
WDTIP Bulletin

Date: January 2003

WDTIP UPDATE

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

- ? Production data is currently received from 55 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.
- ? September 2002 - implemented Extender criteria.
- ? November 2002 - implemented WTW clock stoppers.
- ? December 2002 - implemented the new 48, 53-60 Approaching Clocks Report.
- ? January 2003 – implemented Phase 1 of new Repayment of Overpayment code.
- ? January 2003 – implemented new Cal-Learn Head of Household Teen Parent Sanction.

WORK IN PROGRESS

- ? WDTIP is working with Los Angeles, Stanislaus, and Modoc counties to schedule conversion dates.
- ? Project staff continues to work with WCDS-CalWIN to perform user acceptance testing of their WDTIP conversion/interface programs.
- ? System overview sessions will be scheduled by CDSS for the remaining consortium/counties.

NEW REPORT FILE

At the request of several counties, WDTIP has implemented the new 48/53-60 Approaching Clocks Report File. All individual records that appear on this report are approaching at least one of the time clock limits. The 48, 53-60 Approaching Clock Report Layout has been added to the WDTIP Website and will be considered an Attachment (C.1) to the External Developer's Guide (EDG).

To initiate the send/receive process for this new report file, your consortia or county must contact the WDTIP Help Desk and provide the following information: 1) new county file name for the report; and 2) the date the consortia or county will be ready to receive the report.

REPAYMENTS OF OVERPAYMENTS

Counties have been requesting a code from WDTIP that would enable them to send a transaction to WDTIP that would post to the WDTIP database a repayment record for a welfare cash grant overpayment. This record would "untick" the appropriate (repay) month on the TANF and CalWORKs clocks. In response to this need, on January 24, 2003, WDTIP implemented a **Phase 1** change that will allow counties to send these transactions (Repayments of Overpayments). WDTIP will accept and load the new Program Exception Type/Reason Code (07/700) in daily batch runs.

Counties can see this transaction (07/700) via the WDTIP TRAC online ESUM Screen. However, WDTIP time clock calculations for individuals receiving this Exception will not be accurate or untick the clock for the month of repayment until **Phase 2** changes are completed. **Phase 2** includes designing, coding, testing and implementing the time clock related changes. We anticipate completion of **Phase 2** by mid-year 2003.

WDTIP HELP DESK AND A LIST OF HELPFUL INFO

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

Please remember that the WDTIP Help Desk was established as a second level of response for county WDTIP issues. It is expected that the local County Help Desk be the first contact when trying to resolve WDTIP issues.

When calling the WDTIP Help Desk regarding a processing or transaction problem, please provide the following list of items. 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.
- ? CIN or SSN.
- ? Batch number and date of file in which transactions were sent.
- ? Any related exception information.
- ? Any other information you feel will assist in resolving the problem.

REMINDER - EXCEPTION FILES

As mentioned in our previous bulletins, 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.

POLICY CORNER

If you have questions on All County Letters (ACLs) and on All County Information Notices (ACINs) relating to WDTIP and time tracking requirements, you can access them through the WDTIP website at www.wdtip.cahwnet.gov.

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, 2003. If you have any questions, please contact the WDTIP Help Desk.

POINTS TO REMEMBER

- ? WDTIP website address is 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.)