VOCs 2C – Completing VOC in Folder – WINNIE Online Training Module

FEBRUARY 2024

Introduction

Intro

This WINNIE online training module is provided by the Minnesota (MN) Department of Health WIC Program. It is an overview of how to complete VOCs in the participant folder for existing MN WIC participants in WINNIE, the MN WIC Information System.

Date 1

All dates in this module are based on today's date being February 13, 2024.

<Transition Slide>

<screen description – no audio> Slide transitions to the Manage eWIC Account page for Polly Ester.

Scenario 1

In this module, we are continuing to work with Polly Ester and her sons, Terry and Wash Clauth.

In the last module, we completed our documentation requirements.

Scenario 2

As we already know, there are a few tasks we should still complete in the Participant Folder.

In this module, we will cover some of the WIC Services requirements for VOCs.

Go ahead and review them.

Click the button when ready to continue.

<screen description – no audio> The few tasks we complete in this module fall under the heading of providing WIC Services, which include:

- Providing and documenting Nutrition Education based on risk factor assessment.

- Making referrals, as appropriate.

- Reviewing the Rights and Responsibilities for which a signature is not required.

- Assigning and explaining the MN WIC food package (and WIC App).

- Assigning a WIC Card.

- Issuing benefits.

- Determining follow-up appointments.

Refer to MOM, Section 3.3 – Transferring Participants for more detailed information about providing WIC services for a VOC.

Priority 1

We'll start with priorities and Risk Factors.

Collapse Clinic Actions and select Risk Factors from the sidebar.

Priority 2

<no audio> Collapse Clinic Actions and select Risk Factors from the sidebar.

<Waiting>

<screen description – no audio> Spin icon displays.

Priority 3

Again, the system automatically assigns Risk Factor 502 – Transfer of Certification (VOC) and a priority based on that risk factor.

Remember, we didn't select a priority when we VOC certified Polly.

Where do we go to view her Priority?

Go ahead. Click anywhere for a hint.

<audio – hint> Click the Participant Menu.

Priority 4

<no audio> Where do we go to view her Priority? Click anywhere for a hint.

<audio – hint> Select Status Information.

Priority 5

Her current priority, auto-assigned based on being a pregnant woman with only Risk Factor 502, is 4.

Assigning her risk factors after the VOC will serve a dual purpose of increasing her priority and providing for continuity of care.

Let's take a look at Wash for whom we assigned a priority of 3.

Go ahead. Click anywhere for a hint.

<audio – hint> Click the Participant Menu within the Status Information modal.

Priority 6

<no audio> Take a look at Wash's Priority. Click anywhere for a hint.

<audio – hint> Select Clauth, Wash from the Other Household Members list.

Priority 7

Wash's Priority continues to be 3, which means the system did not overwrite what we assigned during the VOC despite not having a risk factor to support that priority.

Go ahead and close the Status Information modal.

<no audio> Click the Close button.

Risk Factor 1

We jotted down everyone's assigned risk factors from their VOC documents earlier.

Go ahead and assign risk factors to Polly, Terry, and Wash. Follow any cues that display. Click anywhere for a hint.

> **On All Risk Factor Slides:**
>
> <no audio> Terry – 401; Wash – 401, 201, 425B; Polly – 111, 133, 201

<audio – hint> Click the Modify button.

Risk Factor 2

Click inside the dropdown and select from the list.

> **On All Risk Factor Slides:**
>
> <no audio> Assign risk factors to Polly, Terry, and Wash. Follow any cues that display. Click anywhere for a hint.

<audio – hint> Click inside the dropdown.

Risk Factor 3

> **On Risk Factors Slides 3 – 7:**

<no audio> Click inside the dropdown and select from the list.

<audio – hint> Select 111 - Overweight Women.

Risk Factor 4

<audio – hint> Click inside the dropdown.

Risk Factor 5

<audio – hint> Select 133 - High Maternal Weight Gain.

Risk Factor 6

<audio – hint> Click inside the dropdown.

Risk Factor 7

<audio – hint> Select 201 - Low Hematocrit/Low Hemoglobin.

Risk Factor 8

<audio – hint> Click the Save button.

<Waiting>

<screen description – no audio> Spin icon displays.

Risk Factor 9

<screen description – no audio> Red highlight of risk factors 111, 133, and 201 added to the Assigned Risk Factors grid plus green banner indicating the changes had been saved.

