

Extending Certifications in Crossroads

A one-time maximum 30-day certification extension option can be applied to infants and children in an active certification period. When the current date is within 30 days of the certification **End Date**, the **Extend Certification** button is displayed and enabled on the **Certification Summary** screen. The Extend Certification button is available to users with a CPA role. This feature can be used to coordinate appointments with other family members and facilitate more flexible appointment scheduling while ensuring food benefits do not lapse.

This resource describes three scenarios:

1. a family that has an appointment scheduled **AFTER** the certification end date
(Crossroads will extend the certification **UNTIL** that appointment date, up to 30 days)
2. a family that does not have an appointment at all
(Crossroads will extend the certification for 30 days)
3. a family that has an appointment before their certification ends
(Crossroads will **NOT** extend the certification until the appointment is cancelled or rescheduled)

Example One: Appointment scheduled after certification end date

The infant's certification end date is 3/17/20 (within 30 days of the current date). They have a subsequent certification appointment scheduled for 4/9/20:

The screenshot displays the 'Family Appointments List' for 'Flowers Family'. The family details include Family ID: F00600004522, address 123 Flowers Lane, RALEIGH, NC 27609. The list shows an appointment for 'Baby Flowers' on 4/9/2020 from 1:00 PM to 1:30 PM. The participant is an infant with ID 960136565Q, born 3/18/2019, 11 months old. The certification period is 4/10/2019 to 3/17/2020. The status is 'Active/Certified'. The 'Extend Certification' button is highlighted in the bottom right corner of the appointment card.

Crossroads allows a one-time certification extension up to the scheduled subsequent certification appointment date. Navigate to the **Certification Summary** screen and select the **Extend Certification** button.

The screenshot shows the 'Certification Details' for 'Baby Flowers'. The start date is 4/10/2019 and the end date is 3/17/2020. The priority is 'High Risk'. The 'Extend Certification' button is highlighted with a red box. Other buttons include 'Terminate Certification', 'Next Certification Due Notice', and 'Cancel'.

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A **Status Message** of “[Participant’s] certification extended up to [appointment date]” is received. The certification **End Date** is extended to 4/9/2020. The **Extend Certification** button is disabled. In the **Certification History** grid, **Extended Certification** displays “Yes”, shown below.

The screenshot shows the 'Certification Details' and 'Certification History' sections. The 'Extend Certification' button is highlighted with a red box.

Start Date	End Date	Priority	WIC Category	High Risk	Extended Certification
4/10/2019	4/9/2020	I	Infant	No	Yes

Example Two: No appointment scheduled

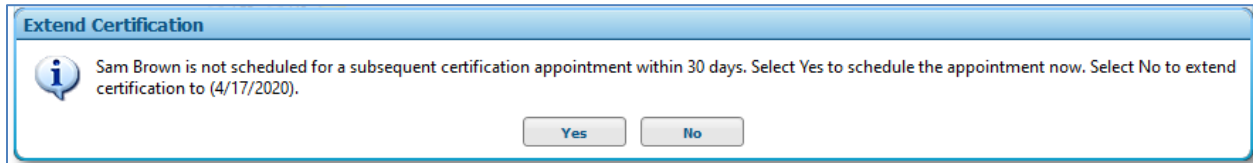
The child’s certification ends on 3/18/2020 (within 30 days of the current date). No subsequent certification appointment is scheduled. Crossroads allows a one-time certification extension up to 30 days. Navigate to the **Certification Summary** screen and select the **Extend Certification** button.

The screenshot shows the 'Certification Details' and 'Certification History' sections. The 'Extend Certification' button is highlighted with a red box.

Start Date	End Date	Priority	WIC Category	High Risk	Extended Certification
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Crossroads checks for a subsequent certification appointment before extending the current certification and if a subsequent certification appointment is not found for the selected infant/child, the **Extend Certification** confirmation message displays, shown below.



