

TRACS Troubleshooting Guide

Common TRACS Problems - Worker Can Correct

(If these solutions do not resolve your problem, please contact the Service Desk at 503-945-5623 or DHS.Servicedesk@state.or.us.)

Problem: User needs Provider Information updated in the Plan or needs to add a new Provider for contract-managed steps.

Solution: This information is not updateable in TRACS. This information comes from the Direct Pay Provider Master (DPPM) and is only displayed in TRACS. Contact 1-800-699-9074 to get Provider information updated.

Problem: The worker is attempting to build a new step with a begin date prior to the end date of the same step type.

Solution: Create a new step after the actual end date for the previous step.

Problem: The worker is attempting to build a plan with a begin date prior to the end date of a previous plan.

Solution: Create a new plan with a begin date later than the previous plan's end date. Workers are still able to issue payments and issue childcare vouchers for clients during the previous plan, until a new plan is built.

Problem: The worker has created a "Non-JOBS" Plan type in TRACS instead of a "JOBS" Plan type.

Solution: Close the " Non-JOBS " plan and build a new "JOBS" Plan by selecting the "JOBS" Plan type on the PDP.

Problem: The worker doesn't have the proper security to access provider information.

Solution: Follow your branch procedure to get proper security for worker.

Problem: The worker is trying to issue a payment from a branch they are not authorized in.

Solutions:

1. Make sure that the plan you are issuing the payment from has the correct CM case. If the case number is not correct, close the current plan and begin a new plan to pick up the current case and branch.
2. PSET into the correct branch (if you have the authority) to issue from that branch or follow procedure to get proper access for worker.

Problem: The client has reached maximum activity limit.

Solutions: Check the following:

1. If the client has 20 or more steps on current plan: close the plan and build a new plan.
2. If the client has 160 activities: contact the Service Desk.
3. If the client has 20 Plans: contact the Service Desk.

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Problem: The client doesn't have an open or pended CM record.

Solution: Create a new CM record. The case status must be PD, VP or CP status with an in-grant code of AD, NO, or IA.

Problem: The client doesn't have a JOBS status code on CM.

Solution: Add a JOBS status code to the clients CM record.

Problem: The client has more than one open CM record and TRACS asks for a case number on the plan.

Solution: Search for the client using WEBM,FIND. Verify the correct CM case number and add that to the plan.

Problem: When deleting a step, you get an error indicating that there has been a JOBS payment and the step cannot be deleted.

Solution: These steps cannot be deleted due to accounting that ties payments to specific steps. End the step as soon as allowed and narrate what the error was about the step.

Common TRACS Problems - Requires Service Desk Intervention

(Please contact the Service Desk at 503-945-5623 or DHS.Servicedesk@state.or.us.)

Problem: You cannot start a new plan: error message may refer to a plan on "AJ Master." JAS or TRACS are out of sync and the client already has a plan on one system, but not the other.

Problem: The client has duplicate person numbers on TRACS. This can be identified by searching for a client under the "TRACS All Persons" search on the main search window in TRACS. If the client appears more than once in the results, there is a duplicate person number.

Problem: The client's narratives are "lost" or some seem to be missing.

Problem: The client has two open plans. This can result when duplicate person numbers have been merged.

Problem: Worker gets a "return code 12" or "TRACS does not match JAS" error when trying to save changes to a plan.

Problem: Worker gets an error "latest attendance date not found" when trying to save changes to a step.

Problem: The worker is unable to close a step because it is a duplicate step type.

Problem: A step has been closed in error.

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Problem: A step has been started in error and has attendance added.

Problem: You need to add a plan or steps past the 60 day step backdate limit.

Problem: You cannot add new tests that are past the 90 day test backdate limit.