
WDTIP Bulletin

Date: July 2005

WDTIP UPDATE

Production data is currently received from 56 converted counties. From March 2005 to July 2005, the following WDTIP system modifications were made:

- On March 2, 2005, Sacramento County converted to CalWIN. Active cases in WDTIP for Sacramento County have been converted to the new CalWIN case serial numbers. Sacramento County's existing legacy data remains in WDTIP.
- On May 1, 2005, Yolo County converted to CalWIN. Active cases in WDTIP for Yolo County have been converted to the new CalWIN case serial numbers. Yolo County existing legacy data remains in WDTIP.
- On May 2, 2005, Santa Cruz County converted to CalWIN. Active cases in WDTIP for Santa Cruz County have been converted to the new CalWIN case serial numbers. Santa Cruz County's existing legacy data remains in WDTIP.
- On June 2, 2005, Santa Clara County converted to CalWIN. Active cases in WDTIP for Santa Cruz County have been converted to the new CalWIN case serial numbers. Santa Cruz County's existing legacy data remains in WDTIP.
- On June 6, 2005, WDTIP has been updated to allow 0 values for the Welfare-to-Work Month and Extension for work plans dated after November 30, 2004.
- On July 5, 2005, Solano County converted to CalWIN. Active cases in WDTIP for Solano County have been converted to the new CalWIN case serial numbers. Solano County's existing legacy data remains in WDTIP.

WDTIP's WORK IN PROGRESS

- Working with Stanislaus and Modoc Counties to schedule conversion dates.
- Continue to work with WCDS-CalWIN to perform user acceptance testing of the WDTIP conversion/interface programs. Contra Costa is the next county scheduled to convert to CalWIN; target implementation date is August 2005.
- On March 1, 2005, April 7, 2005, and July 1, 2005, 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 any 311 and 312 exceptions sent after this date will be rejected.

COUNTY CONTACTS AND INFORMATION SHEET

The WDTIP County Contacts List may be found on the WDTIP Library website. The list is updated quarterly; 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 call (916) 654-5163.

The County Information Sheet was updated for Placer, Sacramento, Santa Clara, Santa Cruz, Solano, and Yolo Counties and posted to the WDTIP website.

CDSS CONTACT

WDTIP Time Limit policy questions should be directed to Joseph Hoffman (email joseph.hoffman@dss.ca.gov, phone: (916) 654-3386).

WDTIP Welfare-to-Work Policy questions should be directed to Michelle Boone (email michelle.boone@dss.ca.gov, phone: (916) 654-1457).

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. The WDTIP email address has changed to wtip2@osi.ca.gov.

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. (NOTE: Do not send this information electronically due to data security concerns).
- 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 may 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.