

# May 2022 HuBERT Hints #1

MAY 12, 2022



**Please share this information with ALL HuBERT users!**

## Important Dates

Monday May 16, 2022 – Friday, May 20, 2022: Training Database UNAVAILABLE Due to Maintenance

Monday, May 30, 2022 – Memorial Day: State Office and Help Desk CLOSED

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## Important Dates

### Reminder! Training Database Unavailable Due to Maintenance

This is a reminder that the HuBERT Training Database will be unavailable from Monday, May 16, 2022 – Friday, May 20, 2022, due to server maintenance that will be performed during that time period. If you are planning any training for new staff, please be sure to schedule any training activities that require use of the HuBERT Training Database around this week since it will not be available.

## Tips, Guidance, and Best Practices

### Prorated Food Packages Suggested by HuBERT

In general, it is not appropriate to edit the prorated food packages suggested by HuBERT. We only prorate milk for women and children while we prorate formula, infant fruits/vegetables and infant meats for infants.

**Women and Children:** If there are 31 to 24 days between the First Date to Use (FDTU) and the Last Date to Use (LDTU), the system suggests a full package, 23 to 16 days is three fourths, 15 to 8 days is a half package, and 7-1 days is a quarter package.

**Infants:** Their proration starts later and is never less than a half package. If there are 31 to 16 days between the FDTU and LDTU, the system suggests a full package, 15-8 days it suggests three fourths, and with 7 to 1 day left they receive a half package.

Due to the potential for over-issuance, especially of formula, which is tracked very closely due to our formula rebate contract, if HuBERT suggests a prorated cycle, the food package should be issued as suggested.

## Common Help Desk Tickets

### Cash-Value Benefit (CVB) Missing from Food Packages - Always Ensure Food Package Includes All Appropriate Food Items before Issuing

The Help Desk frequently gets calls asking to help remedy food benefits that are missing the Cash Value Benefit (CVB). This appears to occur when staff remove the standard lower-value CVB (\$9 or \$11 FRESH or Frozen Fruits and Vegetables) that is part of the default food package and forget to replace it with the increased CVB (Fruit/Veg CVB – 24, 43 and 47 dollars) food item.

What often seems to happen is neither WIC staff nor the participant realizes the CVB is missing from the issued food benefits until the participant is at the store and has purchased some of their WIC foods. Once redemption has occurred, the current benefits can no longer be voided or adjusted to add the CVB.

The following are a few tips for adjusting and issuing food packages:

- **Always add the new food item then delete the food item being replaced.** If making multiple adjustments to a food prescription, **do this for one food category at a time.** For instance, if changing the CVB and milk, **add** the increased CVB **first**, then **delete** the lower-value CVB. Next, add the new milk food item, then

delete the old milk food item. Do this instead of deleting one or all the food items first. This ensures that the new food item is always added, and you can depend on the system validating that the old food item has been removed (since HuBERT validates food prescription against the appropriate maximums, it won't allow you to issue both the new and the replaced food items because it would be over-issuance).

- **Always carefully review the Aggregated Issuance screen before clicking the Send eWIC Data button.** Verify that each household member is receiving the correct quantity for each food item. If something is missing, or doesn't appear correct, click the Cancel button, and correct the food prescription as appropriate.
- **Review the benefits listed in the My MN WIC App with the participant** or offer to print the Account Balance or Shopping List after issuing the benefits. Often, two sets of eyes are better than one. This will ensure if something is incorrect that you'll be able to void, correct the benefits, and reissue them, especially if this can be done before the participant has the opportunity to use the benefits.

For many of these Help Desk calls, we are unable to correct the food benefits once redemption has occurred. Taking these steps above will help to resolve simple issues that can escalate into bigger ones and help to ensure our participants receive the most from our WIC services.

## Reports

### MDH WIC Website Clean-up – Monthly Participation

As part of the MDH WIC website “clean up” effort, the initial monthly participation reports will no longer be posted to the MDH WIC website. The FY2022, FY2021 and FY2020 Cumulative Summary Monthly reports will continue to be available on the [WIC Monthly Participation](#) page.

