California Department of Social Services

Welfare Intercept System (WIS)

County User Manual

Prepared by CDSS, Information Systems Division and Fraud Bureau

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Version: 2.1

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Introduction

Welcome

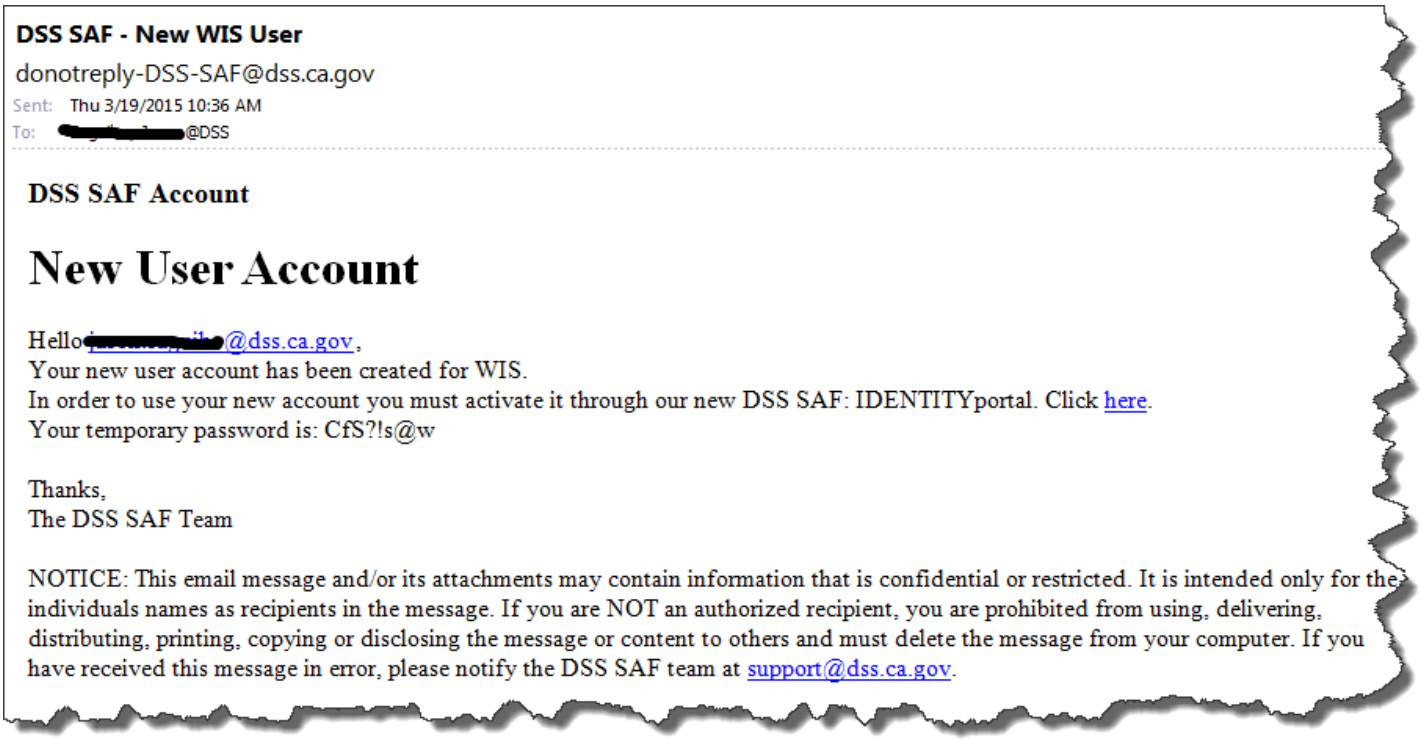
The California Department of Social Services (CDSS) has opened the improved Welfare Intercept System (WIS) for real time, read-only access to California authorized county users. This manual contains instructions on how to access the system, navigate through the screens, and what data is available in WIS.

I. User Authentications

A. Gen1321 Forms

1. If you are a first time user, your supervisor will need to request a copy of the GEN1321 from the Fraud Systems Administrator by email at fraudsystemaccess@dss.ca.gov.
2. Your Supervisor will complete Sections 1, 2, and 11 of the GEN 1321. Select the first box (the proposed permission and/or images for systems and/or applications) in section 8 and sign.
3. Your supervisor will submit the completed GEN1321 via fax at (916) 651-5009 or email at fraudsystemaccess@dss.ca.gov.
4. You or your supervisor will immediately mail the original completed and signed form to:

   Department of Social Services
   Fraud Detection Unit
   ATTN: Fraud System Administrator
   744 P St, MS 9-11-26
   Sacramento, CA 95814
5. As soon as the Fraud System Administrator receives and verifies the GEN1321, you will then receive an email notification, stating that access has been approved and an instruction on how to activate your new account. A user ID and temporary password will also be provided as shown below.



DSS SAF - New WIS User

donotreply-DSS-SAF@dss.ca.gov

Sent: Thu 3/19/2015 10:36 AM

To: [redacted]@DSS

DSS SAF Account

New User Account

Hello[redacted]@dss.ca.gov,
Your new user account has been created for WIS.
In order to use your new account you must activate it through our new DSS SAF: IDENTITYportal. Click here.
Your temporary password is: CfS?!s@w

Thanks,
The DSS SAF Team

NOTICE: This email message and/or its attachments may contain information that is confidential or restricted. It is intended only for the individuals names as recipients in the message. If you are NOT an authorized recipient, you are prohibited from using, delivering, distributing, printing, copying or disclosing the message or content to others and must delete the message from your computer. If you have received this message in error, please notify the DSS SAF team at support@dss.ca.gov.

6. If you do not receive an email notification within three business days from the time the completed GEN 1321 has been submitted via email, contact the Fraud Systems Administrator via email at fraudsystemaccess@dss.ca.gov or by phone at (916) 653-1826.

