

*Update Program
Exception (UPEX) Screen*

**Welfare Data Tracking
Implementation Project**

Update Program Exception Screen (UPEX)

- Allows online addition, modification, and deletion of program exception records.
- Program exception updates help ensure that county records are in sync with those at the State level.
- The TRAC Reference Codes should be used as a guide to ensure correct updates to the system.

TRAC Reference Codes

- The TRAC Reference Codes are maintained on the WDTIP website:
<http://www.wdtip.ca.gov>
- Valid TRAC Reference Codes must be used when adding or modifying records.

UPEX Record Updates

- Only county workers with MEDS update capability will be able to perform UPEX record updates.
- A county may only update their own county records.

Screen Standards

- TRAC's screens have standards for screen header, body, and footer. The following screen identifies the screen standards.

UPEX Screen Standards

```
UPEX                                TRAC INFORMATION SYSTEM                01/30/2007
                                EXCEPTION UPDATE

LAST      : JACK                SUFX      :                      CIN       : 72996371H
FIRST     : JILLS              DOB       : 09/10/1989        SSN        :
MIDDLE    :                   SEX        : M                      ALIEN#     :

COUNTY ID : 01 - 32 - 9876543 - 1 - 01  (COUNTY #/AID/SERIAL #/FBU/PRSN #)

EXCEPTION TYPE      : 03                EXCEPTION REASON      : 307
START DATE          : 04 / 01 / 2001    END DATE              : 04 / 30 / 2001
START MONTH         : 04 / 2001         END MONTH             : 04 / 2001

1070 - RECORD ADDED SUCCESSFULLY.
F1=HELP F2=IINQ F3=PREV F4=SCRN F5=PREC F6=NREC F7=ADD F8=MOD F9=DEL
F10=TSUM F11=MEDS F12=TRAC
```

SCI Demographic Data

- TRAC pulls demographic data from Statewide Client Index (SCI). The demographic data includes:
 - Name
 - SSN
 - Date of Birth (DOB)
 - Gender
- The demographic data cannot be modified through any of the TRAC's screens.
- DOB corrections may be performed through a batch transaction. Refer to the External Developer's Guide for additional information.

Screen Demographic Data

```
UPEX                                TRAC INFORMATION SYSTEM                                01/30/2007
                                EXCEPTION UPDATE

LAST      : JACK                      SUFX      :                      CIN       : 72996371H
FIRST     : JILLS                    DOB       : 09/10/1989          SSN       :
MIDDLE    :                          SEX       : M                          ALIEN#    :

COUNTY ID : 01 - 32 - 9876543 - 1 - 01  (COUNTY #/AID/SERIAL #/FBU/PRSN #)

EXCEPTION TYPE      : 03                EXCEPTION REASON      : 307
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F10=TSUM F11=MEDS F12=TRAC
```

TRAC Navigation

- TRAC is accessed through the MEDS system.
- At the MEDS Main Menu, type “Y” at the Menu Option line, and then hit the ENTER key. This will allow you to access the TRAC production system.

MEDS Inquiry Request Menu

MENU

** INQUIRY REQUEST MENU **

BUC - 01/25/07
10:13:11

OPTION ?

(F12) R = INQR - MEDS CLIENT INQUIRY BY ID NUMBER
(F22) N = INQN - STATEWIDE INQUIRY FOR FILE CLEARANCE
(F23) W = INQW - WHOLE CASE INQUIRY (CASE MEMBER INQUIRY)
(F21) X = INXR - CROSS REFERENCE FILE INQUIRY
S = SOCR - SHARE OF COST SPENDDOWN CASE MEMBERS/STATUS
P = - MEDS IMMEDIATE NEED ELIGIBLE RECORD (FUTURE)
T = INXT - MEDS IMMEDIATE NEED COUNTY ID CROSS REFERENCE
(F20) A = INWA - MEDS WORKER ALERTS
H = HOLD - MEDS WORKER ALERTS FOR "HOLD" RECORDS
(F11) M = MOPI - MEDS ONLINE POS INQUIRY

