WDTIP Bulletin

Date: February 28, 2002

WDTIP Conversions

In February 2002, **San Joaquin** County successfully converted their data into TRAC (Tracking Recipients Across California). This county joins the other forty-eight counties in sending daily files to be processed in WDTIP. As a result of the conversion, the records for San Joaquin County, along with the records from the forty-eight previously converted counties, contain data from the county systems. This insures that at the time of conversion, the TRAC database is a true replica of the source system.

Tentative WDTIP County Data Conversion Schedule

The current list of tentative conversion dates, provided by each county/consortia is included in the table below.

If you have any questions regarding the following conversion schedule, please contact Gloria Takagishi at (916) 229-3089 or by email at gtakagis@sid.hhsdc.ca.gov.

WDTIP Conversion Schedule – As of February 28, 2002

County/Consortia	Source System	Estimated Conversion Date
Yolo	WCDS	Converted
Ventura	County	Converted
Sonoma	WCDS	Converted
San Mateo	WCDS	Converted
Tulare	WCDS	Converted
San Francisco	WCDS	Converted

County/Consortia	Source System	Estimated Conversion Date
Placer	WCDS	Converted
Solano	WCDS	Converted
Orange	WCDS	Converted
Alameda	WCDS	Converted
Santa Barbara	WCDS	Converted
Contra Costa	WCDS	Converted
Lake	ISAWS	Converted
Mariposa	ISAWS	Converted
Tehama	ISAWS	Converted
Plumas	ISAWS	Converted
Calaveras	ISAWS	Converted
Sutter	ISAWS	Converted
Siskiyou	ISAWS	Converted
Santa Clara	WCDS	Converted
San Benito	ISAWS	Converted
Glenn	ISAWS	Converted
Napa	ISAWS	Converted
Colusa	ISAWS	Converted
Santa Cruz	WCDS	Converted
San Diego	WCDS	Converted
Yuba	ISAWS	Converted
Trinity	ISAWS	Converted
Nevada	ISAWS	Converted
Madera	ISAWS	Converted
San Luis Obispo	WCDS	Converted
Shasta	ISAWS	Converted
Sierra	ISAWS	Converted
Butte	ISAWS	Converted
Alpine	ISAWS	Converted
Merced	County	Converted
Lassen	ISAWS	Converted
El Dorado	ISAWS	Converted
Inyo	ISAWS	Converted
Humboldt	ISAWS	Converted
Mono	ISAWS	Converted
Sacramento	WCDS	Converted
Riverside	County	Converted
Monterey	ISAWS	Converted
Imperial	ISAWS	Converted
San Bernardino	County	Converted

County/Consortia	Source System	Estimated Conversion Date
Fresno	WCDS	Converted
Amador	ISAWS	Converted
San Joaquin	ISAWS	Converted
Kern	ISAWS	Pending
Del Norte	ISAWS	Pending
Mendocino	ISAWS	Pending
Los Angeles	LEADER	Pending
Marin	ISAWS	Pending
Kings	ISAWS	Pending
Modoc	ISAWS	Pending
Stanislaus	County	Pending
Tuolumne	ISAWS	Pending

WDTIP System Functionality

New WDTIP Update Screens

We have received requests from counties for information on the new WDTIP update screens. In response to the request, we have included an article that appeared in the December 2001 bulletin.

The WDTIP team has finished building three new screens to enhance the TRAC system. The screens were released into production on December 14, 2001. These new screens allow counties to enter historical client data that may not be available in the county's source system directly into TRAC. County workers can also use the new screens to make data corrections that are difficult or impossible to do using the nightly batch file process. These new tools will make it much easier for workers to ensure that their clients have accurate, up to date time clock information in TRAC.

The new *Update Program Participation (UPRG) Screen* allows users to add, modify, or delete program participation records for clients in their county. The new *Update Program Exception (UPEX) Screen* allows users to do the same for a client's program exception data. In some instances, workers will need to enter new program or exception data for clients who aren't known to SCI. The new *Add Individual (AIND) Screen* was designed to address this issue. Users will enter the client's demographic information on this screen, and that data will be sent to SCI for CIN assignment through the nightly batch process. Once that process is complete, the user will be able enter new program participation and exception data for that client.

