

Crossroads Upgrade 1.37 – 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 (1.37) to local agency users on Monday, January 12, 2026. This document summarizes the improvements included with the upgrade as well as important notes about functionality changes.

Changes to clinic functionality in this upgrade include:

- Improvements to the Pending List / Outside of Processing Standards Report
- Risk Factor 601/602
- Pregnant Women with 6 month or older Infant BF>MMA
- Crossroads Reports Not Opening in Word
- Fully Breastfed Infant: Does not have Default 6 to 11 months Food Package
- MyNCWIC Portal Request/Update Message
- New Nutrition Education Topic: Infant CVB Education
- Inventory Configuration Changes
- New/Modified Reports

Improvements to the Pending List / Outside of Processing Standards Report

When applicants initially request WIC services, local agencies must inform applicants of their eligibility for the WIC Program within the required time frames described in the WIC Program Manual, Chapter 6A, Section 2. The required timeframes are referred to as processing standards. In Crossroads, if an Initial Certification appointment is provided outside of processing standards, an **Appointment Processing Standards - Reason** pop up will appear. The local agency user must choose a reason and select **Save**. This reason will appear on the **Initial Certifications Made Outside of Processing Standards** report.

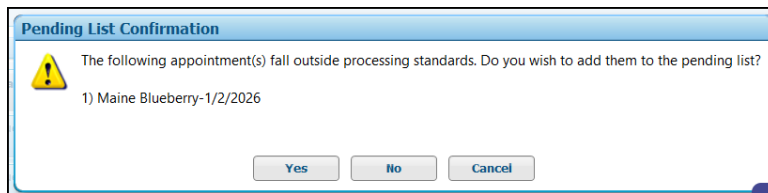
Name	Appointment Date
Maine Blueberry	1/2/2026

Provide a Reason the Appointment is Scheduled outside of Processing Standards ★

Appointment Availability
Client request
Clinic closure
Other (Reason must be documented)

A **Pending List Confirmation** will appear. If the local agency utilizes the Crossroads Pending List functionality and the applicant/family wishes to be put on the **Pending List** (contacted if an earlier appointment becomes available), select **Yes**. If the local agency does not utilize the functionality or the applicant/family does not wish to be contacted for an earlier appointment, select **No**.

Crossroads Upgrade 1.37 – Summary of Changes



If the user chooses **Yes**, a Status Message appears: Appointment(s) successfully scheduled with pending list(s) for [participant's] family.

This change will reduce the potential for staff to omit the required documentation of the reason initial appointments are made outside of processing standards, thus providing better feedback for WIC Program management to measure compliance with federally required processing standard requirements at the local level.

Risk Factor 601/602 inappropriately assigned

Pregnant women whose infants are not breastfeeding and have never been breastfed will NOT be inappropriately (erroneously) assigned risk factors 601 (Breastfeeding Mother of Infant at Nutritional Risk) or 602 (Breastfeeding Complications or Potential Complications).

Pregnant Women with 6 month or older Infant Breastfeeding > Maximum Monthly Allowance (MMA)

The below issue has been fixed and will no longer occur:

Woman is certified as Category: Pregnant and has an Infant (age 6 months or older) with a Breastfeeding Status of *Partially Breastfeeding > MMA*. After the **Prescribe Food** screen is saved, the **Issue Food Instruments** screen is showing Breastfeeding Status of *Fully Formula Fed* for the Pregnant Woman.

- Clicking **Issue** provides food benefits for the Infant but not the Pregnant Woman.
- After issuance, blue dots appear for both the Infant and the Pregnant Woman.
- Shopping List only includes food benefits for the Infant.

Crossroads Reports Not Opening in Word

Crossroads reports are now opening in Word, after a hotfix provided by Microsoft.