B. Notification Email

DSS SAF - New WIS User

donotreply-DSS-SAF@dss.ca.gov

Sent: Thu 3/19/2015 10:36 AM

To: [redacted]@DSS

DSS SAF Account

New User Account

Hello [redacted]@dss.ca.gov,
Your new user account has been created for WIS.
In order to use your new account you must activate it through our new DSS SAF: IDENTITYportal. Click here.
Your temporary password is: CfS?!s@w

Thanks,
The DSS SAF Team

NOTICE: This email message and/or its attachments may contain information that is confidential or restricted. It is intended only for the individuals names as recipients in the message. If you are NOT an authorized recipient, you are prohibited from using, delivering, distributing, printing, copying or disclosing the message or content to others and must delete the message from your computer. If you have received this message in error, please notify the DSS SAF team at support@dss.ca.gov.

This is a Sample of the notification email that you will receive from your email inbox. From this email notification, click on the link "here" next to the black arrow, as shown above, to be directed to the department's IDENTITYportal to:

1) activate your account
2) set your password
3) select your PicturePass

NOTE: Do not delete this email, you will need to go back and copy the temporary password provided in this email in order to continue the process. If you experience any problems accessing the IDENTITYportal when you click on the "here" button above, contact the Fraud Systems Administrator, via email at fraudsystemaccess@dss.ca.gov.

II. User Login

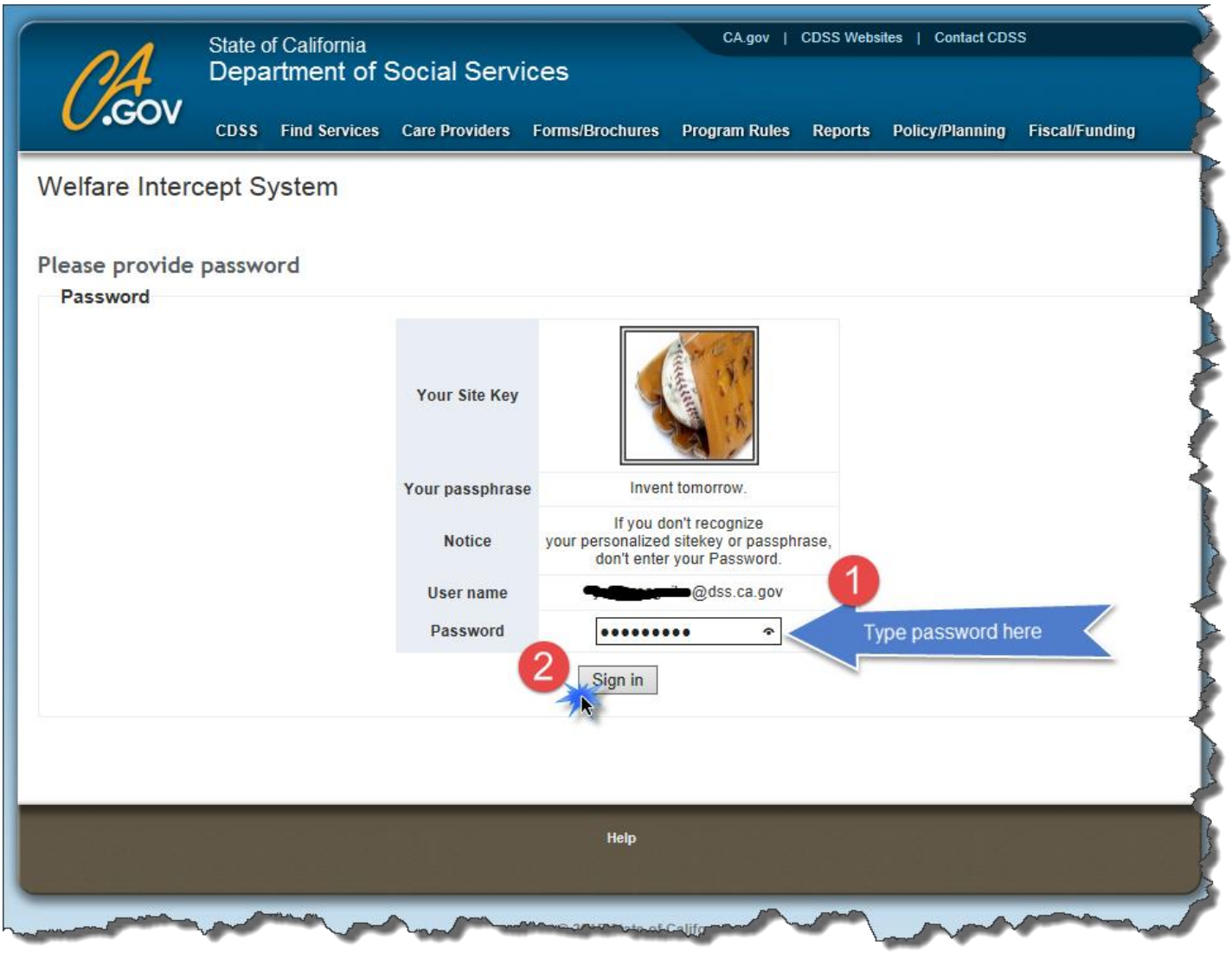
A. WIS Login Page

Type in the username (username is your email address) and then click Login. Follow Steps 1 and 2.

For problems or troubleshooting needs, click on the Help button that will direct you to the WIS Administrator via an email. State the problem in the Subject Line of the email and provide a brief description in the body of the email and add your contact information. Response time is within 24 hours.

NOTE: Help feature is available on all WIS screens.

