

Date: November 2007

- The Update Program Exception (UPEX) screen now allows TRAC users to enter Under \$10 Grant records on-line for 03/377 Exception records. The WDTIP team has modified system functionality to allow users (with Update privileges) to add, delete, or modify Under \$10 Grant transactions on-line for records that cannot be sent via the batch process. Selected County Staff assisted with User Acceptance Testing prior to the implementation of this modification. The following sample screen shot displays the UPEX screen in ADD mode:

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UPEX                                TRAC INFORMATION SYSTEM                11/05/2007
                                  EXCEPTION UPDATE

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

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

EXCEPTION TYPE      : __          EXCEPTION REASON       : ____
START DATE         : __ / __ / ____ END DATE           : __ / __ / ____
START MONTH        : __ / ____    END MONTH            : __ / ____

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

IB 00.1 08/19

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In addition to the UPEX system change, two new System Error Messages have been added to the TRAC application due to this added functionality:

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- WDTIP BULLETIN NOVEMBER 2007

- UPX 1490 – Reason Code '377' Exception already exists for this CIN, CTY & STRT MTH.
- The WDTIP Team has performed database clean-up for 03/377 – Under \$10 Grant duplicate records. The WDTIP Team worked with the ten affected Counties and received confirmation as to which duplicate records to delete in the database. After the completion of this database clean-up, there are no longer any duplicate Under \$10 Grant records in the database or displaying in production.
- There was an intermittent/irregular system error that affected the TANF 60-Month Calendar (TCAL) "Y" and "N" flag indicators causing these indicators to switch back and forth when there was overlapping Program Participation. This system error has been modified by the WDTIP Team and this issue has been resolved. Please note, this flaw was sporadic and very irregular.
- In order to meet new State Web Site Standards, the WDTIP Web Site has been redesigned and also has a new URL (<http://www.wdtip.ca.gov/>) :



The cascading Tabs/Sections of the WDTIP Web Site are:

- Home
- What's New
- Web Based Training
- FAQ
- Reference
- Contact Us

Changes were made to both the FAQ and to the Web Based Training (due to the UPEX modification) sections. No further content changes were made to other sections of the WDTIP web site.

WDTIP's WORK IN PROGRESS

CalWIN has implemented a 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 Web Site's *Contact Us* section. This List is updated quarterly by CDSS; if you have changes to the current WDTIP County Contacts List, please send 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 at (e-mail Linda.Lattimore@dss.ca.gov or call (916) 654 -2116).

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

WDTIP STAFF CHANGES

Grace Kajita is no longer on the WDTIP Team.

WDTIP HELP DESK

Please note the WDTIP 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 issues.

When calling the WDTIP Help Desk regarding a processing or transaction problem, please provide the following (these items will assist in issue troubleshooting):

- CIN or SSN. (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.

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 transaction records that are incorrect due to non-conformity 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 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 reference materials may be found at:
- <http://www.wdtip.ca.gov/systemDocuments.shtml>
- WDTIP Help Desk toll-free number is (877) 365 - 7378.
- WDTIP Help Desk fax number is (916) 229 - 4487.
- WDTIP Staff hours are 8:00 a.m. to 5:00 p.m. - Monday through Friday.
- WDTIP Staff and County Contact information is available from the *Contact Us* section of the WDTIP website.