

Adjust Benefits 2C – Food Scenario 3 - WINNIE Online Training Module

REVISED AUGUST 2025

Introduction

Intro

This online training module is provided by the Minnesota (MN) Department of Health WIC Program. It provides an overview of adjusting benefits by removing cheese and increasing milk in WINNIE, the MN WIC Information System.

Date

All dates in this module are based on today's date being August 14, 2023.

Food Scenario 3: Exchanging Cheese for More Milk

Scenario Overview

In this training module, we will review how to exchange cheese for milk in Adjust Benefits. Our participant has been issued a prorated August set, along with the September and October. Some redemption has occurred.

<Transition Slide>

<screen description – no audio> Slide transitions from topic page to Demographics page.

Scenario 1

Harry Ticke was issued benefits today and mom went directly to the grocery store and bought some items when she noticed 1 pound of cheese still left on her WIC balance.

Harry hates cheese and she would prefer to get more milk instead.

PARTICIPANT: We got my son's WIC today and I went right to the grocery store and bought some foods when I noticed there was cheese. Harry hates cheese! Can I get more milk instead?

WIC STAFF: So sorry about that! Let me take a look and see how I can help...

Prorated 1

In Adjust Benefits, we can see that his August set was prorated, so we need to keep that in mind.

Proration impacts the amount of milk provided, which is why he has .5 gallons available.

Redemption 1

When there is only one member in the household, Redemption is straightforward.

Redemption 2

It is simply the Amount Issued minus the Household Balance equals the Redemption.

Click the button to continue.

Recover 1

As we know, we need to take back in order to have something to give.

So, we need to recover.

Since Harry doesn't have any other members to share his redemption with, we can only recover cheese for the current month if he hasn't bought it yet, which he hasn't.

Go ahead and recover the cheese. Double-click and type the value. Click anywhere for a hint.

<audio – hint> Double-click into the Recovered field in the Cheese row.

Recover 2

<no audio> Recover cheese. Double-click and type the value. Click anywhere for a hint.

<audio – hint> We are recovering 1 pound of cheese. Type 1.

Recover 3

<no audio> Recover cheese. Double-click and type the value. Click anywhere for a hint.

<audio – hint> Press the Tab key or click somewhere on the page.

Available 1

Our Available is now 1 for both cheese and milk.

Milk Math 1

Here's our Milk Math: 1 pound of cheese is equal to 3 quarts of milk or .75 gallons.

Based on our Available column, we can either provide 1 pound of cheese or 1 gallon of milk, which are not equivalent.

Click the button to continue.

Milk Math 2

Since this was a prorated food package, before recovering the 1 pound of cheese, the Available Milk was .5.

Since we must retain the proration, we have to subtract the .5 from the 1 that is Available for Milk.

This means instead of providing .75 gallons or 3 quarts of milk, the system only provided us with .50 gallons (or 2 quarts) for our 1 pound of cheese.

Click the button to continue.

Milk Math 3

Let's take one step back.

In general, we provide gallons and half gallons of standard milk but not quarts.

Milk Math 4

The default food package provides 1 gallon (or 4 quarts) of milk in the form of 1 quart of yogurt and 1 pound of cheese.

If either yogurt or cheese is removed, the food package is left with one extra quart.

Milk Math 5

To manage this extra quart, the system alternates rounding up or down each month, providing either .5 gallons more or .5 gallons less of milk each month, whether it starts with rounding up or down is based on when the participant was certified.

Rounding 1

Harry was certified in July (and only issued one month.)

The month he's certified it rounds up, the following month down, up, down, etc. until his next certification.

Based on this, and it being August, his current benefits will round down, September up, and October down again.

Add 1

So, keeping in mind that .5 gallons were not issued due to proration, we need to add more milk.

Go ahead and do that. Double-clicking and typing the value. Click anywhere for hints.

<no audio> Add milk. Double-click and type the value. Click anywhere for a hint.

<audio – hint> Double-click into the Additional Quantity field in the Milk row.

