

Update Bulletin

Date: April 2026

UPDATES:

- The Tracking Recipients Across California (TRAC) system will remain in “read-only” format through June 30, 2026.
- **On the evening of June 30, 2026 (at approximately 8:00p.m.), the TRAC system will be sunset and will be fully removed from the Department of Health Care Services’ MEDS. Thank you, TRAC, for 25 years of State service!**
- E-Mail reminders will be issued leading up to the TRAC Sunset Date, of June 30, 2026.
- The TRAC system went into ‘read-only’ status, on May 23, 2025. The TRAC system’s replacement is the CalSAWS’ Statewide Cash Aid Time Limits (SCATL) system.
- Per [ACL 14-100](#) and CDSS Guidance, the 02/204 Exception Reason Code now has an Effective End Date of “03/31/2015”. The Time-on-Aid Reference Codes document has been modified accordingly.
- The Time-on-Aid Liaison Unit Website (includes Bulletins, Reference Documents, County TOA Contacts):
<https://toa.otsi.ca.gov>
- If you have any questions, feel free to reach out to Moses Salgado, at (916) 263-3404 or e-mail: moses.salgado@otsi.ca.gov

TIME-ON-AID LIASON UNIT'S HELP DESK:

The Time-on-Aid Help Desk's e-mail address: timeonaidhelp@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 the CalSAWS Help Desk be the first contact when trying to resolve Time-on-Aid related or SCATL issues.

When contacting the Time-on-Aid Help Desk, 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 occurs.
- Any other information that will assist in issue resolution.

REMINDERS:

- Time-on-Aid Liaison Unit website address:

<https://toa.otsi.ca.gov>
- Time-on-Aid Liaison Unit staff hours are 8:00 a.m. to 5:00 p.m. - Monday through Friday.
- Time-on-Aid Liaison Unit staff and County Contact information is available in the *Contact Us* section of the Time-on Aid Liaison Unit's website.
- Please remember to contact the Time-on-Aid Liaison Unit with any changes to the Time - on-Aid County Contacts List. (Formally, the WDTIP Time-on-Aid County Contacts List.)