITM submitted to Gainwell for security review. Chrome extension used for logging Jmeter performance scripts.
Brandwatch Software Procurement (RITM0113913)	Gainwell	5/28/2026	8/15/2026	1	TBCR completed; procurement started. Security review completed by Gainwell team. ARB assessment completed and sent to Consortium Security for review. Accenture working with Gainwell on additional questions.
Burp Suite Admin Access Request (RITM0117833)	Gainwell	7/14/2026	7/24/2026	1	Completed. Burp Suite admin access provided.
Burp Suite Additional License Procurement Request (RITM0117203)	Gainwell	7/14/2026	8/31/2026	1	RITM submitted for one additional license for Burp Suite. Without additional license, team operating with a single point of failure in the event user is out of office when a scan needs to take place.
CalSAWS Production Read- Only Access (Front- End) (RITM0118096)	Consortium	7/22/2026	7/24/2026	3	RITM submitted for CalSAWS read only access to Production (front-end) to be able to access county reports for required metrics (RJS).

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
CapCut Procurement Request (RITM0117193)	Gainwell	7/14/2026	8/31/2026	2	RITM submitted for CapCut procurement request for 2 licenses.
Database (BenefitsCal) Admin Access (RITM117804)	Deloitte	7/9/2026	7/28/2026	1	Completed. Discussion held with Deloitte team on providing database admin access by July 28, 2026.
Database (BenefitsCal) Admin Rights	Deloitte	7/22/2026	7/24/2026	4	RITM submitted for Database Admin Rights for Non-Prod and Production databases.
Font Awesome Pro 5 License Transfer / Procurement	Gainwell	6/18/2026	7/31/2026	1	Gainwell to purchase 10 additional licenses. Existing Solo license to be provided to a team member. 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.
Google Re- Captcha Procurement (RITM0116339)	Gainwell	7/1/2026	7/15/2026	1	Completed. Procurement payment info updated.
GuardDuty in place of TrendMicro for Document Scanning (Prod) (RITM N/A)	Deloitte	5/15/2026	8/7/2026	1	Non-prod version of change completed approved on July 23, 2026 for all remaining DEV/SIT environments including UAT/PERF/PROD/STG environments to be implemented from July 23 – July 31, 2026. Production change

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
					targeted to be implemented by August 7, 2026. TrendMicro license ends on August 19, 2026. Delays will impact file virus scanning and the effort to compare process against the existing setup with the Deloitte team.
Medallia Deloitte User List Request for Cleanup	Accenture	7/14/2026	7/31/2026	1	Deloitte team requested assistance pulling list of users from Medallia to perform user cleanup.
Selenium Scripts Request	Deloitte	7/22/2026	7/28/2026	1	Selenium associated scripts for last 3 releases should be migrated into bitbucket for Accenture team prior to July 24, 2026.
ServiceNow Service Level Agreement (SLA) Definition (RITM0115690)	Gainwell	6/18/2026	7/31/2026	1	Define the Accenture BenefitsCal SLAs in ServiceNow so that they can be used for tracking future incident processing metrics and reporting.
Snyk Admin Access (RITM0116864)	Gainwell	7/8/2026	7/17/2026	3	Completed. As of July 17, 2026, admin access has been provided; team validated access.
SonarQube Implementation of new Cloud Instance	Accenture	6/29/2026	7/30/2026	1	As of July 27, 2026, Team completed configuration and continues to work with Deloitte team to run scans and validate scan results. Delays will impact code quality scanning and the effort to compare output to the existing setup with the Deloitte team.

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
Zoom Additional Language Add- Ons (RITM0117765)	Gainwell	7/17/2026	8/31/2026	1	RITM submitted for procurement request for zoom language add-ons.