<audio – hint> Click the Participant Menu.

Risk Factor 10

<audio – hint> Select Clauth, Terry from the Other Household Members list.

Risk Factor 11

Type the risk factor number until it is the only option in the list.

<audio – hint> Type: 4

Risk Factor 12

On Risk Factor Slides 12-13:

Type the risk factor number until it is the only option in the list.

<audio – hint> Type: 0

Risk Factor 13

<audio – hint> Click to select or press the Enter key on the keyboard.

Risk Factor 14

<audio – hint> Click the Save button.

<Waiting>

<screen description – no audio> Spin icon displays.

Risk Factor 15

<screen description – no audio> Red highlight of risk factor 401 added to the Assigned Risk Factors grid plus green banner indicating the changes had been saved.

<audio – hint> Click the Participant Menu.

Risk Factor 16

<audio – hint> Select Clauth, Wash from the Other Household Members list.

Risk Factor 17

<audio – hint> Click the Modify button.

Risk Factor 18

Once again, type the risk factor number until it is the only option in the list.

<audio – hint> Type 1.

Risk Factor 19

<audio – hint> Type 1.

Risk Factor 20

<audio – hint> Type 4.

Risk Factor 21

<audio – hint> Click to select or press the Enter key on the keyboard.

Risk Factor 22

<audio – hint> Type 2.

Risk Factor 23

<audio – hint> Type 0.

Risk Factor 24

<audio – hint> Click to select or press the Enter key on the keyboard.

Risk Factor 25

<audio – hint> Type 4.

Risk Factor 26

<audio – hint> Type 2.

Risk Factor 27

<audio – hint> Type 5.

Risk Factor 28

<audio – hint> Type B.

Risk Factor 29

<audio – hint> Click to select or press the Enter key on the keyboard.

Risk Factor 30

Click the Save button.

<Waiting>

<screen description – no audio> Spin icon displays.

Risk Factor 31

<screen description – no audio> Red highlight of risk factors 114, 201, and 425B added to the Assigned Risk Factors grid plus green banner indicating the changes had been saved.

<audio – hint> Click the Participant Menu.

Risk factors are done.

Next, we need to add a food prescription.

Open that page.

<no audio> Click Food Prescription on the sidebar.

<Waiting>

<screen description – no audio> Spin icon displays.

Add Food Rx 1

We've checked with Polly to ensure the default food packages are OK as is.

Since there are no age category changes during their certification periods, we just have to create one default food package for Wash and Terry, as well as one for Polly.

Go ahead and do that. Click anywhere for a hint.

<audio - hint> Click the Add Food Prescription button.

Add Food Rx 2

On Add Food Rx 2 – 13 Slides:

Create a default food package for Wash, Terry, and Polly. Click anywhere for a hint.

<audio – hint> Click the Use Default button.

Add Food Rx 3

<audio – hint> Click the Save button.

Add Food Rx 4

<screen description – no audio> Green banner displays indicating changes saved.

<audio – hint> Click the Participant Menu.

Add Food Rx 5

<audio – hint> Select Clauth, Terry from the Other Household Members list.

Add Food Rx 6

<audio - hint> Click the Add Food Prescription button.

Add Food Rx 7

<audio – hint> Click the Use Default button.

Add Food Rx 8

<audio – hint> Click the Save button.

Add Food Rx 9

<audio – hint> Click the Participant Menu.

Add Food Rx 10

<audio – hint> Select Ester, Polly from the Other Household Members list.

Add Food Rx 11

<audio - hint> Click the Add Food Prescription button.

Add Food Rx 12

<audio – hint> Click the Use Default button.

Add Food Rx 13

<audio – hint> Click the Save button.

Add Food Rx 14

Food Packages. Done.

Before issuing, let's take a look at Health Information.

Open that page.

<no audio> Select Health Information from the sidebar.

\<Waiting\>

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

Health Information 1

Like we saw previously when we VOC certified a postpartum woman, the information we entered into the VOC modal is inserted into Health Information.

WINNIE also calculates her age at conception.

However, notice that the Any Pregnancy History section is not enabled.

These fields only enable after we indicate there have been previous pregnancies.

Click into the Number of Pregnancies field, type a 2, and click outside of the field.

Health Information 2

\<no audio\> Click into the Number of Pregnancies field, type a 2, and click outside of the field.

