
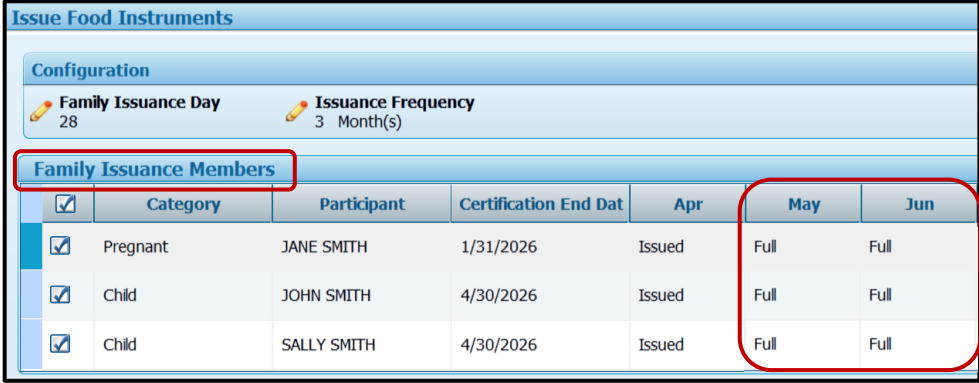

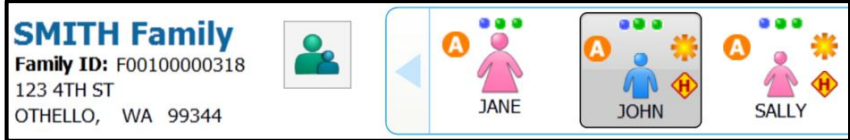


Important! Slow down and make sure you know what food instruments are for future benefits. The directions on this flowchart are for voiding and re-issuing future benefits ONLY. If current benefits also need to be replaced, **don't** make changes to food Rx. Instead see [Cascade Step: Replace Current Benefits](#) or you can lose participant benefits.

For policy, please see Cascades Policy and Procedure Manual Volume 1, [Chapter 22 Issue WIC Food Benefits](#) and [Chapter 23 WIC Foods](#).




Steps	Cascades Screen
<p>Review Benefits</p> <ul style="list-style-type: none"> • Select Food Instrument List. • Select Search. Note that the Search Criteria can be modified if needed. • Note the status of the benefits: <ul style="list-style-type: none"> ○ The status of the benefits with a Last Day to Spend of 5/27 is “Redeemed.” ○ The status of the benefits with a Last Day to Spend of 6/27/25 and 7/27/25 is “Issued.” • Select Print Shopping List. <ul style="list-style-type: none"> ○ Compare current and future benefits to verify that current benefits have been redeemed. ○ Some CVB, whole grain, and cereal benefits have been redeemed. 	<p>The screenshot shows the Cascades software interface. On the left, a dropdown menu for 'Issue Benefits' has 'Food Instrument List' selected. The 'Search Criteria' section shows 'From Date' as 12/1/2024 and 'To Date' as 4/28/2025, with a 'Search' button. Below this is a table of 'Family Food Instruments' with columns for Serial #, First Date to Spend, Last Date to Spend, Status, and Issue Date. The table shows three rows: one with status 'Redeemed' and two with status 'Issued'. At the bottom, there are buttons for 'Print Shopping List', 'Void Selected', and 'Replace'. A detailed view of benefits is shown below, with two sections: 'Current benefits' (4/29/2025 thru 5/27/2025) and 'Future benefits' (5/28/2025 thru 6/27/2025). Each section contains a table of items with columns for Serial Number, Quantity, UOM, and Description. Red boxes highlight specific items in both sections, such as 'Fruit and Vegetables - Cash Value Benefit', 'Whole Wheat Bread or Whole Grains', 'Eggs - all WIC', 'Peanut Butter/Beans All WIC', 'Fish - All WIC', 'Milk or Soy(1% & Nonfat) All WIC-Cow,Goat,Soy', 'Milk - Whole All WIC-Cow,Goat,Lactose Free', and 'Cereal All WIC -hot /cold'.</p>


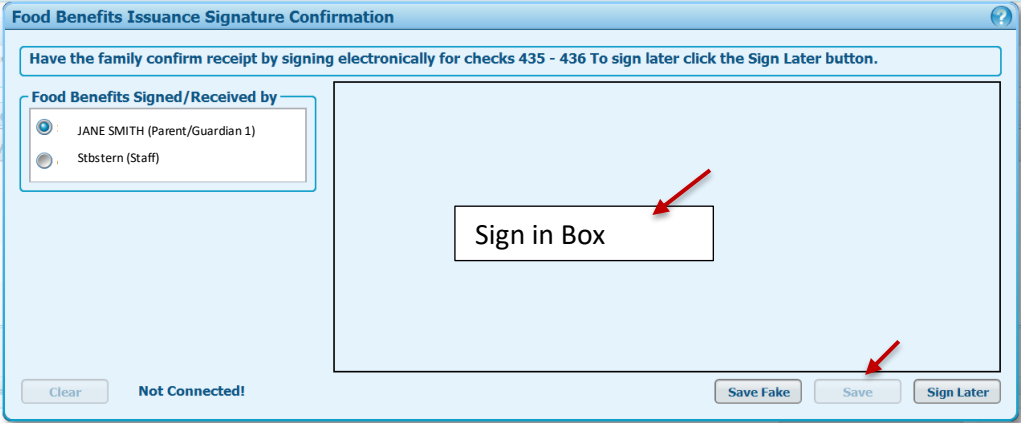
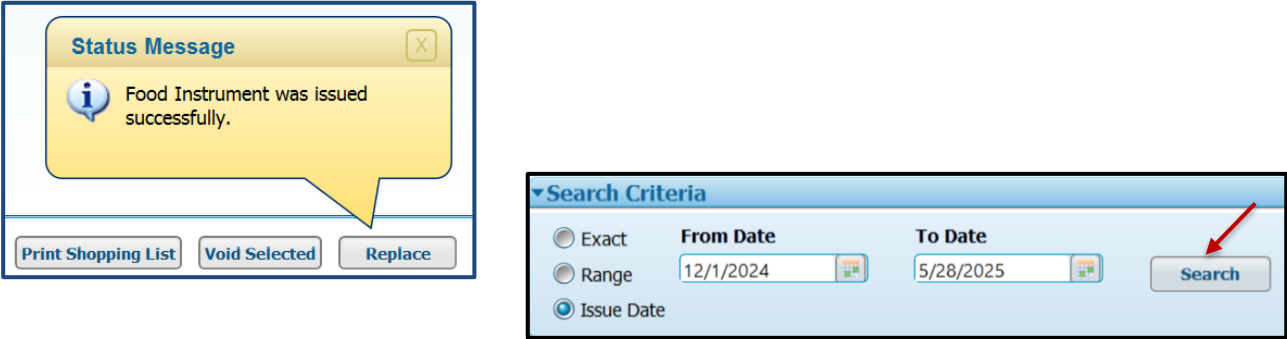