■ **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 (99%)
- Completed RJS Group 2 and 3 (99%)
 - ✦ Completed a total of 95 of 95 RJS activities to date (100%)
 - ✦ Completed a total of 28 of 29 RJS sessions to date (97%)

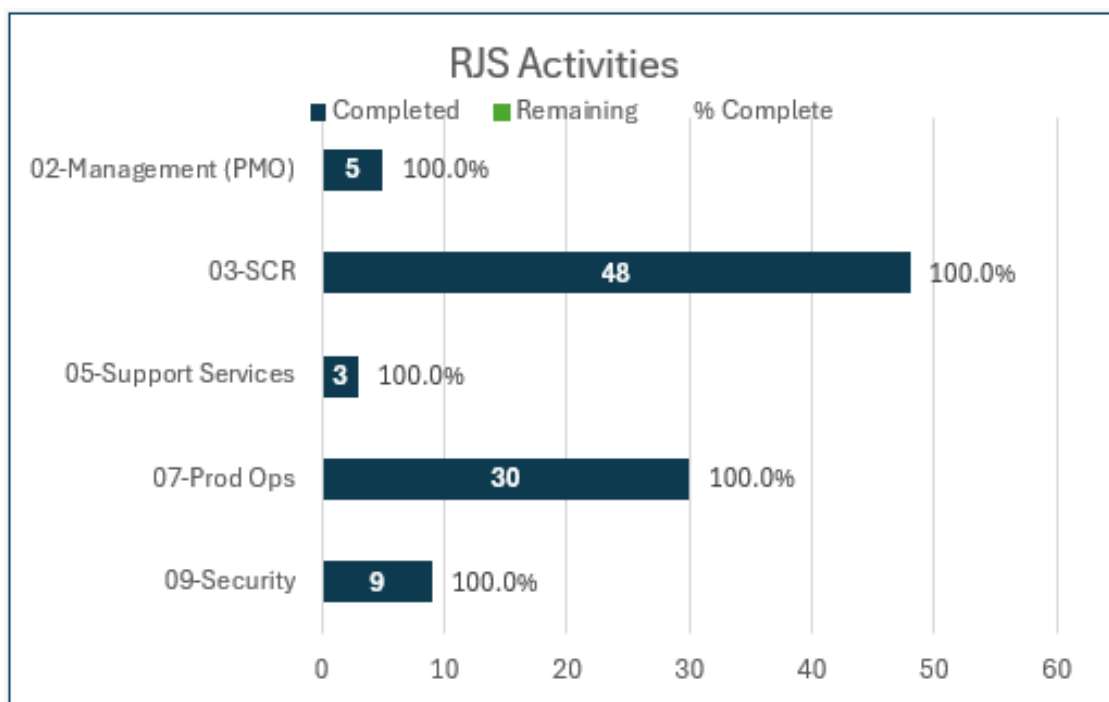


Figure 2: BenefitsCal Transition-In RJS Activity Group Completion Chart

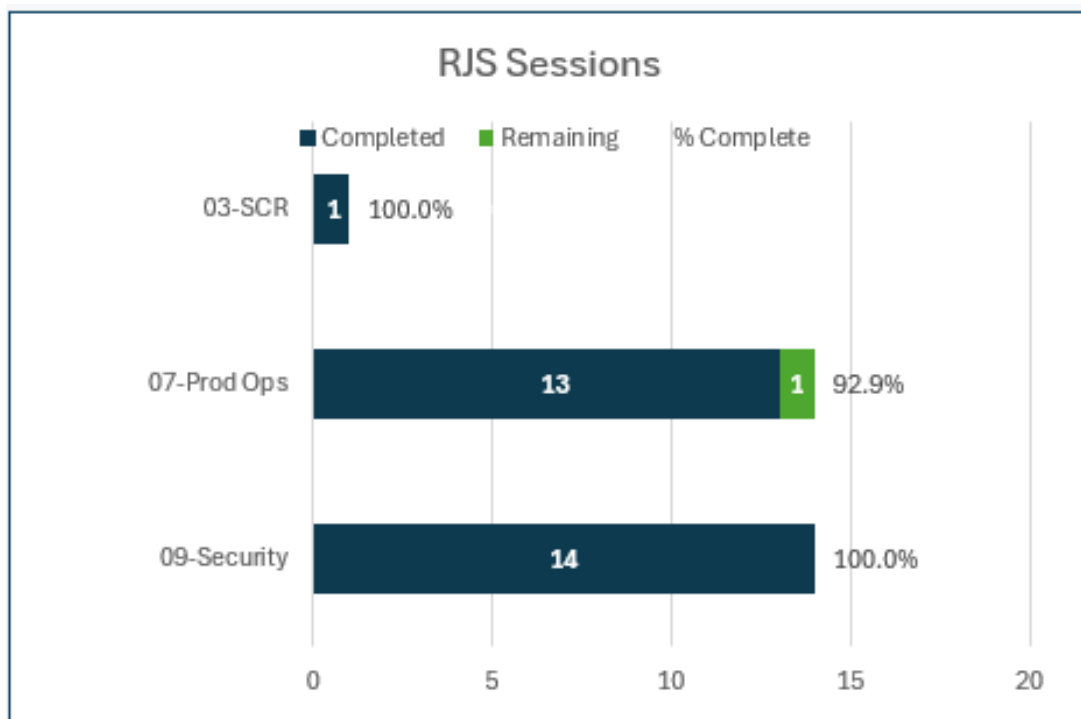


Figure 3: BenefitsCal Transition-In RJS Session Group Completion Chart

- Conducted RJS activities and sessions for the following Group 2 and 3 workstreams:
 - ✦ SCR Design
 - Completed RJS
 - Completed all readiness activities
 - ✦ SCR Build
 - Completed RJS
 - Completed all readiness activities
 - ✦ SCR Test
 - Completed RJS
 - Completed all readiness activities
 - ✦ Security
 - Completed RJS for DAST analysis
 - Completed all RJS sessions.
 - ✦ Production Operations (Prod Ops)
 - Began GuardDuty implementation to replace TrendMicro in DEVSIT, UAT, PERF, PRODSTG
 - Progressed on SonarCloud implementation - successful front- and back-end test executions, most metrics align
 - Enabled Chatbot Text Conversation Logging in DEVSIT
 - Completed RJS, pending Monthly Release Deployment scheduled for July 30, 2026
- **Cutover Readiness:**
 - Continued gathering evidence for Group 2 workstream

- Completed internal evidence review activities in preparation for Readiness Disposition of Readiness meeting (July 23, 2026), with a focus on validating submitted artifacts and identifying gaps ahead of formal readiness assessments
- Submitted final 9 evidence items for review on July 20, 2026, and July 24, 2026, for Group 2 (5%). To date, 169 of 169 evidence requests have been submitted for review (100%). 162 out of 169 evidence requests submitted for review have been reviewed (96%).
- 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.
- Completed two Readiness Checkpoint #4 meetings with Consortium and QA teams on July 16, 2026 for Group 2 and 3 workstreams.