B. Verify Site Key and Enter Password Screen

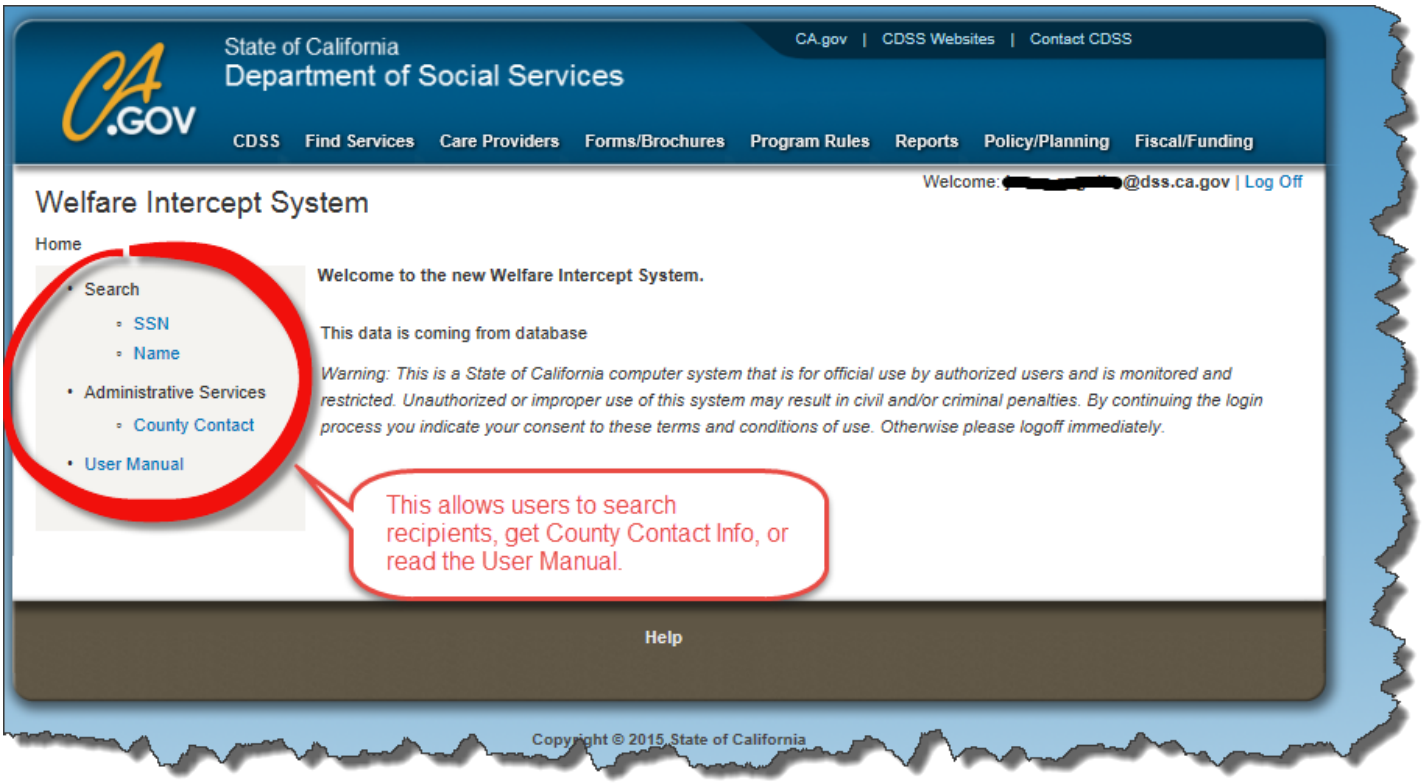


Verify that your site key is the same MFImage and MFPassPhrase you selected and then type your password as indicated in Steps 1 and 2, see image below.

CAUTION: As part of the WIS security control, please do not enter your password if you do not recognize your MFImage/MFPassPhrase. Notify the WIS Administrator by clicking on the Help button below the screen.

III. Navigation

A. WIS Home Screen



This is the Navigation Bar on the Home Screen. It provides a way for you to search for a recipient in two different ways: first by SSN and second by Name.

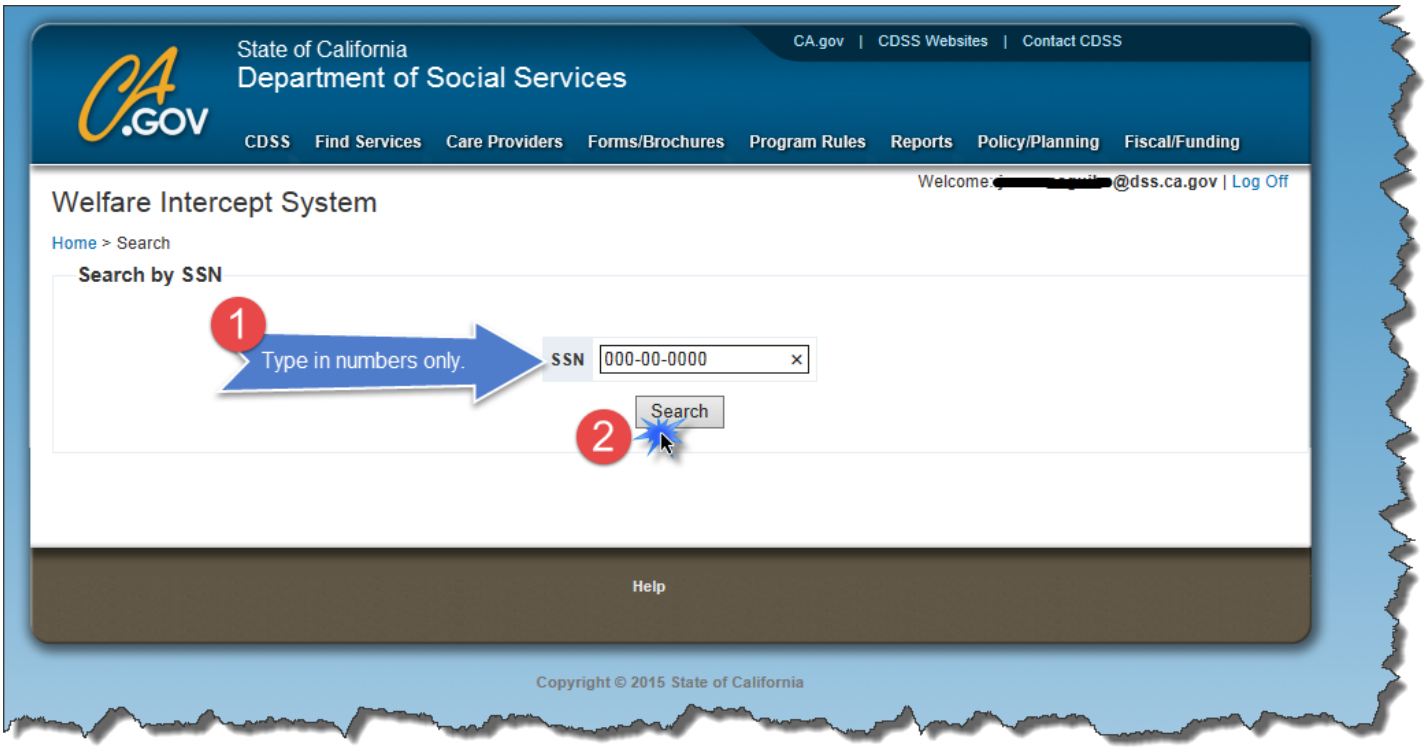
This screen also provides county information and access to the most updated copy of the WIS User Manual as indicated in the image above.

