

wichealth.org and Crossroads

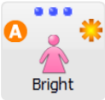
Effective July 17, 2019, Crossroads will communicate with wichealth.org using an **overnight batch process**. All lessons completed on the current date will be updated by the next morning. On the Nutrition Education screen, the status of the wichealth.org lesson will change from Scheduled to Completed along with the date of completion. If the wichealth.org lesson was not scheduled by local agency staff, then the scheduled date will remain blank.

Overnight Batch Process

Example:

- On the Crossroads Nutrition Education screen, the CPA schedules the wichealth.org lesson “Trust Your Child to Eat Enough” on 7/16/19 for a mom with a child.

Sun Family
Family ID: F00600004479
458 Warm Way
BOLIVIA, NC 28422



Bright

Bright Sun
Participant ID: 960134931Q
Age: 1 year and 7 months
WIC Category: Child

Trust Your Child to Eat Enough (wichealth)	Online/Internet	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Wean to a Cup		<input type="checkbox"/>	<input type="checkbox"/>	

▼ Topic Status								
Search By Family Member ALL								
Total Items: 1								
		Topic	Individual Name	Method	Status	Scheduled Date	Completion Date	Missed Date
		Trust Your Child to Eat Enough (wichealth)	Bright Sun	Online/Internet	Scheduled	7/16/2019		

- Mom creates an account on wichealth.org and completes the lesson “Trust Your Child to Eat Enough” on 7/18/19.
- Crossroads completes an overnight batch process on 7/18/19 and updates the status of the lesson from Scheduled to Completed.

▼ Topic Status							
Search By Family Member ALL							
		Topic	Individual Name	Method	Status	Scheduled Date	Completion Date
		Trust Your Child to Eat Enough (wichealth)	Bright Sun	Online/Internet	Completed	7/16/2019	7/18/2019

wichealth.org and Crossroads

Refresh Online Education

There is an additional method for Crossroads to communicate with wichealth.org that provides an immediate update of lessons completed.

On the bottom right of the Crossroads Nutrition Education screen there is a button titled:

Refresh Online Education

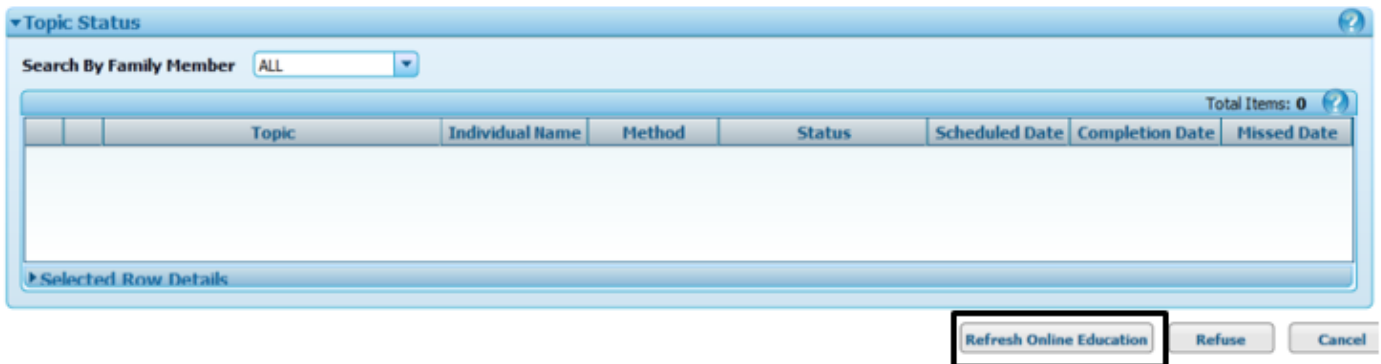
Clicking this button will update the status for **every** wichealth.org lesson completed **across the state** since the time the last batch process was run. Note to local agency staff: If the participant's record being reviewed already has Status "Completed" for current wichealth.org lessons, please do **NOT** click the "Refresh Online Education" button.

Example:

A participant completes a wichealth.org lesson on the day that she calls the WIC clinic to request food benefit issuance. Since the overnight batch process will not occur until later that evening, the Crossroads Nutrition Education screen may not reflect the "Completed" lesson.

Local agency staff navigates to the Nutrition Education screen.

The Topic Status is blank.



The local agency staff clicks the "Refresh Online Education" button and the Topic Status box gets updated to include the **topic, individual name, method, status** and **completion date**. A status message also appears to confirm that the Clinic Nutrition Education batch has successfully completed.

If a participant completes a wichealth.org lesson that was not scheduled in Crossroads, then the Scheduled Date will remain blank.

wichealth.org and Crossroads

▼ Topic Status Total Items: 1

Search By Family Member: ALL

Topic	Individual Name	Method	Status	Scheduled Date	Completion Date	Missed Date
✖ Secrets of Feeding Picky Eaters (wichealth)	Sammy Test	Online/Internet	Completed		7/16/2019	

Selected Row Details

Refusal History

Status Message

ℹ Clinic Nutrition Education batch has successfully completed.

Status Message History		
Time	Message Type	Message
4:07:38 PM	Informational	Clinic Nutrition Education batch has successfully completed.

Topic Status: Completed vs. Completed (Inappropriate)

- If the wichealth.org lesson completed for a participant is appropriate for the participant’s WIC category, then the lesson will have the status **“Completed”** and will count as a Nutrition Education contact for that participant.
- If the wichealth.org lesson completed for a participant is NOT appropriate for the participant’s WIC category, then the lesson will have the status **“Completed (Inappropriate)”** and will NOT count as a Nutrition Education contact for that participant.

Note: Each active participant in the family must have at least **one** lesson with a “Completed” status to count as a Nutrition Education contact. Families may complete more than one wichealth.org lesson. They may also complete lessons that are not “Scheduled” for them in Crossroads. **ALL** completed lessons will be documented under Topic Status on the Nutrition Education screen in Crossroads.

In the example below, two wichealth.org lessons were completed on 7/10/19. One lesson was scheduled in Crossroads and the other lesson was not.

Topic	Individual Name	Method	Status	Scheduled Date	Completion Date
Fun and Healthy Drinks for Kids (wichealth)	Chelsea Caesar	Online/Internet	Completed		7/10/2019
Meatless Meals for Busy Families (wichealth)	Chelsea Caesar	Online/Internet	Completed	7/10/2019	7/10/2019
Fun and Healthy Drinks for Kids (wichealth)	Cumulus Cloud	Online/Internet	Completed (Inappropriate)		7/10/2019
Fun and Healthy Drinks for Kids (wichealth)	Wave Cloud	Online/Internet	Completed (Inappropriate)		7/10/2019
Fun and Healthy Drinks for Kids (wichealth)	Cirrus Cloud	Online/Internet	Completed (Inappropriate)		7/10/2019

“Meatless Meals for Busy Families” was scheduled in Crossroads for the foster child only. The lesson was completed and Crossroads was updated to reflect the date of completion.

“Fun and Healthy Drinks for Kids” was NOT scheduled in Crossroads. The lesson was completed and is appropriate for Chelsea Caesar (foster child). The lesson is NOT appropriate for the other participant categories in this family: Cumulus Cloud (Breastfeeding Woman), Wave Cloud (Infant) and Cirrus Cloud (Infant).