- Completed Disposition of Readiness Tech Recovery meeting with Consortium and QA teams on July 23, 2026 for Group 2 and Group 3
 - ✦ Group 2 – Completed Prod Ops 100% evidence and disposition review
 - ✦ Group 2 – Completed Tech Recovery 100% evidence and disposition review
 - ✦ Group 2 – Completed Security 86% evidence and disposition review
 - ✦ Group 3 - Completed SCR 100% evidence and disposition review
 - ✦ Group 3 – Completed Innovations 100% evidence and disposition review

2.2 Tasks Due for the Next Reporting Period

- **Planning and Reporting:**
 - Follow up on 14 open Action Items to complete 494 requested Action Items (97%) to date
- **Technology Enablement:**
 - Receive 14 pending technology and tools-related requests that were due in May 2026 through July 2026 referenced in Table 2 above
- **Reverse Job Shadow:**
 - Complete remaining RJS session for BenefitsCal Production Release deployment on July 30, 2026
- **Cutover Readiness:**
 - Conduct Pre-Go/No-Go and Final Go/No-Go meetings with Consortium, QA and Deloitte teams on July 27, 2026 and July 30, 2026 for Group 2 and 3 workstreams
 - Complete cutover activities on July 31, 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	Completed
Readiness Checkpoint #1	6/18/2026	Evidence Submitted
Readiness Checkpoint #2	6/24/2026	Evidence Submitted – Wave 1 Evidence Submitted – Wave 2

CUTOVER READINESS MILESTONE	TARGET DATE	STATUS
Readiness Checkpoint #3	7/9/2026	Evidence Submitted – Wave 1 Evidence Submitted – Wave 2
Readiness Checkpoint #4	7/16/2026	Evidence Submitted – Wave 1 Evidence Submitted – Wave 2
Disposition of Readiness	7/23/2026	Evidence Submitted
Pre-Go/No-Go – Group 2 & 3 Cutover	7/27/2026	Not Started
Final Go/No-Go – Cutover Approval	7/30/2026	Not Started

2.3 Transition-In Work Plan

- Submitted weekly Transition-In Work Schedule to the Consortium on July 13, 2026 and July 20, 2026

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

- Technology Enablement** – As of July 15, 2026, the Accenture offshore team's access to the BenefitsCal database has been resolved.

