N-FOCUS Major Release
Economic Assistance
August 11, 2019

A Major Release of the N-FOCUS system is being implemented August 11, 2019. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section.

Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Expert System: All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

Note: When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

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General Interest and Mainframe

Production Support Documentation System (New)

N-FOCUS Production Support is using a new system to document your calls and issues. This system is called "State of Nebraska Service Portal". All State Agencies will be converting to this system of logging incidents as they are ready.

When you call in we will be asking for your N-FOCUS Logon ID, BF Number and your Name as we no longer have this information available to us.

A built in feature of Service Portal is a system automated e-mail with a link to the incident request when it is created and another one when it is resolved. Even when the incident is created and resolved within the same action two e-mails will be sent. These are just for your information and require no action on your part. An e-mail will also be created when the incident is assigned to another person, if comments are added, or if the status is changed. These e-mails are automatically created by the new system.

If we have to escalate your call to another team, you may get an e-mail saying it was resolved but then another e-mail saying it was reopened and assigned.

This is an example of what the e-mails will look like:

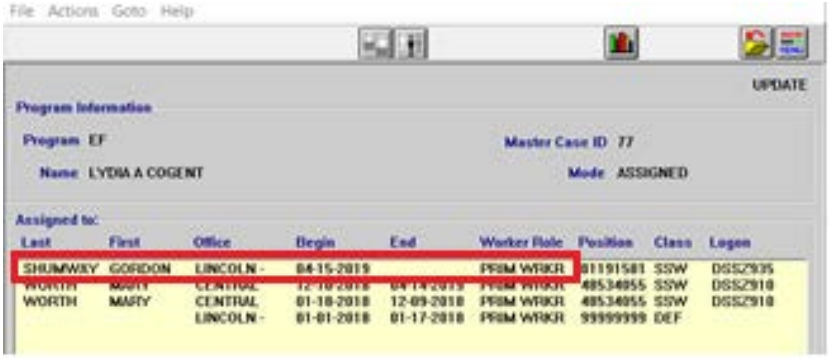
service.desk@nebraska.gov Title: DHHS NFOCUS - ARP	Sanborn, Gloria	Incident Request [IR817242] Has Been Created For You
service.desk@nebraska.gov The following Incident has been resolved:	Sanborn, Gloria	Incident Request [IR817242] For Gloria Sanborn Has Been RESOLVED

It will take us some time to learn this new system so please be patient with us.

Assignment of EF Program Case (Change)

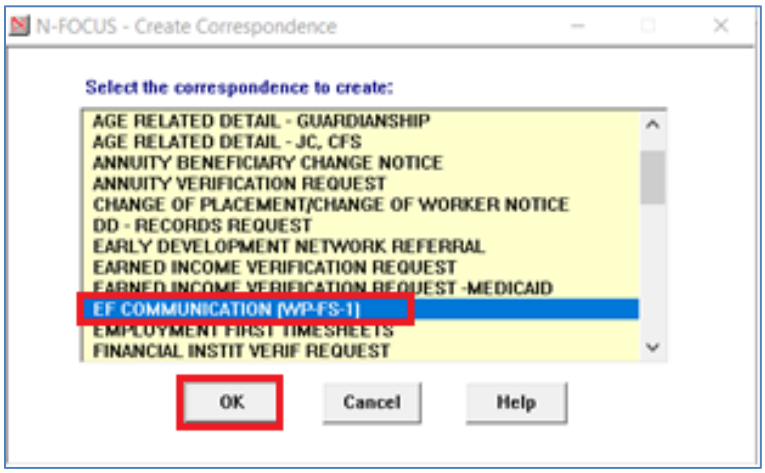
The TANF Program requested a change to the process when an Employment First (EF) referral is created in order to reduce the number of referral errors which were identified as not going through the correct process and which were resulting in delays in the processing of ADC benefits.

New logic is now in place which will not allow a worker to create a new EF Communication (WP-FS-1) if the EF Program Case is not assigned to the EF Gatekeeper position in the "role" of "Primary Notice Worker.