To assist the counties in any training that will be required for the new functionality the screens have been added to the training region and an updated version of the User's Manual is available on the WDTIP website.

If you have questions, please contact the WDTIP Helpdesk at **(877) 365-7378.**

WDTIP Help Desk

The WDTIP Help Desk has been working with county staff to resolve WDTIP related data issues since the implementation of the project. However, it has come to our attention that the needs of the user community have changed.

The WDTIP Help Desk was initially established as a second line of defense for county WDTIP issues. It was expected that the local County Help Desk staff would be the first line for resolving issues, and then contact the WDTIP Help Desk for technical support. This structure has been very effective for resolving a variety of WDTIP technical issues. However, as more counties converted to WDTIP there have been an increasing number of county users calling the WDTIP Help Desk. WDTIP is committed to supporting our users, and we will do our best to help resolve any WDTIP issues reported to our help desk. When you call, however, please keep in mind the following:

1. The WDTIP Help Desk was established to support County Help Desk Staff or "super-users." As such, our emphasis is on technical, rather than functional, issues.
2. The WDTIP Help Desk staff is NOT well versed on county-specific eligibility systems. Therefore, we may only be able to answer the WDTIP portion of your question, and we may need to refer you to your consortium or county for local system support.

With that in mind, please, be patient with us as we try to help you resolve WDTIP related issues. If you experience any issues with regards to WDTIP, we ask that you first contact local support staff to resolve the issue. If you are unable to resolve the issue locally, then contact the WDTIP Help Desk at **(877) 365-7378**. This is a toll free number that is manned between the hours of 8.00 a.m. and 4.00 p.m., Monday to Friday (except state holidays).

If you have any further questions or concerns regarding the WDTIP Help Desk please feel free to contact Gloria Takagishi (916) 229-3089 or by email at gtakagis@sid.hhsdc.ca.gov.

Welfare-to-Work Enhancements

The WDTIP Welfare-to-Work (WTW) changes were implemented in late summer, 2001. If more than one county provides TRAC with a WTW plan sign date for an individual, and those dates are not the same, TRAC will use the date sent by the active county to calculate the 18-/24- month clocks. New WTW warning messages have been added to the daily exception file to alert a county when another county is sending in conflicting information about the WTW plan sign date for an individual in your county.

Converted counties that were not receiving the new exceptions were notified that on February 19, 2002, WDTIP would begin sending the messages to the counties. If a county was not prepared to process the messages, they were instructed to notify WDTIP.   The change was implemented on February 19, 2002 unless a county notified WDTIP. If you have questions on these new exceptions, please notify the *WDTIP Helpdesk at* **(877) 365-7378.**

Please check the WDTIP website for the latest version of the TRAC Reference document containing the new exception codes.

WDTIP System Training Environment Date Extended

Just a reminder: All counties have the option of conducting their end-user training in the Production Region (TRAC) or the Training Region (TRAT) of the WDTIP system. In response to county requests, the Training Region will be available to accommodate county end-user training through June 30, 2002. If you have questions about the Training Region, the training data or the Region's availability, please contact the WDTIP Help Desk. The WDTIP **System Training Curriculum** is available for viewing or downloading at the Project's website.

WDTIP Production Status Notification

The WDTIP Production Support staff has created a distribution list to send WDTIP production status to customers of the TRAC application. This information will be sent to county staff to notify them of a delay, change or scheduled unavailability of the TRAC application. If you would like to be added to the list please contact the WDTIP Help Desk at the toll-free number **(877) 365-7378** or by e-mail *at* WDTIP2@sid.hhsdc.ca.gov.

Communications

The WDTIP website address is **www.wdtip.cahwnet.gov.** If you have any questions, we are available from 8:00 a.m. to 5:00 p.m., Monday through Friday. The WDTIP Help Desk toll-free number is **(877) 365-7378.** Our fax number is (916) 229-4487. WDTIP staff phone numbers and e-mail addresses are in the Contact section on the WDTIP website.

Other

If you have ideas for items you would like to see included in the monthly WDTIP Bulletin, please contact Gloria Takagishi at (916) 229-3089 or by e-mail at gtakagis@sid.hhsdc.ca.gov.