

VOC Document – WINNIE Online Training Module

MARCH 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 VOC Document in WINNIE, the MN WIC Information System.

Date

All dates in this module are based on today's date being March 1, 2024.

Overview 1

The VOC Document allows us to share information about a participant's current certification status with other state WIC agencies.

We can provide this information without prior consent or a written release from the participant, and participants should not be asked to sign a release for transfer information.

Overview 2

The VOC document can only be generated for participants who are in a current certification.

Scenario 1

Here's our scenario.

Lee Gin's mother, Marge, has stopped by our clinic because she and Lee are moving to Chicago on March 23rd because that is where she grew up and the rest of her family lives.

When we review show details, we see that Lee's cert ends in July, he has had a Midcert, and benefits have already been issued for March.

WIC STAFF: Hi! How can I help you today?

Participant: Hi! My name is Marge Gin and my son, Lee, and I will be moving to Chicago on March 23rd. It's where I grew up and the rest of my family lives...

WIC STAFF: That's exciting...moving home. Let's take a look at Lee's info so I can see how I can best help you today.

WIC STAFF: It looks like Lee is certified until the end of July, he's already had his midcert and you have benefits through this month.

Scenario 2

Since he's leaving the state, we would also want to delete any future appointments that might be scheduled.

Go ahead and double-click on Lee's card to open his participant folder.

WIC STAFF (thought bubble): And he doesn't have any future appointments I need to delete.

<Waiting>

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

Open Document 1

Where do you think we would go to generate the VOC Document? Click anywhere for a hint.

Open Document 2

Select Produce VOC Document.

Produce Document 1

The statement reads: Clicking OK will produce the VOC Document, and terminating the participant is **optional**.

Produce Document 2

We don't **have** to terminate participants when providing VOC information and we should follow our agency's requirements.

Since participants may continue to display on data and reports, our agency may choose to terminate participants when printing the VOC document.

Produce Document 3

If their move isn't certain or there are other reasons to keep the record active, we can simply click OK and allow the certification to be terminated by the system automatically for Failure to Pick-up, Categorical Ineligibility or Cert Expired.

Our agency uses reports and auto-texting, so we are going to terminate the certification.
Toggle on Terminate Participant.

Produce Document 4

The modal expands and displays a Termination Date field and Termination Reason dropdown, both of which are required.

The date cannot be before today or after the participant's Cert End Date.

We could change it to March 23rd when they are leaving for Chicago, but there aren't any WIC Services we will need to provide between now and then, so we'll leave the default date of today.

Click the Termination Reason dropdown.

Produce Document 5

Our reason is Residency No Longer Meets Requirements since they are moving from MN.

Go ahead and select it.

<no audio> Select the reason.

Produce Document 6

Before we go on, we should note that we can generate as many VOC documents as needed.

However, remember, that we can only produce a VOC document if they are in a current cert.

Once we terminate their certification, we would need to re-instate them to be able to generate another VOC document.

Produce Document 7

Click OK.

<Waiting>

<screen description – no audio> Page returns to Demographics with "Changes saved" banner.

<Waiting>

<screen description – no audio> Page turns black.

VOC Document 1

The VOC Document automatically opens in another browser tab.

At the top is the staff person who printed it, our state's WIC program, the date it was generated, the title of the document, the time it was generated, and the participant's name.

VOC Document 2

The next section has their IDs, Date of Birth, the date of the most recent income determination and whether proof is required, their most recent certification period, WIC Category, and priority.

The next two sections provide the most-recent bloodwork and length/height/weight measurements taken during their current cert.

VOC Document 3

Measurements are followed by risk factors that are currently assigned and by any benefit sets with a Last Date to Use on or after today's date.

Lastly, the name, address, and telephone number of the clinic they are assigned to is listed.

Click below the scroll bar.

VOC Document 4

There is a place for us to sign our name, and as with all documents provided to participants, it has the full Non-Discrimination Statement.

We are going to print the document so that we can sign it and give it to Marge.

Click the Print icon.

VOC Document 5

We may have to select the correct printer, but if not, we just click Print.

<no audio> Click the Print button.

<Transition Slide>

<screen description – no audio> Slide transitions to show tabs at top of browser.

VOC Document 6

Go ahead and close this tab to return to WINNIE.

<no audio> Close the browser tab.

<Transition Slide>

<screen description – no audio> Slide transitions to no longer show browser tabs.

System Note 1

Remember, WINNIE also creates a System Note when the VOC Document is produced.

Open the Manage Notes page.

<no audio> Select Manage Notes from the sidebar.

<Waiting>

<screen description – no audio> Spin icon displays.

System Note 2

The note indicates the date and time it was generated.

Other Responsibilities 1

Once we've added and signed our name, we can provide the document to the family.

<Transition Slide>

<screen description – no audio> Slide transitions to topic slide.

Other Responsibilities 2

We have few other responsibilities when a family is moving to another state after providing the VOC document.

We should also provide them with their current Medical Documentation form if there is one.

We also want to explain that WIC services will continue in their new state but will need to be transferred and to bring this document with them since it should have all the information they should need for their transfer.

This concludes our review of the VOC document.

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.

VOC DOCUMENT

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