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.
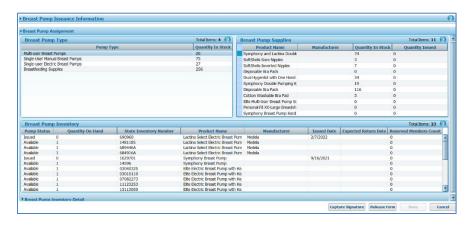
I.   Transfer Error has been fixed

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.

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**.

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.

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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.

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.