Health Information 3

\<screen description – no audio\> Checkmarks display in Previous Pregnancy and Any Pregnancy History sections where all fields are enabled.

Like we saw before, the system will auto-assign risk factors associated with any fields we complete or toggle on.

Also, since she is an existing participant, if any of these conditions had been toggled on for a previous certification…

\<screen description – no audio\> Slide transitions to Ella Phant's Pregnancy tab of Health Information with Preterm or Early Term Delivery default toggled on.

Health Information 4

…such as we see with Ella Phant, they would be automatically toggled on when VOC certified.

This is also true for existing postpartum women who have been VOC certified, as we can see in Allie Gator's Health Information.

\<screen description – no audio\> Slide transitions to Allie Gator's Postpartum tab of Health Information with History of Gestational Diabetes toggled on.

Health Information 5

\<screen description – no audio\> Slide transitions to Terry Clauth's Health Information with Unknown Birth Criteria toggled on.

All fields are also enabled for children who have been VOC certified, and any information that may have been completed previously that doesn't clear for a new certification will also populate.

Health Information 6

<screen description – no audio> Slide transitions back to Polly Ester's Health Information page.

Now let's take a look at benefit issuance.

Select Issue Benefits from the sidebar.

<Waiting>

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

Issue Benefits 1

Since a VOC is a certification, benefits should be issued as part of its process.

We aren't going to spend any time walking through benefit issuance but there are a couple of things we need to note.

One, since the family is pending proof of residence, they are only eligible for one set of benefits.

As we'll learn in another module, a partial package and full package count as one benefit set when issuing due to pending proof of residence, identity, or income and both should always be issued.

Issue Benefits 2

Two, the reason there is both a partial package starting today and a full starting on the 25th, is that WINNIE maintains the household's existing issuance cycle.

When they were participating in the MN WIC Program before, their cycle must have been the 25th to the 24th and the system keeps that cycle.

This issuance cycle can be changed using cycle adjustment, which we'll learn about in the Issue Benefits modules.

Issue Benefits 3

After issuing and closing the Aggregated Issuance modal…

<no audio> Click the Close button.

Priority Alert 1

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

…we have one more thing we must do: write a Priority Alert with a Subject of Benefit Issuance to remind the next staff person assisting the family that they must verify proof of residence before issuing more benefits.

Go ahead and add a Priority Alert with the correct subject then click into the Alert Text field. Click anywhere for a hint.

<audio – hint> Select Manage Alerts from the sidebar.

Priority Alert 2

<audio – hint> Click the Add button.

Priority Alert 3

<audio – hint> Toggle on Priority.

Priority Alert 4

<audio – hint> Click the Subject dropdown.

Priority Alert 5

<audio – hint> Select Benefit Issuance.

Priority Alert 6

<audio – hint> Click into the Alert Text field.

Priority Alert 7

We'll quickly type our alert to verify proof of residence before issuing the March benefits.

Priority Alert 8

Save the alert.

<no audio> Click the Save button.

Priority Alert 9

Go ahead and return to the Search page.

Show Details 1

If we view Show Details…

<screen description – no audio> Slide transitions to Show Details for Terry Clauth.

…our Priority Alert subject displays along with the cert start date of today, the end date we entered, and the benefits issued.

Since Terry's Cert End Date is less than 6 months from today's date, an MCA Due Date is not calculated.

However, if we click on Wash's card, go ahead…

<no audio> Click on Wash's card to view his Show Details.

Show Details 2

…the system has calculated his MCA date by subtracting 6 months from his Cert End Date.

Lastly, the Priority Alert is important because if we double-click on Wash's card….

<no audio> Double-click on Wash's card to open his participant folder.

Priority Alert 10

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

…there isn't a system alert reminding us to verify residence; only in our priority alert.

This concludes our review of VOCs.

We'll take a look at the VOC document in the next module.

Click the button to continue.

Test Your Knowledge

T/F Q#1

True or False?

VOCs are considered certifications and the Cert Start Date is the date we enter into the VOC modal.

Answer #1

The answer is False.

VOCs are certifications, but the Cert Start Date is the date the VOC is completed.

T/F Q#2

True or False?

The Cert End Date for a VOC should always be the last date of the month, even if the VOC Document indicates a specific date during that month.

Answer #2

The answer is True.

The MN WIC Program always certifies to the last date of the month.

We should never enter a specific date in the middle of the month, even if the VOC Document indicates that is the Cert End Date.

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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