

NC WIC Program: Business Continuity Plan

Under the plan of alternate operating procedures, the NC WIC Program Business Continuity Plan guides local agency preparations and actions for the continuation of WIC services in the event that local agency Crossroads system access is disrupted for an uncertain duration.

Note: In the event of a statewide outage, business operations will cease until such a time that Crossroads is restored.

Planning

It is critical to plan ahead for potential disruptions to local agency (LA) access to Crossroads by:

- Maintaining an updated Local Agency Disaster Policy (WPM, Chapter 1, Section 5),
- Establishing working partnerships with neighboring local WIC agencies that may be able to assist in providing participant services during disruption,
- Considering the purchase and maintenance of technology that may serve as back-up during an outage including a work-assigned cell phone or laptop for critical WIC Program staff,
- Ensuring that the local agency has on-hand the following resources as ordered from CNSS or as linked on the Community Nutrition Services Section (CNSS) website under [NC WIC Program: Business Continuity Plan](#):
 - ‘Continuity of Services Form’ (DHHS 3302, 3303, 3304, 3305)
 - ‘NC WIC Program Guidance: Emergency and Disaster Situations’
 - Growth charts and prenatal weight gain charts
 - Required NC WIC Program Notice Template

Provision of WIC Services by the LA

If Crossroads is NOT available in the local WIC agency, immediately:

- Check with local IT support to determine if the interruption is a local problem
- Notify the Regional Nutrition Consultant (RNC)
- Notify the CNSS Customer Service Desk (CSD)

If phone and fax service are available in the LA:

- The CSD faxes the Detail Clinic Daily Appointment Schedule to the LA.
- The LA faxes completed ‘Continuity of Services Form’ to the CSD who shares with CNSS staff.
- CNSS staff enter information from the completed ‘Continuity of Services Form’ into Crossroads within two (2) business days. WIC services include:
 - Certification of applicant / participant;
 - Update to demographic or personal information of the applicant / participant;
 - Revision to the:
 - WIC food prescription of the applicant / participant
 - number of months of food benefits to be issued;
 - Activate and/or replace an eWIC card; and/or
 - Apply the “Extend Certification” feature as appropriate.
- The CSD will then Issue the participant food benefits or modify issued food benefits then print and fax to the LA the participant/family ‘Shopping List Remaining Benefits’.
- The LA provides the Shopping List and all required NC WIC Program Notices to the participant.

If phone and fax service NOT available in the LA:

Note: At this level of service interruption, it is likely that food benefits issuance will be delayed.

- LA notifies the RNC and CSD of this status and provides alternative LA contact information.
 - It is recommended that the LA share a list of all employees (name and position/role) and Crossroads User ID's.
- LA provides services as able, documenting information on the 'Continuity of Services Form'.
- Dependent on alternative communication methods available, the LA and CNSS staff may communicate such that CNSS staff can enter pertinent applicant / participant data in Crossroads.
- If local outages extend beyond five days, local agencies follow their written disaster policy (WPM Chapter 1, Section 5) which should include alternate procedures for providing services.
 - As applicable: For LA's receiving nutrition product orders during this time, the requirement for the LA to notify CNSS of order receipt remains time-sensitive. It is recommended that the LA retain a copy and mail original packing slips to CNSS.

Crossroads Service is Restored

When the service to the Crossroads system is restored, the LA must:

- Enter remaining data from the Continuity of Services Forms into the Crossroads participant record,
- Scan the Continuity of Services Form into the Crossroads participant record, and
- Schedule future appointments in communication with participant/family.