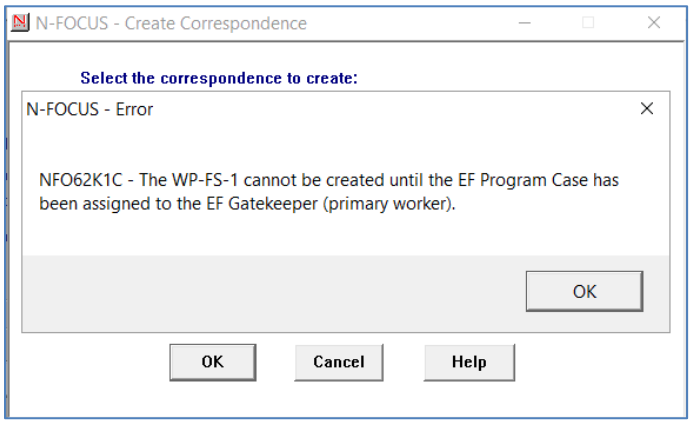


Note: The EF Gatekeeper is not currently assigned in the role of Primary Notice Worker

If the EF program case is not currently assigned to the EF Gatekeeper as the Primary Notice Worker, when a worker attempts to create the EF Communication (WP-FS-1) select OK to continue.



The following Error Message will display.

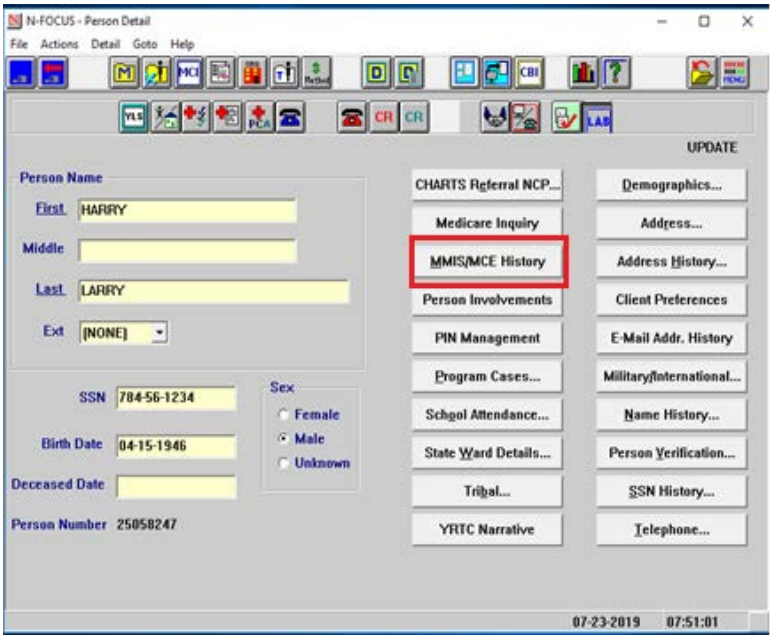


Click OK on the error message and make needed changes to the EF Program Case assignment(s) before you will be allowed to complete a new correspondence instance of EF Communication (WP-FS-1)

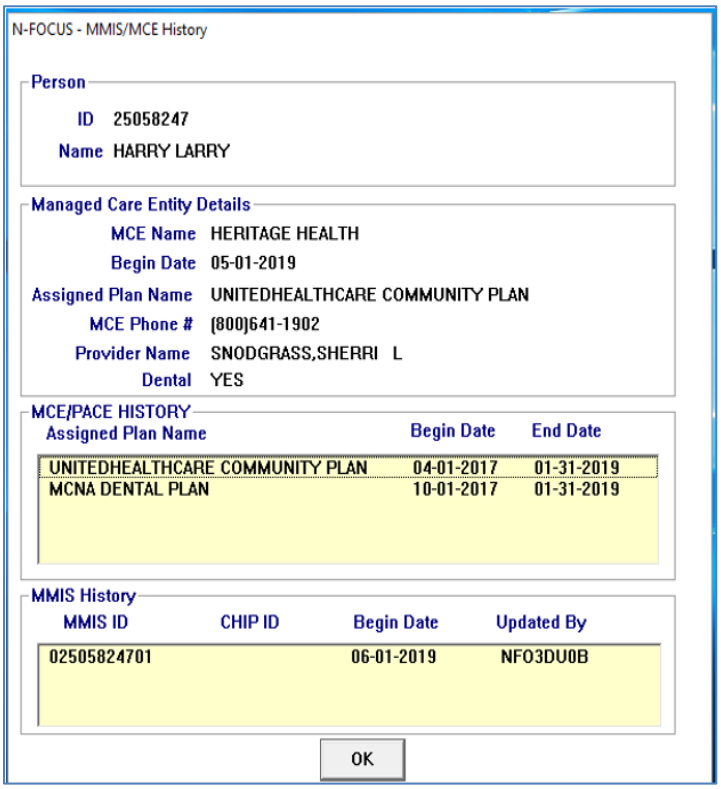
Person Detail MMIS History (Change)

The MMIS/MCE History button has been added to the Person Detail.

Note: This button was previously named the MMIS History button.



Selecting this button will open the MMIS/MCE History window.



The MMIS/MCE History window displays the MMIS ID history, and will also include the following information for PACE or the Managed Care Entities:

- **MCE Name**: Heritage Health or PACE will display, based on the plan type the ARP is current assigned to.
- **Begin Date:** The begin date of the plan.
- **Asssigned Plan Name:** Name of the plan the ARP is current assigned to.
- **MCE Phone #:** Phone number for the plan the ARP is current assigned to.
- **Provider Name:** Name of the Primary Care Provider the ARP is assigned to.
- **Dental:** Default value of is No. Yes will display when the ARP is assigned to a dental plan.
- **MCE/PACE History:** Displays history for the Heritage Health, Dental and Pace plan that the ARP was assigned to.

Note: The Managed Care Entity Details section will be blank when the Case Person is not assigned to a plan or pending a plan assignment.

Detail Program Service Window (Change)

Note: The new options on the Detail Program Service window primarily affect the Children and Family Services program.

The Detail Program Service window displays information about a Program Service as it relates to a specific Service Type. With this release, the following options have been added to the Detail Program Service Window because of the Family First Prevention Services Act (FFPSA).

QRTP Eligible – This option indicates the service is for placement of a child at a Qualified Residential Treatment Program (QRTP) accredited placement.

Limited IV-E Exempt – This option indicates the service is for a placement of a child at a placement setting that is exempt from the limits to IV-E, based upon the Family First Prevention Services Act (FFPSA) regulations.

Note: The QRTP Eligible and Limited IV-E Exempt cannot be checked at the same time.

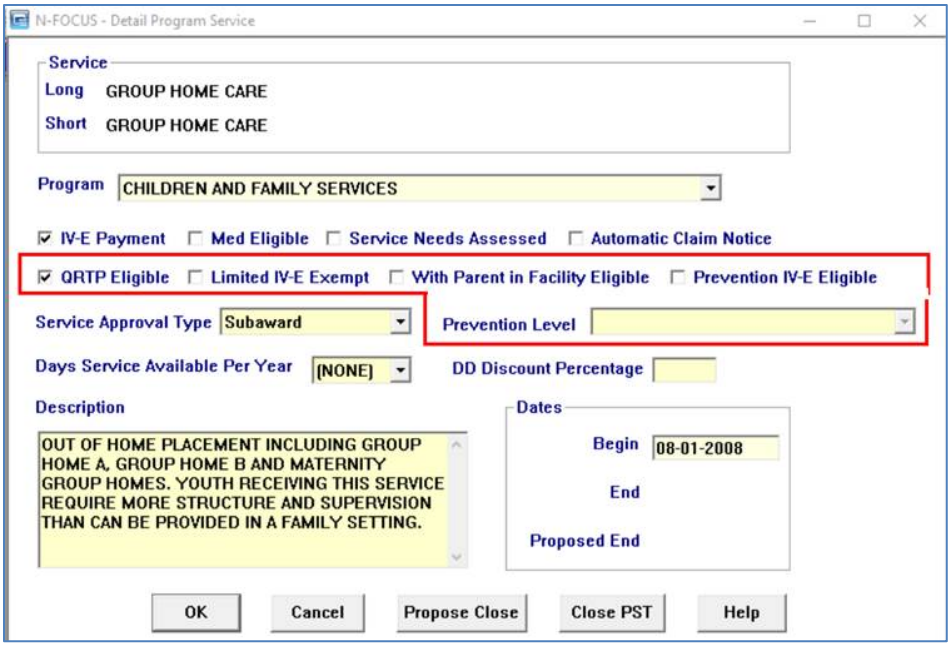
With Parent in Facility Eligible – This option indicates the service is for placement of a child with the parent in a Residential Substance Use facility.

Prevention IV-E Eligible – This option indicates the service is approved by Children and Family Services as a Prevention service.

Prevention Level – This option indicates the level of Prevention IV-E Eligibility for the service. (i.e. Promising, Supported, Well Supported).

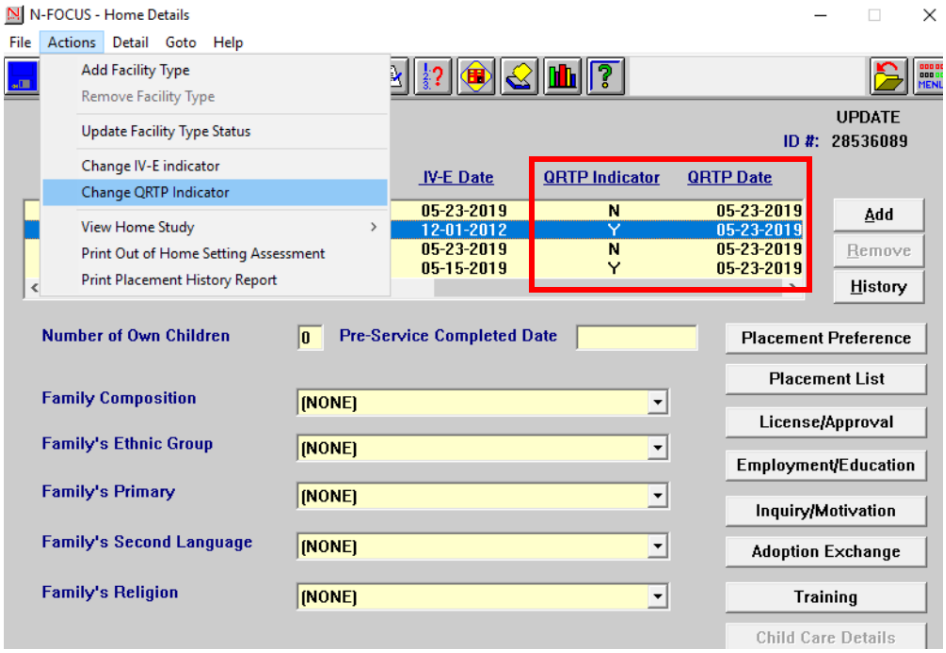
Note: The Prevention Level field is only active when the Prevention IV-E Eligible option is checked.

(See screen print on the next page.)



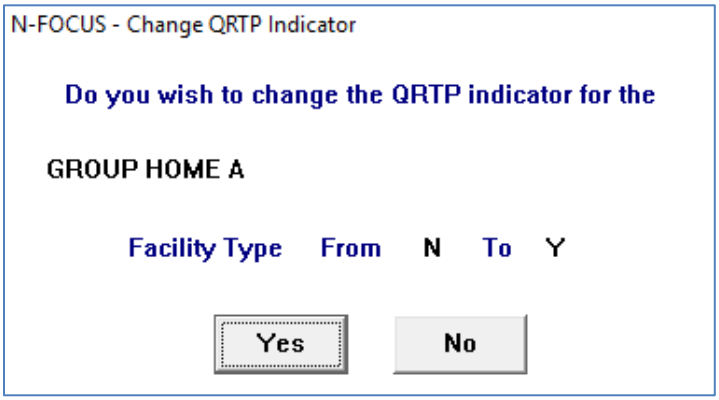
Home Details (Change)

A new column, QRTP Indicator, has been added to the Home Details window, related to the Facility Type record. This will be primarily used by CFS. This indicator will function similar to the existing IV-E Indicator.



The QRTP indicator will be set to 'N' when the facility is added. Existing facilities will show this indicator as blank. This blank will be treated as an indicator set to 'N'.

To change the QRTP Indicator select Actions>Change QRTP Indicator. The Change QRTP Indicator pop up will display. Do not enter any data. The dialog box will change the value from Y to N or N to Y when you click Yes.



Developmental Disabilities

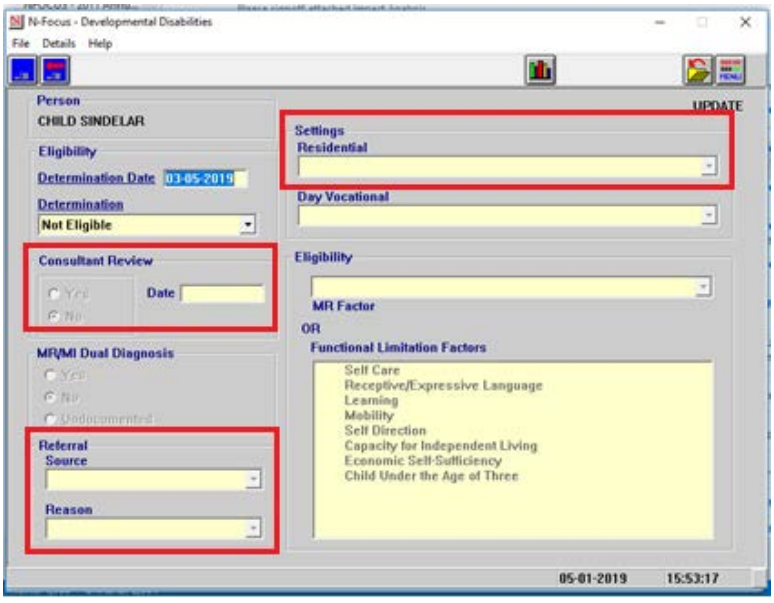
Eligibility Window (Change)

Several changes have been made to the Eligibility Window with this release.

Security has been changed to allow only a select few to Update/Create information on this window. All workers will have view capabilities.

The sections outlined below have been removed because they are no longer being used. They include:

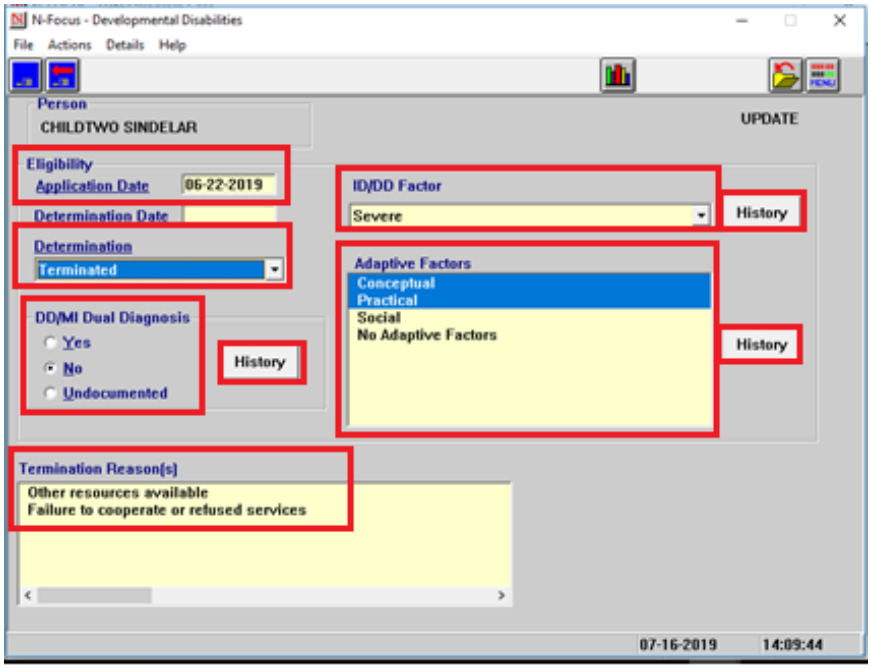
- Setting Residential Drop Down Field
- Consultant Review Group Box
- Referral Group Box



The following items have been added to the Developmental Disabilities Eligibility window. They include:

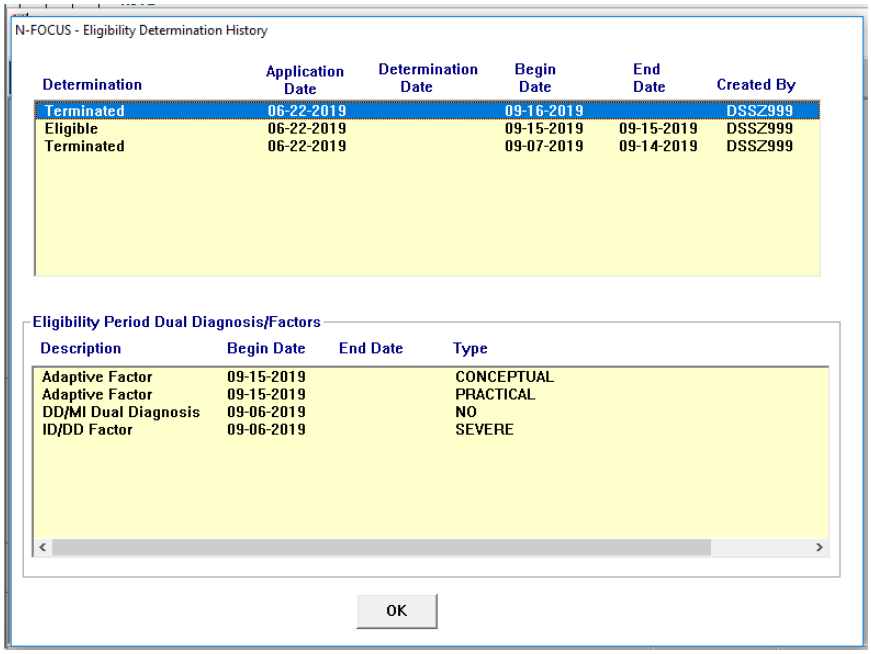
- Application Date
  - This is now a Mandatory Field
- Terminated has been added as an option on the Determination drop down list
- When Terminated is selected you can select the Termination Reason(s) if applicable
- MR/MI Dual Diagnosis changed to DD/MI Dual Diagnosis

- ID/DD Factor and Adaptive Factors have been updated
- Adaptive Factors have been changed to Conceptual, Practical, Social or No Adaptive Factors
- History Buttons have been added



The Developmental Disabilities Eligibility Window now maintains History.

The DD/MI Dual Diagnosis, ID/DD Factors, and the Adaptive Factors have their own individual History Buttons. You can also access an overall history from the Detail menu.



Priority Offer Window (Change)

With this release, there are six new Priority Offer Reasons. Selecting a Priority Offer will be mandatory whether in Approved or Denied Status. The Reasons are:

- Persons in Immediate Crisis
- Persons that have resided in an Institutional Setting
- Persons who are Wards or on Probation
- Persons transitioning from the Education System upon attaining 21 years of age
- Persons who are Dependents of a Member of the Armed Forces of the United States
- All Other Persons by Date of Application

If the Priority Offer is in Denied status, the Explanation Reasons at the bottom of the window are also mandatory. The Effective Date is mandatory as well.

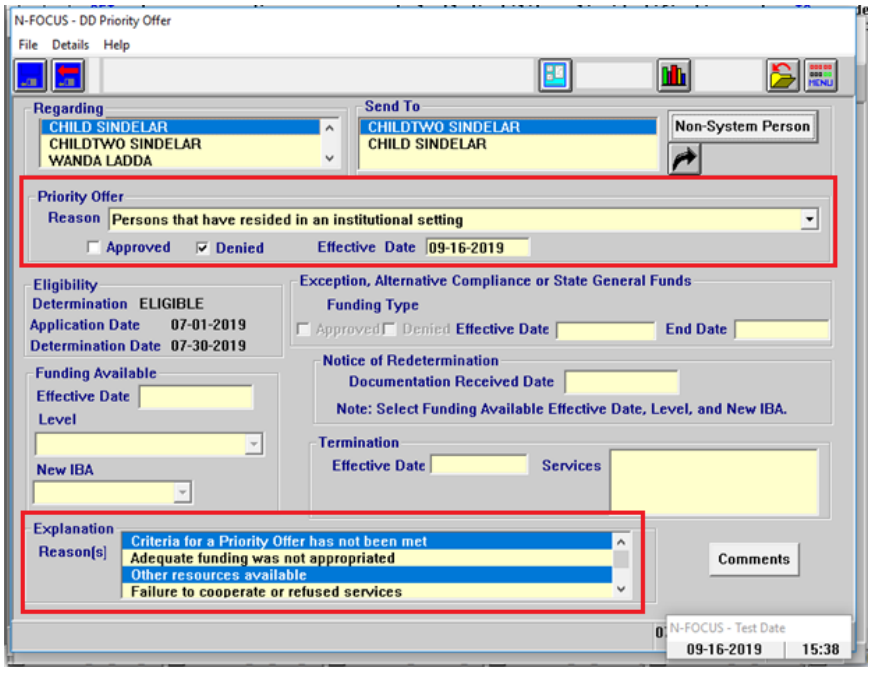
The following are new selections for the Explanation Reasons:

- Not Medical Eligible
- Adaptive Limitation Not met
- Waiver Service Not Used for 90 days or more
- Unable to Locate/Moved

The Exception Funding, Alternative Compliance and State General Funds will now be in the same section, however a worker will choose between them from the Create Correspondence window. If Approved is selected both the Effective Date and End Date are mandatory. If Denied is selected, only the Effective date is mandatory.

