

## Crossroads Upgrade 1.22.2 – Summary of Changes

Version 1.22.2 includes:

1. A fix to the **Detail/Summary Participants Who Failed to Pick Up Benefits** report

This report should now include:

- only active (currently certified) participants with a **Food Issuance Status** of *Available* and a **Next Food Issuance Date** that is in the past.
- accurate number of days late (today minus (last date to spend + 1)).
- accurate appointments in the future / accurate column is used.

Please note the PDF version of this report will need to print on legal paper to accommodate the additional columns added during the 1.21 upgrade (Parent/Guardian 1 name, language spoken, language read).

2. A fix to **Risk Code 131** functionality

Risk Code 131 (low maternal weight gain) was system-assigning incorrectly but has been fixed to system-assign correctly (looks for multiple weight entries, but doesn't consider entries from previous pregnancies). Please note that this Risk Code is currently only CPA-assigned due to the waiver of anthropometric measures. Please see [WIC Processes without Physical Presence](#) for more information.

3. A change to the **Breastfeeding Information** container on the **Health Information** screen

To collect more data about the initiation and duration of breastfeeding, the question **Ever Breastfed?** will default to **Yes** and will be required (starred) for all women who are certified as Breastfeeding or Non-breastfeeding. **Age Infant Stopped Breastfeeding** and **Reason Infant Stopped Breastfeeding** will default to blank and be required (starred). The user must enter values for **Age Infant Stopped Breastfeeding** and **Reason Infant Stopped Breastfeeding** OR change the answer for **Ever Breastfed?** to **No** or **Unknown** to continue. Best practice involves asking the participant about her breastfeeding history with the current infant. Only choose Unknown if that is the case.

The screenshot shows the 'Breastfeeding Information' form for 'Baby Apple'. The form contains several sections:

- Data Collection Date:** 7/29/2020
- Breastfeeding Frequency:** A dropdown menu.
- Complications:** A large empty text area.
- Are you breastfeeding?:** Radio buttons for Yes (selected) and No.
- Ever Breastfed?:** Radio buttons for Yes (selected), No, and Unknown.
- Age Infant Stopped Breastfeeding:** A dropdown menu with a red error icon.
- Reason Infant Stopped Breastfeeding:** A dropdown menu with a red error icon.
- Age Supplement Was Given:** A dropdown menu.
- Number of Wet Diapers / 24 hr Period:** A text input field.
- Number of Stools / 24 hr Period:** A text input field.
- Do you give your baby any formula?:** Radio buttons for Yes (selected) and No.

A red validation summary box is overlaid on the form, stating:

**Validation Summary: 2**

- Breastfeeding Information: Baby Apple: Age Infant Stopped Breastfeeding is a required field.
- Breastfeeding Information: Baby Apple: Reason Infant Stopped Breastfeeding is a required field.

A 'Clear' button is located at the bottom right of the form.

4. A change to the **Select Cardholder** container on the **Issue EBT Card** screen

Proxy 1 and Proxy 2 have been removed as options for eWIC cardholders to be consistent with policy.

## Crossroads Upgrade 1.22.2 – Summary of Changes

5. A fix to the **Issue Food Instruments** screen for infants >6 months of age with a terminated mom. The Dyad Prescription Contradiction Notification will no longer appear, and current/future benefits can be issued to the infant.
6. A fix to the Prescribe Food screen for newly certified and updated breastfeeding women. In version 1.21, the Category of **Extended Package, Multiple Infants** was incorrectly assigned. In version 1.22, the system will not add the extra food prescription for the infant and the woman's Prescribe Food screen will be accurate.
7. A fix to the **Breast Pump Return** screen. In version 1.21, issued multi-user electric breast pumps have a status of Issued in inventory and are showing as issued to the correct participant, but the State Inventory Number and other details do NOT appear on the **Breast Pump Follow Up** or **Return** screens in the family/participant's record and CANNOT be returned. In version 1.22, the State Inventory Number appears on the **Breast Pump Follow Up** and **Return** screens in the participant's record and CAN be returned. If local users continue to find instances of this issue, please report the Family ID and breast pump details to the NSB CSD for a data fix.
8. Issuance in XR but not SOAR. This was a Solutran error that has been fixed by the EBT vendor.
9. A fix to the Journal of Transactions (JOT). JOT Activity: Increased Formula Issuance: the name of the infant formula or WIC-Eligible Nutritional was not listed in the JOT Transaction History if issuance occurred through the Formula Wizard (Inventory). This has been fixed in 1.22.

**Reminder:** On the **Exchange/Increase** formula screen, current Crossroads functionality is:

- Add Formula DOES prorate.
- Exchange Formula does NOT prorate. Formula is exchanged on an ounce for ounce basis (Reconstituted Fluid Ounces, not can/container size).
- Increase Formula does NOT prorate. Please contact the NSB CSD if you need the amounts of an increased formula to be prorated.

**Best Practice for eWIC!** Always verify that food benefits have been issued to participants by selecting the **Print Shopping List** button on the **Food Instrument List** screen and reviewing the **Shopping List**. Verification of food benefit issuance is a best practice that should happen at any appointment when food benefits are issued, voided, exchanged, replaced or increased. Missing or incorrect food benefits can be corrected by contacting the NSB CSD.

If you have questions regarding any policy aspect of this document, please contact your Regional Nutrition Consultant. If you have any questions about the new release or about Crossroads procedures, please contact the NSB Customer Service Desk at 919.707.5795, or via email at [NSB.CustomerService@dhhs.nc.gov](mailto:NSB.CustomerService@dhhs.nc.gov).