Add 2

<no audio> Add milk. Double-click and type the value. Click anywhere for a hint.

<audio – hint> Since proration accounts for .5 gallons, we are adding only .5 gallons instead of 1. Type .5.

Add 3

<no audio> Add Milk Double-click and type the value. Click anywhere for a hint.

<audio – hint> Press the Tab key or click somewhere on the page.

Collapse 1

OK. Let's see what happens when we Update Future Months.

Collapse the current set and click the Update Future Months function.

Update Future 1

<no audio> Collapse this card and Update Future Months.

<Waiting>

<screen description – no audio> Spin icon and "Working...please wait" display.

Update Future 2

Exactly copying forward our changes, we have 1 pound of cheese recovered and .5 gallons of milk added.

Rounding 2

However, for September, the system is rounding up...

Available 1

...which is why there is .5 still available for milk; that's the extra half gallon for this month.

Go ahead and add it to our Additional Quantity. Double-click and type the value. Click anywhere for a hint.

<audio – hint> Double-click into the Additional Quantity field in the Milk row.

Available 2

<no audio> Add milk. Double-click and type the value. Click anywhere for a hint.

<audio – hint> We are adding .5 to the .5 already in the Additional Quantity field. Type 1.

Available 3

<no audio> Add Milk Double-click and type the value. Click anywhere for a hint.

<audio – hint> Press the Tab key or click somewhere on the page.

<Waiting>

<screen description – no audio> Spin icon and “Working...please wait” display.

Collapse 2

Perfect. Nothing available.

Let’s take a look at the October benefits.

Collapse this card.

Rounding 3

Our 1 pound of cheese is recovered, we’re rounding down this month so there is only .5 gallons of milk, and nothing else available.

Collapse this card and communicate our changes to the WIC Processor.

Send Data 1

<no audio> Collapse this card and communicate the changes to the WIC Processor.

<Waiting>

<screen description – no audio> Spin icon and “Working...please wait” display.

<Waiting>

<screen description – no audio> Spin icon and “Working...please wait” display.

Collapse 3

Review each benefit set, collapsing each card until the green banner displays, then open Benefits History.

Collapse 4

<no audio> Review each benefit set, collapsing each card until the green banner displays, then open Benefits History.

End Adjust

<no audio> Review each benefit set, collapsing each card until the green banner displays, then open Benefits History.

<Waiting>

<screen description – no audio> Spin icon and “Working...please wait” display.

<Transition Slide>

As usual, we’ll toggle on the benefit sets behind the scenes...

<screen description – no audio> Slide transitions to expanded benefit sets.

Benefits History 1

Even though both the issuance and the adjustment occurred on the same day, the system still creates two issuance cards because each is assigned its own serial number.

Benefits History 1A

Review each benefit set, collapsing the card indicated by the arrows.

Benefits History 2-5

<no audio> Review each benefit set, collapsing the card indicated by the arrows.

Food Prescription 1

What must we always do after adjusting benefits? Click where we should go next. Click anywhere for a hint.

<audio – hint> We should always review the Food Prescriptions. Click Food Prescriptions on the sidebar.

<Waiting>

<screen description – no audio> Spin icon and “Working...please wait” display.

Food Prescription 2

As usual, the system created food prescriptions with the Effective Dates of the adjusted set’s FDTUs.

We need to verify the food prescription that will impact our future benefits, which is the last one created.

Go ahead and expand the 10/6/23 food prescription.

Show Details 1

So, the question is, does the system know that this an alternating rounding food package just because the cheese was removed when we adjusted it?

We can answer that by viewing the Show Details for Milk.

Click on the Milk row to select it and click Show Details.

Show Details 2

<no audio> Click on the Milk row to select it and click Show Details.

<Waiting>

<screen description – no audio> Spin icon and “Working...please wait” display.

Show Details 3

This statement, and the 6 months shown, indicate the milk in this food prescription will not be alternating rounding.

Click the Close button.