You can find previous FFY Cumulative Monthly reports in the Infoview >> ANNUAL REPORTS >> Year >> Participation folder. For current participation, you can run the Year-to-Date Participation and Outlays report in the HuBERT State Office – Reports Environment or the Infoview Year-to-Date Participation report template found in the INFOVIEW TEMPLATES >> Counts >> Monthly Participation folder.

#### Bookmarks

If you have any of the following web pages bookmarked, the URLs have changed. Any previously existing links will be broken, and you will need to re-bookmark these pages. We apologize for any inconvenience this may cause.

WIC Monthly Participation:

<https://www.health.state.mn.us/people/wic/localagency/program/participation.html>

FFY2022 Cumulative Monthly:

<https://www.health.state.mn.us/docs/people/wic/localagency/program/pptn/22cumulative.pdf>

FFY2021 Cumulative Monthly:

<https://www.health.state.mn.us/docs/people/wic/localagency/program/pptn/21cumulative.pdf>

FFY2020 Cumulative Monthly:

<https://www.health.state.mn.us/docs/people/wic/localagency/program/pptn/20cumulative.pdf>

## New Data, Reports, Maps, and Fact Sheets Available on the MDH WIC Website and in Infoview

New data, reports, maps, and fact sheets are regularly added to the MDH WIC website and Infoview. You can look to each month's first HuBERT Hints to provide an overview of the new information available.

### **MDH WIC Website - New**

[Breastfeeding among All Infants Born in Minnesota Reports](#): Breastfeeding Initiation for All Infants Born in Minnesota by Race/Ethnicity and Selected Cultural Identities by Calendar Year 2017-2021 by Region, County and CHB

[Breastfeeding Initiation & Duration by Maternal Prenatal Participation Annual Reports](#): Breastfeeding Initiation and Duration for Minnesota WIC Infants by Mother's Prenatal Participation in WIC for CY 2021 by CHB, County and City of Residence

[Breastfeeding Initiation & Duration by Unduplicated Asian Cultural Identity – WIC Annual Reports](#): 2021 MN WIC Breastfeeding Initiation and Duration for Asian Infants in the Minnesota WIC Program by Cultural Identify and CHB, County and City of Residence

[Breastfeeding Initiation & Duration by Unduplicated Black Cultural Identity – WIC Annual Reports](#): 2021 MN WIC Breastfeeding Initiation and Duration for Black Infants in the Minnesota WIC Program by Cultural Identify and CHB, County and City of Residence

[USDA says Minnesota WIC has One of the Highest Coverage Rates in the Nation, 2019](#)

[WIC Enrollment by Insurance Type and by Birth Order for Infants Born in Minnesota Annual Summary Reports](#): Enrollment in MN WIC by Mothers and Infants Born in Minnesota by Insurance Type for CY2021 and by CHB and County of Residence

[WIC Maternal Prenatal Participation Annual Race/Ethnicity Reports](#): Mothers' Prenatal Participation in WIC by Race/Ethnicity and Selected Cultural Identities for CY 2021 by CHB, City and County of Residence

[WIC Peer Breastfeeding Support Program Fact Sheet](#)

### **MDH WIC Website - Updated**

[Breastfeeding Initiation & Duration by Maternal Prenatal Participation Annual Reports](#): Breastfeeding Initiation and Duration for Minnesota WIC Infants by Mother's Prenatal Participation in WIC for CY 2020 by CHB, County and City of Residence

[MN WIC Unduplicated Participation by CY and WIC Category](#) for CY 2012-2021 (Statewide Trend Data)

[WIC Breastfeeding Initiation & Duration Summary Annual Reports](#): Trends in Breastfeeding Initiation and Duration at Two Weeks and Two, Three, Six and Twelve Months for Minnesota WIC Infants by County for CY 2014-2020 (Statewide and Regional Trend Data)

[WIC Participation Maps & Charts](#): WIC Dollars Spent in Local Grocery Stores on Food by Congressional District, FFY2021

## Infoview – New

Mothers' Prenatal Participation in WIC by Race/Ethnicity and Selected Cultural Identities, CY 2021 - by Grantee, and Agency

## Revised Infoview Template

The following revised Infoview Report Templates has been posted to the INFOVIEW TEMPLATES folder. The Guidance Document for the template can be found in the Report Folder.