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<p>1. Voiding Future Benefits:</p> <ul style="list-style-type: none"> Return to the Food Instrument List. Select Search. Look at First Date to Spend. <ul style="list-style-type: none"> In this example, May and June represent our future benefits. These benefit have not been redeemed, so you can void and reissue these benefits. Do NOT void the current benefits (with a first day to spend of 4/28/25). Check the box next to each set of benefits you need to void. Select Void Selected. Confirm Action will appear: <ul style="list-style-type: none"> Select Reason. Select Void. 	<p>Search Criteria</p> <p>Exact From Date: 12/1/2024 To Date: 4/28/2025 Search</p> <p>Range Issue Date</p> <p>Family Food Instruments</p> <table border="1"> <thead> <tr> <th></th> <th>Serial #</th> <th>First Date to Spend</th> <th>Last Date to Spend</th> <th>Status</th> <th>Issue Date</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>11348084</td> <td>4/28/2025</td> <td>5/27/2025</td> <td>Redeemed</td> <td>4/28/2025</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>11348085</td> <td>5/28/2025</td> <td>6/27/2025</td> <td>Issued</td> <td>4/28/2025</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>11348086</td> <td>6/28/2025</td> <td>7/27/2025</td> <td>Issued</td> <td>4/28/2025</td> </tr> </tbody> </table> <p>Buttons: Print Shopping List, Void Selected, Replace</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="590 818 1008 1198"> <p>Confirm Action</p> <p>FIs to be Voided Total Items: 2</p> <p>Serial #</p> <p>11348085</p> <p>11348086</p> <p>Reason ★</p> <p>Void Cancel</p> </div> <div data-bbox="1058 850 1415 1198"> <p>Reasons for Voiding</p> <ul style="list-style-type: none"> Damaged Reprinted Lost Stolen Client Moved/Returned Office Error Custody Change Food Prescription Change Force Pay Not Used - Compliance Investigation </div> <div data-bbox="1486 824 1900 1208"> <p>Confirm Action</p> <p>FIs to be Voided Total Items: 2</p> <p>Serial #</p> <p>11348085</p> <p>11348086</p> <p>Reason ★</p> <p>Food Prescription Change</p> <p>Void Cancel</p> </div> </div>		Serial #	First Date to Spend	Last Date to Spend	Status	Issue Date	<input type="checkbox"/>	11348084	4/28/2025	5/27/2025	Redeemed	4/28/2025	<input checked="" type="checkbox"/>	11348085	5/28/2025	6/27/2025	Issued	4/28/2025	<input checked="" type="checkbox"/>	11348086	6/28/2025	7/27/2025	Issued	4/28/2025
