

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS BenefitsCal M&O Bi-Weekly Status Report

Reporting Period: August 24, 2026 – September 6, 2026

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Bi-Weekly Status – BenefitsCal M&O

1 EXECUTIVE SUMMARY

1.1 Highlights of the Reporting Period

Table 1: Bi-Weekly Status Agenda Topics

STATUS REPORT SECTION	STATUS AGENDA TOPIC
Project Management/PMO	Submitted Monthly Projections to the Consortium Fiscal team on September 3, 2026
System Change Requests (SCRs)	- Continued Design sessions for HR1, Truv, and ROI - Release 26.09 and 26.11 SCRs are on target - Truv Pay Frequency fix was deployed with Priority Release 26.09.03
Level 3 Service Desk Support	Completed dashboard migration to track Tier 3 incident and Service Level Agreement (SLA) metrics
Customer Outreach and Marketing	- Reviewed Brandwatch account with Client - Drafted BenefitsCal update for the CalSAWS Connect Newsletter September 2026 edition - Met with Department of Child Support Services (CDSS) Outreach team regarding Truv customer feedback - Continuing to gather YouTube video scripts to be translated to Mandarin (CSPM-76643) - Beginning broader YouTube video audit of translated languages available for customers
Security	- Completed Static Application Security Testing (SAST) scan for Release 26.09.20 - Remediated two Cloud Security findings and investigated four Security Incidents - Supported Consortium's SOC/NIST audit observation activities
Application/Architecture Evolution	- Implementation of the first phase of the automated test phased changes is in progress - Continued the Proof of Concept (PoC) for Figma Make - Presented the PoC proposal for the KnowledgeLens Impact Analysis tool
Production Operations (Prod Ops)	- Deployed 26.09.03 Priority Release for Truv - Deployed August 2026 Security Service Update on August 28, 2026

1.2 BenefitsCal Project Status Dashboard

Table 2: Status Dashboard

TOPIC	STATUS	HIGHLIGHTS
Availability	On Time	The BenefitsCal System experienced zero unplanned outages.
Defects	On Time	There are 11 active Production Defects.
Incidents	On Time	There are 36 open Tier 3 incidents.

1.3 Production Defect Backlog

The Production defect backlog bar chart depicts the balance of defects month-over-month. Unresolved Production defects created in the month are depicted in red, while closed defects are in green. Defects are closed upon cancellation or resolution and release deployment to Production.

Note: Defects managed by the previous vendor are excluded from the chart below. A total of 3 defects were inherited from the previous vendor with creation dates in July, 2026.

