Welfare Data Tracking Implementation
Project

WDTIP Bulletin

Date: November 2005

WDTIP UPDATE

Production data is currently received from 57 converted counties. From August 2005 to November 2005, the following WDTIP system modifications were made:

- On August 2, 2005, Contra Costa County converted to CalWIN. Active cases in WDTIP for Contra Costa County have been converted to the new CalWIN case serial numbers. Contra Costa County's existing legacy data remains in WDTIP.
- On August 25, 2005, Stanislaus County converted to WDTIP. Stanislaus County has time-on-aid information for all active cases on WDTIP. Stanislaus is continuing to input historical data; currently, historical data goes back to all cases discontinued on or after January 2001. Counties should contact Stanislaus County to verify time-on-aid information.
- On September 4, 2005, Sonoma County converted to CalWIN. Active cases in WDTIP for Sonoma County have been converted to the new CalWIN case serial numbers. Sonoma County's existing legacy data remains in WDTIP.
- On October 2, 2005, San Mateo County converted to CalWIN. Active cases in WDTIP for San Mateo County have been converted to the new CalWIN case serial numbers. San Mateo County's existing legacy data remains in WDTIP.
- On October 24, 2005, WDTIP staff implemented new exceeding clock report which includes an aid code component. Attachment D.1 of the External Developers' Guide provides the report layout. Consortia will need to contact WDTIP when they are ready to receive the report.
- On November 1, 2005, San Francisco County will convert to CalWIN. Active cases in WDTIP for San Francisco County will convert to the new CalWIN case serial numbers. San Francisco County's existing legacy data will remain in WDTIP
- On November 1, 2005, WDTIP staff implemented new exception processing reason code messages 296 to 305.

WDTIP's WORK IN PROGRESS

- Continue to work with WCDS-CalWIN to perform user acceptance testing of the WDTIP conversion/interface programs. Alameda is the next county scheduled to convert to CalWIN; target implementation date is December 2005.
- On August 8, 2005, September 2, 2005, and October 3, 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 UPDATES

Fresno County will implement a new interface program by December 1, 2005. This new interface with CASES will exempt months of aid due to the receipt of child support. What does this mean to other counties? If a client is or has been in receipt of aid in your county, and has ever received aid in Fresno County, you will want to check WDTIP sometime after Fresno County installs this new program for a more accurate time on aid record based on the exemption of Child Support received, which to date, has not been reflected in WDTIP.

Example: Recipient was CalWORKs active in Fresno County from 1/98 through 9/99. Recipient moves to County B. County B updates their County time on aid system to reflect the 21 months of aid received in Fresno County. Now County B's time on aid information matches WDTIP. Once Fresno County installs Grant History, the interface with CASES identifies that the recipient had 12 months of aid added back to the time clock. Grant History will send a message to WDTIP indicating the 12 months, 1/98 through 12/98, of the CalWORKs 60-months time limit are exempt due to the receipt of child support. County B will be unaware of this until recipient's WDTIP record is again viewed by County B. County B would need to update their county record to indicate the 12 months of exemptions recipient received in Fresno County, again matching their time on aid record with WDTIP.

WDTIP has received requests from the counties to develop a report that identifies time clock changes when more than one county has provided aid to a recipient. This report request is currently being prioritized.

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.

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 STAFF CHANGES

Grace Chen has replaced Gloria Takagishi as WDTIP's Operations Manager. Grace Chen's email is grace.chen@osi.ca.gov, phone (916) 229-4485.

WDTIP HELP DESK

Please note that the WDTIP email address has changed to wdtip2@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 consortia which list transactions that are incorrect due to nonconformity of system rules. It is the consortia's responsibility to forward these reports to the counties. It is the counties' responsibility to research and correct the data 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.cahwnet.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.