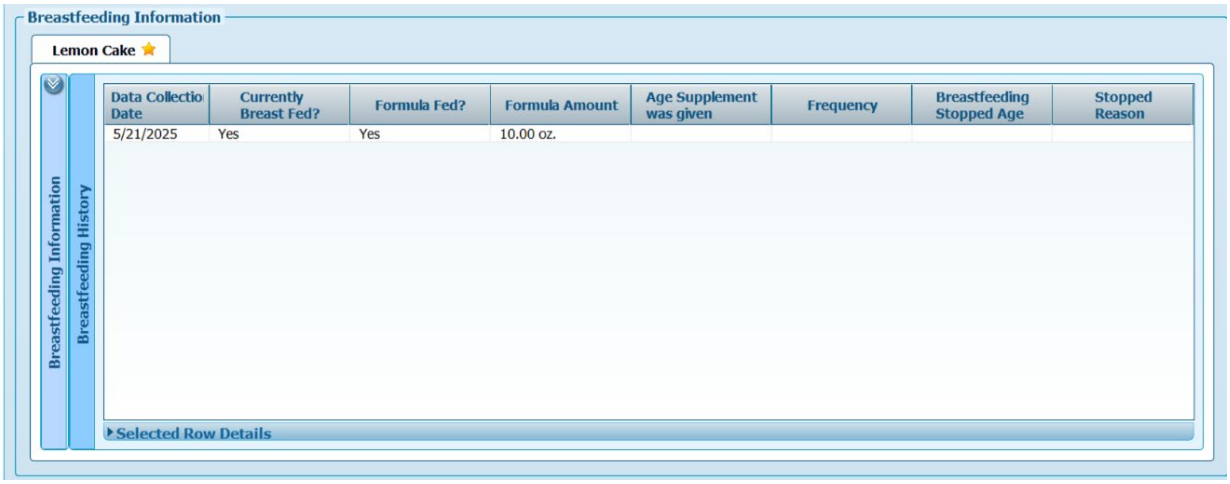
Crossroads Upgrade 1.36 – Summary of Changes

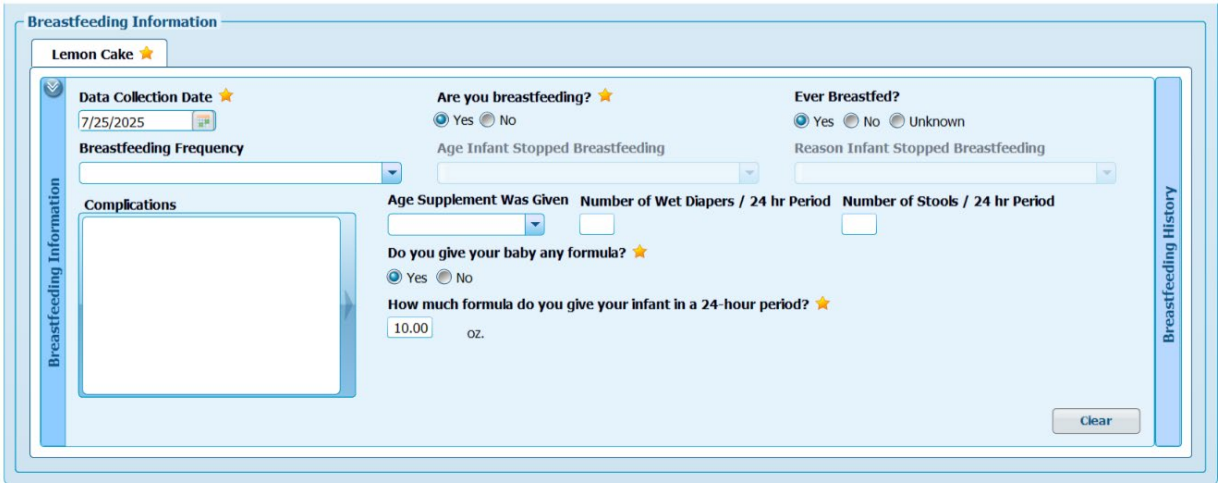
The North Carolina (NC) Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) Crossroads system will release a new software version (1.36) to local agency users on Monday, August 25, 2025. This document summarizes the improvements included with the upgrade as well as important notes about functionality changes.

