

NC WIC Program: Business Continuity Plan

In the event that the Local WIC Agency is unable to access the Crossroads system and the duration of interruption is uncertain, the Business Continuity Plan should be put into effect to continue serving WIC participants.

Note: In the event of a statewide outage, business operations will cease until such a time that Crossroads is restored.

Planning

It is critical to plan ahead for potential disruptions to Local Agency access to Crossroads by:

- Maintaining an updated Local Agency Disaster Policy (WPM, Chapter 1, Section 6),
- Establishing working partnerships with neighboring Local WIC Agencies that may be able to assist in providing participant services during disruption,
- Considering the purchase and maintenance of technology that may serve as back-up during an outage including a work-assigned cell phone or laptop for critical WIC Program staff
- Ensuring that the LA has on-hand the following resources from the NSB website (www.nutritionnc.com) or ordered from the NSB:
 - 'Continuity of Services Form' (DHHS 3302, 3303, 3304, 3305)
 - 'NC WIC Program Guidance: Emergency and Disaster Situations'
 - Growth charts and prenatal weight gain charts
 - Required Notifications Template

Provision of WIC Services

If Crossroads is NOT available in the Local WIC Agency, immediately:

- Check with local IT support to determine if the interruption is a local problem
- Notify the RNC
- Notify the NSB Customer Service Desk (CSD)

If phone and fax service are available:

- The CSD provides the following information to the Local Agency (LA) via fax:
 - Detail Clinic Daily Appointment Schedule
- The LA faxes the completed 'Continuity of Services Form' to the CSD who shares with NSB staff .
- NSB staff enter information provided on the 'Continuity of Services Form' in order to:
 - Certify participants
 - Update the demographic or personal information of the applicant / participant
 - Prescribe or revise the WIC food prescription of the applicant / participant
 - Activate and/or replace an eWIC card to a family
 - Apply the "Extend Certification" feature as appropriate
- The CSD will then:
 - Issue participant food benefits
 - Print the 'Shopping List Remaining Benefits' and fax to the LA
- The LA provides the Shopping List and all required notifications to the participant

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If phone and fax service NOT available:

- LA notifies the RNC and CSD to update WIC Director contact information
- Provide services as able, documenting services provided using the 'Continuity of Services Form'.
- Issuance will be delayed
- If local outages extend beyond five days, local agencies follow their written disaster policy (WPM Chapter 1, Section 6) which should include alternate procedures for providing services.

Crossroads Service is Restored

When the service to the Crossroads system is restored, the LA must:

- Enter data documented on the Continuity of Care Forms into the Crossroads participant record,
- Scan the Continuity of Care Form into the Crossroads participant record,
- Contact participants to schedule future appointments.