

# Documenting Income Eligibility in Crossroads

The Income Information screen is a family screen. It can be completed with any family member selected in the carousel. Total Family Size is used to determine the Eligibility Guideline Amount. There are three ways to document income eligibility in Crossroads: 1) Adjunctive eligibility; 2) Full income screen; and 3) Zero income declaration. Documenting self-reported adjunct program participation is **mandatory** for federal reporting requirements. It must be collected even if the participant is not proven adjunctively eligible for WIC.

Below are the required steps for each process. The steps begin after a Family has been added and the user has navigated to the **Income Information** screen in the Certification section of Quick Links.

## Adjunctive Eligibility

### Step One: Family Size

- Enter the number of members in the family in **Family Size**.
- Enter the number of expected infants in **No. of Expected Infants**, if applicable
- The values for **Family Size** and **No. of Expected Infants** are combined to indicate the **Total Family Size**.

The screenshot shows the 'Income Information' screen for the 'Patriot Family'. The family details include Family ID: F10200012440, address: 167 New England Road, WRIGHTSVILLE BEACH, NC 28480, and participant Margaret Patriot (Participant ID: 9540111208, Age: 23 years and 3 months, WIC Category: Pregnant). The 'Family Income' section contains three input fields: 'Family Size' with the value 4, 'No. of Expected Infants' with the value 2, and 'Total Family Size' with the value 6. A red circle highlights these three fields.

The screenshot shows the 'Income Information' screen for the 'Packer Family'. The family details include Family ID: F10200013447, address: 125 Football Lane, WRIGHTSVILLE BEACH, NC 28480, and participant Isalah Packer (Participant ID: 9540111209, Age: 9 days, WIC Category: Infant). The 'Family Income' section contains one input field: 'Family Size' with the value 4. A red circle highlights this field.

## Step Two: Self-Reported Adjunct Program Participation

- Within the **Family – Adjunct Participation** grid, select all programs that the participant or parent/guardian/caretaker self-reports participating in (if any) for each family member that is participating in WIC.
- An “**S**” (for “self-reported”) is displayed.

Family Income				
Family Size <span style="color: orange;">★</span>				
4				
Family - Adjunct Participation				
	SNAP	Medicaid	TANF	School Lunch
Mindy Packer	<input checked="" type="checkbox"/> <b>S</b>	<input checked="" type="checkbox"/> <b>S</b>	<input type="checkbox"/>	<input type="checkbox"/>
Isaiah Packer	<input checked="" type="checkbox"/> <b>S</b>	<input checked="" type="checkbox"/> <b>S</b>	<input type="checkbox"/>	<input type="checkbox"/>

Note: SNAP = Food and Nutrition Services (FNS) Program (Food Stamps)  
TANF = Work First

## Step Three: Verify Adjunct Program Participation

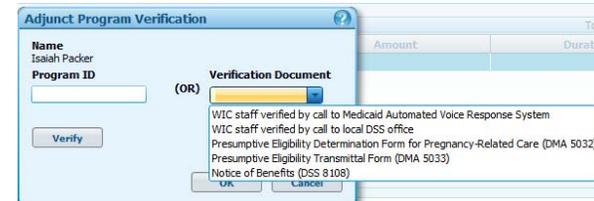
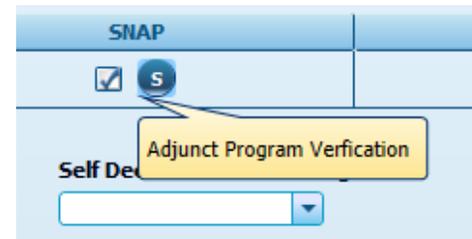
For at least one program selected, do the following:

- Click the **Adjunct Program Verification** button **S** to display options to document how adjunct eligibility is verified. The **Adjunct Program Verification** screen displays.
- Click **Verify** to use Online Verification (OLV) OR select a **Verification Document**.
- Click **OK** to process the screen. You are returned to the Income Information screen. If adjunct program participation is verified, a **V** is displayed instead of an **S**, and a green check  mark displays under **Family Eligible** and/or next to the participant’s name in the **Family – Adjunct Participation** box. It varies depending on the program selected and whether eligibility is conferred to the entire family.

### Note:

*Medicaid:* If a Pregnant Woman or Infant is eligible, the entire family is eligible.

