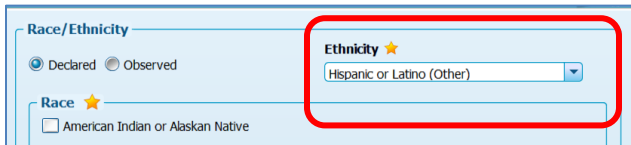


## Crossroads Upgrade 1.24 – Summary of Changes

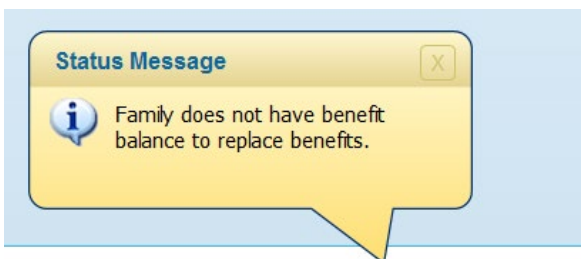
Version 1.24 includes:

1. An enhancement to the Crossroads report **Shopping List Available Benefits**. This report is now available in English **AND Spanish**. If the **Language Read** dropdown on the **Family Demographics** screen is *Spanish*, the **Shopping List** will be in Spanish. If the **Language Read** is not *Spanish*, the **Shopping List** will be in English.
2. An edit to the **Ethnicity** table on the **Participant Demographics** screen. On the **Participant Demographics** screen, the **Ethnicity** dropdown choice of *Hispanic (Other)* has been changed to *Hispanic or Latino (Other)*.



3. Two fixes to the Issuance functionality. In 1.22, Crossroads was allowing issuance to a woman with **Breastfeeding Status Fully Formula Fed** even though her infant was 11 months old (this was rare and was not occurring with every participant with this status). Also, some pregnant participants had a status of *Fully Formula Fed* with no available issuance. Both instances have been fixed.
4. A change to the **Replace Current Benefits** screen. Prior to this upgrade, the **Replace Current Benefits** screen was adding formula to the participant's EBA, even though no formula was being prescribed to the participant. In addition, users were able to replace formula or WIC Eligible Nutritionals (WEN) on this screen although the intended function of this screen is to only replace Milk and Beans.

**Replace Current Benefits** will no longer allow for any formula/WEN-related changes to occur. If the local user clicks on Replace Current Benefits for a formula/WEN-related change, the following status message will appear: "Family does not have benefit balance to replace benefits."



For more information, refer to resources at <https://www.nutritionnc.com/wic/crossroads.htm> under **Prescribing and Issuing Food Benefits**.

5. A fix to the **Certification Summary** screen. Some local users were receiving an exception error on the **Certification Summary** screen after selecting the **Apply** button on the **Subsequent Certification** screen. This has been fixed.

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6. A fix to the **Breast Pump Issuance** screen.  
Some but not all local users were unable to issue pumps and supplies in version 1.22. 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.
7. A fix to the **Health Information** screen.  
Local users were receiving an exception error on the Health Information screen if they chose *Unknown* for the question **Ever Breastfed?** on the **Health Information** screen. This has been fixed.

**Reminder!** The Nutrition Services Branch (NSB) has identified a potential discrepancy on the **Prescribe Food Screen** in Crossroads in regard to Food Package I (infants birth through 5 months). The **Breastfeeding Status** for infants in the Age Category 0 Months may not be correctly identified as **partially breastfed ≤MMA**. Please use the resource **Issuing Formula to Infants (0 Months Age Category)** to correctly prescribe and issue no more than 1 can of powdered formula to partially breastfed infants who are in the 0 Months Age Category.

**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 Customer Service Desk (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 CSD at 919.707.5795, or via email at [NSB.CustomerService@dhhs.nc.gov](mailto:NSB.CustomerService@dhhs.nc.gov).