

Zero 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 has a zero income, or doesn't have any income.

Overview

In rare instances, participants may not have any income.

If this occurs, we should ask probing questions in a gentle, non-judgmental manner about how they are meeting basic life necessities, such as obtaining food, shelter, medical care, etc.

We must document the information the participants provides in a General Note with the subject of Income Information. This information must be documented in all households members' folder that are being certified.

Overview 1

We are also still required to document an income.

We do this by adding a traditional income of zero dollars and selecting Self Declaration for the Proof of Income.

Self Declaration is specific to this scenario and is the only proof the system will allow for a zero income. It cannot be used for any other income situation.

If anything other than Self Declaration is selected, HuBERT will display a message than an income greater than zero must be entered.

Scenario

Today is May 27th.

Annie Mation is a newly pregnant woman who is applying for WIC because she just lost her job and currently doesn't have any income.

Start CGS

We've started the cert guided script.

<display> Screen transitions from Participant List to CGS.

Open Income

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>

Income

When asked how she was able to pay her rent and buy groceries, Annie informs us that she has some savings and has been using that to live off of.

When asked about medical insurance, Annie assures us she has COBRA medical and isn't interested in applying for MA or MNCare. She also tells us that she's been looking for a job and that it's been harder than expected to find one.

Add Item

We are going to add a traditional income record for zero dollars. Go ahead and get us started.

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

Frequency

Since the payment frequency is moot, we'll just enter a zero into the Amount per Month field

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

Zero

<no audio> Type 0 (zero).

Proof

Our proof of income can only be Self Declaration. Select it from the Proof of Income drop-down.

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

Scroll

<no audio> Click below the scroll bar.

Select Proof

<no audio> Select **Self Declaration**.

Save Zero Income

Click OK to save our zero income.

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

HH Size

We need to add the household size to complete the income record. Annie told us she lived by herself but since she is pregnant, 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

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.

Open Notes

We are required by policy to document the information provided by our participant in regards to their zero income.

So, next step, open Manage Notes.

<no audio> Click the **Manage Notes** icon.

Add Gen Note

We're going to add a general note...

<no audio> Click the **Add General Note** button.

Subject

...with the subject of Income Information.

<no audio – failure hint> Click the **Subject drop-down**.

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

Scroll 1

<no audio> Click below the scroll bar.

Scroll 2

<no audio> Click below the scroll bar.

Subject 2

<no audio> Select **Income Information**.

Note Text

Click inside the Note Text field...

<no audio> Click into the **Note Text** field.

Type Note

...and we'll quickly type the note.

<display> Annie just lost her job about a month ago. She has COBRA insurance and is not interested in applying for MA or MNCare. She lives by herself and has some savings that she has been using to pay rent, buy groceries, etc. while looking for another job, which has been harder than she expected.

Note Requirements

We should note that if there were more than one household member being certified today, we would need to create this note in each member's Participant Folder.

Go ahead and save the note...

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

Close Note

...and click the Close button.

<no audio> Click the **Close** button.

Close Scenario

That is all there is to documenting a zero income. This is different from documenting when proof of income is not available, which is what we'll take a look at in the next module.

<display> Screen transitions from CGS to end slide.

End

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