
WDTIP Bulletin

Date: November 2004

WDTIP UPDATE

Production data is currently received from 56 converted counties. In November 2004, the following WDTIP system modification was made:

- As outlined in All County Letter (ACL) 04-41, effective December 1, 2004, the CalWORKs WTW 18/24-month time limit will be eliminated. WDTIP staff worked with California Department of Social Services (CDSS) staff to identify changes needed for the WDTIP system's Welfare-to-Work (WTW) timeclock. Effective December 1, 2004, the WDTIP system will no longer accrue months on the 18/24-month WTW timeclock.

WDTIP's WORK IN PROGRESS

- Working with Stanislaus and Modoc counties to schedule conversion dates.
- Continuing to work with Riverside and San Bernardino counties to determine the option that will be selected to process their county conversions from C-IV to the WDTIP. Determination of the option and testing of the process must be completed before a conversion date is scheduled.

NOTE: Until conversion is complete, Riverside's and San Bernardino's data in WDTIP will be from the counties' legacy system. No updates have been processed in WDTIP since the counties converted to C-IV. The data for Riverside is as of August 9, 2004. The data for San Bernardino is as of September 27, 2004. If you have a recipient that has received aid in either of these counties after the above dates, the WDTIP system will not contain the data. Please contact the appropriate county for verification of the aid received.

- Continuing to work with WCDS-CalWIN to perform user acceptance testing of the WDTIP conversion/interface programs. Placer is the first pilot county scheduled to convert to CalWIN; target implementation date is January 2005.

- Expanding time clock fields to hold up to 3 digits. The current system holds only 2 digits. The WDTIP staff will implement this change before it becomes an issue.
- On October 18, 2004 and November 29, 2004, WDTIP staff sent 311 and 312 Exception Reports to the counties. WDTIP staff is working with the CDSS staff and the counties to determine a cutoff date for 311 and 312 exceptions. Once a cutoff date is determined, WDTIP staff will make the necessary changes to the WDTIP system so that all 311 and 312 exceptions sent after this date will be rejected.

COUNTY INFORMATION SHEET

The CDSS issued All County Information Number (ACIN) I-46-04 to distribute the updated WDTIP County Contacts List and County Information Sheet (CIS). The ACIN, the Contacts List, and CIS sheet may be found on the WDTIP Library website. For questions or comments regarding the CIS, please contact the WDTIP Help Desk.

An updated County Contacts List was posted to the WDTIP website on November 17, 2004. If you have any changes to the current County Contacts List, please send your changes to Helen Hernandez at Helen.Hernandez@dss.ca.gov or (916) 654-5163.

CDSS CONTACT

Charissa Miguelino is no longer with CDSS' Welfare to Work division. WDTIP Policy questions should be submitted in writing to Chris Minnich at cminnich@dss.ca.gov. WDTIP WTW Policy questions should be directed to Karen Kennedy at kkennedy@dss.ca.gov or (916) 657-3400.

WDTIP HELP DESK

If you have any suggestions on how we can do a better job providing you with help desk support, please contact the WDTIP Help Desk.

Please remember that the WDTIP Help Desk was established as a second-level response for county WDTIP issues. It is expected that your Consortia 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 staff provide better customer service:

- CIN or SSN.
- TRAC screen prints and other examples as appropriate. When possible, it is very helpful to also provide examples of the record(s) before the problem occurred.
- Batch number and date in which transactions were sent.

- Related exception information.
- Any other information you feel will assist in resolving the problem.

EXCEPTION FILES

Counties send transactions to the WDTIP for nightly batch processing. After processing, the WDTIP returns exception files to the counties which list transactions that are incorrect due to nonconformity of system rules. It is the counties' responsibility to research and correct the data errors identified in the exception files. Without these corrections, the data contained in the WDTIP system may be inaccurate and the quality of the information may continue to degrade over time. If you have questions, please contact the WDTIP Help Desk.

POLICY CORNER

ACLs or ACINs relating to the WDTIP and/or time tracking requirements can be accessed through the WDTIP Library website or the CDSS website at <http://www.cdss.ca.gov/lettersnotices/default.htm>.

WDTIP TRAINING REGION

All counties have the option of conducting staff training in the WDTIP's Training Region (TRAT). User IDs and CINs are available for your county. If interested, contact the WDTIP Help Desk.

REMINDERS

- WDTIP website address is www.wdtip.cahwnet.gov.
- WDTIP reference materials made be found at:
<http://www.wdtip.ca.gov/library.htm>.
- WDTIP Help Desk toll-free number is (877) 365-7378.
- Help Desk fax number is (916) 229-4487.
- Staff is 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. County contact information is in the Library Section of the WDTIP website under WDTIP County Contact List.