

Demographics 2 – Household-Level – WINNIE Online Training Module

JANUARY 2024

Introduction

Intro

This WINNIE online training module is provided by the Minnesota (MN) Department of Health WIC Program. It provides an overview of the household-level information found on the Demographics page in WINNIE, the MN WIC Information System.

Date

All dates in this module are based on today's date being January 23, 2024.

<Transition Slide>

<screen description – no audio> Slide transitions to the Demographics page in Wynne Summe's participant folder.

Overview 1

We reviewed member-level Demographics information in previous training modules. In this module, we'll take a look at the Household Information panel in Demographics. This is information shared by all members of the family.

Household ID

As we learned previously, Demographics is the only page in WINNIE that displays the Household ID without having to open the Participant Menu.

The Household Information panel is read-only.

Let's click below the scroll bar.

Edit Button

We can update some of the Household information by clicking the Edit button.

Go ahead and do that.

<no audio> Click the Edit button.

HH Demographics 1

<waiting> <screen description – no audio> Spin icon displays.

All of the information that displays on the panel, also displays in the Household Demographics modal as enabled fields.

Except for Authorized Representative information, which we maintain on the Manage eWIC Account page.

Scenario 1

We are going to update the Summe family’s address because during our Nutrition Visit, Wynne told us that they moved to Anoka, but she still works and has daycare in Minneapolis, and she wants to continue receiving WIC in Hennepin County for the times when she has to come to clinic for appointments.

PARTICIPANT: “We moved to Anoka, but my work and Lou’s daycare are in Minneapolis. Can I still get my WIC in Hennepin since it’ll be so much easier when I have to come to clinic for appointments.”

WIC STAFF: Absolutely. Whatever works best for you.

Scenario 2

We’ve jotted down that they now live in Anoka and the address is 456 This Place, Coon Rapids, 55433.

Let’s update it.

Go ahead and click three times on the address to highlight it.

PARTICIPANT: “Our new address is 456 This Place in Coon Rapids, 55433.”

WIC STAFF: Great! I’ll get that updated.

Physical Address 1-2

<no audio> Click three times on the address to highlight it.

Physical Address 3

Type the address: 456 This Place.

Physical Address 4

Our city is Coon Rapids.

Click the City dropdown.

Physical Address 5

Click above the scroll bar.

Physical Address 6

Hmm, no Coon Rapids.

Like we saw in the Prescreen training module, the City list is dependent on the selected County.

So, these are Hennepin cities.

Click the dropdown to close it.

Physical Address 7

So, let's select Anoka from the County dropdown.

Physical Address 8

Click above the scroll bar.

<no audio> Select Anoka from the County dropdown.

Physical Address 9

<no audio> Select Anoka from the County dropdown.

Physical Address 10

When we select a new county, the city and zip code clear.

The zip code clears because its list depends on the selected City.

We've selected Anoka so now let's select our city of Coon Rapids. Go ahead.

<no audio> Select Coon Rapids from the City dropdown.

Physical Address 11

<no audio> Select Coon Rapids from the City dropdown.

Physical Address 12

We now have a zip code dropdown.

Select 55433 for their zip code.

<no audio> Select 55433 from the Zip Code dropdown.

Physical Address 13

<no audio> Select 55433 from the Zip Code dropdown.

Mailing Address 1

In most cases, the Mailing Address is the same, and once we've confirmed, like in Prescreening we can use the Copy Physical Address button to auto-populate our changes for the Mailing Address.

Go ahead and click the button.

<no audio> Click the Copy Physical Address button.

WIC STAFF: Do you get mail at the same address?

PARTICIPANT: "Yep."

Contact Information

This is also where we update or add telephone numbers and/or the email address for the family.

Click below the scroll bar.

Language 1

As well as indicate the family's language preference.

Let's take a minute to reiterate that it is important to accurately complete the language information for each family.

We should never assume that English is the preferred language.

Language 2

If the family typically communicates in a different language, we should always select that language from the Primary Language dropdown.

We also can't assume that if it is spoken, it is also read, and should confirm whether they read and write in that language.

If the family would benefit from receiving WIC services in another language, we should always toggle on Interpreter.

Language 3

Accurate information in these fields is more wide-reaching than just meeting policy requirements.

The State WIC Office tracks Interpreter and language to help us decide what languages we translate materials into and can help with funding requests.

It also can help our Local Agency to assess bilingual staffing needs and potential cost of hiring translator services.

We reviewed the correspondence dropdown in the Documents training module, but as a reminder, it would be required if not completed and our options are English and Spanish.

Other 1

We will take a look at Homeless in a minute.

In the Other section, we can edit or update How Heard about WIC and Migrant status.

Go ahead and save our address changes.

<no audio> Click the Save button.

Send eWIC Data 1

<waiting> <screen description – no audio> Spin icon displays.

Notice the Mailing Address did not update.

Remember from the WIC Card training modules that our participants use their Mail Address zip code as verification when they call the Customer Service line.

The system will not save the change until we communicate it to the eWIC Processor on the Manage eWIC Account page.

