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 Plan of Alternate Operating Procedures (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 'Welcome to the North Carolina 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)

The LA must continuously update the RNC and CSD per system access status (including internet, phone, fax status) and provides alternative LA contact information.

- It is recommended that the LA share with CNSS a list of all employees (name and position/role) and Crossroads User ID's.

If phone, fax, and/or email service are available in the LA, daily:

- The CSD faxes the Detail Clinic Daily Appointment Schedule to the LA.
- The LA provides services to the maximum extent possible, documenting information on the 'Continuity of Services Form'.
- The LA faxes 'Continuity of Services Form' completed to the WIC Nutrition Services Unit (WNSU) at fax#: 984-236-8298.
- WNSU staff enter information into Crossroads from the completed 'Continuity of Services Form' at the level required to complete certification or continue services within two (2) business days. WNSU supported 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.

  Note: Incomplete data entered on the Continuity of Service Forms will delay CNSS actions. It is recommended for local agency and CNSS staff to coordinate and communicate while actively working under the Business Continuity Plan.
- The CSD will issue participant food benefits or modify issued food benefits then share with the LA a 'Welcome to the North Carolina WIC Program Notice' for participants served, as applicable.
- The LA provides the participant with the 'Welcome to the North Carolina WIC Program Notice' and as applicable, the 'Shopping List Remaining Benefits'.

If phone, fax, and email service NOT available in the LA, daily:

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

- The CSD provides the Detail Clinic Daily Appointment Schedule to the LA as able.
- The LA provides services to the maximum extent possible, documenting information on the 'Continuity of Services Form'.
- LA staff communicates the participant information entered on the Continuity of Services Form to WNSU staff for entry into Crossroads.
- If local outages extend beyond five days, LA follows their Local Agency Plan of Alternate Operating Procedures (WPM Chapter 1, Section 5) for providing services through alternative processes.
  - 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.

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.