

CVB Increase & Focus

How will food packages with the \$35 CVB be created?

A one-time use only executable will be run on Sunday, May 16. When this happens, existing food packages for women and children will be updated to include the \$35.

Please note, users cannot be in Focus this Sunday.

What will I see on the Food Package Screen?

A new food package that will include:

- An effective Date of 6/01/2021 and an End Date 9/30/2021
- A food package named CVB 35
- In the Food Package Grid, the quantity of Category 19 will be \$35

This executable will also create a second food package that will have:

- An effective date of 10/1/2021 with no end date
- The previous food package name
- In the Food Package Grid, the quantity of Category 19 will change back to its original value (\$9, 11, or 16.50)

If you are creating a new package with the \$35 CVB, you'll notice:

- Twice the number of Model Food Packages available in the drop down. The normal packages will appear, as well as identical packages with 35 at the end of their name.
- Food packages can be created, verified, and issued with the normal CVB amount. Be careful to not underissue this summer!
- If you are making a food package for a brand new participant, don't forget to create an October food package too. The CVB 35 food packages will violate food rules come 10/1/21 - you should see an error on the FB screen.

Will the \$35 CVB be prorated if participants are certified later in the month?

No. Families will receive the \$35 regardless of when in the month benefits are issued.

How will the new food packages be issued to participants?

Every single family will need to have their benefits individually reissued before June 1. Food packages should be double-checked for accuracy prior to issuing. CPAs and Support Staff can both reissue.

Participants should not be issued more months of benefits than they currently have. (E.g., Family has June benefits only and an appointment scheduled for June 10th. June benefits with the \$35 CVB should be reissued in May. July, August, and September benefits should not be issued until the family is seen for their June appointment.)

Will May benefits need to be reissued?

No. May benefits will not be reissued unless a change (unrelated to the CVB increase) is needed for the current month.

How do I identify all the families who need benefits reissued?

The state office will provide agencies with a list of participants whose food packages were changed. The list will include the clinic number, FID, and PID only. This list will be available Monday morning, May 17.

Should benefits be reissued to everyone on the list?

No. If a participant doesn't have benefits currently and you are unable to contact them, benefits should not be issued. Agencies are encouraged to reach out to families who do not currently have benefits to see if they would like to re-engage with WIC!

Who is on this list?

Anyone who received an automated food package change due to the executable will be listed. In order for this to happen, individuals must meet all the following conditions:

- Have an active status when the job is run (Sunday, May 16)
- Currently have a food package containing Category 19
- Have a participant category of woman or child as of May 1

Who is *not* on this list?

Terminated participants will not appear, even if their most recent food package would still be appropriate for their age and category. (E.g., a 4 year old who was terminated prior to the executable being run would not appear.)

Infants will not appear, even if they are turning 1 prior to September 1. This includes May birthdays.

What are some common occurrences that could cause confusion when staff are reissuing benefits?

Infants who turn 1 in May. Even if their birthday and certification were prior to the executable run date, they will not appear on the participant list that will be sent or have a new package. According to CDP, this is a participant profile issue and occurs because

the system sees them as infants for the month of May. June and October food packages for these participants will need to be created manually.

- In order to find children turning 1 this month, it is recommended that agencies perform an advanced search for participants with birthdays between 5/1/20-5/31/20. Each day will need to be searched individually.

Children turning 2 over the summer. The 6/1 and 10/1 packages will both include whole milk because the executable copies forward the package that was already there, not taking change food rules into account. These will show as verified on the Food Package panel, but not on the Food Benefits panel. Whole milk cannot be issued after the child turns 2. Focus will still auto-generate the 2 year old package that appears the month after the second birthday. As usual, this will likely be unverified due to dairy preferences. Deleting and creating new 2 year milestone and October packages is the easiest way to fix this.

- Children turning 2 in May (or earlier), for whom a 2 year milestone package had not been created already, will get food packages with whole milk. These will need to be corrected manually.

Women Terminating over the summer. 6/1 and 10/1 food packages will be created for Not BF women even if they will be terminated prior to June and/or October. These should just be deleted or ignored.

Deleting Food Packages. In our testing, we could not delete or edit packages dated 6/1. It is unclear if this will work the same way in Production, but a 6/2 package can always be created.

Will October benefits have to be reissued to all participants?

No. October food packages with the normal CVB amount will be issued throughout the summer as participants are seen for their appointments. Focus will not allow food packages with \$35 CVB to be issued past September.