Great if we can remember to do that, but we don't have to.

When we select another page...go ahead and do that...

<no audio> Select a page from the sidebar.

Send eWIC Data 2

An information message reminds us that we must communicate the change with the EBT Processor, informs us that the eWIC Household Demographics page will automatically open and that the change will only be saved once we successfully communicate it to the Processor.

Click the OK button.

Send eWIC Data 3

<waiting> <screen description – no audio> Spin icon displays.

To communicate our mail address change, we click the Send eWIC Data button. Do that.

<no audio> Click the Send eWIC Data button.

Send eWIC Data 4

<waiting> <screen description – no audio> Working...please wait and spin icon display.

Now that the EBA, or Electronic Benefit Account, has been successfully updated when we return to Demographics...go ahead...

<no audio> Select Demographics from the sidebar.

Send eWIC Data 5

<waiting> <screen description – no audio> Spin icon displays.

...the Mailing Address is updated.

History 1

Like member-level information, the Household panel displays the most current record but also maintains a history for some of the information.

The history icon in the Physical Address, Mailing Address and Representatives section allows us to view previous records.

Go ahead and click the Physical Address history icon.

History 2

The current address we just changed it to displays at the top.

Each row indicates a previous address and includes the staff person that changed this address to something different, and when this address was changed to the address above it.

Go ahead and close the modal.

<no audio> Click the Close button.

History 3

Click the Mailing Address history icon.

History 4

The Mailing Address history works exactly like the Physical Address history.

Click the Close button when ready to continue.

History 5

Lastly, let's click the history icon in the Representative(s) section.

History 6

The Authorized and Alternate Representative History modal displays any changes that have been made on the Manage eWIC Account page to the family's proxies or representatives and successfully communicated to the eWIC Processor.

Unlike the address histories, it does not display current information.

Click the Close button.

<Transition Slide>

Now let's take a look at Homeless...

<screen description – no audio> Slide transitions to Warren Peace's Demographics page.

Scenario 2-1

We VOC'd Warren Peace today.

His mother told us that they moved here from Chicago.

They currently don't have a home and are staying with some friends for a few weeks.

She isn't sure what they'll do after that.

PARTICIPANT: "Warren and I moved here from Chicago. We don't have our own home right now and we are staying with friends for a few weeks. We aren't sure what we'll do after that..."

WIC STAFF: We can give you some numbers to help you find a place to stay...

Homeless 1

Homeless fields are shared by both household and member-level Demographics.

For WIC, homelessness is defined as lacking a fixed and regular nighttime residence or whose primary residence is a shelter, temporary institution or accommodation, or a public or private place not normally used as a regular place to sleep.

<no audio> Reference: MOM Section 5.6 Homeless Applicants and Participants.

Homeless 2

Since the Fixed Nighttime Location could be different for family members, it is specific to each member.

The field becomes enabled when we toggle on Homeless for the household.

Let's click below the scroll bar and open the Household Demographics modal.

Homeless 3

<no audio> Open the Household Demographics modal.

<Waiting>

<screen description – no audio> Spin icon displays.

Homeless 4

As mentioned, when reviewing Proof of Residency, a Physical and Mailing Address are still required if the family is homeless.

For the Physical Address, we should record the address of the location where the family routinely spends the night.

If there isn't a fixed or official address, we can enter a description of the address in the Address field or "Homeless".

<screen description – no audio> North bank of Lowry Avenue bridge.

We can also use the address of the shelter or facility where they are staying.

We cannot use a PO Box except if they are enrolled in the Safe at Home program.

As always, we can document unusual situations in Notes if we feel we need to provide more information.

Homeless 5

If they do not have a mail address, we can enter "no mailing address" in that field.

However, as we noted before, the Mailing Address's zip code is used to validate the household when contacting eWIC Customer Service.

Homeless 6

So, according to MOM, Section 8.3 Issuing WIC Cards, we can also use the WIC Clinic address or if enrolled in Safe at Home, we can use that address, which is provided in the policy.

Homeless 6A

We are going to keep our Physical Address but since they don't have a mail address, we'll use the clinic's address, which we've jotted down, for our Mailing Address.

Click three times in the Mail Address field to highlight it.

Homeless 6B-6C

<no audio> Click three times in the Mail Address field to highlight it.

Homeless 6D

Type the clinic address exactly as shown: 300 South Sixth Street.

Homeless 6E

Next, lets enter the zip code.

Click three times into the Zip Code field to highlight it.

Homeless 6F-6G

<no audio> Click three times into the Zip Code field to highlight it.

Homeless 6H

Type the zip code: 55487

Homeless 7

If using the WIC Clinic zip code, we have to be sure to give it to the family, so they know what they'll need to use when calling eWIC Customer Service.

Go ahead and click below the scroll bar.

WIC STAFF: We need a mailing address zip code for your WIC Card. We'll use our clinic zip 55487, which I've jotted down for you.

Homeless 8

Next, let's toggle on Homeless.

Homeless 9

The Verified Date defaults to today, but it can be any date within the past 30 days.

If we open this modal and the date is more than 30 days in the past, we will be required to update it.