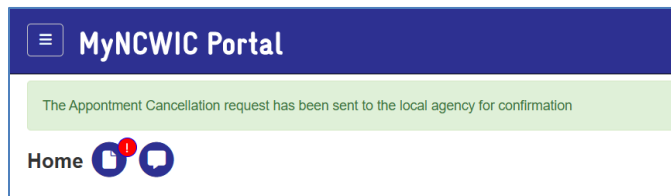
Fully Breastfed Infant: Does not have Default 6 to 11 months Food Package

User Acceptance Testing appears to confirm that a default food package for 6 to 11 months is generated by Crossroads. However, this was **randomly not working** in Production so it is difficult to guarantee that it is 100% fixed in Crossroads. Please report any additional instances of this issue to the CNSS Customer Service Desk (CSD).

Crossroads Upgrade 1.37 – Summary of Changes

MyNCWIC Portal Request/Update Message

When an appointment is requested, rescheduled or cancelled, a family member added, or address of the family updated, a message/banner is shown at the top of the screen: "The [request] has been sent to the local agency for confirmation." This banner remains until the user moves to a new screen. Previously the banner said "The [request] saved" and disappeared quickly, which was confusing for the user/participant.



New/Modified Nutrition Education Topics

The topic **Infant CVB Education** has been added to the **Nutrition Education Topics** screen for documenting nutrition education when issuing Cash Value Benefits to infants. The topic is preceded by a "1-" to increase visibility. This topic has a **Method** of *Group* or *Individual*, a **Category** of *Infant*, and a **Topic Type** of both *Primary* or *Secondary*.

The five required Nutrition Education Topics for Women have been renamed with a preceding "1-" to increase visibility.

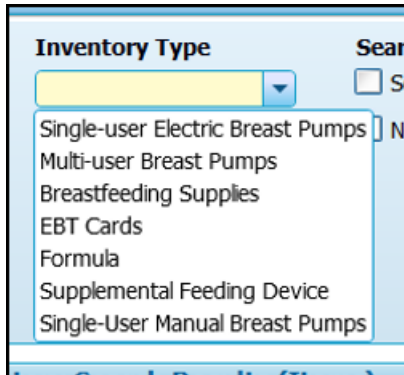
Previous name	New name
A-Breastfeeding Basics/Anticipatory Guidance	1-Breastfeeding Basics/Anticipatory Guidance
A-Folic Acid	1-Folic Acid
A-Healthy Eating During Pregnancy	1-Healthy Eating During Pregnancy
A-Immunizations	1-Immunizations
A-Tobacco, Alcohol and Illegal Drugs	1-Tobacco, Alcohol and Illegal Drugs
(none/new)	1-Infant CVB Education

Nutrition Education Topics
Topic
1-Breastfeeding Basics/Anticipatory Guidance
1-Folic Acid
1-Healthy Eating During Pregnancy
1-Infant CVB Education

Crossroads Upgrade 1.37 – Summary of Changes

Inventory Configuration Changes

The **Inventory Type** drop down list for Serialized Inventory on the **Search Product Inventory Page** has been revised and now appears as below:



The **Disposition Reason** drop down list in the **Dispose Inventory Item** container has been revised and now appears as below:



New/Modified Reports

The Community Nutrition Services Section (CNSS) has modified two reports and added three new reports to Crossroads for local staff use. The resource **Local Agency Access Reports** has been updated to reflect these changes.

The first modified report is **Participant Database Plus Assessment Questions**. This report can be used for multiple purposes, including but not limited to: Community Assessment, Business Continuity scenarios, Outreach, and Evaluation of Demographics. For more information, see the resource **Participant Database Report**.

The second modified report and three new reports are:

- **Active Contacts**
- **Detail Clinic Daily Appointment Schedule with Phone**

Crossroads Upgrade 1.37 – Summary of Changes

- **Detail Nutrition Education Appointment Schedule with Phone**
- **Appointment History Report with Phone**

These reports have been modified to be used with Teletask, specifically with the **Upload** option that has been enabled on the NC WIC Teletask account for **Scheduled Messages**. For more information, see the resource **Uploading Recipients to Teletask for Scheduled Messages**.

Please note: CNSS has also designed a resource that describes how to follow up the Teletask Appointment Reminders with more specific messaging depending upon the appointment type(s) scheduled. Please see the resource **Teletask Appointment Reminder Follow-Up** for more information.

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.