B. Search by SSN

1. Home Screen

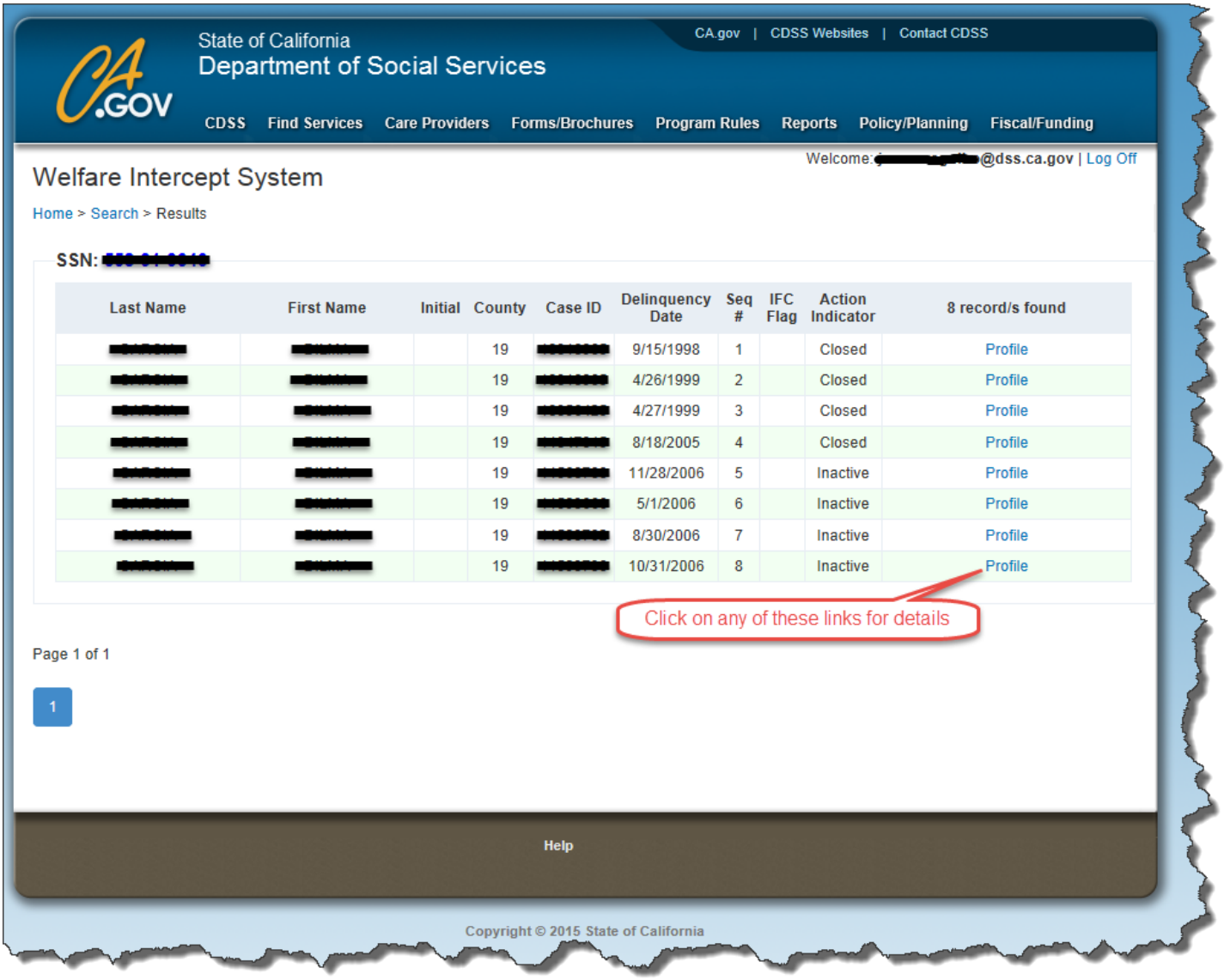
To search a recipient's information by his/her SSN, simply click on the "SSN" link under the Search Node as indicated on the above image. Once you click the SSN link, you will be directed to the following "Search by SSN" screen as shown on the image above.

2. Enter SSN Screen



Enter the SSN associated with the recipient you would like to view. Follow Steps 1 and 2 as shown on the image above.

