

## **Business Continuity Plan for Local Agency Operations in the Event Crossroads is Unavailable**

### Prerequisites:

1. Staff has been trained on the Business Continuity Plan.
2. These paper forms are available:
  - a. Nutrition Assessment and Care Plan (DHHS 2822A/B and 2821A/B)
  - b. ID/Residence/Income Eligibility and My Rights and Responsibilities Form (DHHS 3785-English / DHHS 3785S-Spanish)
  - c. ID/Residence/Income Eligibility form, Part 2 (DHHS 3785 Part 2-English / DHHS 3785S Part 2-Spanish)
  - d. Additional Required Data Elements (see below, page 3) – this form may be copied and filled out for each participant OR the additional required data elements may be documented in the Notes section of the Nutrition Assessment and Care Plan
3. Ample supply of MFIs and associated MFI registers are on hand
4. Staff routinely prints VOC from Crossroads for each participant/family issued to
5. Filing of VOCs is a Local Agency decision. Suggestions:
  - a. Give to participant to keep in WIC Wallet
  - b. File in participant's medical record
  - c. File separately

### When Crossroads is unavailable:

- Check with local IT support to determine if a local problem
- If a local problem, request that NSB staff fax a daily appointment list if needed
- If not a local problem, notify NSB Customer Service Desk and appropriate NSB staff
- Continue to certify participants
  - Document "in progress" visits on paper forms from the beginning of today's service
  - Complete certifications by completing paper forms
  - Complete subsequent certifications by viewing VOCs and completing paper forms
  - For new families, assign a temporary Family ID; keep a record of the number assigned
  - For new participants, assign Participant IDs
    - Use the CNDS ID if it can be verified from their Medicaid ID card or from NCTracks look up
    - Assign a temporary Participant ID for those without a known CNDS ID, keeping a record of the number assigned
- Continue to provide classes, individual nutrition education, assessments, breastfeeding support and supply issuance
  - View VOCs as needed
  - Ask family about any changes in demographic or personal information, and food prescription
  - Document any reported changes on paper forms
- Continue to provide food benefit issuance
  - View each participant's food package and issuance history from VOCs
    - Ask about changes in demographic or personal information, and food prescription
    - Document any reported changes on paper forms
    - Document issuance provided in the Notes section of the Nutrition Assessment and Care Plan

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- *For all participants receiving the default food package:*
  - Issue each participant one month of MFIs
  - Document issuance of MFIs on MFI register
    - On MFIs, enter the Family ID (or temporary family ID)
    - On MFI register, enter the Family ID (or temporary family ID) and Participant ID (if known.)
  - NOTE: If using a temporary participant ID or if Participant ID is not known, do not enter on the register at the time of issuance.
  - Have family self-address an envelope for later mailing of FIs
  - Explain that when Crossroads is available again, future FIs will be mailed, along with any notices and the next appointment/walk-in instructions
- *For any participants receiving a modified food package:*
  - Determine whether MFIs can be issued (is it possible for the participant to receive a default food package instead of a modified food package? If their modification is simple, this is a conversation with the CPA; for those with lactose intolerance or situations requiring complex modifications, the answer is no), if yes follow above instructions.
  - Have family self-address an envelope for later mailing of FIs
  - Explain that when Crossroads is available again, FIs will be mailed
- *For any participant on exempt formula or WIC-eligible medical foods, select one of these options:*
  - Issue up to a week's supply from inventory on hand
  - Order product from NSB
  - Thoroughly document actions/instructions

### When Crossroads system is available again:

- Scan in documentation of any temporary family and /or participant IDs used, to provide an audit trail of services provided.
- Enter data documented on paper forms
  - Scan in both sides of the DHHS 3785 form
- Enter a Certification Signature by selecting the radio button next to the name of the person who signed the 3785, then staff person signs their own name on the signature pad and enters "pt. signature on 3785"
- Enter Participant ID on MFI register if it was left blank at the time of issuance
- Use data on MFI register to complete Match Pending Manual Food Instruments screen
- Update inventory to reflect any formulas issued from inventory
- Process any Delayed Signatures
- Complete hardship mailing to families:
  - Print FIs
  - Print required notices
  - Make next appointment
  - Mail FIs, notices and next appointment/walk-in instructions

**Additional Required Data Elements**

**Instructions:**

Copy one form per participant and label with

Name	
Participant ID	
Date of Birth	

**OR**

Document the applicable additional required data elements in the Notes section of the Nutrition Assessment and Care Plan.

**Family Demographics**

- Voter Registration
  - Declined
  - Form provided
  - Ineligible
  - Registered

• Language Read	
• Language Spoken	

- Preferred Method of Contact
  - Mail
  - Phone
  - No Contact

**Participant Demographics**

- Ethnicity
  - American Indian or Alaskan Native
  - Asian
  - Black or African American
  - White
  - Native Hawaiian or Pacific Islander
- Race
  - Hispanic
  - Not Hispanic

**Eco-Social Assessment**

- Mother participated in WIC during pregnancy
- Mother was WIC-eligible during pregnancy but did not participate