Homeless 10

It is also one of the date validations that occurs before we are able to issue benefits.

<screen description – no audio> Slide transitions to Robin Banks Issue Benefits page with message that reads: Benefits cannot be issued because the household's homeless verified date is not within 30 days of today's date.

<Transition Slide>

<screen description – no audio> Slide transitions back to Warren Peace's Household Demographics modal.

Homeless 11

A few things happens when we click Save...go ahead and do that...

<no audio> Click the Save button.

Homeless 12

<waiting> <screen description – no audio> Spin icon displays.

First, the Fixed Nighttime Location dropdown becomes enabled and required.

If we select another page from the sidebar or try to exit the folder...go ahead and select something else from the sidebar....

<no audio> Select a page from the sidebar.

Homeless 13

...an error message displays requiring us to select a Fixed Nighttime Location.

This only displays for the family member whose folder we are currently in, and we should try to remember to update the information for other members.

Otherwise, WINNIE will display this same message if we make a change to another member's Demographics.

Click OK on the message.

<no audio> Click the OK button.

Homeless 14

Go ahead and click the Fixed Nighttime Location dropdown.

Homeless 15

This list should be pretty comprehensive, but we can choose OTHER if none seems to apply.

Mom said they are staying with friends for a few weeks.

Go ahead and select that option from the list.

<no audio> Select FAMILY OR FRIEND from the list.

PARTICIPANT: "Warren and I moved here from Chicago. We don't have our own home right now and we are staying with friends for a few weeks. We aren't sure what we'll do after that..." "

Homeless 16

And save.

<no audio> Click the Save button

Homeless 17

<waiting> <screen description – no audio> Spin icon displays.

We said there were a few things that occurred when we toggled on Homeless.

Before we look at those, considering the changes we made in Household Demographics, what should we do next?

Go ahead. Click anywhere for a hint.

<audio – hint> We changed the Mailing Address, which won't save until we communicate the change with the eWIC Processor. Select Manage eWIC Account from the sidebar.

Homeless 18

Even if we correctly selected Manage eWIC Account from the sidebar, the reminder message will always display.

Click OK.

<no audio> Click the OK button.

Homeless 19

<waiting> <screen description – no audio> Spin icon displays.

Communicate our change.

<no audio> Click the Send eWIC Data button.

Homeless 20

<waiting> <screen description – no audio> Working...please wait and spin icon display.

Now let's open the Participant Menu and select Proofs.

Homeless 21

<no audio> Open the Participant Menu and select Proofs.

Homeless 22

The second thing that happens is the Proof of Residence is cleared and disabled for all currently certified household members.

Remember, we are still required to review proof of residency for a homeless family.

We just don't document it in the system.

However, if a homeless family can't provide proof for us to review, we are then required to document lack of proof using the Multipurpose Affidavit.

Click the Cancel button.

Homeless 23

Next, collapse Clinic Actions and select Risk Factors from the sidebar.

Homeless 24

<no audio> Select Risk Factors from the sidebar.

Homeless 25

<waiting> <screen description – no audio> Spin icon displays.

The third thing that happens when we toggle on Homeless is Risk Factor 801 - Homelessness is automatically assigned to all currently certified household members.

This concludes our overview of Demographics.

Click the button to continue.

Test Your Knowledge

T/F Q#1

True or False?

If our participant is moving from a different county, after we add their new street address in the Physical Address field, we should select their new city from the City dropdown.

Answer #1

The answer is False.

The list in the City dropdown is based on the selected county. If the household moved to a different county, we should select the county they now live in first in order to populate the correct cities into the City dropdown.

Multiple Choice Q#2

Which statement is true?

- A. We should only select a different language for the household if we have staff that speak that language.
- B. We have to assign Risk Factor 801 - Homelessness because the system can't assess for the criteria.
- C. The system will always remind us to communicate with the eWIC Processor after changing the Physical Address.
- D. Despite the Proof of Residency being disabled, we are still required to review Proof of Residency during a certification.
- E. We can issue benefits if the Homeless Verified Date is within the past 60 days.

Answer #2

The answer is D.

Although the Proof of Residency field is cleared and disabled when we toggle on Homeless, we are still required to review Proof of Residency during the certification and complete the Multipurpose Affidavit if unable to verify proof.

Corrections for other answers:

A – We should always select the appropriate language based on what the household primarily speaks regardless of whether we have staff that can assist them in that language.

B – The system will auto-assign Risk Factor 801 when we toggle on Homeless.

C – The system will always remind us to communicate the **Mailing Address** change; it won't display that message if we only change the Physical Address.

E – We can issue benefits if the Homeless Date is within **30** days.

End

End Slide

Thank you for reviewing this WINNIE online training module presented by the Minnesota Department of Health WIC Program.

If you have any feedback, comments, or questions about the information provided, please submit the [WINNIE Questions for the State WIC Office](#) form.

Minnesota Department of Health - WIC Program, 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, health.wic@state.mn.us, www.health.state.mn.us; to obtain this information in a different format, call: 1-800-657-3942.

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