*SNAP:* If any member of the family is eligible, the entire family is eligible.



Family Income				
Family Size <span style="color: orange;">★</span> <b>Family Eligible</b>				
4				
Family - Adjunct Participation				
	SNAP	Medicaid	TANF	School Lunch
Mindy Packer	<input checked="" type="checkbox"/> <b>S</b>	<input checked="" type="checkbox"/> <b>S</b>	<input type="checkbox"/>	<input type="checkbox"/>
Isaiah Packer	<input checked="" type="checkbox"/> <b>S</b>	<input checked="" type="checkbox"/> <b>V</b>	<input type="checkbox"/>	<input type="checkbox"/>

## Step Four: Complete Self Declared Income/Range

- Enter a **Self Declared Income** (Dollar amount) or select a **Self Declared Income Range** from the drop down list.
- If the green check mark does not display, continue to the instructions for **Full Income Screen** below.
- Click **Save**. A status message displays indicating success and you are navigated to the next screen in the process, **Health Information**.

The screenshot shows the 'Self Declared Income' section with a text input field containing '\$35,000.00' and an 'OR' option. Below it is a 'Self Declared Income Range' dropdown menu with a list of income brackets from '0.00 - 1,199.00' to '27,000.00 - 28,999.00'. A 'Zero Income Declaration Reason' dropdown is also visible. To the right, there is a table with columns for 'Frequency', 'Amount', and 'Duration'. Below the table, the 'Total Income' is shown as '\$0.00' and the 'Eligibility Guideline Amount' is '\$43,568.00'.

## Full Income Screening

The Income Detail grid is required if family eligibility is not determined by Adjunct Program Participation Income.

### Step One: Family Size

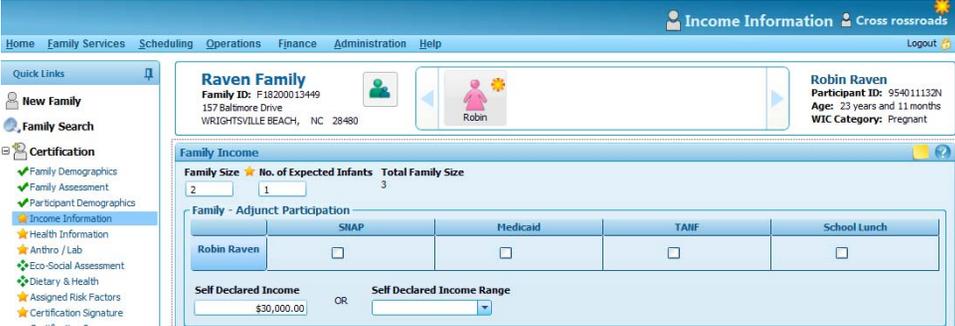
- Enter the number of members in the family in **Family Size**.
- Enter the number of expected infants in **No. of Expected Infants**, if applicable
- The values for **Family Size** and **No. of Expected Infants** are combined to indicate the **Total Family Size**.

The screenshot shows the 'Family Information' screen for the 'Raven Family'. The 'Family Size' field is set to '2', the 'No. of Expected Infants' field is set to '1', and the 'Total Family Size' is '3'. The fields are circled in red.

The screenshot shows the 'Family Information' screen for the 'Packer Family'. The 'Family Size' field is set to '4'. The field is circled in red.

## Step Two: Self-Reported Adjunct Program Participation

- Within the **Family – Adjunct Participation** grid, select all programs that the participant or parent/guardian/caretaker self-reports participating in (if any) for each family member that is participating in WIC.
- An “” (for “self-reported”) is displayed.



**Raven Family**  
Family ID: F18200013449  
157 Baltimore Drive  
WRIGHTSVILLE BEACH, NC 28480

Participant ID: 954011132N  
Age: 23 years and 11 months  
WIC Category: Pregnant

**Family Income**

Family Size	No. of Expected Infants	Total Family Size
2	1	3

Family - Adjunct Participation	SNAP	Medicaid	TANF	School Lunch
Robin Raven	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Self Declared Income: \$30,000.00 OR Self Declared Income Range: [dropdown]

Note: SNAP = Food and Nutrition Services (FNS) Program (Food Stamps)  
TANF = Work First

### Step Three: Income Details

Within the **Income Details** grid, enter a row of information for **each** income source associated with the family **until all applicable income** is reported by doing the following:

- Click on the **Source** column header and select a source of income from the drop down menu.

The screenshot shows the 'Raven Family' profile with the following details:

- Family ID:** F18200013449
- Address:** 157 Baltimore Drive, WRIGHTSVILLE BEACH, NC 28480
- Participant:** Robin Raven, ID: 954011132N, Age: 23 years and 11 months, WIC Category: Pregnant
- Family Size:** 2, **No. of Expected Infants:** 1, **Total Family Size:** 3
- Family - Adjunct Participation:**

	SNAP	Medicaid	TANF	School Lunch
Robin Raven	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Self Declared Income:** \$30,000.00 OR **Self Declared Income Range:** [Dropdown]
- Income Details Grid:**

Source	Proof	Frequency	Amount	Duration	Total Items: 1
[Dropdown]			\$0.00	0	
- Summary:**

Zero Income Declaration Reason	Comparison Frequency	Total Income	Eligibility Guideline Amount
[Dropdown]	Annual	\$0.00	\$36,131.00

The screenshot shows the 'Raven Family' profile with the following details:

- Family ID:** F18200013449
- Address:** 157 Baltimore Drive, WRIGHTSVILLE BEACH, NC 28480
- Participant:** Robin Raven, ID: 954011132N, Age: 23 years and 11 months, WIC Category: Pregnant
- Family Size:** 2, **No. of Expected Infants:** 1, **Total Family Size:** 3
- Family - Adjunct Participation:**

	Medicaid	TANF	School Lunch
Robin Raven	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Self Declared Income:** [Dropdown]
- Income Details Grid:**

Source	Proof	Frequency	Amount	Duration	Total Items: 1
[Dropdown]			\$0.00	0	
- Summary:**

Zero Income Declaration Reason	Comparison Frequency	Total Income	Eligibility Guideline Amount
[Dropdown]	Annual	\$0.00	\$36,131.00

Drop Down Menu for Source of Income

- Select the **Proof**. When no proof exists, choose “Proof Provided with Affidavit.” See **Step Four** below.
- Click on the **Proof** column header and choose a proof of income from the drop down menu.

**Raven Family**  
 Family ID: F18200013449  
 157 Baltimore Drive  
 WRIGHTSVILLE BEACH, NC 28480

**Robin Raven**  
 Participant ID: 954011132N  
 Age: 23 years and 11 months  
 WIC Category: Pregnant

**Family Income**

Family Size: 2    No. of Expected Infants: 1    Total Family Size: 3

Family - Adjunct Participation

	SNAP	Medicaid	TANF	School Lunch
Robin Raven	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Self Declared Income: \$30,000.00    OR    Self Declared Income Range: [Dropdown]

Income Details

Source	Proof	Frequency	Amount	Duration	Total Items: 1
Salary			\$0.00	0	

Zero Income Declaration Reason: [Dropdown]    Comparison Frequency: Annual    Total Income: \$0.00    Eligibility Guideline Amount: \$36,131.00

**Family Income**

Family Size: 2    No. of Expected Infants: 1    Total Family Size: 3

Family - Adjunct Participation

	SNAP	Medicaid	TANF	School Lunch
Robin Raven	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Self Declared Income: \$30,000.00    OR    Self Declared Income Range: [Dropdown]

Income Details

Source	Proof	Frequency	Amount	Duration	Total Items: 1
Salary			\$0.00	0	

Zero Income Declaration Reason: [Dropdown]    Comparison Frequency: Annual    Total Income: 0.00    Eligibility Guideline Amount: \$36,131.00

Income History

**Proof** dropdown menu options:

- Income declared with no proof
- Pay stubs/statement/tip sheet (within 60 days)
- Statement from employer
- W-2 form (recent calendar year)
- Accounting statements (recent calendar year)
- Income tax return
- Bank statement
- Broker statement
- Military leave and earnings statement (LES)
- Statement of government benefits
- Foster care payment letter
- Grant/stipend award documentation
- Data Conversion Default
- Proof Provided with Affidavit

- Select the **Frequency**, enter the **Amount** and enter the **Duration** by clicking on the header and choosing from the drop down menu.
- **Comparison Frequency** is adjusted to annual when more than one income frequency exists for a family. Exception: hourly is included in weekly income.
- **Total Income** is calculated by the system and compared to the **Eligibility Guideline Amount**.
- If the **Total Family Income** is less than or equal to the **Eligibility Guideline Amount**, the family is income eligible. A green check  mark displays at the top of the screen.

Family Income

Family Size 2 No. of Expected Infants 1 Total Family Size 3

Family - Adjunct Participation

	SNAP	Medicaid	TANF	School Lunch
Robin Raven	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Self Declared Income \$30,000.00 OR Self Declared Income Range

Income Details

Source	Proof	Frequency	Amount	Duration	Total Items: 1
Salary	Income declared with no proof	Hourly	\$0.00	0	

Zero Income Declaration Reason Comparison Frequency Annual Eligibility Guideline Amount \$36,131.00

Family Income

Family Size 2 No. of Expected Infants 1 Total Family Size 3 **Family Eligible** 

Family - Adjunct Participation

	SNAP	Medicaid	TANF	School Lunch
Robin Raven	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Self Declared Income \$30,000.00 OR Self Declared Income Range

Income Details

Source	Proof	Frequency	Amount	Duration	Total Items: 1
Salary	Pay stubs/statement/tip sheet	Twice-Monthly	\$1,250.00	24	

Zero Income Declaration Reason Comparison Frequency Twice-Monthly **Total Income \$1,250.00** **Eligibility Guideline Amount \$1,506.00**

**Family Eligible**

- If the Total Family Income is greater than the Eligibility Guideline Amount, the **Applicant Ineligible** icon (✘) displays at the top of screen indicating the family is not income eligible.
- **Print the Ineligibility Notice.**
- Click **Save**. The system refreshes and you are navigated to the next screen in the process.

**Family Income**

Family Size: 2, No. of Expected Infants: 1, Total Family Size: 3, Family Eligible: ✘ Ineligible - Total amount exceeds Guidelines

Family - Adjunct Participation

	SNAP	Medicaid	TANF	School Lunch
Robin Raven	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Self Declared Income: \$30,000.00 OR Self Declared Income Range: [Dropdown]

**Income Details** (Total Items: 1)

Source	Proof	Frequency	Amount	Duration
✘ Salary	Pay stubs/statement/tip sheet	Twice-Monthly	\$1,600.00	24

Zero Income Declaration Reason: [Dropdown] Comparison Frequency: Twice-Monthly

**Total Income: \$1,600.00**      **Eligibility Guideline Amount: \$1,506.00**

**Income History**

Buttons: Scan Document, View Documents, Save, Cancel, **Print Ineligibility Notice**

**Family Ineligible- Total amount exceeds Guidelines**

**Step Four: Income Declared with No Proof (if applicable)**

- When no proof exists, choose “Proof Provided with Affidavit.”
- Click **Save**. The system refreshes and you are navigated to the next screen in the process.

**Income Details** (Total Items: 1)

Source	Proof	Frequency	Amount	Duration
✘ Salary	Proof Provided with Affidavit	Twice-Monthly	\$1,250.00	24

Zero Income Declaration Reason: [Dropdown] Comparison Frequency: Twice-Monthly

**Total Income: \$1,250.00**      **Eligibility Guideline Amount: \$1,506.00**

- Navigate to the **Certification Signature** screen by using the **Quick Links** bar.
- Choose the **Affidavit for Income** checkbox. The **Affidavit for Income** appears in the **Certification Documents** grid.

The screenshot displays a web application interface for a family named "Raven Family". The header includes the family name, ID (F10200013449), address (157 Baltimore Drive, WRIGHTSVILLE BEACH, NC 28480), and participant information for "Robin Raven" (Participant ID: 9540111326, Age: 23 years and 11 months, WIC Category: Pregnant). The left navigation menu is titled "Quick Links" and includes sections for "New Family", "Family Search", "Certification", "Care Plan", "Issue Benefits", "Journal of Transactions", "Subsequent Certification", and "Scheduling System". The "Certification" section is expanded, showing various categories like "Family Demographics", "Family Assessment", "Income Information", etc., with "Certification Signature" highlighted in red. The main content area is divided into two sections: "Certification Signature" and "Certification Documents". The "Certification Signature" section has a "Signature for" dropdown set to "Rights and Responsibilities" and four checkboxes: "Rights and Responsibilities" (checked), "Affidavit for Identity", "Affidavit for Residency", and "Affidavit for Income" (checked and highlighted with a red box). The "Release of Information" checkbox is unchecked. The "Certification Documents" section has a "Rights and Responsibilities" dropdown and a list of documents, with "Affidavit for Income" highlighted in red.

