

# CalSAWS | Enhancement Request (CER)

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

<b>Submission Date</b>	07/02/25
<b>Title</b>	FC 3 Enhancements: EW Signature and Expansion of Entry Fields

<b>Region #: 4</b>	<b>County Name: KERN</b>	
<b>Submitter:</b> Maria Chavez	<b>Email:</b> <a href="mailto:chavez@kerndhs.com">chavez@kerndhs.com</a>	<b>Phone:</b> 661 873-2340

<b>Program(s) Impacted:</b>			
<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 checked="" 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			

<b>Area(s) Impacted:</b>			
<input type="checkbox"/> Call Center	<input type="checkbox"/> Case Assignment	<input type="checkbox"/> Central Print	<input checked="" 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"/> County Operational (ex. Business Reply Mail (BRM), EBT Printers, Change of Address, Opt In/Out, etc.) – specify			
<input type="checkbox"/> Other – specify			

# CalSAWS | Enhancement Request (CER)

## Justification / Request Summary:

Issue:

- **Eligibility Worker Signature Limitation:** prior to converting to CalSAWS, EW's were able to sign the FC 3 electronically – this function is no longer available. As a result, EWs must now print the form, physically sign it, and rescan it into the case file. This manual workaround is inefficient and increases the risk of errors or delays.

for federal AFDC-FC

Not eligible for federal  
AFDC-FC

for federal AFDC-FC  
Items 1-6  
answered YES

Eligibility

Eligibility Worker Signature

Date Completed



Summary of family circumstances at time of removal (mandatory):

- **Limited Space in “Summary of Family Circumstances at time of removal” and “Verification” Columns:** When screening a child, the EW often needs to provide detailed determinations, particularly for complex family structures or eligibility concerns. However, the limited space in both the “Summary of Family Circumstances at time of removal (mandatory)” and “Verification” sections restricts the amount of information that can be documented. This often forces the HST to either abbreviate critical details or include information elsewhere, which may lead to confusion or delays.

**Only 3 lines available under “Summary of Family circumstances....” section:**

Summary of family circumstances at time of removal (mandatory):


	VERIFICATION
o	
o	
o	

Only 1 line per area available  
under the “Verification” Column

# CalSAWS | Enhancement Request (CER)

---

**Proposed Recommendation:**

Kern is requesting the following:

- Add EW fill-in Signature Capability on the FC 3 Form. Allowing EW's to electronically sign the FC 3 will eliminate the need to print, wet-sign, and rescan the form, saving time and reducing errors.
- Expand Entry Fields in the following sections:
  - "Summary of Family Circumstances" – to allow for complete, accurate descriptions of the family's situation and eligibility rationale.
  - "Verifications" Column – to ensure EWs can fully describe what documents were reviewed and how they support the eligibility decision.

**Priority/Implementation Consideration(s): High**

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)

SCR #

Rejected By:

Date:

Rejection Reason(s) or other Comments: