

## Division of Community Nutrition

<i>Subject:</i> <b>Crossroads System Outage</b>		<i>Policy:</i> <b>ADM 13.0</b>
<i>Reference:</i> <b>N/A</b>	<i>Effective:</i> <b>November 1, 2015</b>	<i>Supersedes:</i> <b>August 12, 2013</b>

### **I. Policy:**

When access to Crossroads is not available, certification and nutrition education records shall continue to be maintained, either manually or electronically.

### **II. Procedure(s):**

- A. Local agencies shall contact the SWO Help Desk if Crossroads becomes disabled. The local agency shall report all issues to the Help Desk to ensure that all potential system defects are captured, documented, and reviewed for potential system fixes.
- B. Local agency staff may log into another site within the district to provide benefits when necessary due to a Crossroads system issue or other clinic situation that affects issuing benefits at the participant's clinic.
- C. The local agency shall also contact their Operations Liaison each day that Crossroads is not accessible to provide updates on the status of the outage.
- D. Procedures for benefit issuance when Crossroads service is restored are addressed in FDS 04.2 Food Benefits Issuance.
- E. Local agencies shall have a system in place to capture appropriate participant information for later entry into Crossroads. Local agencies shall continue to process applicant certifications and perform nutrition education and assessments for participants using the following forms to record information for later entry into Crossroads.
  - 1) Appropriate recorded information for computer outages shall be scheduled appointments, record of service, income, residency and identity verification. Several forms (Crossroads-01 and Crossroads-02) shall be used to identify the detailed information that needs to be obtained from the participant if Crossroads is disabled.
- F. A current manual copy of the WIC Policy and Procedure manual shall be located at the agency.
- G. If Crossroads continues to be disabled after 5 business days have passed, collaboration needs to be made with the SWO to coordinate providing food benefits to participants.