

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS BenefitsCal M&O Bi-Weekly Status Report

Reporting Period: September 21, 2026 – October 4, 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 Integrated Budget Workbook to the Consortium Fiscal team on September 23, 2026 - Submitted invoices for August Services for HR1 and ROI to the Consortium for approval on September 29, 2026 and M&O on September 30, 2026
System Change Requests (SCRs)	- Continued Design sessions for HR1, Truv, Okta, and ROI - Release 26.11 and 27.01 SCRs are on target - Continued Workgroups for Truv and ROI
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 sending YouTube scripts to translation vendor for CSPM-76643 (Implement Translations for YouTube video subtitles in Mandarin) - Reopened CSPM-83238 (Archive "info.benefitscal" Website) - Contacted Department of Health Care Services (DHCS) teams for HR1 social media content - Attending Brandwatch onboarding sessions to further optimize the social listening tool - Revising existing social media toolkit
Security	- Working on Static Application Security Testing (SAST), Dynamic Application Security Testing (DAST), and Manual Application Security Testing (MAST) for Release 26.10.08 (priority) and Release 26.11.22 (baseline) - Remediated four Cloud Security findings - Completed prioritization of inherited application and cloud security findings
Application/Architecture Evolution	- Implementation of the first phase of the automated test phased changes are in progress - Implemented Change Request CHG0061406 to update application availability monitoring for Disaster Recovery, Performance, and User Acceptance Testing (UAT) environments as a part of CSPM-84965 (Tech Only: Automate System Monitoring and Notification for Portal Availability)

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	Continued working on the KnowledgeLens Impact Analysis tool Proof of Concept (PoC)
Production Operations (Prod Ops)	- Updated Web Application Firewall (WAF) for canary checks in lower environments - Ongoing Disaster Recovery (DR) end-to-end drill prep - Continued Security Vulnerability remediations

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 15 active Production Defects.
Incidents	On Time	There are 40 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.

