

WDTIP Bulletin

Date: August 2007

WDTIP UPDATES

- The Child Support Reimbursement Update (UCSR) screen now allows for multiple counties to enter a Child Support Reimbursement record (LD08) for a specific month for their respective county. In the following example, both Alameda and Riverside have successfully entered a child support reimbursement record for April 2000. A screenshot from the WDTIP test region is shown below:

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UCSR                                TRAC INFORMATION SYSTEM          07/11/2007
                                CHILD SUPPORT REIMBURSEMENT UPDATE

LAST :                               SUFX :                               CIN :
FIRST :                              DOB :                               SSN :
MIDDLE :                             SEX :                               ALIEN# :

SELECT A RECORD TO MODIFY OR DELETE (M/D):
SEL  COUNTY #  EFFECTIVE MONTH
  =   01       09 / 2000
  -   01       07 / 2000
  -   36       03 / 2000
  -   01       04 / 2000
  -   33       04 / 2000

*****
ADD A NEW RECORD (A):
SEL          EFFECTIVE MONTH
  -          -- / ----

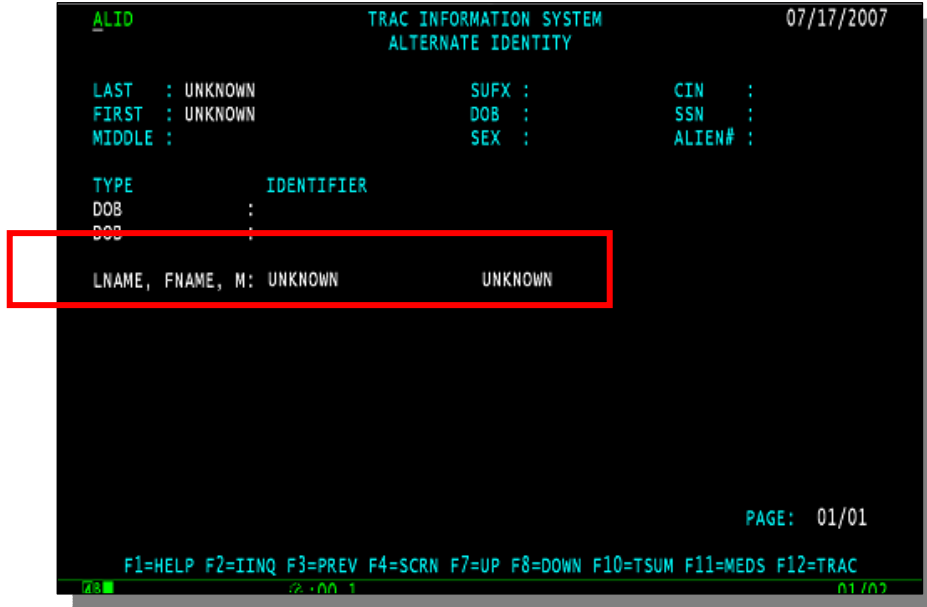
PAGE: 01/02

F1=HELP F2=INQ F3=PREV F4=SCRN F7=UP F8=DOWN F10=TSUM F11=MEDS F12=TRAC
@ :00.1 10/1
```

Please note the system does not allow the entry of multiple records for the same month for the same county - only one record for the individual may be entered by a county for the month. If a county attempts to enter a duplicate transaction for the month, Error Message # 1150 will display, "THE EFFECTIVE MONTH ALREADY EXISTS IN THE DATABASE".

- Exception Processing Message # 292 "Warning: Exception record received. No Program Participation exists for this unique identifier" has been suppressed for LD09 transactions using Program Exception Codes 02/203, 02/204, 02/205, and 05/500.

- The Alternate Identity (ALID) screen has been modified to display an individual's Last Name (LNAME), First Name (FNAME), and Middle Initial (M), if available, for the selected individual. Previously the ALID screen only displayed an individual's Last Name. *Please note that the data displayed on this screen is populated with information from SCI.*



- As part of WDTIP's on-going maintenance operations, *Under \$10 Grant exceptions* that spanned multiple months were "split" within the WDTIP database. The Under \$10 Grant records are displayed in the Exception Update (UPEX) screen. The UPEX displays Under \$10 Grant transactions as program exception type code "03" with the program exception reason code "377". The result of this split action will be one 03/377 exception record per month. This change requires no action from the county and does not impact the existing time clock information.

For example, if the UPEX screen displayed a 03/377 record with a date range of "01/07 – 4/07", the screen now displays four individual monthly 03/377 records as: 01/07, 02/07, 03/07 and 04/07.

- To provide an overview of the Tracking Recipients across California (TRAC) application, the following training modules have been posted to the WDTIP website (<http://www.wdtip.cahwnet.gov/training.htm>):



To view these modules, you must have Adobe Flash installed on your personal computer. The Adobe Flash may be downloaded from Adobe website: <http://www.adobe.com/>.

WDTIP's WORK IN PROGRESS

CalWIN has implemented the system change to discontinue 311/312 Program Exception reason codes. WDTIP staff will update the TRAC system to start rejecting 311/312 exceptions after CalWIN cleans up their existing 311/312 program exceptions records in TRAC.

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 Linda Lattimore (e-mail Linda.Lattimore@dss.ca.gov, phone: (916) 654 -2116).

WDTIP Welfare-to-Work Policy questions should be directed to Voltair Ignacio (e-mail voltair.ignacio@dss.ca.gov , phone: (916) 651-7463).

WDTIP STAFF CHANGES

Moses Salgado has replaced Cecelia Brown as WDTIP's Business Analyst. Moses Salgado's e-mail is moses.salgado@osi.ca.gov , phone (916) 229 - 4412.

WDTIP HELP DESK

Please note the WDTIP e-mail address: 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 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. County contact information is in the Library Section of the WDTIP website under WDTIP County Contact List: http://www.wdtip.cahwnet.gov/docs/County_Contacts/county_contacts14_200706.pdf