

Important Reminders for Crossroads Users about Data Entry

Reminder One: Enter Accurate Search Range on Food Instrument (FI) Investigation Tool

Three recent instances of Crossroads system slowness have been investigated by the Office of Information Technology Services (ITS). Their investigation revealed that the slowness was caused by a “long running query on the FI Investigation Tool screen.” In other words, it appears that data entry errors were made on the screen that asked Crossroads to search for too large a range of results for it to handle. Please see the example on the screen clip below:

The screenshot shows the 'Food Instrument Investigation Tool' search criteria interface. It includes a navigation bar with links for Home, Family Services, Scheduling, Vendor, Operations, Finance, Administration, and Help. The main search area is titled 'Search Criteria' and contains several sections: 'Select Program' (WIC, Farmers Market), 'Search By' (FI, Exception, Compliance, Rejected Reason), 'Status' (Printing, Pending, Issued, Voided, Voided, not in hand, Redeemed), 'FI Serial Numbers' (Start: 103516007, End: 1035160011, FI Type), 'Vendor Information' (Vendor ID, Name), 'Date Range' (Date Type), and 'Paid Amount' (Paid Amount, Presentment Amount). A 'Search' button and a 'Clear All' button are located at the bottom right of the search criteria section.

In this example, the local user asked Crossroads to search for:

FI Serial Start = 103516007 and

FI Serial End = 1035160011

The user entered an extra zero in the FI Serial End field (1035160011 instead of 103516011), and asked Crossroads to look for **931,644,004 FIs** instead of **FOUR FIs**. We have asked the Crossroads vendor to add functionality that will stop the user from entering too many or too few numbers during search requests. This is planned for a future build (1.7). Until that time, we are requesting that local users take the following actions:

1. **Double check** data entry fields **before** hitting the **Search** button.
2. If a data entry error is made and the user becomes aware of the problem, call the Nutrition Services Branch (NSB) Customer Service Desk immediately so that the issue can be escalated to technical staff. Selecting Clear All, selecting Cancel, navigating away from the screen or even shutting down Crossroads at the local user level DOES NOT cancel the search. The search continues on the state level and slows/shuts down the application.

Reminder Two: Do Not Make Data Fix Requests to Fix User Errors

The NSB Customer Service Desk has received a number of calls requesting data fixes for errors in participant records such as: immunization records scanned into the wrong record and signatures captured into the wrong record. These issues are caused by local user error and are not able to be “fixed.” Only errors made by the Crossroads application itself can be addressed by “data fixes” (these errors are fixed by staff who have access to the system data base). The corrective action to take in cases of user error is proper documentation, for example: documenting in the Care Plan that a scanned document was scanned in error; collecting the participant/caretaker’s signature on paper and scanning it to the correct record.