

# Issue Benefits 1B – Overview - WINNIE Online Training Module

REVISED MAY 2025

## Introduction

### Intro

This online training module is provided by the Minnesota (MN) Department of Health WIC Program. It's a continued overview of issuing food benefits in WINNIE, the MN WIC Information System.

### Date

All dates in this module are based on today's date being September 20, 2023.

### <Transition Slide>

<screen description – no audio> Slide transitions to Search page.

### Overview 1

We are continuing with Issue Benefits for the Lee family, for whom we still have a couple of messages that need to be resolved.

### Issuance Messages 1

Let's start with correcting Ashe's food prescription, which has an expiring food item.

Then we will correct Norma's, which has the same expiring food item.

Lastly, we will update Abe's Breastfeeding Verified Date in Health Information.

Select Food Prescription from the sidebar then select Ashe from the Participant Menu.

### <Waiting>

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

### Food Prescription 1-2

<no audio> Select Food Prescription from the sidebar then select Ashe from the Participant Menu.

### Food Prescription 3

Let's take a look at Ashe's most current food prescription from 1/5.

Go ahead and expand it.

<no audio> Expand the 1/5 food prescription.

### Food Prescription 4

We should always review the food package prior to issuing, especially when it's been tailored, to ensure it's still what is wanted.

Ashe has a pound of tofu, no cheese, and a little bit more milk.

### Food Prescription 4A

We need to note at the time this module was created the CVB had variable amounts, which is why the CVB is expired, and why we have to create a new food prescription.

However, expired food items can occur when changes are made either at the federal or state level to food packages, so we can apply the following lesson learned to any expired food items we might run into in the future.

OK. That said, let's add a new default food package. Click anywhere for hints.

<no audio> Add a new default food package. Click anywhere for a hint.

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

WIC STAFF: It looks like Ashe gets a pound of tofu, no cheese, and a little bit more milk. Is that still OK?

PARTICIPANT: "Yep. That's good."

### Food Prescription 5

<no audio> Add a new default food package. Click anywhere for a hint.

<audio – hint> Click the Use Default button.

### Food Prescription 6

Best practice, we delete before adding.

Go ahead and delete the Cheese. Click for hints.

<no audio> Delete the cheese. Click anywhere for a hint.

<audio – hint> Click the Cheese row to select or highlight.

## Food Prescription 7

<no audio> Delete the cheese. Click anywhere for a hint.

<audio – hint> Click the Delete button.

## Food Prescription 8

<no audio> Delete the cheese. Click anywhere for a hint.

<audio – hint> Click the Yes button.

## Food Prescription 9

Now let's add the Tofu. Follow any cues that display and click for hints.

<no audio> Add 1 pound of tofu. Follow any cues that display. Click anywhere for hints.

<audio – hint> Click the Add button.

## Food Prescription 10

<no audio> Add 1 pound of tofu. Follow any cues that display. Click anywhere for hints.

<audio – hint> Click the Base Food Category dropdown.

## Food Prescription 11

<no audio> Add 1 pound of tofu. Follow any cues that display. Click anywhere for hints.

<audio – hint> Select MILK.

## Food Prescription 12

<no audio> Add 1 pound of tofu. Follow any cues that display. Click anywhere for hints.

<audio – hint> Click the Food Item dropdown.

## Food Prescription 13

<no audio> Add 1 pound of tofu. Follow any cues that display. Click anywhere for hints.

<audio – hint> Select Tofu (12 to 16 oz pkg).

## Food Prescription 14

<no audio> Add 1 pound of tofu. Follow any cues that display. Click anywhere for hints.

<no audio> Use the spin arrows.

<audio – hint> Hover over the Quantity field to display the spin arrows, then click the down arrow.

### Food Prescription 15

We have 2 remaining quarts we are going to add as milk.

Go ahead and double-click the milk row.

### Food Prescription 16

Hover then use the spin arrows to increase the milk by 2.

### Food Prescription 17

<no audio> Hover then use the spin arrows to increase the milk by 2.

### Food Prescription 18

Click below the scroll bar.

### Food Prescription 19

And click Save.

<no audio> Click the Save button.

### Food Prescription 20

Done. Let's move on to Norma's food prescription.

Select her from the Participant menu.

### Food Prescription 21

<no audio> Select Norma from the Participant Menu.

### <Waiting>

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

### Food Prescription 22

Let's take a look at Norma's current food prescription.

Expand the 6/20 food package.

## Food Prescription 23

Norma is receiving the default food package 7 for fully breastfeeding women.

The CVB amount is no longer correct, so we need to create a new default food package for her as well.

Go ahead and do that. Click for hints.

<no audio> Add a new default food package. Click anywhere for a hint.

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

WIC STAFF: Everything still OK with your foods? Do you have any questions?

PARTICIPANT: “No. It’s all good.”

## Food Prescription 24

<no audio> Add a new default food package. Click anywhere for a hint.

<audio – hint> Click the Use Default button.

## Food Prescription 25

<no audio> Add a new default food package. Click anywhere for a hint.

<audio – hint> Click the Save button.

## Food Prescription 26

Norma should be good.

Since we’re here, let’s take a look at Abe’s food prescriptions as well.

Select Abe from the Participant Menu.

## Food Prescription 27

<no audio> Select Abe from the Participant Menu.

<Waiting>

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

## Food Prescription 28

Hmmm. Abe doesn’t have any food prescriptions.

Best practice is to ensure there are food prescriptions for age category changes, and he should have a food package for his 6-month and 9-month age categories.

## Food Prescription 29

Since he's 4 months old, he'll be receiving benefits with the 6-month food package for November.

