No Proof of Income Script

Introduction

This HuBERT on-demand training module…

Intro1

… is provided by the MN Department of Health WIC Program. It provides an overview of how to document when a participant cannot provide proof of income.

Overview

In rare instances, participants may not be able to provide any proof of income at all.

Some allowable considerations may include, but might not be limited to: fire, theft, natural disaster, migrant families, homelessness, or if another individual is inhibiting or obstructing the participant's ability to provide their proof of income.

When documenting, we enter their income like any other traditional income record and select Waiver Signed as the proof of income.

At the end of the cert guided script, we must remember to print the Certification Notice, complete the required information, and have the participant sign it.

It should then be scanned into all household members' folders who are being certified at that time

Scenario

Today is May 27th.

Cinde Rella is a newly pregnant woman.

She lives with her stepmother and her two daughters. Her stepmother pays for her medical insurance. She, in turn, pays rent, utilities and buys her own groceries by working odd jobs for cash so she doesn't have any proof of income. She tries to always make at least $300 per week but doesn't tend to make more than that.

Start CGS

We've started the cert guided script.

<display> Screen transitions from Participant List to CGS.

Open Demo

Go ahead and open the income calculator.

<no audio – failure hint> Click the **Demographics** link.

Open Calculator

<no audio – failure hint> Click the **Income Calculator** icon.

Transition Slide

<screen slides up to display entire screen>

Add Item

Go ahead and add a weekly income of 300 dollars.

<no audio – failure hint> Click the **Add Item** button.

Frequency

<no audio – failure hint> Click the **Weekly** radio button.

Amount per Week

<no audio> Click inside the **Amount per Week** field.

Zero

<no audio> Enter the dollar amount.

<no audio – failure hint> Type 300 for the amount per week.

Proof

Since Cinde can't provide any proof of income so we will need to have her sign a waiver. Select Waiver Signed from the proof drop-down.

<no audio> Click the **Proof of Income** drop-down.

Scroll

<no audio> Click below the scroll bar.

Scroll 1

<no audio> Click below the scroll bar.

Select Proof

<no audio> Select **Waiver Signed.**

Save Income

Click OK to save the income.

<no audio – failure hint> Click the **OK** button or press the Enter key.

HH Size

Cinde lives with her stepmother and her two daughters but pays rent, utilities and buys her own groceries. What is her household size?

<no audio> Double-click inside the Household Size field.

HH Size 1

<no audio> Type the household size.

<no audio – failure hint> The Household Size is 2. We count pregnant women as two.

Save Income Record

And save our new income record.

<no audio – failure hint> Click OK or press the Enter key.

Save Demo

After completing the required fields…

We can save Demographics. Click OK.

<no audio> Click OK.

Finish CGs

The next part of completing a no proof income record, is to print the Certification Notice at the end of the Guided Script.

So, once we've completed the CGS…

<display> Guided script completed.

…and ended it…

<no audio> Click the **End Certification** icon.

CGS Correct

<no audio> Click OK or press the Enter key on the keyboard.

Checkmarks

We usually remove both the checkmarks at the end of the certification.

However, we need to generate the certification notice since this is the waiver we will have our participant sign.

So, this time we'll just remove the Schedule Appointment checkmark.

<no audio> Click the **Schedule Appointment** checkbox to remove the checkmark.

Certified Msg

<no audio> Click OK or press the Enter key on the keyboard.

Sent

The Cert Notice will be automatically sent to our printer.

Notice

The Waiver portion of the notice must be completed.

We will need to indicate what proof couldn't be provided and why, and have the participant sign it.

Remember. If there were more than one household member being certified today, we would need to scan this Cert Notice into each member's participant folder.

Click to continue and view the second half of the cert notice.

<no audio> Click when ready to continue.

Notice

And that is how we document a no proof of income record in HuBERT.

<display> Second half of Cert Notice displays long version of Discrimination Statement.

<no audio> Click when ready to continue.

Transition Slide

<display> Slide transitions from Cert Notice to End Slide.

End

Thank you for reviewing this HuBERT on-demand training module presented by the MN Department of Health WIC Program.