Assumptions:

1. Local agency data has been converted from HSIS to Crossroads, and cannot be converted a second time.
2. Participants have been scheduled for some WIC services and may walk in for other services.
3. Crossroads users still have view-only access to HSIS.

Prerequisites:

1. Staff has been trained on the Business Continuity Plan.
2. 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 is on hand.
4. Blank copies of MFI log are available.
5. Staff prints Detail Care Plan from Crossroads for each participant issued to.

When Crossroads is initially unavailable, and duration is uncertain:

- Check with local IT support to determine if a local problem
- If not a local problem, notify Nutrition Services Branch (NSB) HelpDesk and appropriate NSB staff
- Continue to certify participants using paper forms
- Issue MFIs for participants with default food package or mail vouchers to participants with modified food packages; order special formulas from NSB

When Crossroads is expected to be unavailable for a week or longer:

- Continue to certify applicants
  o Complete new certifications by completing paper forms
  o Complete subsequent certifications by viewing HSIS records and completing paper forms
- Continue to provide classes, individual nutrition education, assessments
  o View HSIS records as needed
  o Ask family about any changes in demographic or personal information, and food prescription
  o Document any reported changes on paper forms
- Continue to provide food benefit issuance
  o View each participant’s food package and issuance history in HSIS
Business Continuity Plan for Local Agency Operations in the Event Crossroads is Unavailable

- Ask family about any 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
- For all participants receiving the default food package:
  - Issue each participant one month of MFIs
  - Document issuance of MFIs on mock MFI log form
  - 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
  - Complete required forms for participant to obtain product from Medicaid
  - Thoroughly document actions/instructions

When Crossroads system is available again:
- Enter data documented on paper forms
- Use data on MFI log to complete Match Pending Manuals screen
- 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

<table>
<thead>
<tr>
<th>Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Participant ID</td>
<td></td>
</tr>
<tr>
<td>Date of Birth</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Language Read</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Language Spoken</td>
<td></td>
</tr>
</tbody>
</table>

- 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 Other
  - Not Hispanic/Latino
  - Hispanic Cuban
  - Hispanic Mexican American
  - Hispanic Puerto Rican

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