We need his birth date and could look at Demographics, but we have to update his Breastfeeding Verified date and his birth date should be the same as the date he started breastfeeding.

So, let's open Health Information.

<no audio> Select Health Information from the sidebar.

<Waiting>

<screen description – no audio> Spin icon displays.

## Health Information 1

First, let's note his birthdate in the Breastfeeding Start Date field.

Go ahead and update the Breastfeeding Verified Date, using the Calendar Control icon in the field. Click anywhere for a hint.

## Health Information 2-4

<no audio> Update the Breastfeeding Verified Date. Click anywhere for a hint.

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

## Health Information 5

<no audio> Update the Breastfeeding Verified Date. Click anywhere for a hint.

<audio – hint> Select today's date, September 20.

## Health Information 6

<no audio> Update the Breastfeeding Verified Date. Click anywhere for a hint.

<audio – hint> Click the Save button.

<Waiting>

<screen description – no audio> Spin icon displays.

## Health Information 7

OK. Let's return to Abe's Food Prescription page.

<no audio> Select Food Prescription from the sidebar.

### <Waiting>

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

### Food Prescription 30

Abe's birth date is 5/5/23.

We need to add a default food package with an Effective Date on his 6-month birthdate and 9-month birthdate.

Go ahead and do that, following any cues that display. Click anywhere for a hint.

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

### Food Prescription 31

<no audio> Add a 6-month then 9-month default food package. Follow any cues that display. Click anywhere for a hint.

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

<no audio> 5/5/23 DOB

<audio – hint> Click the calendar control icon in the Effective Date field.

### Food Prescription 32-33

<no audio> Add a 6-month then 9-month default food package. Follow any cues that display. Click anywhere for a hint.

<no audio> 5/5/23 DOB

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

### Food Prescription 34

<no audio> Add a 6-month then 9-month default food package. Follow any cues that display. Click anywhere for a hint.

<no audio> 5/5/23 DOB

<audio – hint> Abe's 6-month birthdate is November 5th. Select November 5.

### Food Prescription 35

<no audio> Add a 6-month then 9-month default food package. Follow any cues that display. Click anywhere for a hint.

<no audio> 5/5/23 DOB

<audio – hint> Click the Use Default button.

### Food Prescription 36

<no audio> Add a 6-month then 9-month default food package. Follow any cues that display. Click anywhere for a hint.

<no audio> 5/5/23 DOB

<audio – hint> Click the Save button.

### Food Prescription 37

<no audio> Add a 6-month then 9-month default food package. Follow any cues that display. Click anywhere for a hint.

<no audio> 5/5/23 DOB

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

### Food Prescription 38

<no audio> Add a 6-month then 9-month default food package. Follow any cues that display. Click anywhere for a hint.

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

<no audio> 5/5/23 DOB

<audio – hint> Click the calendar control icon in the Effective Date field.

### Food Prescription 39

<no audio> Add a 6-month then 9-month default food package. Follow any cues that display. Click anywhere for a hint.

<no audio> Use the month/year button.

<no audio> 5/5/23 DOB

<audio – hint> Click the Sep 2023 dropdown button in the calendar header.

### Food Prescription 40

<no audio> Add a 6-month then 9-month default food package. Follow any cues that display. Click anywhere for a hint.

<no audio> 5/5/23 DOB

<audio – hint> Abe's 9-month birthdate falls in 2024. Select 2024.

## Food Prescription 41

<no audio> Add a 6-month then 9-month default food package. Follow any cues that display. Click anywhere for a hint.

<no audio> 5/5/23 DOB

<audio – hint> Abe’s 9-month birthdate is in February. Select FEB.

## Food Prescription 42

<no audio> Add a 6-month then 9-month default food package. Follow any cues that display. Click anywhere for a hint.

<no audio> 5/5/23 DOB

<audio – hint> Abe’s 9-month birthdate is on February 5th. Select February 5<sup>th</sup>.

## Food Prescription 43

<no audio> Add a 6-month then 9-month default food package. Follow any cues that display. Click anywhere for a hint.

<no audio> 5/5/23 DOB

<audio – hint> Click the Use Default button.

## Food Prescription 44

<no audio> Add a 6-month then 9-month default food package. Follow any cues that display. Click anywhere for a hint.

<no audio> 5/5/23 DOB

<audio – hint> Click the Save button.

## Food Prescription 45

All these new default food packages we’ve added, along with updating Abe’s Breastfeeding Verified Date, should have resolved all of our Issue Benefits errors.

Let’s check it out.

Re-open Issue Benefits.

<no audio> Select Issue Benefits from the sidebar.

## <Waiting>

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

## Multiple PFDTU 1

Regardless of whose folder we are in when we re-open Issue Benefits, if we are re-opening it on the same date as a household member's certification, the Multiple PFDTU Dates Available will display each time it is re-opened.

Go ahead and re-select the PFDTU. Click for hints.

<no audio> Re-select Merry's PFDTU. Click anywhere for hints.

<audio – hint> Click the PFDTU dropdown.

## Multiple PFDTU 1

<no audio> Re-select Merry's PFDTU. Click anywhere for hints.

<audio – hint> Select 9/9/2023.

## <Waiting>

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

## Issuance Details 1

Norma looks good.

Click below the scroll bar.

## Issuance Details 2

As do Ashe and Abe.

We'll continue our review of Issue Benefits in the next training module.

## <Transition Slide>

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

## 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

May 2025 – Updated Health Information page with interfaces changes (Release 3.4.1); revised children 2-3 y.o. default food package to include WIC-allowed milk and infant 9-11-month food package to include WIC-ALLOWED CVB (Food Package Update – June 2025); completed final review/corrections of all slides.

September 2023 – original version

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