CalSAWS | Information Transmittal (CIT) 0181-26

Distribution Date	October 14, 2026
To	Director.All; PPOC.All
CC	Consortium.RegionalManagers.All; Consortium.SectionDirectors;
CIT Name	**Updated CalSAWS Enhancement Request (CER) Form and CER Template Process Guide**

PPOCs, please forward to the appropriate impacted staff in your county:

- ☒ General
- ☐ Policy
  - ☐ CW
  - ☐ CF
  - ☐ MC
  - ☐ CMSP
  - ☐ FC/KG/AAP
  - ☐ Child Care
  - ☐ WtW
  - ☐ Other Program(s)_____
- ☐ BenefitsCal
- ☐ Customer Correspondence
- ☐ OCAT
- ☒ Other- Staff responsible for submitting CERs
- ☐ Reports
  - ☐ Fiscal
  - ☐ Caseload Movement
  - ☐ Management
- ☐ Batch and Interfaces
- ☐ Fiscal
- ☐ GA/GR
- ☐ Help Desk
- ☐ Imaging
- ☐ Security
- ☐ Task Management
- ☐ Technical
- ☐ Training

Description

Purpose

This CIT announces the implementation of the updated **CalSAWS Enhancement Request (CER) Form** and a new **CalSAWS Enhancement Request (CER) Template Process Guide**, effective **October 19, 2026.**

Background

The CER materials have been updated to support the submission of more complete and consistent enhancement requests. The updated CER Form captures the business and operational information needed to better understand and evaluate enhancement requests. The new CER Template Process Guide provides instructions and examples to assist Counties in completing and submitting the form.

These updates do not change the purpose of the CER process. Counties will continue to use the CER Form to submit enhancement requests.

Additional Information

The updated CER Form includes additional guidance and prompts related to:

- Current process or functionality and the associated business need
- Operational challenges and impacts
- Current workarounds
- Desired business outcome
- Expected benefits and applicable business drivers
- Policy or regulatory references, when applicable
- Other information that may assist in understanding and evaluating the request.

The new CER Template Process Guide should be used as a reference when preparing a CER. The Guide provides:

- Tips for developing a strong CER
- Examples of effective CER submissions
- Section-by-section completion instructions
- Submission guidance

Both the template and the Guide will be available on the Communication Portal at:

[redacted]

County Actions

1. Review the attached CalSAWS Enhancement Request (CER) Form and CalSAWS Enhancement Request Template Process Guide.
2. Share both documents with appropriate County staff responsible for developing or submitting CERs.
3. Beginning October 19, 2026, use the updated CER Form and reference the CER Template Process Guide when preparing new enhancement requests.
4. PPOCs should submit completed CERs to CER@CalSAWS.org and copy their Regional Manager(s).

Note: CERs submitted prior to October 19, 2026, using the previous template will remain valid and do not need to be revised or resubmitted using the updated CER Form.

For questions regarding the updated CER Form or CER submission process, please contact the Primary or Backup Project Contact and copy your Regional Manager(s) on the communication

Primary Project Contact	Caroline Bui BuiC@CalSAWS.org
Backup Project Contact	Yolanda Banuelos Banuelosy@CalSAWS.org
Attachments	CIT 0181-26 CalSAWS Enhancement Request (CER) Template.pdf CIT 0181-26 CalSAWS Enhancement Request (CER) Template Process Guide.pdf

Communication Portal Link	[redacted] OR You may also retrieve the CIT document and attachments by following these steps: 1. Hover over the Communications & Resources tab at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2026" folder. 4. Click on the appropriate CIT # folder.