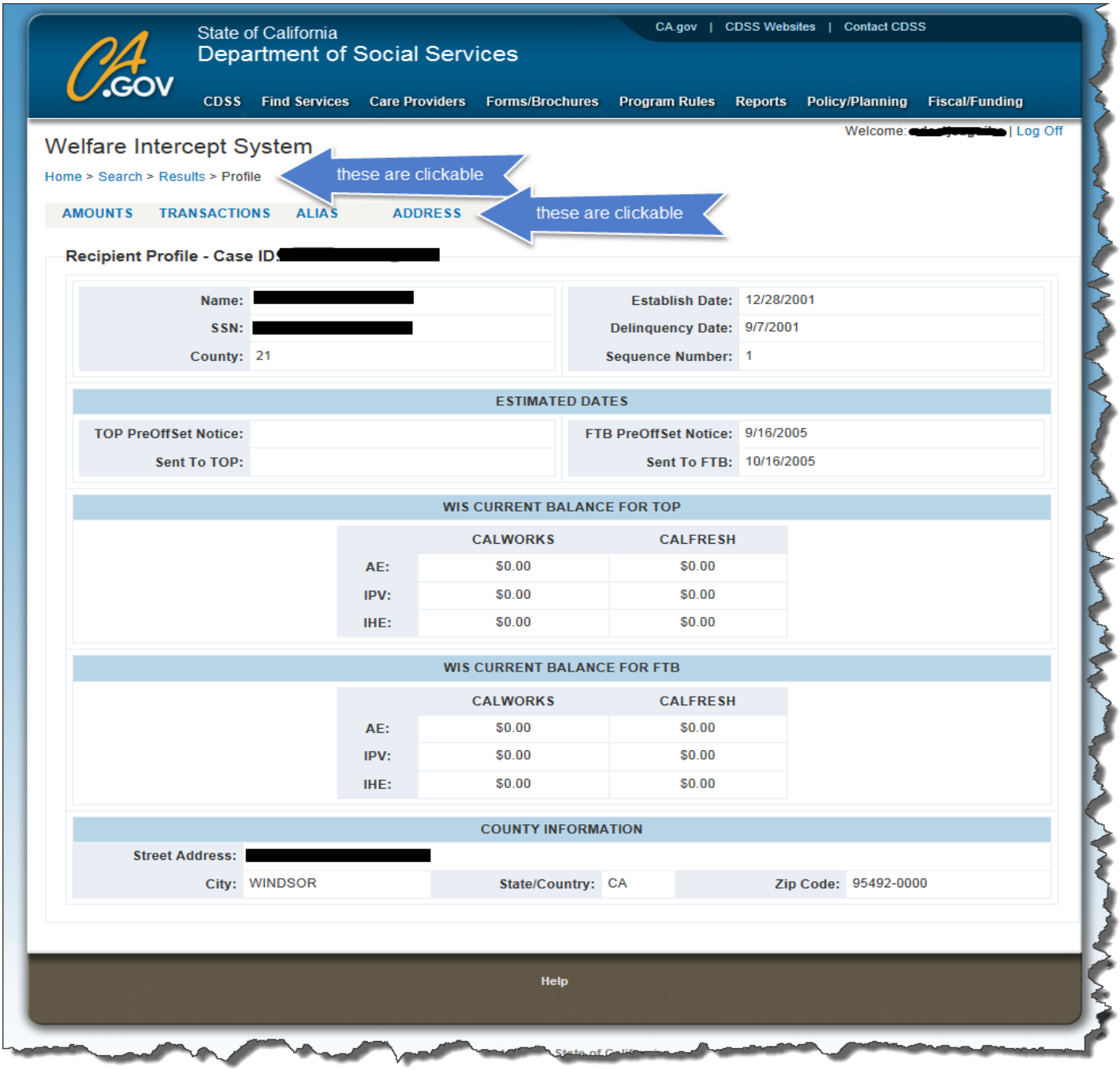
3. Results Screen



Last Name	First Name	Initial	County	Case ID	Delinquency Date	Seq #	IFC Flag	Action Indicator	8 record/s found
[redacted]	[redacted]		19	[redacted]	9/15/1998	1		Closed	Profile
[redacted]	[redacted]		19	[redacted]	4/26/1999	2		Closed	Profile
[redacted]	[redacted]		19	[redacted]	4/27/1999	3		Closed	Profile
[redacted]	[redacted]		19	[redacted]	8/18/2005	4		Closed	Profile
[redacted]	[redacted]		19	[redacted]	11/28/2006	5		Inactive	Profile
[redacted]	[redacted]		19	[redacted]	5/1/2006	6		Inactive	Profile
[redacted]	[redacted]		19	[redacted]	8/30/2006	7		Inactive	Profile
[redacted]	[redacted]		19	[redacted]	10/31/2006	8		Inactive	Profile

The Recipient Results Screen will show up, this gives an overview of all the recipients associated with the searched SSN. You will find the recipient's County, Case ID and Delinquency Date from this screen. To view detailed information on individual recipients, click on the "Profile" link as indicated on the above screen with red dialogue box.

