

CalSAWS | Enhancement Request (CER)

PPOCs: Please send the completed request to CER@CalSAWS.org and cc your RM.

Submission Date	03/03/2023
Title	Telephonic Signature Recording time limit (Amended)

Region #: 1	County: Santa Clara	
Submitter: Claudia Hsin-Fang Lee	Phone: 408-755-7544	Email: Hsin-Fang.Lee@ssa.sccgov.org

Program(s) Impacted:			
<input type="checkbox"/> Adoptive Services	<input type="checkbox"/> ARC	<input type="checkbox"/> CalFresh	<input type="checkbox"/> Cal-Learn
<input type="checkbox"/> CalWORKs / RCA	<input type="checkbox"/> CAPI	<input type="checkbox"/> Child Care	<input type="checkbox"/> CMSP
<input type="checkbox"/> Foster Care	<input type="checkbox"/> GA/GR	<input type="checkbox"/> GAIN/REP/WTW	<input type="checkbox"/> GROW
<input type="checkbox"/> Kin-GAP	<input type="checkbox"/> Medi-Cal / RMA	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other – specify			

Area(s) Impacted:			
<input checked="" type="checkbox"/> Call Center	<input type="checkbox"/> Case Assignment	<input type="checkbox"/> Client Correspondence	<input type="checkbox"/> Eligibility
<input type="checkbox"/> Fiscal / Collections	<input type="checkbox"/> Hearings	<input type="checkbox"/> Imaging	<input type="checkbox"/> Lobby Management
<input type="checkbox"/> Reports	<input type="checkbox"/> Resource Data Bank	<input type="checkbox"/> Schedule Appt	<input type="checkbox"/> Security
<input type="checkbox"/> Self Service Portal	<input type="checkbox"/> Special Investigation	<input type="checkbox"/> Task Mgmt.	<input type="checkbox"/> Time Limits
<input type="checkbox"/> Training			
<input type="checkbox"/> Interface(s) - specify			
<input type="checkbox"/> Other – specify			

Justification / Request Summary:

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Santa Clara County would like to request the recording limit to be increased to 15 minutes.	
Proposed Recommendation:	

CalSAWS Response:	
CER Tracking #: (automatically generate by JIRA) CER CA-257832	SCR #
Rejected By: _____ Date: _____	
Rejection Reason(s) or other Comments:	