(F19) I = IEVS - INCOME AND ELIGIBILITY VERIFICATION SYSTEM MENU
G = HEMI - HEALTH ACCESS PROGRAMS INQUIRY MENU (CCS/GHPP)
K = IAPP - APPLICATION TRACKING INQUIRY MENU
O = HOME - HOMELESS ASSISTANCE PROGRAM MENU
V = HIAR - HEALTH INSURANCE SYSTEM MENU (ACTION REQUEST MENU)
Y = TRAC - TRAC INFORMATION SYSTEM MAIN MENU (PRODUCTION)
Z = TRAT - TRAC INFORMATION SYSTEM MAIN MENU (TRAINING)

FOR DETAILED EXPLANATIONS OF THE INQUIRY OPTIONS LISTED PRESS F13

Another TRAC Login Option

- After logging on, you may also clear the screen and type TRAC and then hit the ENTER key.
- This method bypasses the MEDS Main Menu and takes the user directly to the TRAC Main Menu.

Type TRAC and hit the ENTER
key

```
trac
```

TRAC Main Menu

```
TRAC                                     TRAC INFORMATION SYSTEM
                                     MAIN MENU

      INQUIRY SCREEN NAME              ID          UPDATE SCREEN NAME              ID
1.  INDIVIDUAL INQUIRY                IINQ       13. NON-CAL PARTICIPATION UPDATE  UNCP
2.  INDIVIDUAL DETAIL                 IDET       14. DIVERSION UPDATE              UDIV
3.  ALTERNATE IDENTITY                ALID       15. CHILD SUPPORT REIMB UPDATE    UCSR
4.  COUNTY SUMMARY                    KSUM       16. SUPPORTIVE SERVICES UPDATE    USSO
5.  PROGRAM SUMMARY                   PSUM       17. PROGRAM PARTICIPATION UPDATE  UPRG
6.  DIVERSION SUMMARY                 DSUM       18. EXCEPTION UPDATE              UPEX
7.  EXCEPTIONS SUMMARY                ESUM
8.  TIME CLOCKS SUMMARY               TSUM
9.  WELFARE TO WORK SUMMARY           WSUM
10. TANF 60-MONTH CALENDAR            TCAL
11. CAL 48-MONTH CALENDAR             KCAL
12. WTW 24-MONTH CALENDAR            WCAL

      SELECT A SCREEN NUMBER AND PRESS ENTER : __

                                     F1=HELP F3=EXIT F11=MEDS

4B  :00.1 19/60
```

TRAC Navigation

- On TRAC's Main Menu, type 7 on the screen number line and then hit the ENTER key for the Exceptions Summary Screen. You may also type 18 on the screen number line to navigate to Program Exception Update (UPEX) screen.
- Before TRAC displays the exception summary records, you will need to identify the correct individual to TRAC.
- TRAC will display the Individual Inquiry (IINQ) screen. You may search by individual by CIN, SSN, Last Name, etc.

IINQ Search by SSN or CIN

```
IINQ                                TRAC INFORMATION SYSTEM                01/25/2007
                                INDIVIDUAL INQUIRY

SEARCH CRITERIA - ENTER 1 OR MORE
SSN      :  _ - _ - _
CIN      :  _____
ALIEN #  :  A _____
COUNTY ID :  _ - _ - _ - _ - _ (COUNTY #/AID/SERIAL #/FBU/PRSN #)

*****OR*****

SEARCH CRITERIA - ENTER FIELDS
                LAST*                FIRST                MIDDLE                SUFX
NAME :  _____

                SPECIFIC                -OR-                RANGE
DOB :  _ / _ / _                FROM :  _ / _ / _
                TO :  _ / _ / _

SEX:  _
*MANDATORY

                ENTER SEARCH CRITERIA AND PRESS ENTER

                F1=HELP F5=AIND F11=MEDS F12=TRAC
```

Select Individual

- On the IINQ Screen, enter the CIN, the Social Security Number, or your search criteria for the individual.
- Match(es) that meet your selection criteria will be displayed.
- ISUM will display one or more individuals that meet your search criteria.

