

Crossroads Upgrade 1.28 – Summary of Changes

The North Carolina Women, Infants, and Children (WIC) Crossroads system will release a new software version (1.28) to local agency users on Monday, October 3, 2022. This document summarizes the improvements included with the upgrade.

I. Federal Regulation Risk Code Changess

Federal regulations have been modified for the following risk factors:

211 – Blood Lead

331 – Pregnancy at Young Age

333 – High Parity and Young Age

371 – Maternal Smoking

904 – Exposure to Environmental Tobacco Smoke

Crossroads has been modified to reflect the regulation changes. The **Assign Risk Factor** and **Care Plan** screens will reflect the old versions of the risk factors that were assigned before the 1.28 upgrade was implemented. Risk factors assigned after the upgrade should appear in the new format and be based on the new criteria.

The threshold levels for risk factor **211 – Blood Lead** have changed for children but not infants or women. The threshold level for children is ≥ 3.5 $\mu\text{g}/\text{dL}$. The threshold level for women and infants remains ≥ 5 $\mu\text{g}/\text{dL}$. Decimal places have been added to the blood lead level field on the **Anthro/Lab** screen.

The definition of risk factor **331 – Pregnancy at Young Age** has been changed to apply to applicants/participants ≤ 20 years of age.

The criterion **333 – High Parity and Young Age** has been discontinued because it is redundant to the revised risk 331 – Pregnancy at Young Age. Any woman previously assigned risk 333 will now be assigned risk 331.

The title for **371 – Maternal Smoking** has been changed to **371 – Nicotine and Tobacco Use**. The definition was revised to include the use of *any product which contains nicotine and/or tobacco*. The Health Information screen for Pregnant, Breastfeeding and Postpartum women has changed.

The current version of the Woman's Health Information screen has a section titled Cigarettes Per **Day** and the new version has a section titled Nicotine and Tobacco Use: Days Per **Week**.

- Pregnant Women: There is a new radio button with the question: Nicotine or tobacco use during current pregnancy?
- Breastfeeding/Non-Breastfeeding Women: There is a new radio button with the question: Nicotine or tobacco use during postpartum period?

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If the **Yes** radio button is selected, then risk code 371 (Nicotine and Tobacco Use) will be system assigned. When asking the participant about days per week (0-7), please note that “Today” refers to current period of time during the pregnancy.

1.25 Version:

Pregnancy

Cigarettes Per Day

Three Months Prior to Pregnancy	Today
<input type="text" value="0"/>	<input type="text" value="0"/>

Does anyone smoke inside your house?

Yes No

Breastfeeding/Non-breastfeeding

Cigarettes Per Day

Three Months Prior to Pregnancy	Last Trimester	Postpartum
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

Does anyone smoke inside your house? Yes No

1.28 Version:

Pregnancy

Nicotine and Tobacco Use: Days Per Week

Nicotine or tobacco use during current pregnancy? Yes No

Three Months Prior to Pregnancy	Today
<input type="text" value="0"/>	<input type="text" value="0"/>

Does anyone smoke or vape around you and/or your child in enclosed areas? Yes No

Breastfeeding/Non-Breastfeeding

Nicotine and Tobacco Use: Days Per Week

Nicotine or tobacco use during postpartum period? Yes No

Three Months Prior to Pregnancy	Last Trimester	Postpartum
<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>

Does anyone smoke or vape around you and/or your child in enclosed areas? Yes No

The definition of risk factor **904 – Exposure to Environmental Tobacco Smoke** was revised to include exposure to smoke from tobacco products inside enclosed areas, such as the home, or place of childcare. Family Assessment Question 1 has been revised from “Does anyone smoke inside your house?” to “Does anyone smoke or vape around you and/or your child in enclosed areas?”

Family Assessment

★ 1. Does anyone smoke or vape around you and/or your child in enclosed areas?

Yes No

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II. CVB Increases Effective October 1, 2022

For the issuance months of October 2022 through September 2023, each WIC participant (excluding infants) will receive Cash Value Benefits (CVB) in the following amounts based on WIC Category:

- \$25.00- Child
- \$44.00- Pregnant
 - Non-Breastfeeding
 - Breastfeeding (Fully Formula Feeding)
 - Partially Breastfeeding (PBF) > Maximum Monthly Allowance (MMA)
- \$49.00- Breastfeeding PBF ≤ MMA
 - Fully Breastfeeding
 - Pregnant with two or more fetuses
- \$73.50- Breastfeeding multiple infants from the same pregnancy

IMPORTANT: Please note that the current State Assisted Issuance (SAI) script does NOT include increased CVB amounts past September 30, 2022. Any food benefits issued early by local users September 26-30 with a First Date to Spend (FDTs) of October 1-7 will have incorrectly reduced amounts (\$9/\$11) and will need to be voided and reissued in October. Reminder, local users who issue food benefits were asked **NOT to issue early September 26-30**, and let SAI issue to participants on their FDTs in October. Local users may resume manual issuance of food benefits on October 3, 2022.