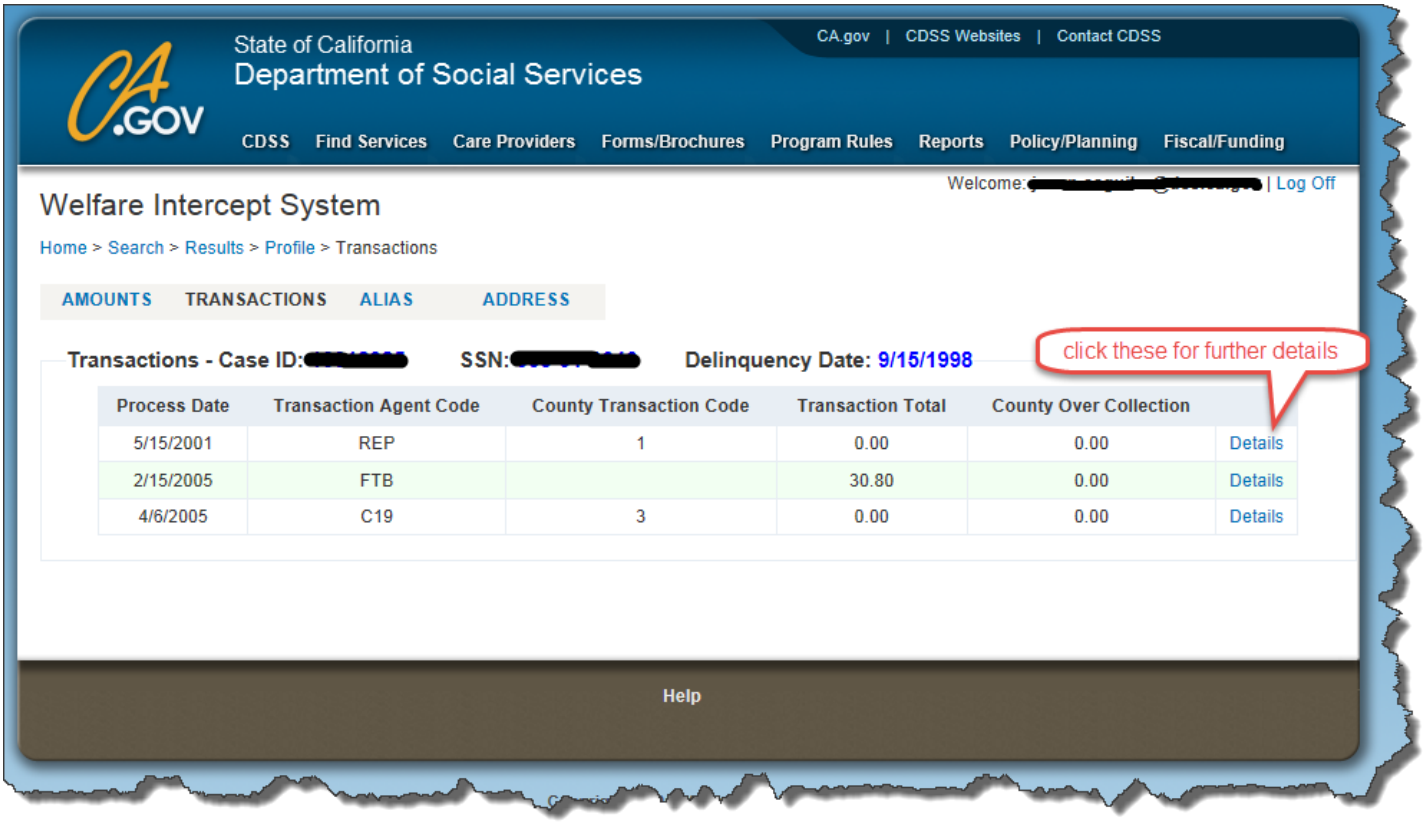
4. Profile Screen



After clicking on the Profile link you will be directed to this screen, “Profile Screen”. You will find detailed information related to the recipient, estimated dates, current balance for TOP or FTB and county information, as seen on the sample screen above.

From this screen you can also view the amounts and transaction screens, and the two new additional features: alias and address screens by clicking on the items on the bar above next to the blue arrow. This will lead you to the chosen screen.

5. List Transaction Screen



This screen will show up if you selected the transaction on the bar next to the red arrow. Below is a description of the codes found on this screen. To view the details of the transaction, click on Details next to the red arrow.

County Transaction Code

1 - Establish (original dollar amount submitted by county)
2 - Decrease (decrease dollar amount submitted by county)
3 - Delete (deletion of debt by county)
4 - Refund (refund of TOP dollar amount only by county)
7 - Increase (Increase of debt by county)
8 - Suspend (suspending a debt by the county (TOP debts only)
9 - Reactivate (reactivating a TOP debt by county(TOP debts only)
A - Alias (update of name changes by county)
B - Address update (address update by county)

Transaction Agent Code

TOP (offset dollar amount by TOP)
FTB (Intercept of dollar amount by FTB)
TOP REV (TOP reversal dollar amount)
LOT (Intercept by State Lottery or Unclaimed Property)
REP (Report)
C19 (County Code – C19 refers to Los Angeles County)

6. Transaction Detail Screen

State of California
Department of Social Services

CA.gov | CDSS Websites | Contact CDSS

CDSS Find Services Care Providers Forms/Brochures Program Rules Reports Policy/Planning Fiscal/Funding

Welcome: [redacted]@dss.ca.gov | Log Off

Welfare Intercept System

Home > Search > Results > Profile > Transactions > Details

Transaction Details

Name:	[redacted]	Delinquency Date:	9/15/1998	Sequence Number:	1
SSN:	[redacted]	Establish Year:	2000	Transaction ID:	80620
County:	LOS ANGELES				
Transaction Agent Code:	REP	County Transaction Code:	1		
Process Date:	5/15/2001				
Transaction Total:	0.00	County Over Collection:	0.00		
TOP Effective Date:		TOP Reversal Flag:	False		
TOP Collection Cycle Number:	0	TOP Original Collection Year:	0		
TOP Trace Number:		Tax Year:	2001		

	CALWORKS			CALFRESH		
	AE	IHE	IPV	AE	IHE	IPV
TOP	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
FTB	$0.00	$565.00	$0.00	$0.00	$0.00	$0.00

Help

This Transaction Detail screen will show up after you clicked on the Details link from the previous page.

C. Search by NAME

1. Home Screen

On the Home Screen, click on the "Name" link under Search Node to find the recipient's information based on his/her name.

2. Enter Name Screen

Enter the name associated with the recipient you would like to view. Follow Steps 1 through 4 as shown on the image above.

3. Results Screen

State of California
Department of Social Services

CA.gov | CDSS Websites | Contact CDSS

CDSS Find Services Care Providers Forms/Brochures Program Rules Reports Policy/Planning Fiscal/Funding

Welcome: [redacted]@dss.ca.gov | Log Off

Welfare Intercept System

Home > Search > Results

Name: [redacted]

Last Name	First Name	Initial	County	Case ID	Delinquency Date	Seq #	IFC Flag	Action Indicator	2 record/s fo
[redacted]	[redacted]	[redacted]	19	[redacted]	2/21/2006	1		Inactive	Profile
[redacted]	[redacted]	[redacted]	23	[redacted]	3/1/2010	1		Active	Additional debts in other counties

Click Profile to view further details.

Page 1 of 1

1

Help

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The Recipient's Results Screen lists all recipients that match the given name as seen in the image above. To view detailed information on individual recipients, click on the "Profile" link as indicated on the above screen with red dialogue box.

5. Profile Screen

After clicking on the profile, this is the screen that will show up. You will find all identifying information related to the recipient, estimated dates, current balance for TOP or FTB and county information, as seen on the sample screen above.