IINQ Search Results by CIN

```
ISUM                                TRAC INFORMATION SYSTEM                                01/30/2007
                                INDIVIDUAL RESPONSE SUMMARY

LAST      :                               SUFX      :       CIN      : 72996371H
FIRST     :                               DOB       :      /   /   :       SSN      : -   -
MIDDLE    :                               SEX       :       ALIEN#   :
**** 01 MATCH(ES) FOUND ON CIN ***** PAGE: 01/01
SEL  CIN/      SSN/      LAST NAME/      MIDDLE/      SUFX/
     ALIEN#    COUNTY #  FIRST NAME   DOB          SEX
-   72996371H      19      JACK        09/10/1989  M
                                JILLS

                                SELECT ONE AND PRESS ENTER
                                F1=HELP F3=PREV F5=AIND F7=UP F8=DOWN F9=IDET F11=MEDS F12=TRAC
```

IINQ Search by Name

```
IINQ                                TRAC INFORMATION SYSTEM                                01/30/2007
                                INDIVIDUAL INQUIRY

SEARCH CRITERIA - ENTER 1 OR MORE
SSN      :  _ _ - _ _ - _ _
CIN      :  _ _ _ _ _
ALIEN #  :  A _ _ _ _ _
COUNTY ID :  _ _ - _ _ - _ _ - _ _ (COUNTY #/AID/SERIAL #/FBU/PRSN #)

*****OR*****

SEARCH CRITERIA - ENTER FIELDS
                LAST*                FIRST                MIDDLE                SUFX
NAME:  jack_____ jills_____ _____ _____

                SPECIFIC                -OR-                RANGE
DOB:   _ / _ / _                FROM :  _ / _ / _
                TO :  _ / _ / _

SEX:   _
*MANDATORY

                ENTER SEARCH CRITERIA AND PRESS ENTER

                F1=HELP F5=AIND F11=MEDS F12=TRAC
```

IINQ Search Results by Name

```
ISUM                                TRAC INFORMATION SYSTEM                                01/30/2007
                                INDIVIDUAL RESPONSE SUMMARY
LAST   : JACK                      SUFX   :                               CIN    :
FIRST  : JILLS                     DOB    :   /   /                       SSN    :   -   -
MIDDLE :                               SEX    :                               ALIEN# :
****  01  MATCH(ES) FOUND ON NAME  ***** PAGE: 01/01
SEL   CIN/                          SSN/                          LAST NAME/                     MIDDLE/                          SUFX/
      ALIEN#                          COUNTY #                       FIRST NAME                      DOB                               SEX
-    72996371H                       19                             JACK                             09/10/1989                       M
                                         JILLS

                                SELECT ONE AND PRESS ENTER
                                F1=HELP F3=PREV F5=AIND F7=UP F8=DOWN F9=IDET F11=MEDS F12=TRAC
```

Time Clock Exception Summary (ESUM) Screen

- Place your cursor next to the correct individual and hit the ENTER key.
- The ESUM screen will be displayed. The ESUM screen shows a program exception 307 record for this individual for the 04/2001 period.

ESUM Screen

ESUM

TRAC INFORMATION SYSTEM
TIME CLOCK EXCEPTION SUMMARY

01/30/2007

LAST : JACK
FIRST : JILLS
MIDDLE :

SUFFIX :
DOB : 09/10/1989
SEX : M

CIN : 72996371H
SSN :
ALIEN# :

SEL	REASON	DESCRIPTION	CTY-AID-SER-FBU-PRSN	START	END
-	307	Cal-Learn Non-Head of HH	01-32-9876543-1-01	04/2001	04/2001

SELECT ONE AND PRESS ENTER

PAGE: 01/01

F1=HELP F2=IINQ F3=PREV F4=SCRN F5=UPEX F7=UP F8=DN F10=TSUM F11=MEDS F12=TRAC

Add, Modify or Delete Program Exceptions

- Examples on how to add, modify, or delete a record are shown in the following slides.

Navigate to UPEX Screen

- Hit the F5 key to navigate to the UPEX screen.
- The UPEX screen will be used to add, modify, or delete program exception records.

UPEX Fields

- To understand the UPEX fields, you will need to refer to your TRAC Reference Codes and User Manual.
- This example shows the following type of record:
 - Exception Type 03, Exception Reason 307.
 - Exception for the period 04/01/2001 to 04/30/2001.

Modify Existing Record

- Select the program exception record to modify.
- Hit the F8 key to modify the record.

Modify Program Exception Start Date

- The program exception record for exception type code 03 and reason code 307 was modified to have a start date of 03/01/2001.