III. Upload PDFs

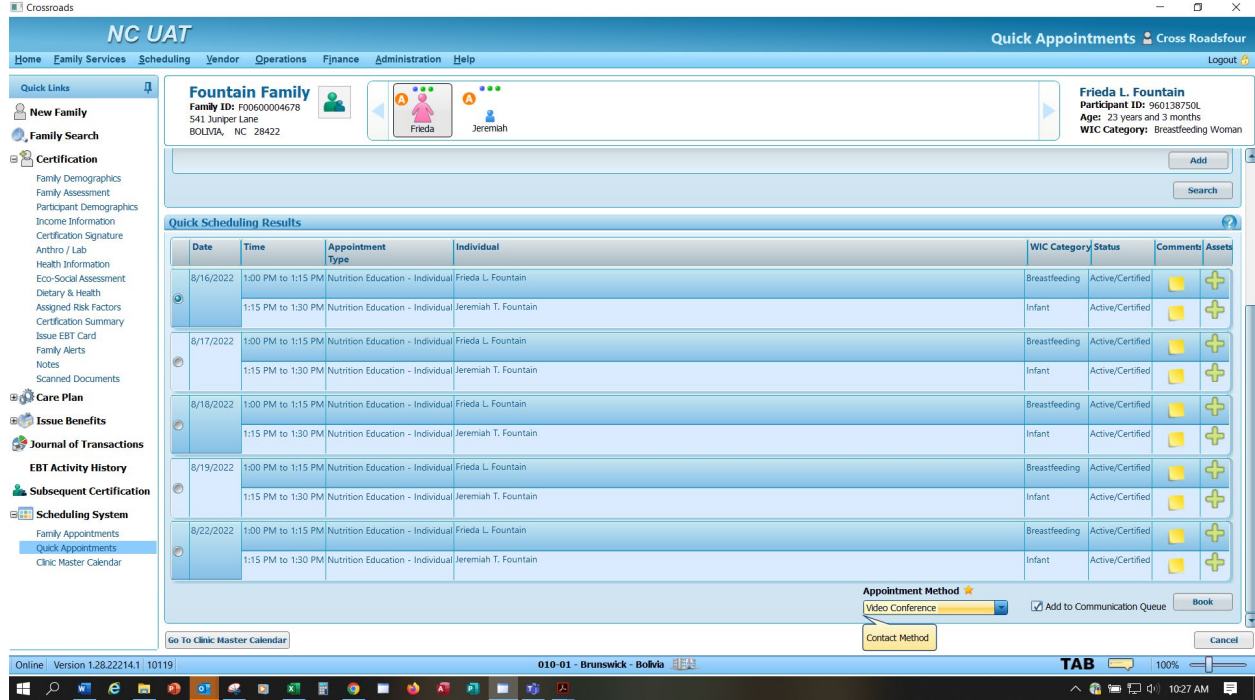
Crossroads now includes the ability to upload pdfs using the **Scan/Upload Documents** button. Please refer to the resource **Uploading PDF Documents in Crossroads** for detailed information.

Known Issue: after the PDF is uploaded and the local user clicks on the Scanned Documents quick link, a Sorry screen is returned. Click another Quick Link and then return to Scanned Documents. This error will be fixed in a future upgrade.

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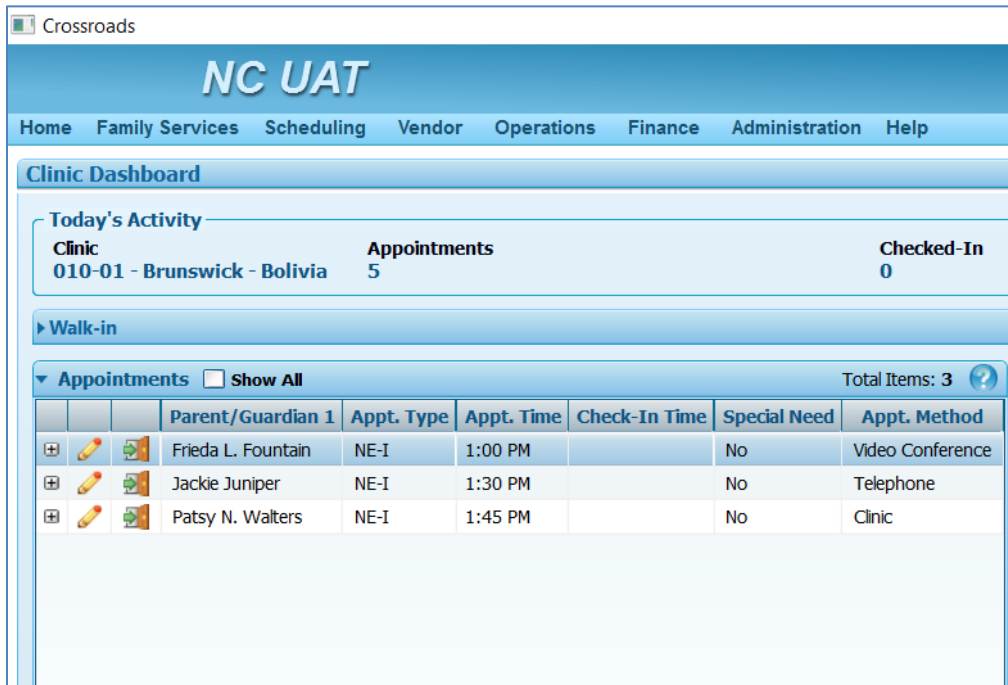
IV. Scheduling Method and Clinic Workflow Dashboard Functionality Changes

