



WDTIP Bulletin

Date: March 2007

WDTIP UPDATE

Production data is currently received from 57 converted counties. From December 2006 to March 2007, the following WDTIP system modifications were made:

- System was modified to correct the Individual Detail (IDET) “TANF 60” and “CAL 60” Time clock indicators. These indicators under certain scenario would show “Y” when there was no activity (dashes or blanks) under TANF 60-Month Calendar (TCAL) or CalWORKs 60-Month Calendar (KCAL) screens. The IDET TANF 60 and CAL 60 indicators will now show an “N” if the time clock calendar only has dashes or blanks.
- A system fix was implemented to automatically add a CIN to TRAC database when a user needs to add a Child Support Reimbursement record through Child Support Update (UCSR) screen, but the CIN did not exist in TRAC database.
- Effective January 22, 2007, TRAC was modified to reject batch Diversion transaction, if it was formatted as a LD02 Program Participation transaction. A new batch exception processing message 154 will be sent if Diversion record is received under LD02 format. A new online error message 1470 will be displayed when a user attempts to add a Diversion record through Update Program Participation (UPRG) screen. This fix was implemented to prevent the diversion record being considered as a program participation record on the UPRG screen and being properly posted on the Update Diversion (UDIV), Diversion Summary (DSUM) and Diversion Detail (DDET) screens.
- System was modified to allow user to enter a record through UPRG or Update Program Exception (UPEX) screens without inputting the FBU and Person Number values.
- Department of Health Services has changed the file structure in MEDS system. WDTIP staff applied the necessary programming changes to keep these two interface file structures synchronized in both daily and monthly processes.

WORK IN PROGRESS

- CalWIN has informed WDTIP that some code changes are required in order to discontinue 311/312 Program Exception reason codes. The changes are anticipated to be implemented in CalWIN release 14 (May 2007). WDTIP staff will update the TRAC system to start rejecting 311/312 exceptions after CalWIN completes their changes.

COUNTY CONTACTS LIST

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 CONTACTS

WDTIP Time Limit policy questions should be directed to Denise Peterson (email denise.peterson@dss.ca.gov, phone: (916) 654-1673).

WDTIP Welfare-to-Work Policy questions should be directed to Voltair Ignacio (email voltair.ignacio@dss.ca.gov, phone: (916) 657-7463).

WDTIP HELP DESK

The WDTIP email address is wdtip2@osi.ca.gov.

Please remember that the WDTIP Help Desk is a second-level response for county WDTIP issues. It is expected that your Consortia Help Desk will 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,
- TRAC screen prints and other examples as appropriate. When possible, it is 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, and
- 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 TRAC 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

ACL or All County Information Notices (ACIN) 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

WDTIP staff is working on expending and enhancing the Web Based Training module to include all the screens in TRAC application into the training module. The complete module is targeted to be available in May 2007.

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 <http://www.wdtp.cahwnet.gov/default.htm>.
- WDTIP reference materials may be found at: <http://www.wdtp.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.