- Print the affidavit; complete the Reason for Lack of Proof of Income.
- Have the participant/parent/guardian/caretaker sign the affidavit.
- See the Interim WIC Program Manual, Chapter 6B, Section 5, pages 15-16 for acceptable reasons for No Proof.

**▼ Certification Signature**

Signature for

- Rights and Responsibilities
- Affidavit for Identity
- Affidavit for Residency
- Affidavit for Income
- Release of Information

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**▼ Certification Documents**

▶ Rights and Responsibilities

▶ Affidavit for Income

**AFFIDAVIT ATTESTING TO INCOME  
FOR  
WOMEN, INFANTS, AND CHILDREN (WIC) BENEFITS**

954011132N

The North Carolina WIC Program requires each applicant to show proof of income to apply for the WIC Program. Please read the following statement before completing this form.

I understand that by completing, signing, and dating this form I am certifying that the information I am providing is correct. I understand that intentional misrepresentation may result in paying the State agency, in cash, the value of the food benefits

Capture Signature    Cancel

**▼ Certification Signature**

Signature for

- Rights and Responsibilities
- Affidavit for Identity
- Affidavit for Residency
- Affidavit for Income
- Release of Information

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**▼ Certification Documents**

▶ Affidavit for Income

REASON FOR LACK OF PROOF OF INCOME

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Applicant/Participant/Parent/Guardian/Caretaker Signature)

Capture Signature    Cancel

- Return to the **Income Information** screen and choose the **Scan Document** button to scan the affidavit back into the system.

**Income Information** Cross roads

Home Family Services Scheduling Operations Finance Administration Help Logout

**Quick Links**

- New Family
- Family Search
- Certification
  - Family Demographics
  - Family Assessment
  - Participant Demographics
  - Income Information**
  - Health Information
  - Anthro / Lab
  - Eco-Social Assessment
  - Dietary & Health
  - Assigned Risk Factors
  - Certification Signature
  - Certification Summary
  - Identification Document
  - Family Alerts
  - Notes
  - Scanned Documents
- Care Plan
- Issue Benefits
- Journal of Transactions
- Subsequent Certification
- Scheduling System
  - Family Appointments
  - Quick Appointments
  - Clinic Master Calendar

**Raven Family**  
 Family ID: F18200013449  
 157 Baltimore Drive  
 WRIGHTSVILLE BEACH, NC 28480

Robin Raven  
 Participant ID: 954011132N  
 Age: 23 years and 11 months  
 WIC Category: Pregnant

**Family Income**

Family Size: 2 No. of Expected Infants: 1 Total Family Size: 3 Family Eligible:

Family - Adjunct Participation

	SNAP	Medicaid	TANF	School Lunch
Robin Raven	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Self Declared Income: \$30,000.00 OR Self Declared Income Range:

**Income Details** Total Items: 1

Source	Proof	Frequency	Amount	Duration
Salary	Proof Provided with Affidavit	Twice-Monthly	\$1,250.00	24

Zero Income Declaration Reason:  Comparison Frequency: Twice-Monthly Total Income: \$1,250.00 Eligibility Guideline Amount: \$1,506.00

**Income History**

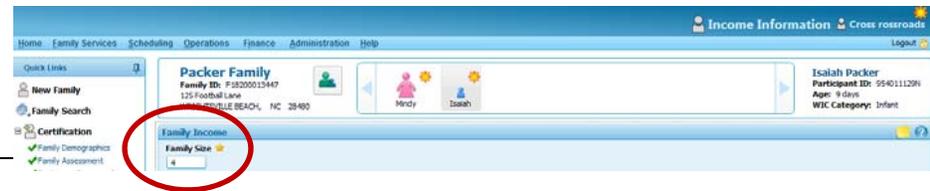
**Scan Document** View Documents Save Cancel Print Ineligibility Notice

# Zero Income Declaration

The **Zero Income Declaration Reason** field is required when the family reports zero income and Adjunctive Income Eligibility cannot be verified. For more information about Zero Income Declaration, see the Interim WIC Program Manual, Chapter 6B, Section 5, [page 16](#).