On the **Quick Appointments** screen the Contact Method drop down has been changed to capture Appointment Method. Choices include whether the next appointment is going to take place (1) in **Clinic**, (2) by **Telephone** or (3) by **Video Conference**.



Note: Tool tips still says Contact Method. This will be changed in a future upgrade.

On the **Clinic Workflow Dashboard** screen an Appointment Method column has been added.



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The following reports have been changed to include an Appointment Method column:

- Detail Initial Certification Appointments Made Outside of Processing Standards
- Summary Clinic Daily Appointment Schedule
- Appointment History Report
- Clinic Calendar Report
- Detail Clinic Daily Appointment Schedule

Detail Clinic Daily Appointment Schedule
North Carolina WIC Program
Date Range: 08/16/2022 - 08/16/2022

Report Date: 08/15/2022
Data Updated: 8/15/2022
RDD: 1.9.4.1.4

Clinic(s): 010 / 010-01 - Brunswick - Bolivia

Appointment Date	Appointment Time	Appointment Method	Appointment Type	Family ID	Participant ID	Participant Name	Phone Number	Interpreter / Language	Resource (if applicable)	Comments
8/16/2022	1:00 PM	Video Conference	Nutrition Education - Individual	F00600004678	960138750L	Fountain, Frieda L.				
8/16/2022	1:15 PM	Video Conference	Nutrition Education - Individual	F00600004678	960138825R	Fountain, Jeremiah T.				
8/16/2022	1:30 PM	Telephone	Nutrition Education - Individual	F00600004700	960138802S	Kentucky, Karson				
8/16/2022	1:45 PM	Clinic	Nutrition Education - Individual	F00600004694	960138794N	Walters, John T.	(910) 252-5225			
8/16/2022	2:00 PM	Clinic	Nutrition Education - Individual	F00600004694	960138793P	Walters, Patsy N.	(910) 252-5225			

Run Date/Time: 8/15/2022 10:36:41 AM Page 1 of 1

V. Update Data Items Functionality

Crossroads has new functionality that allows the Customer Service Desk (CSD) to perform some frequently needed corrections. Please call the CSD if you have any of the following:

- Incorrect Delivery Date in Pregnancy History Detail
- Incorrect Applicant Category (for applicants only, not certified participants)
- Incorrect Birth Date of Individual
- Incorrect Estimated Delivery Date (EDD) (more than 4 weeks past the original EDD); Crossroads will continue to allow users to update EDD within 4 weeks of original EDD.
- Incorrect Gender (Infant and Child categories only)
- Woman Breastfeeding > MMA or Breastfeeding FFF (greater than 6 months postpartum) returns to be certified as pregnant with another child but needs current month “participation only issuance” (blue dot) removed to be issued pregnancy food benefits

Please refer to the resource **Update Data Items** for detailed information.

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VI. Updated and new resources on the [NC WIC website](#)

The following resources have been updated:

Assigned Risk Codes Breastfeeding Women
Assigned Risk Codes Children
Assigned Risk Codes Infants
Assigned Risk Codes Non-Breastfeeding Women
Assigned Risk Codes Pregnant Women
Family Assessment Questions
Modifying Food Packages
Scanning Documents

The following resources have been added:

Documenting Participant Death in Crossroads
Increase Formula (or WIC Eligible Nutritionals) After Redemption Quick Guide: eWIC
Journal of Transactions
Update Data Items
Uploading PDF Documents in Crossroads

Reminder: On the **Exchange/Increase** formula screen, current Crossroads functionality is:

- Add Formula DOES prorate.
- Exchange Formula does NOT prorate.
Formula is exchanged on an ounce for ounce basis (Reconstituted Fluid Ounces, not can/container size).
- Increase Formula does NOT prorate.
Please contact the CNSS Customer Service Desk (CSD) if you need the amounts of an increased formula to be prorated.

Best Practice for eWIC! Always verify that food benefits have been issued to participants by selecting the **Print Shopping List** button on the **Food Instrument List** screen and reviewing the **Shopping List**. Verification of food benefit issuance is a best practice that should happen at any appointment when food benefits are issued, voided, exchanged, replaced or increased. Missing or incorrect food benefits can be corrected by contacting the CNSS CSD.

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 NSB.CustomerService@dhhs.nc.gov.