Crossroads Upgrade 1.32 – Summary of Changes

The North Carolina Women, Infants, and Children (WIC) Crossroads system will release a new software version (1.32) to local agency users on Monday, March 11, 2024. This document summarizes the improvements included with the upgrade as well as important notes about functionality changes.

Redesign of Exchange/Increase Formula Screen

The **Exchange/Increase** Formula screen in the **Issue Benefits Quick Links** of Crossroads has been redesigned for easier staff use and to correct several long-standing defects. The screen now starts with a section asking for staff intent:

On the **Exchange/Increase** Formula screen, Crossroads functionality is:
- Add Formula DOES prorate.
- Increase Formula DOES prorate.
- Exchange Formula does NOT prorate.
  Formula is exchanged on an ounce for ounce basis (Reconstituted Fluid Ounces, not can/container size).

For more information about Exchange/Increase Formula, please refer to the following updated resources:
Exchange Formula Quick Guide
Add Formula Quick Guide
Increase Formula Quick Guide

Generate New ID

On the Certification Summary screen, the **Generate New ID** button is now enabled for every certification status: Applicant, Active, Deceased, Expired, Terminated. This button is most often used in the cases of duplicate participants and allows users to release the participant's current CNDS ID to assign it to a different record.

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Journal of Transactions (JOT) Occurrence Date for Activity: Certification

The JOT Occurrence Date: Certification is now the date the subsequent certification was **completed**. For Infants and Children, the Certification Start date may not match the JOT Occurrence Date if the subsequent certification was completed early.

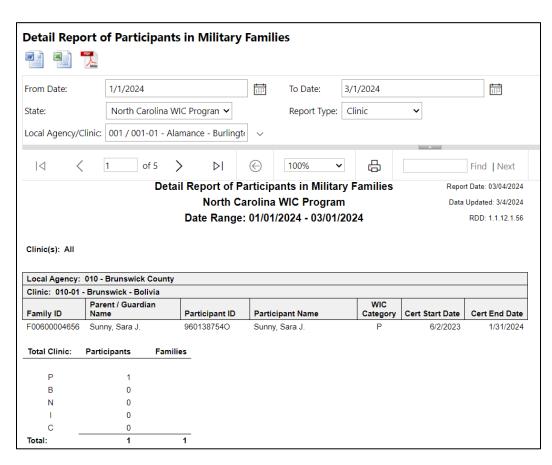## Participants in Military Families Report

The **Detail Participants in Military Families Report** will list participants from any family who has *National Guard* or *Active Military* checked under **Military Status** on the **Family Demographics** Quick Link in Crossroads. This report is accessed from the Clinic Report Category.

Use the following search parameters:
From/To Date: Certification dates for participants with Military Status recorded.
State: North Carolina WIC Program
Report Type: Clinic OR Local Agency

The report lists Family ID, Parent/Guardian Name, Participant ID, Participant Name, WIC Category, Cert Start Date, and Cert End Date. See Sample below.

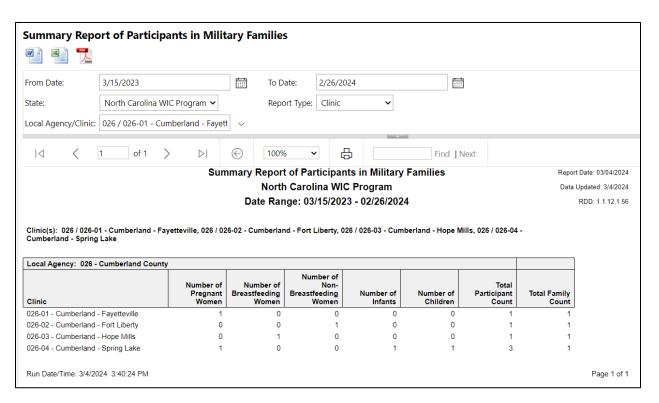## Summary Participants in Military Families Report

The **Summary Participants in Military Families Report** will list the numbers of families and participants who have *National Guard* or *Active Military* checked under **Military Status** on the **Family Demographics** Quick Link in Crossroads. This report is accessed from the Clinic Report Category.

Use the following search parameters:
From/To Date: Certification dates for participants with Military Status recorded.
State: North Carolina WIC Program
Report Type: Clinic OR Local Agency

The report lists the Number of Participants per Category, Total Participant Count and Total Family Count for the Clinic or Agency. See Sample below.

Summary Report of Participants in Military Families

From Date:	3/15/2023		To Date:	2/26/2024	
State:	North Carolina WIC Program		Report Type:	Clinic	
Local Agency/Clinic:	026 / 026-01 - Cumberland - Fayett				

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Summary Report of Participants in Military Families
North Carolina WIC Program
Date Range: 03/15/2023 - 02/26/2024

Report Date: 03/04/2024
Data Updated: 3/4/2024
RDD: 1.1.12.1.56

Clinic(s): 026 / 026-01 - Cumberland - Fayetteville, 026 / 026-02 - Cumberland - Fort Liberty, 026 / 026-03 - Cumberland - Hope Mills, 026 / 026-04 - Cumberland - Spring Lake

Local Agency: 026 - Cumberland County							
Clinic	Number of Pregnant Women	Number of Breastfeeding Women	Number of Non-Breastfeeding Women	Number of Infants	Number of Children	Total Participant Count	Total Family Count
026-01 - Cumberland - Fayetteville	1	0	0	0	0	1	1
026-02 - Cumberland - Fort Liberty	0	0	1	0	0	1	1
026-03 - Cumberland - Hope Mills	0	1	0	0	0	1	1
026-04 - Cumberland - Spring Lake	1	0	0	1	1	3	1

Run Date/Time: 3/4/2024 3:40:24 PM

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Active Contacts Report

The **Active Contacts Report** is a participant database report in Crossroads that can be used to upload contacts in Teletask. This report is accessed from the Clinic Report Category. While this report is available in Crossroads, the functionality needed to upload the report in Teletask is not yet available. When Teletask is upgraded, instructions on how to use the **Active Contacts Report** will be sent through the Local WIC Director listserv.

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Updated and New resources on the NC WIC website

The following resources have been updated:
- Local Agency Access Reports
- Exchange Formula Quick Guide
- Add Formula Quick Guide
- Increase Formula Quick Guide

The following resources have been added:
- 1.32 Upgrade Resource

Best Practice for eWIC! Always verify that food benefits have been issued to participants by selecting the **Print Shopping List** button on the **Food Instrument List** screen and reviewing the **Shopping List**. Verification of food benefit issuance is a best practice that should happen at any appointment when food benefits are issued, voided, exchanged, replaced or increased. Missing or incorrect food benefits can be corrected by contacting the CNSS CSD.

If you have questions regarding any policy aspect of this document, please contact your Regional Nutrition Consultant. If you have any questions about the new release or about Crossroads procedures, please contact the CNSS CSD at 919.707.5795, or via email at CNS.CustomerService@dhhs.nc.gov.