### Revised – YEAR-TO-DATE PARTICIPATION

**Report Folder:** INFOVIEW TEMPLATES >> Counts >> Monthly Participation

**Revision Date:** 5/5/22

**Revision(s):** Added Closed-out Average (C/O AVE) column and C/O, 30 Day, Issued and Open to the column headers.

**Description:** A participation count by State, **specified Grantee**, its agencies, and clinics for a specified Federal Fiscal Year (October-September). This template replaces the participation count portion of the HuBERT Year-to-Date Participation and Outlays report (FIN017).

#### Some Uses Include:

- Assist with monitoring and managing daily caseload for state, grantee, agency or clinic.
- Obtain counts of participants by WIC Type and Breastfeeding Amount.

## References – Complete Listing of Hyperlinks

### WIC Monthly Participation

(<https://www.health.state.mn.us/people/wic/localagency/program/participation.html>)

### FFY2022 Cumulative Monthly

(<https://www.health.state.mn.us/docs/people/wic/localagency/program/pptn/22cumulative.pdf>)

### FFY2021 Cumulative Monthly

(<https://www.health.state.mn.us/docs/people/wic/localagency/program/pptn/21cumulative.pdf>)

### FFY2020 Cumulative Monthly

(<https://www.health.state.mn.us/docs/people/wic/localagency/program/pptn/20cumulative.pdf>)

### Breastfeeding among All Infants Born in Minnesota Reports

(<https://www.health.state.mn.us/people/wic/localagency/reports/bf/healthequity/all/index.html>)

### Breastfeeding Initiation & Duration by Maternal Prenatal Participation Annual Reports

(<https://www.health.state.mn.us/people/wic/localagency/reports/bf/annual/mopcat.html>)

### Breastfeeding Initiation & Duration by Unduplicated Asian Cultural Identity – WIC Annual Reports

(<https://www.health.state.mn.us/people/wic/localagency/reports/bf/healthequity/asian.html>)

### Breastfeeding Initiation & Duration by Unduplicated Black Cultural Identity – WIC Annual Reports

(<https://www.health.state.mn.us/people/wic/localagency/reports/bf/healthequity/black.html>)

[USDA says Minnesota WIC has One of the Highest Coverage Rates in the Nation, 2019](https://www.health.state.mn.us/docs/people/wic/localagency/reports/pptndemo/mncoverage.pdf)

(<https://www.health.state.mn.us/docs/people/wic/localagency/reports/pptndemo/mncoverage.pdf>)

[WIC Enrollment by Insurance Type and by Birth Order for Infants Born in Minnesota Annual Summary Reports](https://www.health.state.mn.us/people/wic/localagency/reports/pptndemo/annual/enrollment.html)

(<https://www.health.state.mn.us/people/wic/localagency/reports/pptndemo/annual/enrollment.html>)

[WIC Maternal Prenatal Participation Annual Race/Ethnicity Reports](https://www.health.state.mn.us/people/wic/localagency/reports/pptndemo/healthequity/maternal.html)

(<https://www.health.state.mn.us/people/wic/localagency/reports/pptndemo/healthequity/maternal.html>)

[WIC Peer Breastfeeding Support Program \(Fact Sheet\)](https://www.health.state.mn.us/docs/people/wic/localagency/reports/bf/info/2022peer.pdf)

(<https://www.health.state.mn.us/docs/people/wic/localagency/reports/bf/info/2022peer.pdf>)

[Minnesota WIC Unduplicated Participation by CY and WIC Category](https://health.state.mn.us/docs/people/wic/localagency/reports/pptndemo/undup/allyears.pdf)

(<https://health.state.mn.us/docs/people/wic/localagency/reports/pptndemo/undup/allyears.pdf>)

[WIC Breastfeeding Initiation & Duration Summary Annual Reports](https://www.health.state.mn.us/people/wic/localagency/reports/bf/annual/index.html)

(<https://www.health.state.mn.us/people/wic/localagency/reports/bf/annual/index.html>)

[WIC Participation Maps & Charts](https://www.health.state.mn.us/people/wic/localagency/reports/pptndemo/info/summary.html)

(<https://www.health.state.mn.us/people/wic/localagency/reports/pptndemo/info/summary.html>)

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