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<p>2. Confirm Benefits Voided:</p> <ul style="list-style-type: none"> Select Issue Food Instruments. In the Family Issuance Members container: <ul style="list-style-type: none"> The word FULL means the full amount of benefits are available for issuance. <p>In this example: If we see the word Full in the container for May and June, we know the benefits voided successfully.</p> <p>If not, it would still say Issued.</p>	  <p>Issue Food Instruments Configuration</p> <ul style="list-style-type: none"> Family Issuance Day: 28 Issuance Frequency: 3 Month(s) <table border="1"> <thead> <tr> <th colspan="4">Family Issuance Members</th> <th>Apr</th> <th>May</th> <th>Jun</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>Pregnant</td> <td>JANE SMITH</td> <td>1/31/2026</td> <td>Issued</td> <td>Full</td> <td>Full</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Child</td> <td>JOHN SMITH</td> <td>4/30/2026</td> <td>Issued</td> <td>Full</td> <td>Full</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Child</td> <td>SALLY SMITH</td> <td>4/30/2026</td> <td>Issued</td> <td>Full</td> <td>Full</td> </tr> </tbody> </table>	Family Issuance Members				Apr	May	Jun	<input checked="" type="checkbox"/>	Pregnant	JANE SMITH	1/31/2026	Issued	Full	Full	<input checked="" type="checkbox"/>	Child	JOHN SMITH	4/30/2026	Issued	Full	Full	<input checked="" type="checkbox"/>	Child	SALLY SMITH	4/30/2026	Issued	Full	Full
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<p>1. Food Prescription (Rx):</p> <ul style="list-style-type: none"> Select Prescribe Food. Make sure the correct participant icon is selected in the family carousel. If not, select the correct icon. <p>In this example, we need to change John's food Rx.</p>	  <p>SMITH Family Family ID: F00100000318 123 4TH ST OTHELLO, WA 99344</p> <p>Participants: JANE, JOHN (selected), SALLY</p> <p>Note: The Participant icon will show a gray looking box around it if selected.</p>																												

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<ul style="list-style-type: none"> Select the most current Rx date that will affect the months you are replacing. In this example we want to issue May and June benefits. 	<div data-bbox="594 253 1801 467"> <p>Food Prescription</p> <p>4/28/2025 2 yr to 5 yr 4/30/2025 2 yr to 5 yr</p> <p>Food Prescription Date 4/30/2025 + WIC Category Child Age Category 12 to 23 Months Family 28 Issuance Day Issuance Frequency 3 Month(s)</p> </div> <div data-bbox="625 581 1730 688"> <p>Food Prescription Date 4/30/2025 +</p> <p>Note: Only start a new Rx if you can't edit the most current Rx.</p> </div>																											