## Step One: Family Size

- Enter the number of members in the family in **Family Size**.
- Enter the number of expected infants in **No. of Expected Infants**, if applicable
- The values for **Family Size** and **No. of Expected Infants** are combined to indicate the **Total Family Size**.



## Step Two: Self-Reported Adjunct Program Participation

- Within the **Family – Adjunct Participation** grid, select all programs that the participant or parent/guardian/caretaker self-reports participating in (if any) for each family member that is participating in WIC.
- An “” (for “self-reported”) is displayed.

Family - Adjunct Participation				
	SNAP	Medicaid	TANF	School Lunch
Hindy Packer	<input checked="" type="checkbox"/> 	<input checked="" type="checkbox"/> 	<input type="checkbox"/>	<input type="checkbox"/>
Isaiah Packer	<input checked="" type="checkbox"/> 	<input checked="" type="checkbox"/> 	<input type="checkbox"/>	<input type="checkbox"/>

Note: SNAP = Food and Nutrition Services (FNS) Program (Food Stamps)  
TANF = Work First

### Step Three:

- Leave the **Self Declared Income** and **Self Declared Income Range** fields and the **Income Details** grid blank.
- Note that the **Zero Income Declaration Reason** field is disabled if an entry appears in the **Self Declared Income** or **Self Declared Income Range** fields.

Colt Family  
Family ID: F10200013450  
123 Football Lane  
WRIGHTSVILLE BEACH, NC 28480

Carson Colt  
Participant ID: 9540111607  
Age: 3 years and 11 months  
WIC Category: Child

Family Size: 3

Family - Adjunct Participation

	SNAP	Medicaid	TANF	School Lunch
Carson Colt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Self Declared Income OR Self Declared Income Range

Income Details

Source	Proof	Frequency	Amount	Duration
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Zero Income Declaration Reason Comparison Frequency Total Income Eligibility Guideline Amount

<input type="text"/>	Annual	\$0.00	\$36,131.00
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Family Income

Family Size: 3

Family - Adjunct Participation

	SNAP	Medicaid	TANF	School Lunch
Carson Colt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Self Declared Income OR Self Declared Income Range

Income Details

Source	Proof	Frequency	Amount	Duration
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Zero Income Declaration Reason Comparison Frequency Total Income Eligibility Guideline Amount

<input type="text"/>	Annual	\$0.00	\$36,131.00
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Zero Income Declaration Reason is disabled if an entry appears in the **Self Declared Income** or **Self Declared Income Range** fields

- Select "No Income" from the **Zero Income Declaration Reason** drop down list box.
- A green check  mark displays at the top of the screen.
- Click **Save**. A status message displays indicating success and you are navigated to the next screen in the process.

**Colt Family**  
 Family ID: F18200013450  
 125 Football Lane  
 WRIGHTSVILLE BEACH, NC 28480

Carson Colt  
 Participant ID: 954011160T  
 Age: 3 years and 11 months  
 WIC Category: Child

**Family Income**

Family Size  3

Family - Adjunct Participation

	SNAP	Medicaid	TANF	School Lunch
Carson Colt	<input checked="" type="checkbox"/> \$	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Self Declared Income OR Self Declared Income Range

Income Details

Source	Proof	Frequency	Amount	Duration
Total Items: 0				

Zero Income Declaration Reason: No Income  
 Comparison Frequency: Annual  
 Total Income: \$0.00  
 Eligibility Guideline Amount: \$36,131.00

**Colt Family**  
 Family ID: F18200013450  
 125 Football Lane  
 WRIGHTSVILLE BEACH, NC 28480

Carson Colt  
 Participant ID: 954011160T  
 Age: 3 years and 11 months  
 WIC Category: Child

**Family Income**

Family Size   Family Eligible

Family - Adjunct Participation

	SNAP	Medicaid	TANF	School Lunch
Carson Colt	<input checked="" type="checkbox"/> \$	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Self Declared Income OR Self Declared Income Range

Income Details

Source	Proof	Frequency	Amount	Duration
Total Items: 0				

Zero Income Declaration Reason: No Income  
 Comparison Frequency: Annual  
 Total Income: \$0.00  
 Eligibility Guideline Amount: \$36,131.00

Income History

Scan Document View Documents **Save** Cancel Print Ineligibility Notice