Type Y and press the ENTER key

```
UPEX                                TRAC INFORMATION SYSTEM                                01/30/2007
                                EXCEPTION UPDATE

LAST      : JACK                SUFX      :                CIN       : 72996371H
FIRST     : JILLS              DOB       : 09/10/1989   SSN       :
MIDDLE    :                   SEX        : M                ALIEN#    :

COUNTY ID : 01 - 32 - 9876543 - 1 - 01   (COUNTY #/AID/SERIAL #/FBU/PRSN #)

EXCEPTION TYPE      : 03                EXCEPTION REASON    : 307
START DATE          : 03 / 01 / 2001    END DATE            : 04 / 30 / 2001
START MONTH         : 03 / 2001        END MONTH           : 04 / 2001

MODIFY RECORD (Y/N)?  Y

F1=HELP F2=IINQ F3=PREV F4=SCRN F5=PREC F6=NREC F7=ADD F8=MOD F9=DEL
F10=TSUM F11=MEDS F12=TRAC
```


Add a New Record

- From the UPEX screen, hit the F7 key to add a new record.

F7 to Add a New Record

```
UPEX                                TRAC INFORMATION SYSTEM                                01/30/2007
                                EXCEPTION UPDATE

LAST      : JACK                SUFX      :                CIN       : 72996371H
FIRST     : JILLS              DOB       : 09/10/1989   SSN       :
MIDDLE    :                    SEX        : M                ALIEN#    :

COUNTY ID : 01 - _ - _ - _ - _ (COUNTY #/AID/SERIAL #/FBU/PRSN #)

EXCEPTION TYPE      : _
START DATE          : _ / _ / _
START MONTH         : _ / _

EXCEPTION REASON    : _
END DATE            : _ / _ / _
END MONTH           : _ / _

1010 - PLEASE ADD DATA
F1=HELP F2=IINQ F3=PREV F4=SCRN F5=PREC F6=NREC F7=ADD F8=MOD F9=DEL
F10=TSUM F11=MEDS F12=TRAC
```


Type Y and then hit the ENTER key to Add Record

```
UPEX                                TRAC INFORMATION SYSTEM                                01/30/2007
                                EXCEPTION UPDATE

LAST      : JACK                SUFX      :                CIN      : 72996371H
FIRST     : JILLS              DOB      : 09/10/1989    SSN      :
MIDDLE    :                    SEX      : M                ALIEN#   :

COUNTY ID : 01 - 32 - 9876543 - 1 - 01  (COUNTY #/AID/SERIAL #/FBU/PRSN #)

EXCEPTION TYPE      : 03                EXCEPTION REASON    : 308
START DATE          : 04 / 01 / 2001    END DATE           : 04 / 30 / 2001
START MONTH         : 04 / 2001        END MONTH          : 04 / 2001

ADD RECORD (Y/N)?      y

F1=HELP F2=IINQ F3=PREV F4=SCRN F5=PREC F6=NREC F7=ADD F8=MOD F9=DEL
F10=TSUM F11=MEDS F12=TRAC
```


Delete a Record

- Select the correct record to be deleted.
- Hit the F5 key to go to UPEX screen.

Record Successfully Deleted

```
UPEX                                TRAC INFORMATION SYSTEM                                01/30/2007
                                EXCEPTION UPDATE

LAST      : JACK                      SUFX      :                               CIN       : 72996371H
FIRST     : JILLS                     DOB       : 09/10/1989          SSN        :
MIDDLE    :                               SEX       : M                       ALIEN#     :

COUNTY ID : 01 - _ - _ - _ - _ - _ (COUNTY #/AID/SERIAL #/FBU/PRSN #)

EXCEPTION TYPE      : _
START DATE          : _ / _ / _
START MONTH         : _ / _

EXCEPTION REASON    : _
END DATE            : _ / _ / _
END MONTH           : _ / _

1080 - RECORD DELETED SUCCESSFULLY.
F1=HELP F2=IINQ F3=PREV F4=SCRN F5=PREC F6=NREC F7=ADD F8=MOD F9=DEL
F10=TSUM F11=MEDS F12=TRAC
```

Time Clock Recalculations

- Program exception records added, modified, or deleted requires an update on the time clock calculations.
- The time clock update will occur a day after the program exception update was made.

Conclusion

- This training module provides an overview of adding, modifying, or deleting a program exception record.