New DFP 1

Well then. Let’s try creating a new Food Prescription for the PFDTU of the next set of benefits, which is November 6. Go ahead. Click anywhere for hints.

<no audio> Create a new food prescription for November 6. Click anywhere for a hint.

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

New DFP 2

<no audio> Use the calendar icon in the field.

<no audio> Create a new food prescription for November 6. Click anywhere for a hint.

<audio – hint> Click the Calendar Control icon in the Effective Date field.

New DFP 3- 5

<no audio> Create a new food prescription for November 6. Click anywhere for a hint.

<audio – hint> Click the right arrow (or Next) icon.

New DFP 6

<no audio> Create a new food prescription for November 6. Click anywhere for a hint.

<audio – hint> Select November 6.

New DFP 7

<no audio> Create a new food prescription for November 6. Click anywhere for a hint.

<audio – hint> Click the Use Default button.

New DFP 8

<no audio> Create a new food prescription for November 6. Click anywhere for a hint.

<audio – hint> We need to delete the cheese from the default food package. Click the Cheese row to highlight or select it.

New DFP 9

<no audio> Create a new food prescription for November 6. Click anywhere for a hint.

<audio – hint> Click the Delete button.

New DFP 10

<no audio> Create a new food prescription for November 6. Click anywhere for a hint.

<audio – hint> Click the Yes button.

New DFP 11

<no audio> Double-click to edit.

<no audio> Create a new food prescription for November 6. Click anywhere for a hint.

<audio – hint> We need to edit the milk amount. Double-click the Milk row to edit.

New DFP 12

<no audio> Double-click to edit and type the value.

<no audio> Create a new food prescription for November 6. Click anywhere for a hint.

<audio – hint> We need to increase the quantity. Double-click the Quantity field.

New DFP 13

<no audio> Double-click to edit and type the value.

<no audio> Create a new food prescription for November 6. Click anywhere for a hint.

<audio – hint> We have 3 remaining because cheese is equivalent to 3 quarts. 12 plus 3 is 15. Type 15.

New DFP 14

<no audio> Create a new food prescription for November 6. Click anywhere for a hint.

<audio – hint> Click the Save button.

Show Details 4

OK. Now let's see if the milk is alternating rounding.

How do we do that again? Go ahead or click anywhere for a hint.

<no audio> Verify whether milk is alternating rounding. Click anywhere for a hint.

<audio - hint> Click on the Milk row to select it.

Show Details 5

<no audio> Verify whether milk is alternating rounding. Click anywhere for a hint.

<audio - hint> Click the Show Details button.

<Waiting>

<screen description – no audio> Spin icon and “Working...please wait” display.

Show Details 6

Yep. This statement, and the 6 months shown, indicate the milk in this food prescription **will be** alternating rounding.

And it's following the rounding up and down as expected based on his cert date.

So, we can add another Food Prescription Rule after adjusting benefits.

If we remove yogurt or cheese to create an alternating rounding food prescription in Adjust Benefits, we must create a **new** food prescription for the next set of benefits that will be issued.

Click the Close button.

Communicate 1

And we always need to make sure we communicate to our participants that the amount of milk will vary from month to month.

WIC STAFF: Since we removed the cheese, the amount of milk on your WIC Card each month...

<Transition Slide>

<screen description – no audio> Slide transitions to Food Prescription page with Changes saved.

Test Your Knowledge

T/F Q#1

True or false?

If we remove cheese or yogurt from the food package in Adjust Benefits, we can rely on Adjust Benefits to create an alternating rounding food package in Food Prescription that can be used to issue the next sets of benefits.

Answer #1

The answer is False.

We must always create a new Food Prescription after removing yogurt or cheese in Adjust Benefits. Otherwise, the system will not continue rounding the amount of milk.

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.

Revisions

ADJUST BENEFITS 2C – FOOD SCENARIO 3

August 2025 – changed milk to “WIC-allowed” (June 2025 food package changes) and corrected closed captioning formatting.

August 2023 – original version.

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