

## Crossroads Upgrade 1.35 – 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 (1.35) to local agency users on Monday, March 31, 2025. This document summarizes the improvements included with the upgrade as well as important notes about functionality changes.

### **Crossroads Support on Windows 11**

Crossroads is compatible with Windows 11 as of this upgrade to 1.35. If you have questions about hardware, software or peripherals, please contact the Community Nutrition Services (CNSS) Customer Service Desk (CSD).

### **Limit Family Issuance Day to 1-28**

The Family Issuance Day (FID) in Crossroads will be limited to values from 1 through 28. This will allow for future updates to the NC WIC Approved Product List (APL) to occur in a more seamless manner from Crossroads through the EBT Processor (FIS-CDP) to NC WIC Vendors, including Corporate Vendors and Independent Vendors with Stand-Beside Devices. Existing families with an FID of 29, 30 or 31 have been converted to an FID of 28. The **Family Issuance Day Configuration** popup on the **Prescribe Food** and **Issue Food Instruments** screens will only allow days 1-28. Please refer to the resource **Conversion of Family Issuance Days 29, 30, 31 to 28**, to educate staff and participants about this conversion.

### **Automated Benefit Issuance**

The 1.35 upgrade includes new functionality that allows local users to schedule issuance to groups of participants by Family ID. The **Automated Benefit Issuance** (ABI) screen has several filters to identify participants available for future issuance and those that may require further actions or adjustments prior to issuing. The search results grid can be downloaded to a csv file. The **Schedule** button will queue the issuance of selected participants to receive benefit issuance when the batch process is run. Training was provided to local users about ABI functionality on March 19 and 20, 2025. This functionality will be unavailable until a pilot has been completed.

### **New Reports**

A new report has been added to the Clinic reports titled **Participant Database Plus Assessment Questions**. This report includes a list of every participant in the Local Agency database in Crossroads (with the status of **Active, Expired, Terminated, Deceased**) from 1/1/2020 through the day the report is run. This report includes **Certification Start** and **End Dates** but not Issuance Status. Unduplicate this report by Family ID if you need a list of families, not participants. Column Y (**Last Modified Date**) refers to the last time the field **Where did you hear about WIC?** was changed.

Currently the report is not filtered or sorted but it can be filtered/sorted after download. Ideas for sorting include:

- By zip code

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- By birthday (for children)
- By category (to find inactive but previously certified infants/children)
- By Language Read/Language Spoken

### **Updated and New Resources on the [NC WIC website](#)**

The following resource has been updated:

- MyNCWIC Portal Known Issues

The following resources have been added:

- Crossroads Upgrade 1.35 – Summary of Changes
- Conversion of Family Issuance Days 29, 30, 31 to 28

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](mailto:CNS.CustomerService@dhhs.nc.gov).