

Crossroads Upgrade 1.35 Conversion of Family Issuance Days 29, 30, 31 to 28

The Crossroads upgrade to version 1.35 eliminates Family Issuance Days (FIDs) of 29, 30, and 31 and contains a conversion of current FIDs of 29, 30 and 31 to an FID of 28. Use this resource to educate staff and participants about the conversion and its impact on First Date to Spend (FDTS) and Last Date to Spend (LDTS).

To avoid overlapping benefits, participants with FIDs of 29, 30 or 31 will continue to have FDTS of 29, 30, 31 the **first month** they are issued benefits in Crossroads 1.35. The subsequent months will have a FDTS of 28. **When issuing to participants with FIDs of 29, 30 or 31, use their Shopping List to point out the changes in FDTS and LDTS. Make sure to emphasize that the change in LDTS will result in fewer shopping days for one month.**

Example One:

Participant with **FID=29**, is issued food benefits on **3/29/25** (Crossroads **1.35**)

FDTS	LDTS
3/29/25	4/27/25 instead of 4/28/25 (1 fewer day to redeem benefits)
4/28/25	5/27/25
5/28/25	6/27/25

Example Two:

Participant with **FID=29**, was issued food benefits on **2/28/25** (Crossroads **1.34**)

FDTS	LDTS
2/28/25	3/28/25
3/29/25	4/28/25
4/29/25	5/28/25

The participant comes into clinic at the end of May to get food benefits and now has **FID=28** (Crossroads **1.35**). They will be issued:

FDTS	LDTS
5/29/25	6/27/25 instead of 6/28/25 (1 fewer day to redeem benefits)
6/28/25	7/27/25
7/28/25	8/27/25

If the FID=30, there will be 2 fewer days to redeem benefits

If the FID=31, there will be 3 fewer days to redeem benefits

If participants with FIDs of 29, 30 or 31 are issued benefits late, or proration applies, the participant will have even fewer days to redeem benefits in the **first month** they are issued benefits in Crossroads 1.35.

Important/Reminders!

The FID should never be changed to avoid proration. For other scenarios, do NOT change the FID unless the family has not been issued benefits in three or more months. **ONLY** change the FID **BEFORE** issuing benefits. If benefits are issued with one FID, then the benefits are voided, FID changed, and benefits reissued, an **overlapping benefits error** will occur.

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Examples of FIDs of 29, 30 and 31 and FDTS/LDTS if participant is issued to for the first time in **March 2025**:

FID = 29			
Crossroads <u>1.34</u>		Crossroads <u>1.35</u>	
FID of 29		FID changed automatically from 29 to 28 starting 2 nd month	
FDTS	LDTS	FDTS	LDTS
3/29/25	4/28/25	3/29/25	4/27/25 (1 fewer day to redeem food benefits with first issuance)
4/29/25	5/28/25	4/28/25	5/27/25
5/29/25	6/28/25	5/28/25	6/27/25
FID = 30			
Crossroads <u>1.34</u>		Crossroads <u>1.35</u>	
FID of 30		FID changed automatically from 30 to 28 starting 2 nd month	
FDTS	LDTS	FDTS	LDTS
3/30/25	4/29/25	3/30/25	4/27/25 (2 fewer days to redeem food benefits with first issuance)
4/30/25	5/29/25	4/28/25	5/27/25
5/30/25	6/29/25	5/28/25	6/27/25
FID = 31			
Crossroads <u>1.34</u>		Crossroads <u>1.35</u>	
FID of 31		FID changed automatically from 31 to 28 starting 2 nd month	
FDTS	LDTS	FDTS	LDTS
3/31/25	4/29/25	3/31/25	4/27/25 (3 fewer days to redeem food benefits with first issuance)
4/30/25	5/30/25	4/28/25	5/27/25
5/31/25	6/29/25	5/28/25	6/27/25

If you have questions regarding any policy aspect of this document, please contact your Regional Nutrition Consultant. If you have any questions about Crossroads release 1.35 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.