

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS BenefitsCal M&O Bi-Weekly Status Report

Reporting Period: September 7, 2026 – September 20, 2026

Table of Contents

1	EXECUTIVE SUMMARY.....	4
1.1	Highlights of the Reporting Period	4
1.2	BenefitsCal Project Status Dashboard	5
1.3	Production Defect Backlog	5
1.4	Deviation from Plan/Adjustments.....	5
2	PROJECT MANAGEMENT	6
2.1	Completed from the Reporting Period	6
2.1.1	Deliverables Completed from the Reporting Period.....	6
2.1.2	Deliverables Due for the Next Reporting Period	7
2.2	Risks and Issues	8
2.2.1	Project Risks.....	8
2.2.2	Project Issues.....	9
2.3	Other Areas Requiring Discussion	9
2.4	Areas in the Work Plan Which Require Attention (Behind Schedule)	9
3	SCRS	9
3.1	Completed from the Reporting Period	9
3.2	Due for the Next Reporting Period	10
3.2.1	SIRFRA/SCERFRAs.....	10
4	LEVEL 3 SERVICE DESK SUPPORT	11
4.1	Completed from the Reporting Period	11
4.1.1	Tier 3 Help Desk.....	11
4.1.2	BenefitsCal Help Desk Metrics	11
4.2	Due for the Next Reporting Period	12
5	CUSTOMER OUTREACH AND MARKETING	12
5.1	Completed from the Reporting Period	12
5.2	Due for the Next Reporting Period	12
6	SECURITY	13
6.1	Completed from the Reporting Period	13
6.2	Due for the Next Reporting Period	13
7	APPLICATION/ARCHITECTURE EVOLUTION	13
7.1	Completed from the Reporting Period	13
7.2	Due for the Next Reporting Period	13

8 PRODUCTION OPERATIONS.....	14
8.1 Completed from the Reporting Period	14
8.2 Due for the Next Reporting Period	15

TABLE OF TABLES

Table 1: Bi-Weekly Status Agenda Topics	4
Table 2: Status Dashboard	5
Table 3: Overdue Action Items	6
Table 4: Deliverable Summary from the Reporting Period	6
Table 5: Deliverable Summary for the Next Reporting Period.....	7
Table 6: Project Risks	8
Table 7: Project Issues	9
Table 8: SIRFRA/SCERFRA Status Summary.....	10
Table 9: BenefitsCal ServiceNow Incidents by Status and Age	11
Table 10: BenefitsCal ServiceNow Incidents Triaged by Week	12
Table 11: Open Technology Enablement (Action Items) Requests and Statuses	14

TABLE OF FIGURES

Figure 1: Production Defects Backlog Monthly Trend.....	5
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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 Invoice packages for August Services for M&O, HR1, and ROI to the Consortium Fiscal team on September 11, 2026
System Change Requests (SCRs)	- Continued Design sessions for HR1, Truv, and ROI - Release 26.09 and 26.11 SCRs are on target - Began Initial analysis of Okta functionality
Level 3 Service Desk Support	- Continued triage of Tier 3 incidents - No critical incidents or breached Service Level Agreements (SLAs)
Customer Outreach and Marketing	- Began an in-depth audit of all YouTube content - Coordinating HR1 content and messaging to be added to BenefitsCal - Continuing to draft and revise video scripts for HR1 and Truv videos
Security	- Completed Static Application Security Testing (SAST), Dynamic Application Security Testing (DAST), and Mobile Application Security Testing (MAST) scan for Release 26.09.20 - Completed September AWS access review - Remediated four Cloud Security findings - Worked on SIRFRA 4079
Application/Architecture Evolution	- Implementation of the first phase of the automated test phased changes are in progress - Change Request (CHG0061406) implemented to update application availability monitoring for Disaster Recovery, Performance, and User Acceptance Testing (UAT) environments as a part of CSPM-84965 - Completed the Proof of Concept (PoC) for Figma Make
Production Operations (Prod Ops)	- Updated Web Application Firewall (WAF) for canary checks in lower environments - Completed Release 26.09.20 Performance Testing

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 14 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.