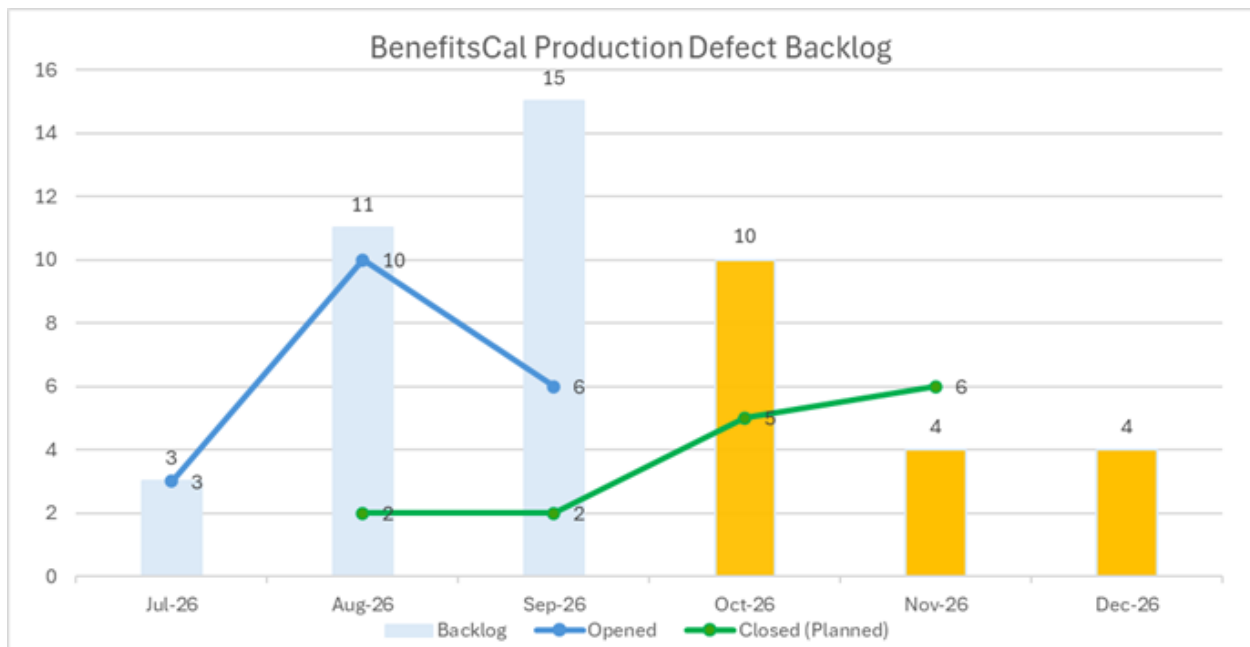


Figure 1: Production Defects Backlog Monthly Trend

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 monthly Integrated Budget Workbook to the Consortium Fiscal team on September 23, 2026
- Submitted invoices for August Services for HR1 and ROI to the Consortium for approval on September 29, 2026 and M&O on September 30, 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) Deliverable Management plan and Quality 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	Received Final Deliverable (FDEL) and Work Acceptance Certificate approval from the Consortium on September 22, 2026
BC-D06	BenefitsCal Work Schedule	Received FDEL and WAC approval from the Consortium on September 28, 2026
BC-D08	BenefitsCal Requirements Traceability Matrix (RTM) and Report	Submitted Draft Deliverable (DDEL) to Consortium for review on September 28, 2026
BC-D11	Certification of Successful Production Release	Submitted DDEL to the Consortium for review on September 28, 2026
BC-D14	BenefitsCal Monthly SLA Performance Report	- Submitted FDEL to the Consortium for review on September 22, 2026 - Received FDEL comments from the Consortium on September 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-D05	BenefitsCal Project Control Document, Communication Management Plan	Submit DDEL to the Consortium for review on October 13, 2026

DEL #	DELIVERABLE NAME	STATUS
BC-D06	BenefitsCal Work Schedule	- Submit FDEL to the Consortium for review on October 7, 2026 - Receive FDEL comments from the Consortium on October 14, 2026 - Receive FDEL approval from the Consortium on October 16, 2026
BC-D08	BenefitsCal Requirements Traceability Matrix (RTM) and Report	- Receive DDEL comments from the Consortium on October 5, 2026 - Submit FDEL to the Consortium for review on October 13, 2026 - Receive FDEL comments from the Consortium on October 16, 2026
BC-D10	BenefitsCal Performance Test Materials Packet (Online/Batch) (Release 26.09)	- Submit FDEL to the Consortium for review on October 13, 2026 - Receive FDEL comments from the Consortium on October 16, 2026 - Receive FDEL approval from the Consortium on October 20, 2026
BC-D11	Certification of Successful Production Release	- Receive DDEL comments from the Consortium on October 5, 2026 - Submit FDEL to the Consortium for review on October 14, 2026
BC-D14	BenefitsCal Monthly SLA Performance Report	Receive FDEL and WAC approval from the Consortium
BC-D14	BenefitsCal Monthly SLA Performance Report (September 2026)	- Submit FDEL to the Consortium for review on October 7, 2026 - Receive FDEL comments from the Consortium on October 12, 2026 - Receive FDEL approval from the Consortium on October 14, 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	October 2, 2026: Recommend closing this risk. WAF updates have been implemented in the production and targeted lower environments to allow the canary process to notify if there are availability issues with the BenefitsCal Application. Recommend closing this risk as the new BenefitsCal SLAs are being met and the updates to the canary have been completed. September 18, 2026: WAF updates were implemented in lower environments to enable the canary. The production WAF update is scheduled to be completed on September 21, 2026.	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 design for CSPM-84764 - HR1 Updates to the Mixed Household RE Form; updating design based on User Centered Design (UCD) feedback. Development has completed and system interface testing has begun; 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 and testing has begun.
 - Continued HR1 Joint Command Center and OCM planning
- ROI
 - Conducted weekly meetings regarding Community-Based Organization (CBO) clean up, status, and timelines
 - Conducted fourth ROI Workgroup and discussed CBO clean-up status, design progress, and advocate topic of Notices/Forms functionality
 - Continued ROI OCM discussions and scheduled reoccurring meeting for every two weeks
 - Continued 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
 - Continued attending CalSAWS Workgroup meetings for Truv Phase 3

3.2 Due for the Next Reporting Period

- HR1
 - Continue Design discussions with CalHEERS and CalSAWS for later phases
- ROI
 - 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
New	3
Assigned	1
Pending Clarification	3
Completed	6
Total	13

