

## Crossroads Upgrade 1.29 – Summary of Changes

The North Carolina Women, Infants, and Children (WIC) Crossroads system will release a new software version (1.29) to local agency users on Monday, January 30, 2023. This document summarizes the improvements included with the upgrade.

This release of Crossroads contains telehealth functionality that will be used for the Telehealth Intervention Strategies for WIC (THIS-WIC) Pilot Project. This functionality will be “greyed out” for local agencies not participating in the pilot. Training on this functionality will be provided to pilot agencies only.

### I. Transfer Error has been fixed

After the 1.28 upgrade, there were many reports to the Customer Service Desk (CSD) related to exception errors when transferring some participants. The individual participant could not be transferred, and the receiving family could not be issued food benefits. This issue appeared to be related to receiving families without any active participants. A code fix to this defect is included in the 1.29 upgrade. Please report any new instances of this defect to the Customer Service Desk (CSD) at [NSB.CustomerService@dhhs.nc.gov](mailto:NSB.CustomerService@dhhs.nc.gov).

### II. Inventory Improvements

The Crossroads Breast Pump Issuance screen no longer requires breast pump issuance questions to be completed. The screen displays all available clinic breast pump inventory. For more information about issuing pumps and supplies, please see the resources **Breast Pump Issuance** and **Breastfeeding Supplies**.

The screenshot shows the 'Breast Pump Issuance Information' window. It contains three main sections:

- Breast Pump Assignment:** A table with columns 'Pump Type' and 'Quantity In Stock'.
 

Pump Type	Quantity In Stock
Multi-user Breast Pumps	236
Single-user Manual Breast Pumps	75
Single-user Electric Breast Pumps	27
Breastfeeding Supplies	256
- Breast Pump Supplies:** A table with columns 'Product Name', 'Manufacturer', 'Quantity In Stock', and 'Quantity Issued'.
 

Product Name	Manufacturer	Quantity In Stock	Quantity Issued
Symphony and Lactina Doula		74	0
SoftShells-Sore Nipples		3	0
SoftShells-Inverted Nipples		7	0
Disposable Bra Pads		0	0
Dual Hygiene with One Hand		34	0
Symphony Double Pumping Kit		19	0
Disposable Bra Pads		116	0
Cotton Washable Bra Pad		3	0
Elite Multi-User Breast Pump Sc		0	0
Personal Fit XXX-Large Breastsh		0	0
Symphony Breast Pump Hard		0	0
- Breast Pump Inventory:** A table with columns 'Pump Status', 'Quantity On Hand', 'State Inventory Number', 'Product Name', 'Manufacturer', 'Issued Date', 'Expected Return Date', and 'Reserved Members Count'.
 

Pump Status	Quantity On Hand	State Inventory Number	Product Name	Manufacturer	Issued Date	Expected Return Date	Reserved Members Count
Issued	0	692960	Lactina Select Electric Breast Pum	Medela	2/7/2022		0
Available	1	1481185	Lactina Select Electric Breast Pum	Medela			0
Available	1	689466A	Lactina Select Electric Breast Pum	Medela			0
Available	1	684916A	Lactina Select Electric Breast Pum	Medela			0
Issued	0	1629701	Symphony Breast Pump		9/16/2021		0
Available	1	14596	Symphony Breast Pump				0
Available	1	03040325	Elite Electric Breast Pump with Ha				0
Available	1	03010110	Elite Electric Breast Pump with Ha				0
Available	1	07082273	Elite Electric Breast Pump with Ha				0
Available	1	11123253	Elite Electric Breast Pump with Ha				0
Available	1	13112050	Elite Electric Breast Pump with Ha				0

Additional improvements to the Inventory module have been made on the following screens:

#### Maintain Inventory Type

The column “Re-Order Threshold Required” has been removed from the Inventory Type grid.

#### Create and Maintain Inventory Product

The column “Reorder Point” has been removed from the Search Results grid.

#### Search Product Inventory

The column “Reorder Point” has been removed from the Inventory Search Results grid.

## Crossroads Upgrade 1.29 – Summary of Changes

### Inventory Improvements (continued)

#### Inventory Search Criteria

The “Only Low Inventory” search criteria item has been removed.

**Known Issue:** Inventory Search Results (Products) does not match Inventory Search Results (Items)

Several agencies have reported that they cannot delete inventory because (1) the Inventory Search Results (Products) number does not match the number of items listed in the Inventory Search Results (Items) container OR there is a number in the Total On Order column. The computer vendor has made fixes to the Crossroads code to correct this. There may be additional clean up necessary. Please email additional or remaining instances of this issue, including screenshots, to the CSD at [NSB.CustomerService@dhhs.nc.gov](mailto:NSB.CustomerService@dhhs.nc.gov).

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

The following resources have been updated:

Breast Pump Issuance  
Breastfeeding Supplies

### IV. **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.

### V. **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](mailto:NSB.CustomerService@dhhs.nc.gov).