
WDTIP Bulletin

Date: January 2025

WDTIP UPDATES

- After twenty-five years, the Tracking Recipients Across California (TRAC) system will be migrated into its replacement system on Memorial Day Weekend 2025 (exact go-live date is to be determined). The TRAC system will become static and remain viewable through MEDS in a 'read-only' format until June 30, 2026. Please note, Users will no longer be able to make any additions/deletions/modifications to the TRAC system during the 12-month static period.
- The TRAC system's replacement is the CalSAWS' Statewide Cash Aid Time Limits (SCATL) system. All historical TRAC data will reside in the SCATL. User access to the SCATL will be managed by the CalSAWS team.
- The Department of Health Care Services (DHCS) plans to post a MEDS system message this Spring to alert the TRAC users of its change to a "read-only" format.
- The WDTIP office will continue providing its excellent services to the State's Time-On-Aid customers. However, some changes for the State's team include:
 - Name change. The new name will be the Time-On-Aid (TOA) Liaison Unit.
 - ~ The Time on Aid (TOA) Liaison Unit will continue to assist with Time on Aid issues processing Help Desk tickets.
 - ~ The Help Desk (HD) e-mail has changed to: timeonaidrequests@otsi.ca.gov. Please begin using now when submitting HD requests.
- The last WDTIP monthly CDSS data unload will be in May 2025. Going forward, in June 2025, the data will come from the SCATL database.

- If you have any questions, feel free to reach out to Moses Salgado, at (916) 263-3404 or moses.salgado@otsi.ca.gov
- Further changes will be coming this summer to the current WDTIP Web Site:
 - www.wdtip.ca.gov

WDTIP/TIME ON AID COUNTY CONTACTS

The WDTIP/TOA County Contacts List is located in the WDTIP Web Site's *Contact Us* section. The Contacts List is updated quarterly; if you have changes to the current WDTIP/TOA County Contacts List, please notify Moses Salgado or the TOA Help Desk.

TIME ON AID HELP DESK

The Time on Aid Help Desk's e-mail address: timeonaidrequests@otsi.ca.gov

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

When contacting the Time on Aid 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/SCATL 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.

REMINDERS

- WDTIP/TOA website address: <http://www.wdtip.ca.gov/>
- WDTIP/TOA Staff hours are 8:00 a.m. to 5:00 p.m. - Monday through Friday.
- WDTIP/TOA Staff and County Contact information is available in the *Contact Us* section of the WDTIP website.
- The SCATL migration will occur over the Memorial Day 2025 weekend. TRAC will become 'read-only' until June 30, 2026.