SECTION 1 – REQUEST INFORMATION

Submission Date		**Region**	
County		**Submitter Name**	
Email		**Phone**	
Enhancement Title			

Program(s) Impacted (check all that apply)

- ☐ Adoptive Services
- ☐ Cal-Learn
- ☐ Child Care
- ☐ GA/GR
- ☐ Kin-GAP
- ☐ ARC
- ☐ CalWORKs/RCA
- ☐ CMSP
- ☐ WTW
- ☐ Medi-Cal/RMA
- ☐ CalFresh
- ☐ CAPI
- ☐ Foster Care
- ☐ START
- ☐ Other (specify below)

Area(s) Impacted (check all that apply)

- ☐ Call Center
- ☐ Client Correspondence
- ☐ Hearings
- ☐ Reports/Dashboards
- ☐ Security
- ☐ Special Investigation
- ☐ Training
- ☐ Case Assignment
- ☐ Eligibility
- ☐ Imaging
- ☐ Resource Data Bank
- ☐ Self Service Portal
- ☐ Task Management
- ☐ Interfaces (specify below)
- ☐ Central Print
- ☐ Fiscal/Collections
- ☐ Lobby Management
- ☐ Schedule Appointment
- ☐ Online
- ☐ Time Limits
- ☐ Other (specify below)

SECTION 2 – BUSINESS NEED

Current State

- Describe the current process or functionality and how it works today.
- Identify the specific challenge, issue, or limitation being experienced.
- Describe the frequency of the issue and the circumstances under which it occurs.
- Provide specific examples when available, including relevant pages, steps, or workflow involved.

Why the Change is Needed

- Describe why the enhancement is needed.
- Identify the operational challenge, limitation or county pain point the enhancement would address.
- Describe the impact of the current process or functionality on county operations, including what may continue or occur if the issue is not addressed.

Current Workaround

- Describe any manual process or workaround currently being used to address the issues
- If no workaround exists, indicate "None."

SECTION 3 – DESIRED OUTCOME

Within this section, describe the outcome desired with the implementation of the CER.

- Describe the capability, enhancement, or improvement being requested.
- Explain what the requested change should make possible or improve.
- Focus on the desired business outcome rather than prescribing a specific design or technical solution.

SECTION 4 – EXPECTED BENEFITS/BUSINESS DRIVER

Primary Business Driver

Select the primary business driver(s) that best describes the expected benefit of this request. These selections are aligned to the existing SPG Business Driver categories to support consistency if an approved CER later moves into the SCR/SPG prioritization process.

Check all that apply

- ☐ Supports Day-to-Day Operations
- ☐ Improves Productivity
- ☐ Complies with Policy and Regulations*
- ☐ Enhances User Experience
- ☐ Improves System Performance
- ☐ Other (specify below)

Policy/Regulatory Reference *(if applicable)*

If "Complies with Policy and Regulations" is selected above, identify the applicable policy or regulatory guidance (e.g., ACL, ACWDL, regulation, or other policy documentation). Include the reference number/title and briefly describe how the request relates to the guidance.

Describe the Expected Benefits

- Explain how the requested enhancement outcome would improve county operations and connect to the business driver(s) selected above.
- Include measurable or observable benefits when known.

SECTION 5 – ADDITIONAL INFORMATION

County Collaboration (Optional)
Have other counties identified similar needs? ☐ Yes ☐ No ☐ Unknown
If yes, list the county/county names and briefly describe any known shared need or coordination:

Additional Considerations (Optional) Include any other information that may assist in evaluating the request, such as timing considerations, operational impacts, related initiatives, supporting examples, or other relevant context.

CALSAWS USE ONLY

CER Tracking Number		**SCR Number**	
Reviewer		**Review Date**	

Initial Assessment

☐ Enhancement Request ☐ Existing Functionality ☐ Existing Process Available
☐ Requires Additional Review ☐ Policy Related

Assigned Team/Next Steps

CER Closure/Disposition Record the applicable CER Closure Status and Closure Reason using the current JIRA values. This ensures alignment with the CER Intake/Closure process and supports consistent reporting.	
JIRA CER Closure Status	
JIRA CER Closure Reason	
Reviewer Comments	