Effective July 17, 2019, Crossroads will communicate with wichealth.org using an **overnight batch process**. All lessons completed on the current date will be updated by the next morning. On the Nutrition Education screen, the status of the wichealth.org lesson will change from Scheduled to Completed along with the date of completion. If the wichealth.org lesson was not scheduled by local agency staff, then the scheduled date will remain blank.

**Overnight Batch Process**

**Example:**

- On the Crossroads Nutrition Education screen, the CPA schedules the wichealth.org lesson “Trust Your Child to Eat Enough” on 7/16/19 for a mom with a child.

- Mom creates an account on wichealth.org and completes the lesson “Trust Your Child to Eat Enough” on 7/18/19.

- Crossroads completes an overnight batch process on 7/18/19 and updates the status of the lesson from Scheduled to Completed.
Refresh Online Education

There is an additional method for Crossroads to communicate with wichealth.org that provides an immediate update of lessons completed.

On the bottom right of the Crossroads Nutrition Education screen there is a button titled: 

Refresh Online Education

Clicking this button will update the status for every wichealth.org lesson completed across the state since the time the last batch process was run. Note to local agency staff: If the participant’s record being reviewed already has Status “Completed” for current wichealth.org lessons, please do NOT click the “Refresh Online Education” button.

Example:

A participant completes a wichealth.org lesson on the day that she calls the WIC clinic to request food benefit issuance. Since the overnight batch process will not occur until later that evening, the Crossroads Nutrition Education screen may not reflect the “Completed” lesson.

Local agency staff navigates to the Nutrition Education screen.

The Topic Status is blank.

The local agency staff clicks the “Refresh Online Education” button and the Topic Status box gets updated to include the topic, individual name, method, status and completion date. A status message also appears to confirm that the Clinic Nutrition Education batch has successfully completed.

If a participant completes a wichealth.org lesson that was not scheduled in Crossroads, then the Scheduled Date will remain blank.
wichealth.org and Crossroads

Topic Status: Completed vs. Completed (Inappropriate)

- If the wichealth.org lesson completed for a participant is appropriate for the participant’s WIC category, then the lesson will have the status “Completed” and will count as a Nutrition Education contact for that participant.

- If the wichealth.org lesson completed for a participant is NOT appropriate for the participant’s WIC category, then the lesson will have the status “Completed (Inappropriate)” and will NOT count as a Nutrition Education contact for that participant.

Note: Each active participant in the family must have at least one lesson with a “Completed” status to count as a Nutrition Education contact. Families may complete more than one wichealth.org lesson. They may also complete lessons that are not “Scheduled” for them in Crossroads. ALL completed lessons will be documented under Topic Status on the Nutrition Education screen in Crossroads.

In the example below, two wichealth.org lessons were completed on 7/10/19. One lesson was scheduled in Crossroads and the other lesson was not.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Individual Name</th>
<th>Method</th>
<th>Status</th>
<th>Scheduled Date</th>
<th>Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meatless Meals for Busy Families</td>
<td>Chelsea Caesar</td>
<td>Online/Internet</td>
<td>Completed</td>
<td>7/10/2019</td>
<td>7/10/2019</td>
</tr>
<tr>
<td>Fun and Healthy Drinks for Kids</td>
<td>Cumulus Cloud</td>
<td>Online/Internet</td>
<td>Completed (Inappropriate)</td>
<td>7/10/2019</td>
<td>7/10/2019</td>
</tr>
<tr>
<td>Fun and Healthy Drinks for Kids</td>
<td>Wave Cloud</td>
<td>Online/Internet</td>
<td>Completed (Inappropriate)</td>
<td>7/10/2019</td>
<td>7/10/2019</td>
</tr>
<tr>
<td>Fun and Healthy Drinks for Kids</td>
<td>Cirrus Cloud</td>
<td>Online/Internet</td>
<td>Completed (Inappropriate)</td>
<td>7/10/2019</td>
<td>7/10/2019</td>
</tr>
</tbody>
</table>

“Meatless Meals for Busy Families” was scheduled in Crossroads for the foster child only. The lesson was completed and Crossroads was updated to reflect the date of completion.

“Fun and Healthy Drinks for Kids” was NOT scheduled in Crossroads. The lesson was completed and is appropriate for Chelsea Caesar (foster child). The lesson is NOT appropriate for the other participant categories in this family: Cumulus Cloud (Breastfeeding Woman), Wave Cloud (Infant) and Cirrus Cloud (Infant).