



WDTIP Bulletin

Date: August 2002

PROJECT MANAGER'S NOTE

CDSS would like to thank county and consortia representatives who have participated in the WDTIP Forum meetings. We know that it takes a lot of time and effort to attend and participate in these meetings. We appreciate your input and assisting us in making the system more user-friendly.

As some of you may know, the WDTIP Forum meetings have been occurring for more than two years. These meetings are attended by CDSS, HHSDC, county program and information technology staff. We also have representatives from county consortia. These participants provide us with a strong body of knowledge in CalWORKs policy, county business practices, and county technology and consortia systems. At these meetings, we discuss the technical details of WDTIP in addition to the program requirements that are encompassed in WDTIP. Besides presenting counties with the new system changes, we work collaboratively with counties and consortia to discuss and resolve concerns about the system.

Originally, the county welfare directors selected the county representatives. However, over time, the popularity of this meeting has grown; and we have many new people participating in the meeting. Since not all counties have been able to come in person, we have added conference calling to accommodate counties that cannot travel to the meeting. Counties have provided us with positive feedback about the content and the productiveness of these meetings. If you would like more information about these meetings, please contact Lori Christensen, CDSS, Program Technology and Support Bureau, at 916-657-2361.

WDTIP UPDATE

The following bullets provide updates on recent WDTIP activities. Let us know if you have any questions.

ACCOMPLISHMENTS

- ? Richard Keene has joined WDTIP and will serve as the Project Manager. Richard previously worked at Department of Information Technology (DOIT) and EDD.
- ? Gloria Takagishi has done an excellent job as Acting Project Manager, and returns to the role of technical lead to ensure the conversion of the remaining counties and the development of WDTIP/consortium interfaces.
- ? Production data is currently received from 52 converted counties. Daily files are sent to WDTIP and the exceptions are sent back to the counties.
- ? Project, CDSS and county staff work together to resolve conversion data and policy issues via weekly CDSS meetings and monthly WDTIP County Forum meetings.
- ? Staff supports the production system via operations, help desk, and change management activities.

WORK IN PROGRESS

- ? WDTIP is working with Los Angeles, Stanislaus, Mendocino, Kings, Modoc, Tuolumne counties to convert their data.
- ? Project staff will be working with WCDS-CalWIN to perform user acceptance testing of their WDTIP conversion/interface programs.
- ? Project, CDSS and consortium staff provided system overview sessions to county staff from WCDS-CalWIN and ISAWS consortium systems.
- ? System overview sessions will be scheduled for the remaining consortium/counties.

NEW STAFF FOR WDTIP HELP DESK AND A LIST OF HELPFUL INFO

WDTIP is pleased to announce the addition of a new analyst, Kim Murdock, who will focus upon providing help desk and customer support for the WDTIP team. Kim comes with excellent credentials from the HHSDC, Systems Integration Division, and her priority is to improve the relationship between our help desk and customers. In addition, Kim helps analyze and resolve system issues and is identifying ways to improve the overall operation of our help desk processes.

If you have any suggestions on how we can do a better job providing you with help desk support, please contact Kim by telephone (877) 365-7378 or by e-mail (WDTIP2@sid.hhsdc.ca.gov).

When calling the WDTIP Help Desk regarding a processing or transaction problem, please provide the items listed below. These items will help the staff provide you with better customer service.

- ? TRAC screen prints and other examples as appropriate. When possible, it is very helpful to provide examples of the record(s) before the problem occurred (WDTIP Fax # (916) 229-4487)
- ? CIN #, SSN # or Case Serial, FBU, Person # of client(s)
- ? Date/batch # of file in which transactions were sent
- ? Any related exception information
- ? Any other information you feel will assist in resolving the problem

OVERVIEW SESSIONS ARE A SUCCESS - MORE TO BE OFFERED

During June 24th-25th, WDTIP, CDSS and Consortium technical staff presented WDTIP System Overview sessions to an estimated 95 end-users from the ISAWS and WCDS consortia. The sessions included a high-level review of the WDTIP system, a screen walk-through and a review of various WDTIP reports including exception reports. Participant feedback has been very positive and CDSS is presently planning deliveries of Overview Sessions to San Bernardino, Merced, and Riverside. If you have any questions regarding WDTIP Overview Sessions please contact Lori Christensen by telephone (916) 657-2361 or by e-mail (Lori.Christensen@dss.ca.gov).

