



CDSS

WILL LIGHTBOURN

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**

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DMUND G. BROWN JR.  
GOVERNOR

February 17, 2015

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

ALL COUNTY WELFARE DIRECTORS LETTER (ACWDL)

TO: ALL COUNTY DIRECTORS  
ALL COUNTY TAX INTERCEPT COORDINATORS

FROM: TODD R. BLAND  
Deputy Director  
Welfare to Work Division

SUBJECT: WELFARE INTERCEPT SYSTEM (WIS) UPGRADE AND  
IMPLEMENTATION INSTRUCTIONS

The California Department of Social Services (CDSS) would like to announce the availability of the new and improved WIS and provide the CWDs with instructions and contact information. This upgrade moves the current WIS system from an old mainframe to a new web-based portal. The statewide roll out is scheduled for February 23, 2015.

WIS is a standalone database that the counties and CDSS use to keep track of all the outstanding client overpayments and overissurances for cases that have gone off aid. It primarily records the repayments that are made via the tax intercept. This upgrade has been in development for two years and CDSS needs to deploy the system this month due to the loss of staff that maintains and supports the old database. Additionally, the current mainframe application is costly to maintain and not user-friendly.

**New WIS Upgrade**

In March 2013, CDSS started developing the new WIS platform from a system mainframe to a web-based portal. Since last October, 2014, five counties (Contra

Costa, Los Angeles, Orange, San Bernardino and Tulare) participated in acceptance testing for this upgrade.

The upgrade to WIS will provide county workers and CDSS staff an up to date system that is user-friendly, easy to navigate, more informative and with enhanced security controls.

WIS users may access the upgraded WIS through the latest, most secure, version of Chrome, Firefox or Internet Explorer.

Some of the features of the new WIS are:

- A new visually friendly screen that is easy to navigate;
- capability to provide the WIS users with information of outstanding debts in other counties;
- an online help feature: and
- easy login and password reset capability.

### **Implementation Instructions**

The WIS upgrades will be available to the county users as of February 23, 2015. It is located in this secure URL: <https://secure.dss.ca.gov/ext/WIS>. CDSS will send an email to all current WIS-approved users, informing them that access is available and instructions on how to set up their new passwords. A copy of the User's Manual on how to navigate through the upgraded WIS website will be sent out via separate email to prepare the WIS users of the upcoming roll-out.

For any questions regarding this roll out or WIS upgrade, you and your staff may contact Russell Askew at [Russell.Askew@dss.ca.gov](mailto:Russell.Askew@dss.ca.gov) or by phone at (916) 653-1824 or Suzanna Ledesma at [Suzanna.Ledesma@dss.ca.gov](mailto:Suzanna.Ledesma@dss.ca.gov) or by phone at (916) 651-3981.