

Update Bulletin

Date: October 2025

UPDATES:

- The Tracking Recipients Across California (TRAC) system went into ‘read-only’ status, effective May 23, 2025, at 8:00 p.m. The TRAC system’s replacement is the CalSAWS’ Statewide Cash Aid Time Limits (SCATL) system. User access to the SCATL will be managed by the CalSAWS team. The effective date of this change was May 26, 2025.
- The TRAC system will remain in “read-only” format through June 30, 2026. After, this date, the TRAC system will be sunset and will be fully removed from the MEDS system.
- The WDTIP Team has now transitioned to the Time on Aid Liaison Unit. This Unit will continue to assist with TRAC historical Time on Aid questions, maintaining the County Contacts List (on the web site), assist with Out of State Time on Aid requests, and maintaining the following:

Previous Name	New Name
“Appendix 1 - TRAC Reference Codes Document”	“Time on Aid Reference Codes Document”.
WDTIP Web Site	Time on Aid Liaison Unit Web Site: https://toa.otsi.ca.gov (Will be implemented on 10/28/2025)
WDTIP County Contacts	TOA County Contacts

- The Time on Aid Liaison Unit’s Help Desk (HD) e-mail address is now:

timeonaidhelp@otsi.ca.gov

- The new Time on Aid Liaison Unit Website (implementation date of 10/28/2025):

<https://toa.otsi.ca.gov>

The old WDTIP Web Site will be decommissioned on 10/28/2025.

- The New Time on Aid Liaison Unit's Logo (replacing the WDTIP logo):



- The “TRAC Reference Codes Document” has been updated to:

[Time on Aid Reference Codes Document](#)

This will be available from the new TOA Web Site on 10/28/2025.

- 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 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 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 occurred.
- Any other information that will assist in issue resolution.

REMINDERS:

- Time on Aid Liaison Unit website address (implementation date on 10/27/2025):
<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 of any changes to the Time on Aid County Contacts List. Formally, the WDTIP Time on Aid County Contacts List.