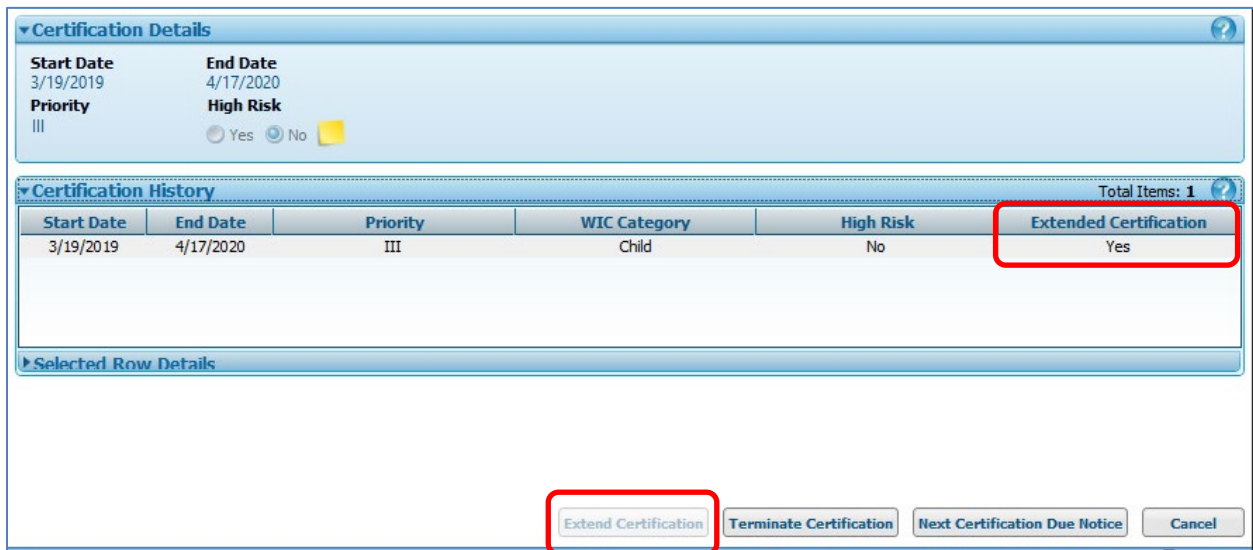
Extend Certification

Sam Brown is not scheduled for a subsequent certification appointment within 30 days. Select Yes to schedule the appointment now. Select No to extend certification to (4/17/2020).

Click **Yes** to navigate to the **Quick Appointments** screen to schedule a subsequent certification appointment within 30 days. The certification will be extended until the appointment date, up to 30 days. A **Status Message** of “[Participant’s] certification extended up to [appointment date]” is received. The **Extend Certification** button is disabled. In the **Certification History** grid, **Extended Certification** displays “Yes.”

OR

Click **No** to extend the certification without an appointment. A **Status Message** of “[Participant’s] certification extended up to [30 days after original certification end date]” is received. The child’s certification **End Date** is extended to 4/17/2020. The **Extend Certification** button is disabled. In the **Certification History** grid, **Extended Certification** displays “Yes”, shown below.



▼ Certification Details

Start Date 3/19/2019 **End Date** 4/17/2020
Priority III **High Risk** ☐ Yes ☒ No

▼ Certification History Total Items: 1

Start Date	End Date	Priority	WIC Category	High Risk	Extended Certification
3/19/2019	4/17/2020	III	Child	No	Yes

▶ Selected Row Details

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Example Three: Appointment scheduled before certification end date

The child's certification ends on 3/19/20 (within 30 days) and the family has a subsequent certification appointment scheduled on 3/16/2020. The **Extend Certification** button is enabled. However, if the **Extend Certification** button is selected a **Status Message** will be received: "Cannot extend certification because subsequent certification appointment is scheduled on or before current certification's end date [cert end date]." The child's certification **End Date** is NOT extended.

The screenshot displays the 'Certification Summary' window. The 'Certification Details' section shows a start date of 3/20/2019, an end date of 3/19/2020, and a priority of III. The 'High Risk' status is set to 'No'. The 'Certification History' table lists three previous certifications. A 'Status Message' dialog box is open, stating: 'Cannot extend certification because subsequent certification appointment is scheduled on or before'. At the bottom, the 'Extend Certification' button is highlighted.

Start Date	End Date	Priority	WIC Category	High Risk	Extended Certification
3/20/2019	3/19/2020	III	Child	No	No
9/27/2016	9/26/2017	III	Child	No	No
9/30/2015	9/22/2016	II	Infant	No	No

In order to extend the certification, navigate to the **Family Appointments** screen and either (1) cancel the appointment, or (2) reschedule the appointment AFTER the cert end date but WITHIN 30 days of the cert end date. Then navigate back to the **Certification Summary** screen and select the **Extend Certification** button. Follow the directions in Example One or Two, depending on whether the infant/child does or does not have an appointment.

Please Note: Certification extensions observe eligibility rules. If a child turns five prior to the 30 days, the extension will end the day before the fifth birthday.

After a certification is extended, local agency staff should assess the participant's need for food benefit issuance and issue benefits appropriately.