<p>2. Revise Food Rx:</p> <p>In this example, John needs soy in place of whole milk.</p> <ul style="list-style-type: none"> Under Add Item to Food Prescription: <ul style="list-style-type: none"> Category = Milk – Fat Reduced. Subcategory = Soy-based beverage. Enter Quantity. Select Add Item. Subtract the quantity of Soy-based beverage added to the Rx from the Milk – Whole All WIC row in the current Rx. 	<div data-bbox="600 818 1871 1341"> <p>Food Prescription Items</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Subcategory</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>Legumes</td> <td>Peanut Butter/Beans All WIC</td> <td>1</td> </tr> <tr> <td>Milk - whole</td> <td>Milk - Whole All WIC-Cow,Goat,Lactose Free</td> <td>0</td> </tr> <tr> <td>Breakfast Cereal</td> <td>Cereal All WIC -hot /cold</td> <td>36</td> </tr> <tr> <td>Juice - 64 oz</td> <td>Juice - All WIC - 64 oz carton</td> <td>1</td> </tr> <tr> <td>Bread/Whole Grains</td> <td>Whole Wheat Bread or Whole Grains</td> <td>24</td> </tr> <tr> <td>Eggs</td> <td>Eggs - all WIC</td> <td>1</td> </tr> <tr> <td>Fish</td> <td>Fish - All WIC</td> <td>6</td> </tr> <tr> <td>Fruit & Vegetables Cash Value</td> <td>Fruit and Vegetables - Cash Value Benefit</td> <td>\$26.00</td> </tr> </tbody> </table> <p>Add Item to Food Prescription</p> <p>Category: Milk - Fat Reduced Subcategory: Soy-based beverage Quantity: 3 Max / Med Max: 3 / 3 UOM: Gallon Add Item Clear</p> </div>	Category	Subcategory	Quantity	Legumes	Peanut Butter/Beans All WIC	1	Milk - whole	Milk - Whole All WIC-Cow,Goat,Lactose Free	0	Breakfast Cereal	Cereal All WIC -hot /cold	36	Juice - 64 oz	Juice - All WIC - 64 oz carton	1	Bread/Whole Grains	Whole Wheat Bread or Whole Grains	24	Eggs	Eggs - all WIC	1	Fish	Fish - All WIC	6	Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Benefit	\$26.00
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<ul style="list-style-type: none"> Review Milk Substitution Calculator: <ul style="list-style-type: none"> You want Milk Remaining to = 0 <p>In this example it = 0, so we are good to go.</p> Select Save. 	<div data-bbox="590 289 1633 407"> <p>Milk Substitution Calculator</p> <table border="1"> <thead> <tr> <th>Total Milk Available</th> <th>Milk Prescribed</th> <th>Total Milk Substituted</th> <th>Milk Remaining</th> <th>Unit of Measure</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>3.25</td> <td>0.75</td> <td>0</td> <td>Gallon</td> </tr> </tbody> </table> </div> <div data-bbox="1014 456 1619 524"> <p>Medical Documentation Save Cancel</p> </div> <p>Milk Scenarios:</p> <ul style="list-style-type: none"> Children 1 year of age <ul style="list-style-type: none"> Select <i>Milk - Whole All WIC</i> for whole milk types (cow, goat, powder, condensed). For soy, you will need to select <i>Reduced Fat - Soy Beverage</i>. Other low-fat options allowed w/ MDF (see Chapter 24 Medical Documentation). Children 2-5 and adults - Select <i>Milk or Soy (1% & Nonfat) All WIC</i>. Participants will have flexibility to choose milk types (soy, low fat goat/cow, lactose free) at the store. MDF - Don't add any MDF unless prompted by Cascades. 	Total Milk Available	Milk Prescribed	Total Milk Substituted	Milk Remaining	Unit of Measure	4	3.25	0.75	0	Gallon