REMINDER - EXCEPTION FILES

As mentioned in our June Bulletin, counties send transactions to WDTIP for nightly batch processing and “exceptions” represent the county transactions that are rejected by WDTIP for non-conformity with system rules. Each day, WDTIP returns exception files to counties for correction. It is the counties’ responsibility to research and correct the data errors identified in the exception files.

Please read your county exception reports and correct the data errors! Without these corrections, the data contained in WDTIP may be inaccurate. If you have questions, please contact the WDTIP Help Desk at (877) 365-7378.

POLICY CORNER

If you’re having questions on All County Letters (ACLs) and All County Information Notices (ACINs) relating to WDTIP and time tracking requirements, you’ll be happy to know we’ve linked them to the WDTIP website (www.wdtip.cahwnet.gov).

The following list summarizes the ACL’s and ACIN’s available to you via the WDTIP link.

ACL's that pertain to the 18/24-month time clock:

ACL 02-02 (February 25, 2002)

Instructions on remedies related to improper county policies regarding California Work Opportunity and Responsibility to Kids (CalWORKs) Welfare-To-Work (WTW) program assignments.

ACL 01-70 (October 17, 2001)

Learning disabilities screening and evaluation in the California Work Opportunity and Responsibility to Kids (CalWORKs) Program.

ACL 00-60 (August 30, 2000)

California Work Opportunity and Responsibility to Kids (CalWORKs) Welfare-To-Work (WTW) plan sign date and the start of the 18- or 24-month time limit on aid.

ACL's that pertain to the 60-month time limits:

ACL 98-44 (July 1, 1998)

California Work Opportunity and Responsibility to Kids (CalWORKs) 60-month time limit regulations.

ACL 99-90 (October 21, 1999)

TRACKING TIME LIMITS FOR THE California Work Opportunity and Responsibility to Kids (CalWORKs) and Temporary Assistance to Needy Families (TANF) Programs.

ERRATA - ACL 99-90 (July 26, 2000)

Correction to federal and state 60-month time limit comparison chart.

ACL 00-08 (January 3, 2000)

California Work Opportunity and Responsibility to Kids (CalWORKs) Program county policies and procedures.

ACL 00-48 (July 21, 2000)

Tracking diversion payments and state-only funded programs for the California Work Opportunity and Responsibility to Kids (CalWORKs) and Temporary Assistance to Needy Families (TANF) programs.

ACL 03-01 (January 12, 2001)

RETAINING RECORDS FOR PURPOSES OF TRACKING TIME ON AID FOR THE California Work Opportunity and Responsibility to Kids (CalWORKs) and Temporary Assistance to Needy Families (TANF) programs.

ACL 01-36 (August 3, 2001)

Records retention.

ACL 01-66 (September 18, 2001)

California Work Opportunity and Responsibility to Kids (CalWORKs) recipients who reach the Temporary Assistance to Needy Families (TANF) Program 60-month time limit.

ACIN I-100-01 (November 20, 2001)

Welfare Data Tracking Implementation Project (WDTIP) and the County Information Sheet.

ACL 02-33 (May 1, 2002)

California Work Opportunity and Responsibility to Kids (CalWORKs) regulations for 60-month time limit procedures.

Other

ACIN I-58-02 (August 8, 2002)

Welfare Data Tracking Implementation Project (WDTIP) And The County Information Sheet (CIS).

REMINDER - WDTIP TRAINING REGION

As a reminder, 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.)