Breastfeeding Information container retains last answers entered

For the question "Are you breastfeeding?" the **Breastfeeding Information** container on the **Health Information** screen will default to the most recently saved values—regardless of whether the participant is currently breastfeeding or not—for the infant(s) currently linked to the mother's record. In other words, the fields displayed in the **Breastfeeding Information** container will reflect the data from the most recent row in the **Breastfeeding History** container with the exception being the Complications. The selected complication(s) and associated risk code(s) will be available on the participant's **Care Plan Detail** screen.

Example:





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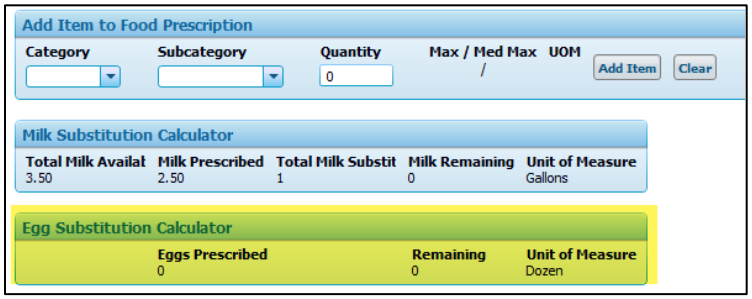
Support for Future Revised Food Packages

The 1.36 upgrade includes support for the future configuration of the Revised NC WIC Food Packages. The following feature will be visible but not operational on the **Prescribe Food** screen:

- Egg Substitution Calculator

An implementation timeline, training, and resources related to the Revised NC WIC Food Packages will be made available in late 2025.

Egg Substitution Calculator:



Participant Food Purchase Report

A new feature on the Crossroads **Prescribe Food** screen allows users to download a **Participant Food Purchase Report**. This report can be used to demonstrate the monetary value of WIC food benefits to the family and to guide discussions about tailoring the food package based on items that were NOT redeemed. Please refer to the resource **Participant Food Purchase Report** for more information. This resource includes helpful information about addressing perceived value differences in breastfeeding vs. formula food packages for infants.

MyNCWIC Portal MultiFactor Authentication (MFA)

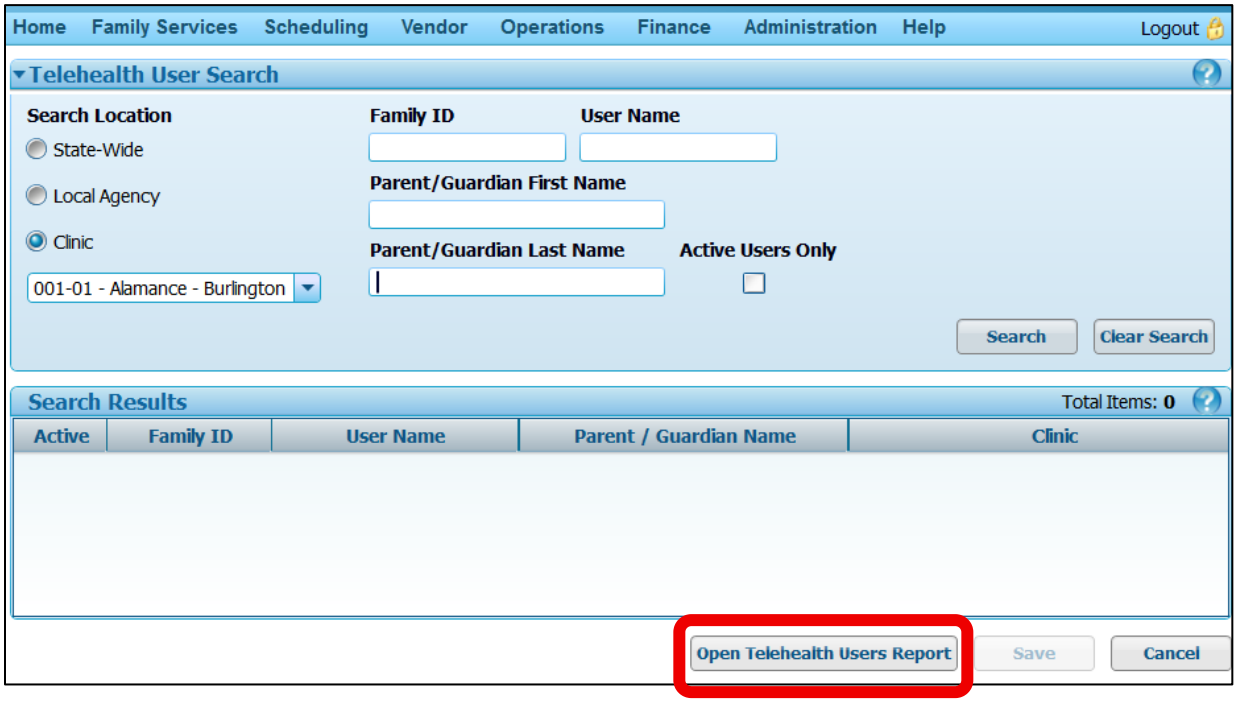
The **MyNCWIC Participant Portal** will require multi-factor authentication (MFA) starting August 25, 2025. In addition to entering login credentials, the portal user will be required to enter a confirmation code, which can be sent to them by authenticator, email, phone call or text message. For more information see https://it.nc.gov/support/ncid/individuals-business-users#WhatismultifactorauthenticationorMFA-4780.