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<p>3. Stop and Review Benefits:</p> <ul style="list-style-type: none"> You will be sent to the Issue Food Instrument screen. Slow down and verify the following: <ul style="list-style-type: none"> Review dates; Review foods listed. If the # of months is not correct: <ul style="list-style-type: none"> Go to Issuance Frequency at the top of the page; Select the  pencil icon to change it. If foods are not correct: <ul style="list-style-type: none"> Go back to Prescribe Foods screen and edit the Rx. 	<div style="border: 1px solid green; padding: 5px; margin-bottom: 10px;"> Verify months listed are correct. </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="background-color: #e1f5fe;"> FDTS: 5/28/2025 - LDTS: 6/27/2025 </td> <td style="text-align: right;">Total Items: 9</td> </tr> <tr> <th style="width: 45%;">Food Category</th> <th style="width: 35%;">Subcategory</th> <th style="width: 10%;">Quantity</th> <th style="width: 10%;">UOM</th> </tr> <tr> <td>Breakfast Cereal</td> <td>Cereal All WIC -hot /cold</td> <td>108</td> <td>Ounce</td> </tr> <tr> <td>Juice - 64 oz</td> <td>Juice - All WIC - 64 oz carton</td> <td>3</td> <td>CTNR</td> </tr> <tr> <td>Fruit & Vegetables Cash Value</td> <td>Fruit and Vegetables - Cash Value Benefit</td> <td></td> <td></td> </tr> <tr> <td>Milk - Fat Reduced</td> <td>Milk or Soy(1% & Nonfat) All WIC-Cow,Goat,Soy</td> <td></td> <td></td> </tr> <tr> <td>Bread/Whole Grains</td> <td>Whole Wheat Bread or Whole Grains</td> <td></td> <td></td> </tr> <tr> <td>Eggs</td> <td>Eggs - all WIC</td> <td></td> <td></td> </tr> <tr> <td>Legumes</td> <td>Peanut Butter/Beans All WIC</td> <td></td> <td></td> </tr> <tr> <td>Fish</td> <td>Fish - All WIC</td> <td></td> <td></td> </tr> <tr style="border: 1px solid red;"> <td>Milk - Fat Reduced</td> <td>Soy-based beverage</td> <td></td> <td></td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="background-color: #e1f5fe;"> FDTS: 6/28/2025 - LDTS: 7/27/2025 </td> <td></td> </tr> <tr> <th style="width: 45%;">Food Category</th> <th style="width: 35%;">Subcategory</th> <th style="width: 10%;">Quantity</th> <th style="width: 10%;">UOM</th> </tr> <tr> <td>Breakfast Cereal</td> <td>Cereal All WIC -hot /cold</td> <td></td> <td></td> </tr> <tr> <td>Juice - 64 oz</td> <td>Juice - All WIC - 64 oz