

## Crossroads Upgrade 1.21.19323.1 – Summary of Changes

Version 1.21.19323.1 includes:

1. Changes to the **Family Demographics** screen to simplify Auto-Dialer functionality:
  - a. The Telephone Numbers grid has changed to remove the **Text** and **Carrier** columns and to rename the **Auto-Dialer** column to **Text and Auto-Dialer**.

Before upgrade (1.19):

Telephone Number	Type	Primary	Do not call	Auto Dialer	Text	Carrier
919-555-1212	Cellular	<input checked="" type="radio"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
		<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

After upgrade (1.21):

Telephone Number	Type	Primary	Do not call	Text and Auto Dialer
919-555-1212	Cellular	<input checked="" type="radio"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>

- b. The **Preferred Method of Contact** drop-down list has changed to remove **Text** as an option. Families with a previous selection of **Text** have been converted to a selection of **Phone**.

Before upgrade (1.19):

Preferred Method of Contact

Phone

Mail

E-mail

Phone

No Contact

Text

After upgrade (1.21):

Preferred Method of Contact

Phone

Mail

E-mail

Phone

No Contact

2. A fix to the **Family Demographics** screen:
  - a. The system should NOT uncheck the **Primary** radio button in the Telephone Numbers grid.
3. A fix to the **Detail/Summary Participants Who Failed to Pick Up Benefits** report:
  - a. The number of days late is now accurate.
  - b. Participants will only show when their current clinic is chosen (transferred participants will appear on the correct report).
  - c. Three new columns have been added:  
Parent/Guardian 1 name, language spoken, language read.
  - d. Please note the PDF version of this report will need to print on legal paper to accommodate the additional columns.
4. A fix to **Risk Code 131** functionality:
  - a. Risk Code 131 (low maternal weight gain) was system-assigning incorrectly (not checking for multiple weight entries after 13 weeks) but has been fixed to system-assign correctly.
5. A fix to an incorrect **Journal of Transactions (JOT)** activity description:
  - a. The correct description "Communication Printed for Next Certification Due" will now appear instead of "Communication printed for no communication template."

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6. A change to the **JOT** entry for the Text/Auto Dialer:
  - a. When a notification is sent to a participant by the Auto Dialer, an entry is made in the JOT that reads: "Sent to **SMS Text/Auto Dialer** (919) 555-1111 for Scheduled Certification" in both the "Activity Description" and "Notification Sent To" fields.
  
7. A fix to the **Certification Summary** screen:
  - a. The missing **Terminate Certification** button is now available.  
Note: This defect was not affecting all participants.

If you have questions regarding any policy aspect of this document, please contact your Regional Nutrition Consultant.

If you have any questions about accessing 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).