
WDTIP Bulletin

Date: December 2008

WDTIP UPDATES

- The WDTIP team worked with the CalWIN Consortium regarding a major change to their TRAC interface. Within the TRAC system, all CalWIN county data has been modified from blocks of month per record to one month per record. The data display format on both Program Participation (PSUM) and Program Exception (ESUM) screens are reflecting this change.

For example, a CalWIN Program Participation record previously displayed in TRAC as 01/2008 – 06/2008; now displays six separate records as: 01/08, 02/08, 03/08, 04/08, 05/08, 06/08.

- New validation logic has been added when Program Participation or Program Exception stand-alone Discontinue (DISC) transactions are processed. Now a stand-alone Program Participation (LD02) or Program Exception (LD09) DISC transaction with the first date of month as the effective date will be rejected if there is no matching record to be found in TRAC database. This change will prevent an unintentional update to the end-date of an existing record. A '250' or '254' exception message will be generated for LD02 DISC transaction or LD09 DISC transaction respectively.
- Overlapping logic in both batch and online process has been modified regarding the instances of multiple type of Supportive Service records for the same month which trigger the Overlapping Program Participation flag. Earlier this year, CDSS provided clarification and stated these instances should not be considered as an overlap. Now the Overlapping Program Participation flag will display as "N" when a client receives multiple types of Supportive Service (Ancillary, Child Care, Other, Transportation) for the same month. The Overlapping Program Participation flag is displayed on the bottom of the Program Summary (PSUM) screen.

COUNTY CONTACTS AND INFORMATION SHEET

The WDTIP County Contacts List is located in the WDTIP Web Site's *Contact Us* section. The Contacts List is updated quarterly by CDSS; if you have changes to the current WDTIP County Contacts List, please notify Valerie Delaney at valerie.delaney@dss.ca.gov or (916) 654 – 5163.

CDSS CONTACT

WDTIP Time Limit Policy questions should be directed to Azadeh Fares at azadeh.fares@dss.ca.gov or (916) 654 -1673. Or Linda Lattimore at linda.lattimore@dss.ca.gov or (916) 654 – 2116.

WDTIP Welfare-to-Work Policy questions should be directed to Elisa Marquez at elisa.marquez@dss.ca.gov or call (916) 651-2050.

WDTIP STAFF CHANGES

Eveline Oyama has joined the WDTIP Team as one of our programmers.

WDTIP HELP DESK

The WDTIP Help Desk's e-mail address: wdtip2@osi.ca.gov

Please remember the WDTIP Help Desk was established as a second-level response for County WDTIP issues. It is an expectation that your Consortia Help Desk be the first contact when trying to resolve WDTIP related issues.

When calling the WDTIP Help Desk regarding a processing or transaction problem, please provide the following, that will assist in issue resolution:

- CIN (Please Note: **DO NOT send SSN information electronically due to data security concerns.**)
- TRAC screen prints and/or other appropriate examples. When possible, it is very helpful to also provide examples of the record(s) before the problem occurred.
- Batch Number and Batch Date in which the transactions were sent.
- Related Exception information.
- Any other information that will assist in issue resolution.

WDTIP EXCEPTION FILES

Counties send transactions to WDTIP for nightly batch cycle processing. After the processing, WDTIP returns Exception Files to the Consortia's which list incorrect transaction records due to non-conformity of system rules. It is the Consortia's responsibility to forward these reports to the impacted Counties. It is the Counties' responsibility to research and correct data identified in the Exception Files. Without these corrections, data maintained in the WDTIP database may be inaccurate and the quality of the information may degrade over time. If you have questions regarding this process, please feel free to contact the WDTIP Help Desk.

POLICY CORNER

All County Letters (ACL) or All County Information Notices (ACIN) relating to WDTIP and/or Time Tracking Requirements can be accessed via the WDTIP Library website or at the California Department of Social Services' (CDSS) website:

<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). Test User IDs/Passwords and Test CINs are available for your County. If you are interested, feel free to contact the WDTIP Help Desk.

REMINDERS

- WDTIP website address: <http://www.wdtip.ca.gov/>
- WDTIP Help Desk toll-free number is (877) 365 - 7378.
- WDTIP Help Desk fax number is (916) 263 – 3419
- WDTIP Staff hours are 8:00 a.m. to 5:00 p.m. - Monday through Friday.
- WDTIP Staff and County Contact information is available in the *Contact Us* section of the WDTIP website.