Welfare Data Tracking Implementation Project **WDTIP**

WDTIP Bulletin

Date: March 2025

WDTIP UPDATES:

- The Department of Health Care Services (DHCS) will post a MEDS system message this month, to alert TRAC users of the TRAC system becoming "read-only" on Memorial Day Weekend. The effective date of this TRAC system change is May 23, 2025, at 8:00 p.m.

- The TRAC system will remain in "read-only" format through June 30, 2026.

- 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 effective date of this change is May 26, 2025.

- The WDTIP Help Desk (HD) e-mail has changed to:

    timeonaidrequests@otsi.ca.gov.

  Please begin using this e-mail when submitting HD requests.

- If you have any questions, feel free to reach out to Moses Salgado, at (916) 263-3404 or: moses.salgado@otsi.ca.gov

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 WDTIP County Contact information is available in the *Contact Us* section of the WDTIP website.

- ➢ Please remember to contact the WDTIP Office of any changes to the WDTIP County Contacts List: **WDTIP County Contacts.**

- ➢ The SCATL migration will occur over the Memorial Day 2025 weekend. **TRAC will become 'read-only' until June 30, 2026.**