WDTIP Bulletin

Date: June 2002

WDTIP UPDATE

The following bullets provide a high-level update on recent WDTIP activities. We have more detail on each item, so please let us know if you have any questions.

- Currently, 52 counties have converted to WDTIP and we are working with the remaining counties to schedule their conversion dates.
- Deloitte Consultant staff completed their assigned development and conversion activities and successfully transitioned off the project on April 19, 2002.
- A WDTIP overview was presented to staff from Fresno County. The overview was well received and CDSS is scheduling similar presentations with other counties and consortium staff. (See below for more detail.)
- CDSS and WDTIP meet weekly to resolve policy and conversion data issues. Staff also meet monthly with county staff via the County Forum meetings. The forums provide a terrific opportunity for counties to share information with the state and other counties regarding their experiences with the system and to make recommendations for system changes and improvements.
- CDSS and WDTIP worked with the WCDS Consortium to successfully define their WDTIP interface requirements and design. Staff are continuing to develop the interface and schedule test plans.
- CDSS and WDTIP provided LEADER with a data file to address its short-term, time-tracking data needs as a way to support the county until its successful conversion to WDTIP.

POLICY CORNER

Welfare-to-Work Time Clock Stoppers

CDSS has developed policy to allow for adjustment of the CalWORKs WTW 18/24-month time clock. As a result, WDTIP has developed two new exception codes. These new exception codes will provide additional time on an existing CalWORKs WTW 18/24-month time clock or a new start date of the time clock in specified instances. The basis for requesting exception codes that would allow

counties to adjust an individual's CalWORKs WTW 18/24-month time clock is provided in All County Letter No.'s 01-70 and 02-20.

The new exception codes provided are:

? Code 04/405 - WTW Clock Adjustment - Fail to benefit from assigned activities
The county has determined the individual did not benefit from previously assigned WTW activities due to a mental health, substance abuse, domestic abuse, or learning disability that was not detected prior to assignment to that activity(ies). Refer to All County Letter No. 01-70 regarding learning disabilities. The adjustment will be made to the CalWORKs WTW 18/24-month time clock. However, this adjustment cannot result in months that extend beyond the individual's 60-month CalWORKs time limit.

? 04/406 - WTW Clock Adjustment - Instructed by CDSS to adjust clock
The county has been instructed by CDSS in All County Letter No. 02-20 to adjust the CalWORKs WTW 18/24-month time clock as a remedy to a demand letter or lawsuit. This adjustment cannot result in months that extend beyond the individual's 60-month CalWORKs time limit.

Although the time clock related changes for the CalWORKs WTW Program Exception Type/Reason Codes will not be completed in the near future, WDTIP has loaded the new Program Exception Type/Reason Codes in daily batch runs. This means WDTIP will accept the new codes. Keep in mind that time clock calculations for individuals receiving these exceptions will not be accurate until WDTIP completes the design, coding, testing and implementation of the time clock related changes.

New All County Letter Alerts Counties About Time on Aid Notification Requirements

Recently, the California Department of Social Services released an All County Letter (ACL) on California Work Opportunity and Responsibility to Kids (CalWORKs) regulations for 60-Month Time Limits Procedures. The ACL 02-33 details the procedures for informing recipients of their time on aid. This letter also transmits the necessary informing notices and Notices of Actions. The regulations have been submitted to the Office of Administrative Law and became effective March 1, 2002.

If your office has Internet access, you may obtain the ACL and the attached forms from the CDSS web page at www.cdss.cahwnet.gov.   If you have any questions regarding this letter or need additional information, please contact Charissa S. Miguelino of the CalWORKs Eligibility and Employment Branch at (916) 657-3665.

OVERVIEW SESSION TO BE OFFERED

As the 60-month time clock for CalWORKs approaches, counties have expressed interest in enhancing their ability to use WDTIP to identify affected recipients. To address this concern, CDSS is currently organizing and scheduling an informal WDTIP overview session. The 2-3 hour session will be provided by WDTIP staff who will review the WDTIP system, provide a screen walk-through, and review various WDTIP reports including exception reports. Preliminary planning includes separate sessions for each consortium where WDTIP staff will be paired with local subject matter experts who will be able to address specific questions regarding incorporation of the system into local processes and procedures.

CDSS will soon be contacting you via your county WDTIP coordinator to assess interest in attending the session.

IMPROVING WDTIP'S HELP DESK

We appreciate your feedback on the processes and levels of service provided by our WDTIP help desk. In response to your suggestions, we have implemented a tracking mechanism that allows faster, more efficient tracking of open help desk tickets. In addition, we continue to focus upon serving you with the respect and support you deserve and ask that you continue to share your experiences with us as we strive to meet your expectations. 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 (gtakagis@sid.hhsdc.ca.gov).

WORK THOSE EXCEPTIONS FILES!

Counties send transactions to WDTIP for nightly batch processing. Exceptions represent the county transactions which are rejected by WDTIP for non-conformity with system rules. Each day, WDTIP sends exception files to counties for corrections. It is the counties' responsibility to research and correct the data errors identified in the exception files. Without these corrections, the data contained in WDTIP is inaccurate and the quality of the information will continue to degrade over time. If you have questions regarding how to utilize the WDTIP exception file, please contact the WDTIP Help Desk at (877) 365-7378.

WDTIP WEBSITE- COMING ATTRACTIONS

If you haven't already been to the WDTIP website (www.wdtip.cahwnet.gov), please take a moment to review the project materials and communications we've posted up for easy download and use. You will find the WDTIP User's Manual, training materials, prior project bulletins, required file formats and a load of other useful materials.

In the future, we will be adding to our website links to CDSS's ACLs and other important policies. In addition, we will be adding a section dedicated to Frequently Asked Questions so you can benefit from the queries and comments of others.

WDTIP TRAINING REGION

All counties have the option of conducting staff training in WDTIP's Production Region (TRAC) or Training Region (TRAT). Given the recent interest in additional WDTIP training, the Training Region will be available to accommodate county training through December 31, 2002. If you have any questions, please contact the WDTIP Help Desk.

POINTS TO REMEMBER

- ? WDTIP website address (www.wdtip.cahwnet.gov.)
- ? WDTIP Help Desk toll-free number is (877) 365-7378.
- ? Help Desk fax number is (916) 229-4487.
- ? Staff are available from 8:00 a.m. to 5:00 p.m., Monday through Friday.
- ? WDTIP staff and county contact information is in the Contact Section of the WDTIP website.
- ? If you have ideas for items you would like included in this Bulletin, please contact Gloria Takagishi at (916) 229-3089 or by e-mail (gtakagis@sid.hhsdc.ca.gov.)