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	2	5	0	0	0	0	0	0	7
In Progress	0	2	0	1	0	0	0	0	3
On Hold	0	0	2	3	8	11	3	0	27
Resolved	0	0	0	0	0	0	0	0	0
Problem in Diagnosis	0	1	1	0	0	0	0	0	2
Closed	0	0	0	0	1	9	1	1	12
Total	2	8	3	4	9	20	4	1	51

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	08/17/26	08/24/26	08/31/26	09/07/26	09/14/26	09/21/26	TOTAL
Created	12	18	19	5	11	24	89
Triaged	1	5	2	4	9	15	36
Resolved	15	8	13	14	14	6	70

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

- Sent first round of existing YouTube scripts to vendor for Mandarin translations for CSPM-76643 (Implement Translations for YouTube video subtitles in Mandarin)
- Reopened CSPM-83238 (Archive "info.benefitscal Website"); URL will be forwarded to benefitscal.com and content will be archived. This will be part of Release 27.01.
- Followed up with DHCS team in regards to HR1 content for social media
- Attended ongoing Brandwatch onboarding sessions with support team to further optimize the tool for social listening
- Reviewing and revising existing social media toolkit to be shared with BenefitsCal partners

5.2 Due for the Next Reporting Period

- Upload Mandarin translated captions to YouTube videos
- Share Truv Phase 2 and HR1 YouTube video scripts for Consortium review
- Review social media toolkit suggestions

6 SECURITY

6.1 Completed from the Reporting Period

- Application and Cloud Security:
 - SAST, DAST, and MAST scan in progress for Release 26.10.08 (priority) and 26.11.22 (baseline)
 - Remediated four Cloud Security findings - CSPM-85257, CSPM-85306, CSPM-85305, and CSPM-85558
 - Completed prioritization of inherited application and cloud security findings
- Security Operations:
 - Investigating three Security Incidents
 - Completed fraud investigation request for a user, initially from Riverside County
- Security Compliance:
 - Working on remediating seven Plan of Action and Milestones (POAMs)

6.2 Due for the Next Reporting Period

- Application and Cloud Security:
 - Continue SAST, DAST, and MAST scan for Release 26.10.08 (priority) and 26.11.22 (baseline)
 - Continue analysis and remediation of Critical and High severity cloud vulnerabilities (both inherited and non-inherited)
- Security Operations:
 - Complete change to forward document upload scanning lambda logs to Splunk
- Security Compliance:

- Continue working on POAM remediation for Personnel Security (PS), Awareness and Training (AT), System and Services Acquisition (SA), and System and Information Integrity (SI) controls

7 APPLICATION/ARCHITECTURE EVOLUTION

7.1 Completed from the Reporting Period

- Implemented Change Request CHG0061408 to update application availability monitoring for Production environment as a part of CSPM-84965 (Tech Only: Automate System Monitoring and Notification for Portal Availability)
- Continued to work on the KnowledgeLens Impact Analysis tool PoC

7.2 Due for the Next Reporting Period

- Begin the second 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

- Completed DR dry runs on September 24, 2026 and October 1, 2026 in preparation for end-to-end DR drill planned for October 4, 2026
- Updated WAF for canary checks in Production on September 21, 2026 during off-peak hours (Change Request CHG0061408)
- Completed the following Security Remediations:
 - Change Request CHG0061541 - BenefitsCal Non-Prod: Revoke public accessible permission from dev infrastructure deployment KMS key
 - Change Request CHG0061664 - BenefitsCal Non-Prod - Add GuardDuty Lambda log forwarding to Splunk (DEVSIT)
 - Change Request CHG0061628 - BenefitsCal-Non-Prod: Enable CloudWatch Alarm for UAT-Redis-CacheHitRatio-Alarm
 - Change Request CHG0061599 - BenefitsCal-Prod: ElastiCache clusters should have automatic minor version upgrades enabled
 - Change Request CHG0061585 - BenefitsCal-Prod: Enable automatic backups on ElastiCache clusters
- 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	Completed. 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	October 2, 2026: Quote received from vendor. TBCR for funding approval targeted for October 6, 2026. 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	October 2, 2026: Continuing to work on procuring the software. September 18, 2026: No update. Submitted RITM for CapCut procurement request for two licenses.

8.2 Due for the Next Reporting Period

- Submit September Monthly SLA Performance Report and Bill of Materials (BOM) Deliverables
- Enable chatbot text logging for user experience analysis (Change Request CHG0061762, October 8, 2026)