Telehealth User Maintenance Report

A button has been added to the Crossroads **Telehealth User Maintenance** screen that enables users to download a **Telehealth Users Report**. This report includes a list of every family that has successfully logged into the MyNCWIC Participant Portal using an Individual NCID. This report contains the following columns:

- WIC ID
- User Name

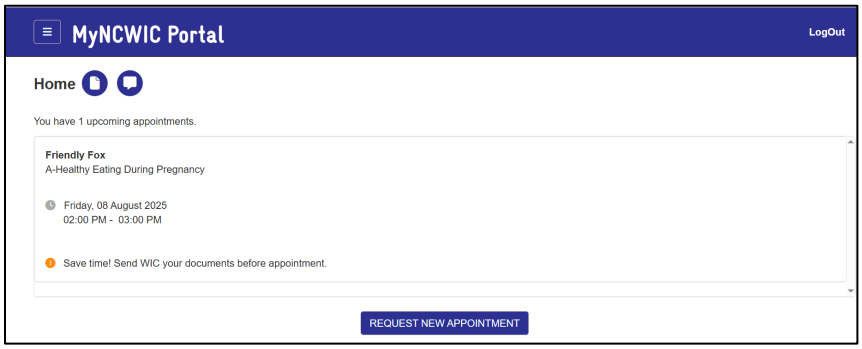
- Parent/Guardian Name
- Start Date
- Last Login Date
- Active/Inactive



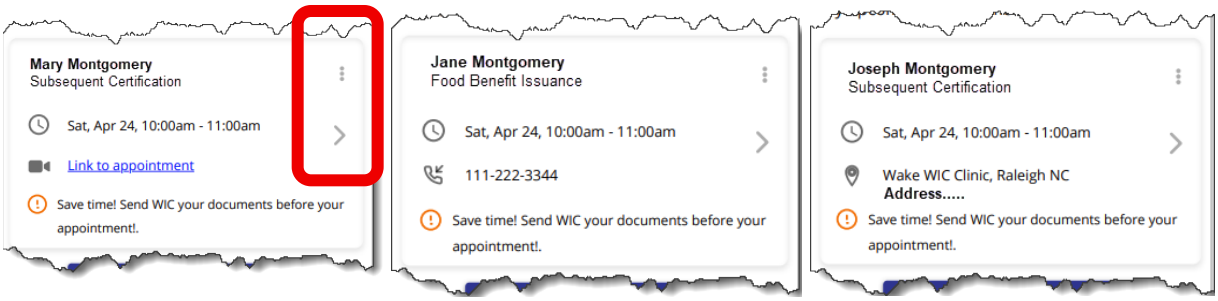
Nutrition Education classes show in MyNCWIC portal

Scheduled Nutrition Education classes will appear on the **My Upcoming Appointments** screen of the MyNCWIC Portal. The class(es) will be listed as 'display only.' These appointments will not have the vertical ellipsis symbol to modify the appointment or the right arrow to view appointment details or add data for the appointment.