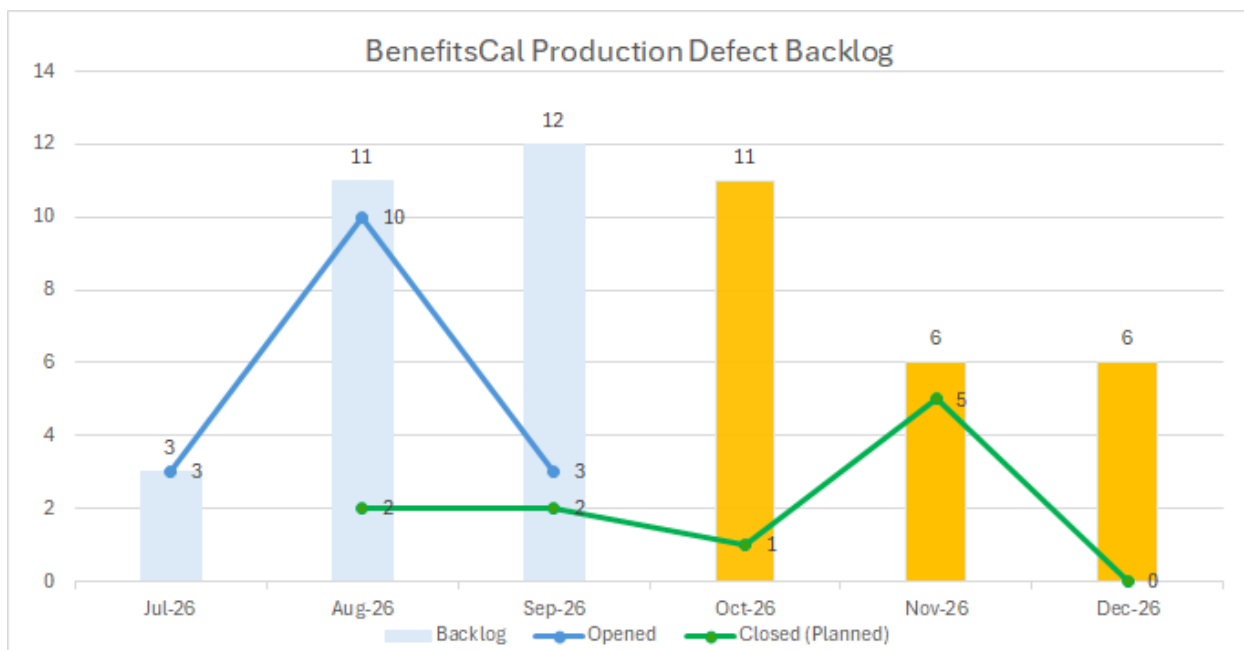


Figure 1: Production Defects Backlog Monthly Trend

Note: Backlog and closed (planned) data points for future months are forecasts based on targeted release values.

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 invoice packages for August Services for M&O, HR1, and ROI to the Consortium Fiscal team on September 11, 2026
- Continued schedule management for the BenefitsCal Work Schedule and the Change Order Work Schedule
- Continued Deliverable management activities
- Continued reviewing and providing comments for the Project Control Document (PCD) Main and Glossary, Deficiency Management Plan, and Deliverable Management plan as part of the Consortium's annual Enterprise Project Control Document (ePCD) Deliverable update

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-D02	BenefitsCal Services Plan and Operational Working Documents (OWDs), Off Cycle review of OWD – Performance Monitoring Reporting Plan	■ Submitted Draft Deliverable (DDEL) to the Consortium for review on September 11, 2026 ■ Received DDEL comments from Consortium on September 16, 2026 ■ Submitted Final Deliverable (FDEL) to the Consortium on September 21, 2026
BC-D06	BenefitsCal Work Schedule	■ Received FDEL comments from the Consortium on September 18, 2026 ■ Resubmitted FDEL to the Consortium for review on September 18, 2026

