

Income 3C – No Income – WINNIE Online Training Module

NOVEMBER 2023

Introduction

Intro

This WINNIE online training module is provided by the Minnesota (MN) Department of Health WIC Program. It provides an overview of how to document when a family doesn't have an income in WINNIE the MN WIC Information System.

Date

All dates in this module are based on today's date being November 21, 2023.

Overview 1

In rare instances, families may not have any income.

Using our participant-centered skills we should ask probing questions about how they are able to buy food, where they are living, whether they have medical care, etc.

Overview 2

We must document the income information they provide.

If we are writing a Separation of Duties (SOD)-Income note, we should include the information in that note.

If we aren't writing an SOD-Income note, we should select the subject of Income Information.

The note must be added for all family members being certified with no income.

<Transition Slide>

<screen description – no audio> Slide transitions to Income page.

Scenario 1

We are the income assessor for Clay Mation, who was just prescreened.

We've started the certification and opened the Income page.

Scenario 2

In response to our questions, Clay’s mom, Annie, told us she is applying for WIC because she lost her job two months ago and has been having a hard time finding a new job in her field.

It’s just her and Clay.

She has some savings, which is what they’ve been using to buy food, pay rent, and pay for her COBRA medical insurance.

Let’s get started by adding the new income contact and household size of 2.

<no audio> Add the new income contact and household size of 2.

PARTICIPANT: “I’m applying for WIC because I lost my job about two months ago and it’s been harder than I expected to find another one in my field.”

WIC STAFF: Are you able to...?

PARTICIPANT: “It’s just Clay and me so I’ve been using some savings to buy food, pay our rent, and pay for the COBRA medical insurance, but it’s starting to get tight...”

Zero Income 1-2

<no audio> Add the new income contact and household size of 2.

Zero Income 3

We are adding zero dollars. Click the appropriate Add button.

<audio – hint> Click the Add button in the Itemized Income Information card.

Zero Income 4

Since for traditional income we usually assess the past 30 days, we want to enter the zero value into the Monthly tab.

Go ahead and select it.

<no audio> Click the Monthly tab.

Zero Income 5

We simply type a 0 into the Monthly Amt 1 field. Go ahead and do that.

<no audio> Click into the Monthly Amt 1 field and type 0.

Zero Income 6

<no audio> Click into the Monthly Amt 1 field and type 0.

Zero Income 7

As we already know, the Proof of Income is always required. Click the dropdown.

<no audio> Click the Proof of Income dropdown.

Zero Income 8

Policy requires that when the income is zero, we select Self Declaration as the Proof of Income.

Select Self Declaration and click OK.

Zero Income 9

<no audio> Select Self Declaration and click OK.

Zero Income 10

Save the zero income.

<no audio> Click the Save button.

<Waiting>

<screen description – no audio> Spin icon displays.

Zero Income 11

Once we've created the zero-income record, we must document the income information from our discussion with the family.

Once again, we add the documentation to the folder of all members being certified.

If there is more than one member, we would want to use the shortcut of creating an alert and copying to a note.

For now, since it's just Clay, let's select SOAP Notes from the sidebar and add a General Note. Click anywhere for a hint.

<Waiting>

<screen description – no audio> Spin icon displays.

Documenting Zero 1

<no audio> Select SOAP Notes from the sidebar then add a General Note. Click anywhere for a hint.

<audio – hint> Click the Cancel button.

Documenting Zero 2

<no audio> Select SOAP Notes from the sidebar then add a General Note. Click anywhere for a hint.

<audio – hint> Click the Add General Note button.

Documenting Zero 3

Click the Subject dropdown.

Documenting Zero 4

Click below the scroll bar.

Documenting Zero 5

We have two options.

If we are writing a Separation of Duties (SOD)-Income Note, we should select that as our subject.

If, as in this instance, we are an income assessor, and our certifier is going to complete the cert once we're done entering the income, we should select Income Information as our subject.

Select Income Information.

Documenting Zero 6

Click into the Note Text field and we'll document what Annie told us.

Documenting Zero 7

<screen description – no audio> NOTE TEXT: Mom, Annie, is applying for WIC because she lost her job two months ago and has not been able to find another job in her field. She is using her savings to buy food, pay rent, and pay for COBRA medical insurance but things "are starting to get tight". It's just her and Clay and she doesn't have any other income at this time.

Documenting Zero 8

Save the note.

<no audio> Click the Save button.

<Waiting>

<screen description – no audio> Spin icon displays.

Documenting Zero 9

Our part of the cert, as income assessor, is done.

Exit Clay's cert and folder by selecting Search from the sidebar.

Documenting Zero 10

<no audio> Click the Close button and exit Clay's folder.

<audio – hint> Select Search on the sidebar.

<Transition Slide>

<screen description – no audio> Slide transitions to Test Your Knowledge slide.

Test Your Knowledge

T/F Q#1

True or False?

We should select Other – Write Note as our Proof of Income when the income is zero.

Answer #1

The answer is False.

Policy requires that we select Self Declaration when documenting a zero income.

Multiple Choice Q#2

Which statement is NOT true. When documenting zero income in WINNIE...

- A. If writing an SOD-Income note, we need to create two notes, one with the subject of Separation of Duties (SOD)-Income and one with the subject of Income Information.
- B. We add an itemized income record.
- C. We should use our participant-centered skills (PCS) to ask probing questions about basic life necessities (food, shelter, medical care).
- D. We enter a 0 into the Monthly tab.
- E. We must document what the family shares about their income situation in all folders of members being certified with zero income.

Answer #2

The answer is A.

If writing an SOD-Income note, we only have to write a note with the subject of Separation of Duties (SOD) - Income and include any information the family shares about their income situation in that one note.

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.

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