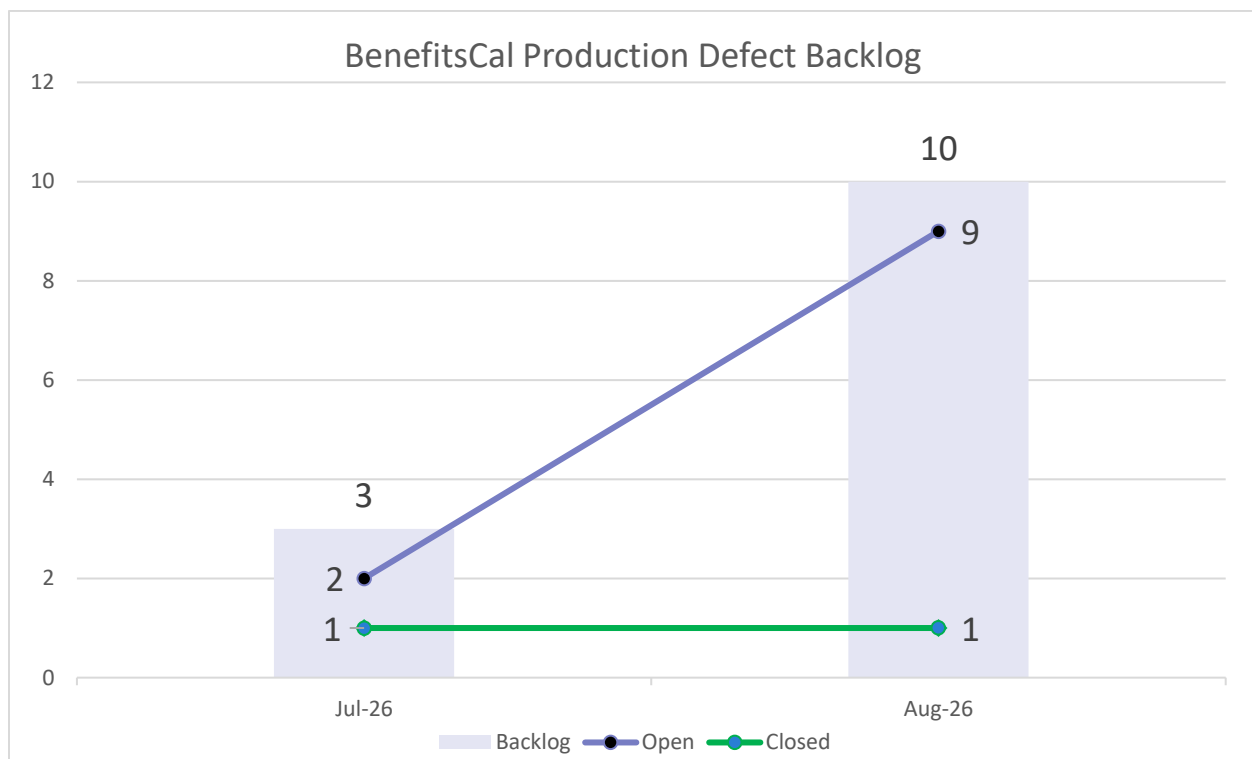


Figure 1: Production Defects Backlog Monthly Trend

1.4 Deviation from Plan/Adjustments

- None for the reporting period

The table below lists overdue action items, including the assignee, impact, and status.

Table 3: Overdue Action Items

ID	DESCRIPTION	ASSIGNEE	DATE REQUESTED	IMPACT DATE	IMPACT/STATUS
None					

2 PROJECT MANAGEMENT

2.1 Completed from the Reporting Period

- Submitted Monthly Projections to the Consortium Fiscal team on September 3, 2026
- Submitted monthly Contact List, Staffing Matrix, Organizational Chart, and Onsite Schedule to Consortium PMO on September 4, 2026
- Continued schedule management for the BenefitsCal Work Schedule and the Change Order Work Schedule
- Continued Deliverable management

2.1.1 Deliverables Completed from the Reporting Period

- Deliverables from the reporting period:

Table 4: Deliverable Summary from the Reporting Period

DEL #	DELIVERABLE NAME	STATUS
BC-D06	BenefitsCal Work Schedule	■ Received Final Deliverable (FDEL) and Work Acceptance Certificate (WAC) approval from the Consortium August 25, 2026
BC-D08	BenefitsCal Requirements Traceability Matrix (RTM) and Report	■ Submitted Draft Deliverable Expectation Document (DDED) to the Consortium for review on August 27, 2026 ■ Received DDED comments from the Consortium on September 3, 2026
BC-D11	Certification of Successful Production Release	■ Submitted DDED to the Consortium for review on August 27, 2026 ■ Received DDED comments from the Consortium on September 3, 2026

DEL #	DELIVERABLE NAME	STATUS
BC-D14	BenefitsCal Monthly Service Level Agreement (SLA) Performance Report	Received Final Deliverable Expectation Document (FDED) and WAC approval from the Consortium for approval on August 25, 2026

2.1.2 Deliverables Due for the Next Reporting Period

- Deliverables for the next reporting period:

Table 5: Deliverable Summary for the Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
BC-D06	BenefitsCal Work Schedule	Submit monthly FDEL to the Consortium for review on September 8, 2026
BC-D08	BenefitsCal Requirements Traceability Matrix (RTM) and Report	Submit FDED to the Consortium for review on September 11, 2026
BC-D11	Certification of Successful Production Release	Submit FDED to the Consortium for review on September 11, 2026
BC-D14	BenefitsCal Monthly SLA Performance Report	Submit DDEL to the Consortium for review on September 8, 2026

2.2 Risks and Issues

2.2.1 Project Risks

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

Table 6: Project Risks

RISK ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	RISK LEVEL	DATE LOGGED
330	Current BenefitsCal System Performance May Not Meet the New SLA Performance Standards Set In The New Contract	September 3, 2026: The issue with the "canary" check is related to firewall changes that were made at some point in the past. The team is researching the changes needed to bring to the Technical Change Advisory	In progress	Medium	February 4, 2026

RISK ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	RISK LEVEL	DATE LOGGED
		Board (Tech CAB) and is looking to target the week of September 14, 2026 to implement the change.			

