

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 as able.

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

Prerequisites

It is critical to plan ahead and have on-hand the following resources from the NSB website (www.nutritionnc.com) or ordered from the NSB:

1. 'Continuity of Services Form' (DHHS 3302, 3303, 3304, 3305)
2. 'NC WIC Program Guidance: Disaster Situations'
3. Growth charts and prenatal weight gain charts
4. Required Notifications Template

Crossroads NOT available, phone and fax service available

- Check with local IT support to determine if the interruption is a local problem
- Notify the NSB Customer Service Desk (CSD)
- NSB CSD staff can provide the following to the Local WIC Agency via fax:
 - Detail Clinic Daily Appointment Schedule
 - Participant Summary Document Report (PDSR)
- Apply the "Extend Certification" feature as appropriate
- Provide classes, individual nutrition education, nutrition assessments as usual
- Review each participant's food prescription with the participant
 - If no changes, the CPA should document and initial the number of months to issue next to the food prescription on the PDSR.
- Use the 'Continuity of Services Form' to provide information to the NSB 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
 - As necessary, Exempt infant formula or WIC-Eligible Nutritionals (WEN) may be ordered from Nutrition Services Branch following the procedures in Chapter 7: Section 6.
- Fax the notated PDSR and /or the 'Continuity of Services Form' to the CSD
- The NSB CSD:
 - Issues participant food benefits
 - Prints Shopping List Remaining Benefits and faxes to local agency
- Local agency gives the Shopping List and all required notifications to the participant

Crossroads NOT available, phone and fax service NOT available

- Check with local IT support to determine if the interruption is a local problem

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- Notify the NSB Customer Service Desk (CSD)
- 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.

When Crossroads system is available again:

- Enter data documented on the paper forms into the participant record within Crossroads
- Scan paper forms into the participant record within Crossroads
- Call participants to schedule future appointments