From this screen you can also view the amounts and transaction screens, and the two new additional features: alias and address screens by clicking on the items on the bar above next to the red arrow. This will lead you to the chosen screen.

6. Address Screen

State of California
Department of Social Services

CA.gov | CDSS Websites | Contact CDSS

CDSS Find Services Care Providers Forms/Brochures Program Rules Reports Policy/Planning Fiscal/Funding

Welcome: [redacted]@dss.ca.gov | Log Off

Welfare Intercept System

Home > Search > Results > Profile > Address

AMOUNTS TRANSACTIONS ALIAS ADDRESS

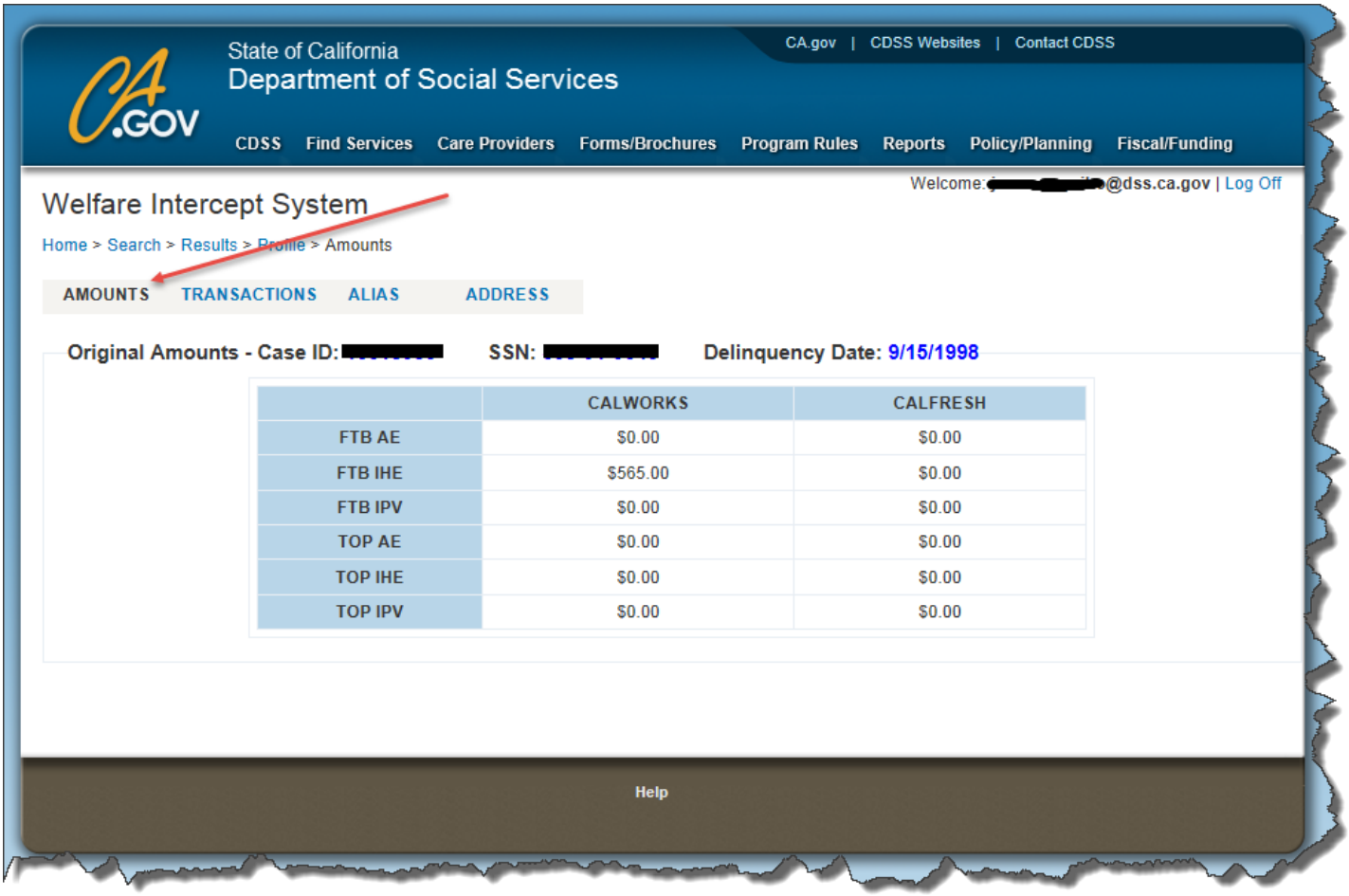
Address - Case ID: [redacted] SSN: [redacted] Delinquency Date: 9/15/1998

Effective Date	Street	City	State	Zip
5/1/2000	[redacted]	LAWNDALE	CA	90260-0000
9/20/2006	[redacted]	LAWNDALE	CA	90260-0000
9/20/2006	[redacted]	LAWNDALE	CA	90260-0000
3/21/2007	[redacted]	GARDENA	CA	90249-0000
2/27/2008	[redacted]	GARDENA	CA	90249-0000
5/1/2008	[redacted]	GARDENA	CA	90249-0000
5/1/2008	[redacted]	GARDENA	CA	90249-0000
5/1/2008	[redacted]	GARDENA	CA	90249-0000
11/18/2009	[redacted]	CORONA	CA	92879-0000

Help

After selecting Address on the bar next to the red arrow, the Address related to the recipient will show.