carton</td> <td></td> <td></td> </tr> <tr> <td>Fruit & Vegetables Cash Value</td> <td>Fruit and Vegetables - Cash Value Benefit</td> <td></td> <td></td> </tr> <tr> <td>Milk - Fat Reduced</td> <td>Milk or Soy(1% & Nonfat) All WIC-Cow,Goat,Soy</td> <td></td> <td></td> </tr> <tr> <td>Bread/Whole Grains</td> <td>Whole Wheat Bread or Whole Grains</td> <td></td> <td></td> </tr> <tr> <td>Eggs</td> <td>Eggs - all WIC</td> <td>3</td> <td>Dozen</td> </tr> <tr> <td>Legumes</td> <td>Peanut Butter/Beans All WIC</td> <td>4</td> <td>CTNR</td> </tr> <tr> <td>Fish</td> <td>Fish - All WIC</td> <td>22</td> <td>Ounce</td> </tr> <tr style="border: 1px solid red;"> <td>Milk - Fat Reduced</td> <td>Soy-based beverage</td> <td>3</td> <td>Gallon</td> </tr> </table> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Issue Food Instruments</p> <p>Configuration</p> <p>  Family Issuance Day 28  Issuance Frequency 3 Month(s) </p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>Issue Benefits</p> <p> Prescribe Food Issue Food Instruments </p> </div>	FDTS: 5/28/2025 - LDTS: 6/27/2025		Total Items: 9	Food Category	Subcategory	Quantity	UOM	Breakfast Cereal	Cereal All WIC -hot /cold	108	Ounce	Juice - 64 oz	Juice - All WIC - 64 oz carton	3	CTNR	Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Benefit			Milk - Fat Reduced	Milk or Soy(1% & Nonfat) All WIC-Cow,Goat,Soy			Bread/Whole Grains	Whole Wheat Bread or Whole Grains			Eggs	Eggs - all WIC			Legumes	Peanut Butter/Beans All WIC			Fish	Fish - All WIC			Milk - Fat Reduced	Soy-based beverage			FDTS: 6/28/2025 - LDTS: 7/27/2025			Food Category	Subcategory	Quantity	UOM	Breakfast Cereal	Cereal All WIC -hot /cold			Juice - 64 oz	Juice - All WIC - 64 oz carton			Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Benefit			Milk - Fat Reduced	Milk or Soy(1% & Nonfat) All WIC-Cow,Goat,Soy			Bread/Whole Grains	Whole Wheat Bread or Whole Grains			Eggs	Eggs - all WIC	3	Dozen	Legumes	Peanut Butter/Beans All WIC	4	CTNR	Fish	Fish - All WIC	22	Ounce	Milk - Fat Reduced	Soy-based beverage	3	Gallon
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<p>4. Reissue Benefits:</p> <p>Once everything on the Issue Food Instrument screen is correct:</p> <ul style="list-style-type: none"> Select Issue at the bottom of the screen. 	
<p>5. Participant Signature:</p> <ul style="list-style-type: none"> Have the participant sign for benefits. Select Save. <p>Note: If benefits are being issued remotely select staff name, sign staff name and include RBI.</p>	
<p>6. Food Instrument List:</p> <ul style="list-style-type: none"> The system will take you to the Food Instrument List. Status Message will appear. Select Search. 	