2.3.2 Critical Path Analysis

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

2.3.3 Schedule Issues and Risks

- Continued tracking risks that were presented during 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. RJS is expected to complete by July 24, 2026. Update risk trigger date to July 31, 2026. Two additional RJS sessions were added for the week of July 19, 2026. RJS is now expected to complete by July 24, 2026. Extended the trigger date to July 31, 2026. Recommend retire risk on July 31, 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. RJS is expected to complete by July 24, 2026. Updated risk trigger date to July 31, 2026. Recommend retire risk on July 31, 2026.
 - 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. Recommend retire risk on July 31, 2026.
 - 339 - Delays in SonarQube provisioning or deployment in SonarCloud may impact BenefitsCal Transition cutover date. New risk 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 July 17, 2026, the trigger date has been updated from July 10, 2026 to July 24, 2026.

The Accenture team installed SonarCloud and compared the rules against the current SonarQube. The SonarQube Cloud output vs. Deloitte SonarQube Server output are the same for the back-end repo in Bitbucket. Currently in the process of checking the frontend repo settings with the Deloitte Team. Changed risk trigger date to July 30, 2026

- 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 15, 2026**, the Issue is resolved. CHG0060203 was completed to implement the BenefitsCal changes needed to create access to the BenefitsCal development databases for the offshore team. CHG0060436 was approved as an ECR for deployment on July 14, 2026 for the creation of database users in AWS Secrets Manager. The offshore team has validated connectivity to the BenefitsCal databases. The issue is recommended to be closed at the August RMG meeting.

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

- Change Order 1 approved by the Board on July 17, 2026
- Began preparing Change Order 2 for submission to the Consortium the week of July 27, 2026 for the August Board meeting

3.1.1 Deliverables

- Deliverables from the reporting period:

Table 4: Deliverable Summary from the Reporting Period

DEL #	DELIVERABLE NAME	STATUS
BC-D06	BenefitsCal Work Schedule	■ Received FDEL comments from the Consortium on July 15, 2026 ■ Resubmitted FDEL to the Consortium for review on July 20, 2026 ■ Received FDEL acceptance from the Consortium on July 22, 2026 ■ Received WAC approval from the Consortium on July 25, 2026
BC-D09	BenefitsCal General Design Document (GDD)	■ Submitted DDEL to the Consortium for review on July 24, 2026
BC-D10	BenefitsCal Performance Test Materials Packet (Online/Batch)	■ Received FDEL and WAC approval from the Consortium on July 14, 2026
BC-D13	BenefitsCal Approach to Automation, AI, and Machine Learning	■ Received DDEL comments from the Consortium on July 13, 2026 ■ Submitted FDEL to the Consortium for review on July 16, 2026 ■ Received FDEL acceptance from the Consortium on July 22, 2026 ■ Received WAC approval from the Consortium on July 26, 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	0
Assigned (In-Progress)	0
Reopened	0

STATUS	COUNT
Completed	13
Total	13

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 GDD	■ Receive DDEL comments from the Consortium on August 7, 2026
BC-D14	BenefitsCal Monthly Service Level Agreement Performance Report	■ Submit DDED to the Consortium for review on July 31, 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

- None for this reporting period

3.6 Other Areas Requiring Discussion

- None for this reporting period

4 FUTURE ITEMS

- ROI
 - Continued 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
 - Developing Integrated Timeline for design, build, and integrated testing between all of the systems
- 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
- Continued joint meetings with DHCS, CalSAWS, and CalHEERS for implementation, training, and post-go-live activities

■ 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
- Scheduled first Workgroup for Phase 2 starting July 27, 2026

■ 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