Nutrition Education class (display only):



Other appointments (with vertical ellipsis and right arrow):

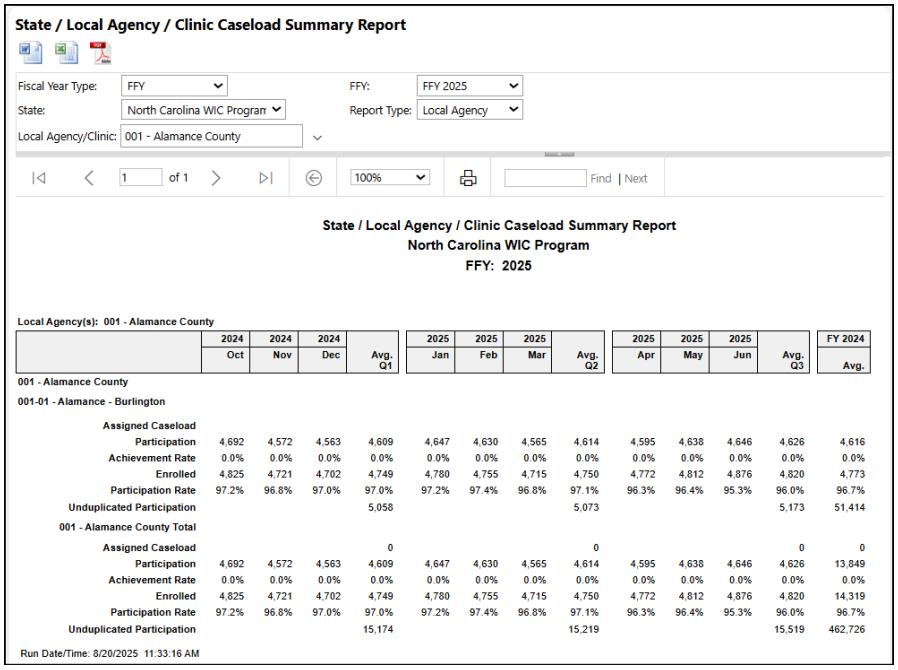


MyNCWIC Communications: Documents viewing error

Three agencies reported display issues when viewing documents on the **MyNCWIC Communications** screen in Crossroads. These issues have been fixed.

State / Local Agency / Clinic Caseload Summary Report

A new report has been added to Caseload reports titled **State / Local Agency / Clinic Caseload Summary**. This report provides a snapshot of agency performance and current enrollment numbers. For more information about how to use this report, please contact your Regional Nutrition Consultant (RNC).



State / Local Agency / Clinic Caseload Summary Report

Fiscal Year Type: FFY | FFY: FFY 2025
State: North Carolina WIC Program | Report Type: Local Agency
Local Agency/Clinic: 001 - Alamance County

1 of 1 | 100% | Find | Next

State / Local Agency / Clinic Caseload Summary Report
North Carolina WIC Program
FFY: 2025

Local Agency(s): 001 - Alamance County

	2024 Oct	2024 Nov	2024 Dec	Avg. Q1	2025 Jan	2025 Feb	2025 Mar	Avg. Q2	2025 Apr	2025 May	2025 Jun	Avg. Q3	FY 2024 Avg.
001 - Alamance County													
001-01 - Alamance - Burlington													
Assigned Caseload													
Participation	4,692	4,572	4,563	4,609	4,647	4,630	4,565	4,614	4,595	4,638	4,646	4,626	4,616
Achievement Rate	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Enrolled	4,825	4,721	4,702	4,749	4,780	4,755	4,715	4,750	4,772	4,812	4,876	4,820	4,773
Participation Rate	97.2%	96.8%	97.0%	97.0%	97.2%	97.4%	96.8%	97.1%	96.3%	96.4%	95.3%	96.0%	96.7%
Unduplicated Participation				5,058				5,073				5,173	51,414
001 - Alamance County Total													
Assigned Caseload				0				0				0	0
Participation	4,692	4,572	4,563	4,609	4,647	4,630	4,565	4,614	4,595	4,638	4,646	4,626	13,849
Achievement Rate	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Enrolled	4,825	4,721	4,702	4,749	4,780	4,755	4,715	4,750	4,772	4,812	4,876	4,820	14,319
Participation Rate	97.2%	96.8%	97.0%	97.0%	97.2%	97.4%	96.8%	97.1%	96.3%	96.4%	95.3%	96.0%	96.7%
Unduplicated Participation				15,174				15,219				15,519	462,726

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If you have questions regarding any policy aspect of this document, please contact your RNC. If you have any questions about the new release or about Crossroads procedures, please contact the Community Nutrition Services Section Customer Service Desk at 919.707.5795, or via email at CNS.CustomerService@dhhs.nc.gov.