2.2.2 Project Issues

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

Table 7: Project Issues

ISSUE ID	TITLE	UPDATES FOR THE REPORTING PERIOD	STATUS	PRIORITY	DATE LOGGED
None					

2.3 Other Areas Requiring Discussion

- None for this reporting period

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

- None for this reporting period

3 SCRS

3.1 Completed from the Reporting Period

- HR1
 - CSPM-84131 is currently in System Test and Partner Interface Testing and on target for Release 26.09
 - Completed design for CSPM-84764; updating design based on User Centered Design (UCD) feedback. Development has started; targeted for Release 26.11.
 - Completed design for CSPM-80928; updating design based on UCD feedback. Development has started; targeted for Release 26.11.
 - Continued HR1 Joint Command Center planning
- ROI
 - Conduct weekly meetings regarding Community-Based Organization (CBO) clean up, status, and timelines
 - Conducted second ROI Workgroup and discussed CBO clean-up process and pilot.

- Started ROI OCM discussions in kick-off meeting on September 2, 2026
- Started Design sessions with CalSAWS and Identity Access Management (IAM) team
- Okta
 - CSPM-84459 is in progress and on target for Release 27.01.10
 - Continued weekly meetings with IAM team
- Truv
 - Phase 2 CSPM-83660 is currently in Design and targeted for Release 27.01 design updates being made based on UCD feedback
 - Continued weekly meetings with Truv, State Partners, and CalSAWS teams on joint design
 - CSPM-85137 frequency change fix was deployed on September 3, 2026 with Priority Release 26.09.03

3.2 Due for the Next Reporting Period

- HR1
 - Continued Design discussions with CalHEERS and CalSAWS for later phases
- ROI
 - Upcoming Workgroup September 10, 2026
 - Design Sessions scheduled with CalSAWS and IAM teams
- Truv
 - Weekly scheduled calls with Truv and CalSAWS teams
- Okta
 - Weekly calls with Okta and CalSAWS teams for integration

3.2.1 SIRFRA/SCERFRAs

The table below outlines the summary of SAWS Communication Information Requests for Research and Analysis (SCIRFRA), SAWS Cost Estimation Requests for Research and Analysis (SCERFRA), SAWS Information Request for Research and Analysis (SIRFRA), SAWS Advocates Request for Research and Analysis (SARRA), and Consortium Request for Policy (CRPC) activities for the reporting period.

- Completed SIRFRA/SCERFRA activities below:

Table 8: SIRFRA/SCERFRA Status Summary

STATUS	COUNT
Reopened	1
New	2
Assigned (In-Progress)	5
Ready for Review	2

STATUS	COUNT
Pending Clarification	2
In Review	1
Completed	14
Total	27

4 LEVEL 3 SERVICE DESK SUPPORT

4.1 Completed from the Reporting Period

- Completed dashboard migration for triage trend and SLA reporting

4.1.1 Tier 3 Help Desk

- The table below represents BenefitsCal ServiceNow incidents by status and aging period. **Note:** Incidents aged more than 10 days that were processed only by the previous BenefitsCal vendor team and are excluded from the tables below.

Table 9: BenefitsCal ServiceNow Incidents by Status and Age

STATUS	<1 DAY	1-5 DAYS	6-10 DAYS	11-15 DAYS	16-30 DAYS	30-60 DAYS	60-180 DAYS	>180 DAYS	TOTAL
New	0	4	5	0	0	0	0	0	9
In Progress	0	2	1	0	0	0	0	0	3
On Hold	0	0	4	1	12	4	0	0	21
Resolved	0	0	0	0	1	0	0	0	1
Problem in Diagnosis	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	1	1	2
Total	0	6	10	1	13	4	1	1	36

Aging Status	Aging Status Definitions
New	Incident triage not started.
In Progress	Incident triage in progress.
On Hold	Incident triage paused – awaiting information/problem.
Resolved	Incident triage completed providing steps for resolution.
Problem in Diagnosis	Incident triage completed and a defect has been submitted.
Closed	Incident triage completed after a defect fix or

change request implementation.

4.1.2 BenefitsCal Help Desk Metrics

- The table below represents incidents created, triaged, and resolved within the reporting period and previous two reporting periods. Incidents processed solely by the previous BenefitsCal vendor team are excluded. Incidents transitioned from the previous BenefitsCal vendor, or that returned to Tier 3 after Incident monitoring commenced July 28, 2026, are included.

Table 10: BenefitsCal ServiceNow Incidents Triaged by Week

ACTIVITY	07/20/26	07/27/26	08/03/26	08/10/26	08/17/26	08/24/26	TOTAL
Created	2	5	16	21	12	18	74
Triaged	0	1	2	7	21	14	45
Resolved	0	0	2	10	15	8	35

Activity	Activity Date Definitions
Created	Incident first transferred to the Tier 3 group.
Triaged	Incident triage completed, and either placed on hold pending fix or transferred to another assignment group.
Resolved	Incident triage completed and state updated to Resolved.

