General Information System (GIS) Message

Section 1

Transmittal:	22 TA/DC017 Upstate Only
Date:	February 24, 2022
To:	Subscribers
Suggested Distribution:	Commissioners, Employment Coordinators, TA Directors, SNAP Directors, LAN Administrators, and Staff Development Coordinators
From:	Valerie Figueroa, Deputy Commissioner Employment and Income Support Programs
Subject:	Redesign of the Welfare to Work Caseload Management System (WTWCMS)
Contact Information:	wtwcmshelp@otda.ny.gov or district assigned Employment Services Advisor

Section 2 – Purpose

The purpose of this GIS is to inform social service districts (districts) of the scheduled redesign/update to the Welfare to Work Caseload Management System (WTWCMS). At 5pm, on Wednesday, March 16, 2022, WTWCMS will go offline for the update to be implemented. WTWCMS will remain unavailable until Monday, March 21, 2022, at which point the updated version of WTWCMS will be available.

Section 3 – Background

The current version of the WTWCMS application uses Microsoft Silverlight and is only accessible via Internet Explorer 11. Both products have reached end of life and will no longer be supported by Microsoft. As such, OTDA is updating the application to use more modern technologies and to ensure that appropriate systems security protections are in place. The new application will utilize Angular 11 and .NET Core 3.1 which are both open-source technologies created by Google and Microsoft.

Legacy WTWCMS Production will be taken offline for two business days starting Wednesday, March 16, 2022, at approximately 5pm, and will remain offline until the new application is available. This allows the Office of Information Technology to update the databases and deploy the new WTWCMS application into Production. The new WTWCMS application will be available Monday, March 21, 2022.

The timing of the deployment is specifically timed to allow districts to fully data enter all actual hours for the month of February for work participation rate purposes. Staff should remember to enter all actual hours of participation.

Please note that the preferred browser for the new WTWCMS application is Google Chrome. On March 21, 2022, the new links for the application will be emailed to all users and updated on Centraport. The old links will not work after the application is made available.

WTWCMS enhancements will include:
- Faster load times
- No additional software needing to be downloaded/installed by the end users
- All new browsers are supported (Chrome, Edge, Firefox etc.). However, Google Chrome should be used for optimum performance.
- Responsive Web Design. The application dynamically adjusts according to the monitor size.
- Single Page Application (SPA) design, which means easier navigation between functions

Although WTWCMS will look much different, the functionality for the system will go largely unchanged. To prepare for the change, Staff Development Coordinators were notified via email, to register current WTWCMS users for a training webinar that is expected to begin on March 11, 2022. This training webinar will be an overview of the system and will include information on its newest features. Additionally, a series of training courses will be offered to provide more detailed instructions for new staff members on how to use the new system and its individual sections.

If you have any questions or concerns about the rewrite, please contact your Employment Services Advisor or the WTWCMS Helpdesk at: wtwcmshelp@otda.ny.gov.