DEL #	DELIVERABLE NAME	STATUS
BC-D08	BenefitsCal Requirements Traceability Matrix (RTM) and Report	- Submitted Final Deliverable Expectation Document (FDED) to the Consortium for review on September 11, 2026 - Received FDED comments from the Consortium on September 15, 2026 - Submitted FDED and Work Acceptance Certificate (WAC) to the Consortium for approval on September 17, 2026 - Received FDED and WAC approval from the Consortium on September 18, 2026
BC-D11	Certification of Successful Production Release	- Submitted FDED to the Consortium for review on September 11, 2026 - Received FDED comments from the Consortium on September 15, 2026 - Submitted FDED and WAC to the Consortium for approval on September 17, 2026 - Received FDED and WAC approval from the Consortium on September 18, 2026
BC-D14	BenefitsCal Monthly SLA Performance Report	- Submitted DDEL to the Consortium for review on September 8, 2026 - Received DDEL comments from the Consortium on September 15, 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-D02	BenefitsCal Services Plan and Operational Working Documents (OWDs), Off Cycle review of OWD – Performance Monitoring Reporting Plan	- Receive FDEL comments from the Consortium on September 24, 2026 - Receive FDEL and WAC approval from the Consortium
BC-D06	BenefitsCal Work Schedule	Receive FDEL and WAC approval from the Consortium

DEL #	DELIVERABLE NAME	STATUS
BC-D08	BenefitsCal Requirements Traceability Matrix (RTM) and Report	Submit DDEL to the Consortium for review on September 28, 2026
BC-D11	Certification of Successful Production Release	Submit DDEL to the Consortium for review on September 28, 2026
BC-D14	BenefitsCal Monthly SLA Performance Report	- Submit FDEL to the Consortium for review on September 22, 2026 - Receive FDEL comments from the Consortium on September 25, 2026 - Receive FDEL and WAC approval from the Consortium on September 29, 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	9/18/2026: WAF updates were implemented in lower environments to enable the canary. The production WAF update is scheduled to be completed on 9/21. 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 Board (Tech CAB) and is looking to target the week of September 14, 2026 to implement the change.	In progress	Medium	February 4, 2026

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
 - Completed testing and deployment of CSPM-84131 - Update BenefitsCal Dashboard for Case and Program Details for the new MC 216 on September 20, 2026 with the functionality turned off until January 1, 2027
 - Completed design for CSPM-84764 - HR1 Updates to the Mixed Household RE Form; updating design based on User Centered Design (UCD) feedback. Development has started; targeted for Release 26.11.
 - Completed design for CSPM-80928 - HR1 - Work and Community Engagement Rule for Individuals in MAGI New Adult Group; updating design based on UCD feedback. Commenced Development for Release 26.11 deployment.
 - Continued HR1 Joint Command Center and OCM planning
- ROI
 - Conducted weekly meetings regarding Community-Based Organization (CBO) clean up, status, and timelines
 - Conducted third ROI Workgroup and discussed CBO clean-up process and pilot
 - Continued ROI OCM discussions and scheduled reoccurring meeting for every two weeks
 - Started Design sessions with CalSAWS and Identity Access Management (IAM) team scheduled for every two weeks
- Okta

- CSPM-84459 - Update APIs and User Authentication from ForgeRock to Okta is in progress and on target for Release 27.01.10
- Continued weekly meetings with IAM team
- Truv
 - CSPM-83660 - Development for TRUV Enhancement - Phase 2 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
 - Began attending CalSAWS Workgroup meetings for Truv Phase 3
 - Completed the Figma Make PoC successfully and registered the tool in the Artificial Intelligence (AI) Governance Use Case Register

3.2 Due for the Next Reporting Period

- HR1
 - Continue Design discussions with CalHEERS and CalSAWS for later phases
- ROI
 - Conduct upcoming Regional and County CBO Clean up meeting September 21, 2026
 - Schedule Design Sessions with CalSAWS and IAM teams
 - Schedule OCM Sessions with CalSAWS training teams
- Truv
 - Schedule weekly calls with Truv and CalSAWS teams
- Okta
 - Schedule Weekly integration calls with Okta and CalSAWS teams

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 during the reporting period:

Table 8: SIRFRA/SCERFRA Status Summary

STATUS	COUNT
Reopened	1
Assigned (In-Progress)	4
Ready for Review	2
Completed	31

STATUS	COUNT
Total	38

4 LEVEL 3 SERVICE DESK SUPPORT

4.1 Completed from the Reporting Period

- Continued Tier 3 incident monitoring and triage

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 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	1	0	1	0	0	0	0	2
In Progress	0	4	0	0	0	0	0	0	4
On Hold	0	0	1	3	5	9	0	0	18
Resolved	0	0	0	0	2	7	0	0	9
Problem in Diagnosis	0	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	1	1	1	3
Total	0	5	1	4	7	17	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	08/03/26	08/10/26	08/17/26	08/24/26	08/31/26	09/07/26	TOTAL
Created	16	21	12	18	19	5	91
Triaged	1	7	9	6	19	13	55
Resolved	2	10	15	8	13	14	62

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

- Continued to review the translated languages available in existing YouTube Content, which has led to an in-depth audit of all existing YouTube videos and their contents. During this audit we will identify which video materials need updating based on enhancements made to the website as well as what languages are available for translated closed captions.
- Continued to coordinate HR1 content and messaging to be added to BenefitsCal website based off materials received from DHCS
- Continued to internally review HR1 and Truv (Phase 2 and revised Phase 1) YouTube scripts

5.2 Due for the Next Reporting Period

- Schedule time with Consortium to review YouTube audit findings
- 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, DAST, and MAST scan for Release 26.09.20
 - Remediated four Cloud Security findings
- Security Operations:
 - Investigated two Security Incidents
 - Worked on two County data requests for fraud investigations (INC0220561 and INC0220169)
 - Worked on SIRFRA 4079
 - Completed September AWS access review

6.2 Due for the Next Reporting Period

- Application and Cloud Security:
 - DAST scan for Release 26.10.08 (priority) and 26.11.22 (baseline)
 - Complete Inspector scan post-Release 26.09.20 deployment
 - Complete prioritization of inherited application and cloud security findings
- Security Operations:
 - Complete investigation request from Riverside County
- Security Compliance:
 - Work on Plan of Action and Milestones (POAM) remediation for Personnel (PS) Security and Awareness and Training (AT) controls

7 APPLICATION/ARCHITECTURE EVOLUTION

7.1 Completed from the Reporting Period

- Continued testing and validation of the first phase of the automated test phased changes
- Change Request (CHG0061406) was implemented to update application availability monitoring for Disaster Recovery, Performance, and UAT environments as a part of CSPM-84965
- Obtained approval for the KnowledgeLens Impact Analysis tool PoC

7.2 Due for the Next Reporting Period

- Created Change Request (CHG0061408) to update application availability monitoring for Production and Prod Staging to resolve CSPM-84965
- Complete the first phase of automated test phased changes
- Continue to work on the KnowledgeLens Impact Analysis tool PoC

8 PRODUCTION OPERATIONS

8.1 Completed from the Reporting Period

- Deployed BenefitsCal Baseline Release 26.09.20 on September 20, 2026 from 7:00 a.m. – 9:00 a.m.
- Attended Greenlight meeting on 09/16/2026 and received 'Go' for deployment
- Supported CalSAWS outage (Read Only Mode) September 6, 2026 6 a.m. to 2 p.m.
- Updated WAF for canary checks in lower environments
- Completed 26.09.20 Performance Testing
- Continuing to work through Critical/High security remediations
- 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	September 18, 2026: The RITM is awaiting Consortium Security approval. 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 18, 2026: No update. 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.
CapCut Procurement Request (RITM0117193)	Gainwell	7/14/2026	8/31/2026	2	September 18, 2026: No update. Submitted RITM for CapCut procurement

ACCESS REQUESTS (AND RITM #)	ASSIGNEE	DATE REQUESTED	IMPACT DATE	HOW MANY REQUESTED	IMPACT/STATUS
					request for two licenses.
Zoom Additional Language Add-Ons (RITM0117765)	Gainwell	7/17/2026	8/31/2026	1	Completed. 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

- Prepare for October DR Drill
- Enable chatbot text logging for user experience analysis
- Update WAF for canary checks in Production on September 21, 2026 during off-peak hours