Note: The tables above represent the ServiceNow incidents associated to all 58 Counties. Incidents represent tickets that were previously triaged by the Tier 2 Technical Service Desk within the ServiceNow system. The dates on the x-axis represent the start of week. "Triaged" Incidents that return to Tier 3 for additional review will display in the latest applicable week only. The metrics do not include "Tier 3– BenefitsCal Questions."

4.2 Due for the Next Reporting Period

- Continue Tier 3 incident monitoring and triage

5 CUSTOMER OUTREACH AND MARKETING

5.1 Completed from the Reporting Period

- Presented Brandwatch account overview to Client; preparing bi-weekly social listening review to be conducted during Marketing & Public Communications (M+C) touchpoint meetings
- Prepared and submitted BenefitsCal team updates for the CalSAWS Connect Newsletter September edition
- Met and aligned with the CDSS Outreach team regarding Truv customer-facing issues and solutions/resources available or to be created
- Received HR1 information to be added to BenefitsCal website from DCHS

- Gathering YouTube scripts of existing videos to be translated to Mandarin (CSPM-76643)
- Beginning to conduct detailed review of the translated languages available for existing YouTube videos

5.2 Due for the Next Reporting Period

- Align with Consortium regarding updated Medi-Cal/HR1 content for BenefitsCal website
- Share Truv Phase 2 and HR1 YouTube video scripts for Consortium review

6 SECURITY

6.1 Completed from the Reporting Period

- Application and Cloud Security:
 - Completed SAST scan for Release 26.09.20
 - Remediated two Cloud Security findings
- Security Operations:
 - Investigated four Security Incidents
- Security Compliance:
 - Supported Consortium's SOC/ NIST audit observation activities

6.2 Due for the Next Reporting Period

- Application and Cloud Security:
 - Complete Dynamic Application Security Testing (DAST) scan for Release 26.09.20
 - Complete Inspector scan post-Release 26.09.20 deployment
 - Complete prioritization of inherited application and cloud security findings
- Security Operations:
 - Complete SIRFRA 4079
- Security Compliance:
 - Work on Plan of Action and Milestones (POAM) remediation

7 APPLICATION/ARCHITECTURE EVOLUTION

7.1 Completed from the Reporting Period

- Implementation of the first phase of the automated test phased changes is in progress
- Continued monitoring of the Figma Make POC
- Presented the PoC proposal for the KnowledgeLens Impact Analysis tool

7.2 Due for the Next Reporting Period

- Create a Change Request (CHG) for CAB to update application availability

monitoring for Production, Prod Staging, TRN, UAT, and SIT environments to resolve CSPM-84965

- Complete the first phase of automated test phased changes
- Continue to work on the PoC for Figma Make

8 PRODUCTION OPERATIONS

8.1 Completed from the Reporting Period

- Deployed ElastiCache August Service Update during ForgeRock maintenance window
- Completed SOC2 Audit meetings for CA.47 and CA.56
- Completed Data Masking process for INTM
- Deploy 26.09.03 Priority Release for Truv
- Investigating Security Scan findings:
 - CSPM-84746 DAST Finding: HTTP PUT method is enabled
 - CSPM-84746 SNS topic is not encrypted at rest with KMS
 - CSPM-85106 and CSPM-85107 – Secrets in Lambda functions variables
- Technology Enablement
 - The following table outlines the open Technology Enablement requests from Transition-In for post-cutover

Table 11: Open Technology Enablement (Action Items) Requests and Statuses

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
BlazeMeter (RITM0115874)	Gainwell	6/24/2026	8/7/2026	1	Submitted RITM to Gainwell for security review. Chrome extension used for logging Jmeter performance scripts.
Burp Suite Additional License Procurement Request (RITM0117203)	Gainwell	7/14/2026	8/31/2026	1	September 3, 2026: Gainwell team is working with PortSwigger to obtain an additional license. Submitted RITM 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.

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	Submitted RITM for CapCut procurement request for two licenses.
Zoom Additional Language Add-Ons (RITM0117765)	Gainwell	7/17/2026	8/31/2026	1	September 3, 2026: Purchase Order sent on August 20, 2026. August 20, 2026: Purchase Order submitted. Submitted RITM for procurement request for Zoom language add-ons.

8.2 Due for the Next Reporting Period

- Support upcoming CalSAWS outage (Read Only Mode) September 6, 2026 6 a.m. to 2 p.m.
- Enable chatbot text logging for user experience analysis
- Update WAF for canary checks