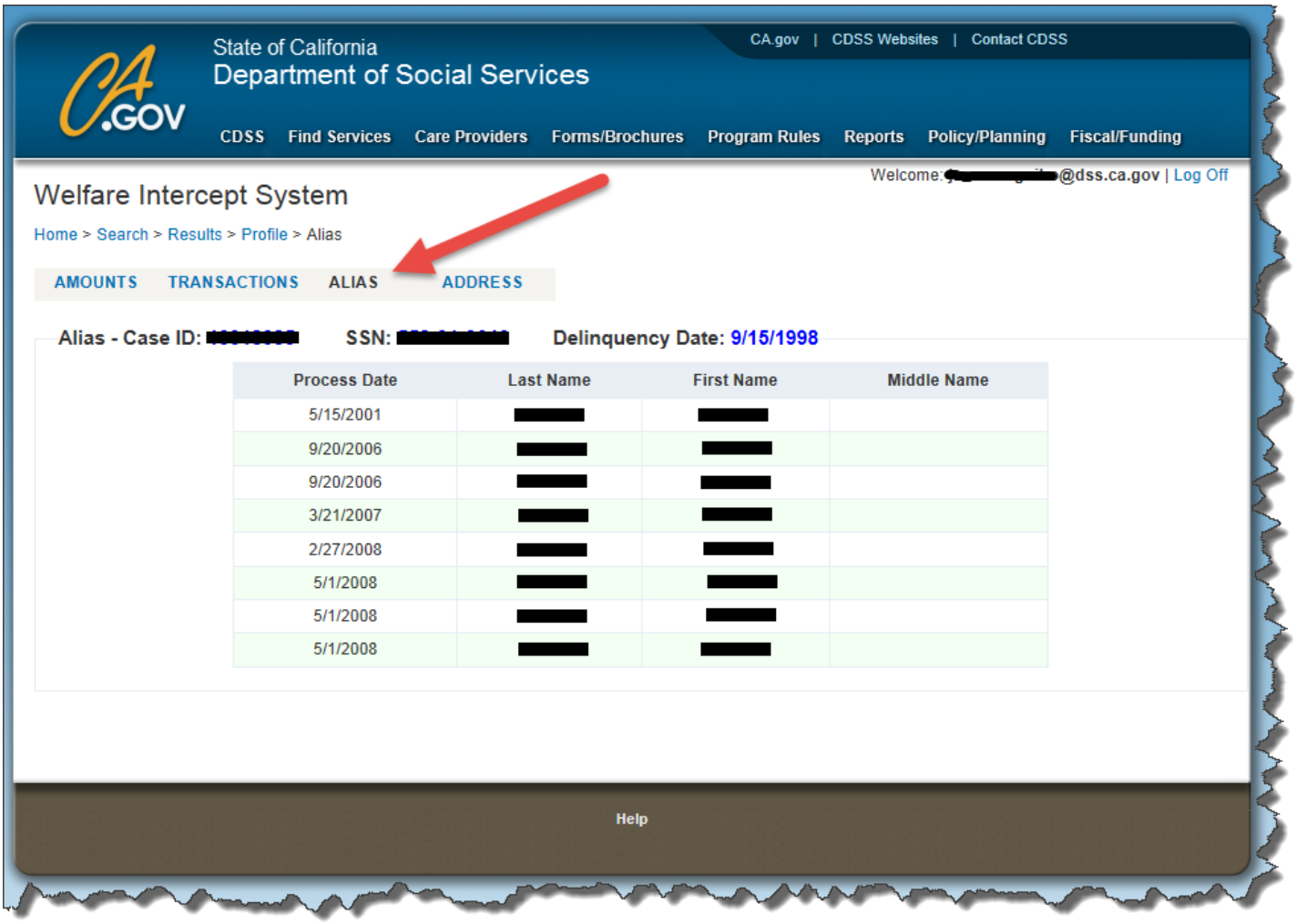
7. Additional Features to the New WIS: Amount Screen



	CALWORKS	CALFRESH
FTB AE	$0.00	$0.00
FTB IHE	$565.00	$0.00
FTB IPV	$0.00	$0.00
TOP AE	$0.00	$0.00
TOP IHE	$0.00	$0.00
TOP IPV	$0.00	$0.00

This is an added feature that was not in the old WIS. This screen will show the original dollar amount of debt established when you clicked on the AMOUNT from the bar next to the red arrow.

8. Additional Features to the New WIS: Alias Screen



This is an added feature that was not in the old WIS. This screen will show all the Aliases that the recipient used when you clicked on the ALIAS from the bar next to the red arrow.

9. Navigating Through WIS Results Screen

State of California
Department of Social Services

CA.gov | CDSS Websites | Contact CDSS

CDSS | Find Services | Care Providers | Forms/Brochures | Program Rules | Reports | Policy/Planning | Fiscal/Funding

Welfare Intercept System

Home > Search > Results > Profile > Transactions > Details

Breadcrumb Trail
- to cycle back to previous pages, click on ONE of the hyperlinks such as **Transactions, Profile, Results, Search,** or **Home.**

Transaction Details

Name:	[redacted]	Delinquency Date:	9/15/1998	Sequence Number:	1
SSN:	[redacted]	Establish Year:	2000	Transaction ID:	80620
County:	LOS ANGELES				
Transaction Agent Code:	REP	County Transaction Code:	1		
Process Date:	5/15/2001				
Transaction Total:	0.00	County Over Collection:	0.00		
TOP Effective Date:		TOP Reversal Flag:	False		
TOP Collection Cycle Number:	0	TOP Original Collection Year:	0		
TOP Trace Number:		Tax Year:	2001		

	CALWORKS			CALFRESH		
	AE	IHE	IPV	AE	IHE	IPV
TOP	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
FTB	$0.00	$565.00	$0.00	$0.00	$0.00	$0.00

Help

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This feature is useful in cycling back to the previous pages. Just click on the item that you wish to go back to from the bar indicated above.

10. Help

Need help? For problems or troubleshooting needs, click on the Help button that will direct you to the WIS Administrator via email. State the problem in the Subject Line of the email and provide a brief description in the body of the email and add your contact information. Response time is within one business day.

11. Reset Password due to Locked Account

Please note that 3 unsuccessful login attempts will lock your account and you will be redirected to the IDENTITYportal to complete the Unlock Account process. (Refer to SAF Quick Start Guide using this link)

12. Reset Password due to Expired Password

Your password expires every 60 days. When attempting to login with an expired password, you will be redirected to the IDENTITYportal to change your password. (Refer to SAF Quick Start Guide using this link)