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<ul style="list-style-type: none"> You will see the following: <ul style="list-style-type: none"> May and June benefits Voided. May and June benefits Issued (on 4/30/25). 	<div data-bbox="585 253 1793 574"> <p>Family Food Instruments</p> <table border="1"> <thead> <tr> <th><input type="checkbox"/></th> <th></th> <th>Serial #</th> <th>First Date to Spend</th> <th>Last Date to Spend</th> <th>Status</th> <th>Issue Date</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td></td> <td>11348084</td> <td>4/28/2025</td> <td>5/27/2025</td> <td>Issued</td> <td>4/28/2025</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td>11348085</td> <td>5/28/2025</td> <td>6/27/2025</td> <td>Voided</td> <td>4/28/2025</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td>11348086</td> <td>6/28/2025</td> <td>7/27/2025</td> <td>Voided</td> <td>4/28/2025</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td>11348100</td> <td>5/28/2025</td> <td>6/27/2025</td> <td>Issued</td> <td>4/30/2025</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td>11348129</td> <td>6/28/2025</td> <td>7/27/2025</td> <td>Issued</td> <td>4/30/2025</td> </tr> </tbody> </table> </div>	<input type="checkbox"/>		Serial #	First Date to Spend	Last Date to Spend	Status	Issue Date	<input type="checkbox"/>		11348084	4/28/2025	5/27/2025	Issued	4/28/2025	<input type="checkbox"/>		11348085	5/28/2025	6/27/2025	Voided	4/28/2025	<input type="checkbox"/>		11348086	6/28/2025	7/27/2025	Voided	4/28/2025	<input type="checkbox"/>		11348100	5/28/2025	6/27/2025	Issued	4/30/2025	<input type="checkbox"/>		11348129	6/28/2025	7/27/2025	Issued	4/30/2025			
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<input type="checkbox"/>		11348085	5/28/2025	6/27/2025	Voided	4/28/2025																																								
<input type="checkbox"/>		11348086	6/28/2025	7/27/2025	Voided	4/28/2025																																								
<input type="checkbox"/>		11348100	5/28/2025	6/27/2025	Issued	4/30/2025																																								
<input type="checkbox"/>		11348129	6/28/2025	7/27/2025	Issued	4/30/2025																																								
<p>7. Review Shopping List:</p> <ul style="list-style-type: none"> Select Print Shopping List. Confirm that all changes to the future benefit period reflect the changes made to the prescription. <ul style="list-style-type: none"> In this case, look at the benefit periods, 5/28/25-6/27/25 and 6/28/25-7/27/25. Check to make sure that soy-based beverage has been added, and whole milk has been removed. 	<div data-bbox="573 646 1131 712"> <p> <input type="button" value="Print Shopping List"/> <input type="button" value="Void Selected"/> <input type="button" value="Replace"/> </p> </div> <div data-bbox="604 782 1879 1149"> <table border="1"> <thead> <tr> <th>5/28/2025 thru 6/27/2025</th> <th>11348129</th> <th>\$99.00</th> <th>\$\$\$\$</th> <th>Fruit and Vegetables - Cash Value Benefit</th> </tr> </thead> <tbody> <tr> <td></td> <td>11348129</td> <td>96</td> <td>Ounce</td> <td>Whole Wheat Bread or Whole Grains</td> </tr> <tr> <td></td> <td>11348129</td> <td>3</td> <td>Dozen</td> <td>Eggs - all WIC</td> </tr> <tr> <td></td> <td>11348129</td> <td>4</td> <td>CTNR</td> <td>Peanut Butter/Beans All WIC</td> </tr> <tr> <td></td> <td>11348129</td> <td>22</td> <td>Ounce</td> <td>Fish - All WIC</td> </tr> <tr> <td></td> <td>11348129</td> <td>3</td> <td>Gallon</td> <td>Soy-based beverage</td> </tr> <tr> <td></td> <td>11348129</td> <td>7.5</td> <td>Gallon</td> <td>Milk or Soy(1% & Nonfat) All WIC-Cow,Goat,Soy</td> </tr> <tr> <td></td> <td>11348129</td> <td>108</td> <td>Ounce</td> <td>Cereal All WIC -hot /cold</td> </tr> <tr> <td></td> <td>11348129</td> <td>3</td> <td>CTNR</td> <td>Juice - All WIC - 64 oz carton</td> </tr> </tbody> </table> </div>	5/28/2025 thru 6/27/2025	11348129	\$99.00	\$\$\$\$	Fruit and Vegetables - Cash Value Benefit		11348129	96	Ounce	Whole Wheat Bread or Whole Grains		11348129	3	Dozen	Eggs - all WIC		11348129	4	CTNR	Peanut Butter/Beans All WIC		11348129	22	Ounce	Fish - All WIC		11348129	3	Gallon	Soy-based beverage		11348129	7.5	Gallon	Milk or Soy(1% & Nonfat) All WIC-Cow,Goat,Soy		11348129	108	Ounce	Cereal All WIC -hot /cold		11348129	3	CTNR	Juice - All WIC - 64 oz carton
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