Under Termination, there will be a new Service Titled Waiver.

For all of the NODs, the comments sections will be mandatory.



Document Imaging

New Category

A new Category "QRTP Placement" will be added to document imaging. There will be 2 sub-categories: "Placement Assessment" and "Placement Extension Approval".

This new Category will be part of the CFS program categories (Protection & Safety).

ACCESSNebraska Electronic Application

Disaster SNAP for Current Participant (Change)

The following question has been added to the Disaster SNAP Application:

Are you a current SNAP participant?

- No – the client will continue the application
- Yes – the following message will display:
  - If you are a current SNAP participant and live in the affected disaster counties and/or zip codes(s) during the time period listed, you do not need to complete a Disaster SNAP application. Disaster SNAP benefits will be automatically added to your current EBT card. If you have any questions, call (800) 383-4278, Lincoln: (402) 323-3900; Omaha (402) 595-1258.

The client will exit the application.

Interfaces

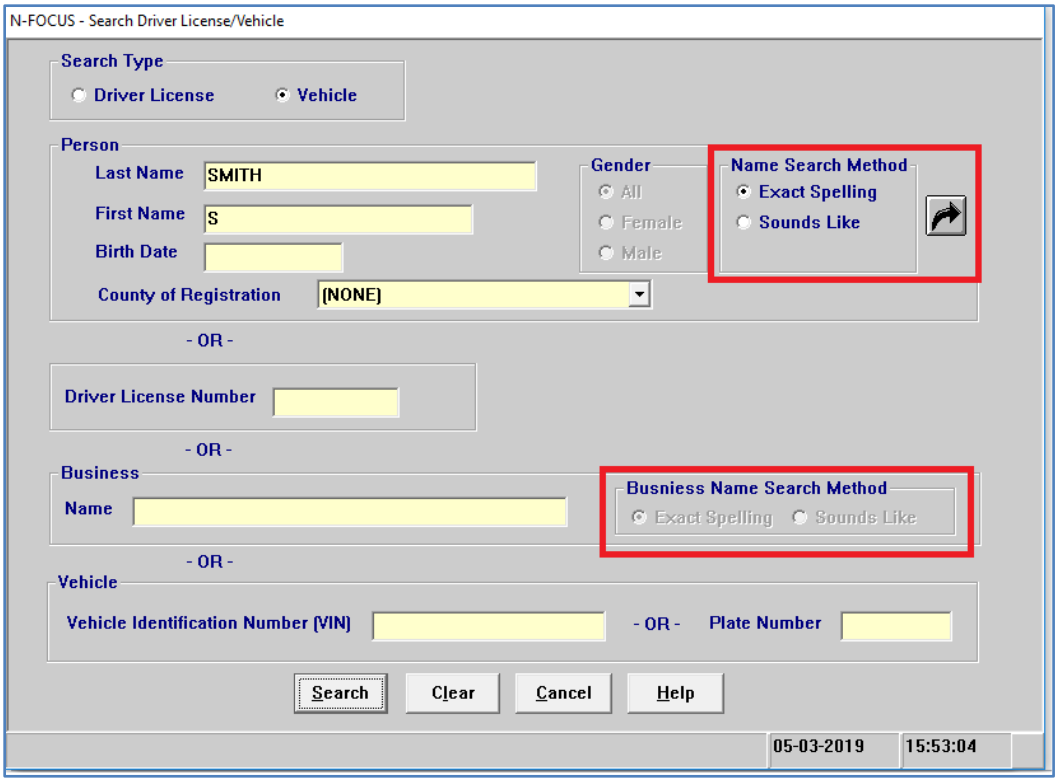
DMV Windows Updated

The following changes will display in NFOCUS on October 14, 2019 to the DMV Interface windows.

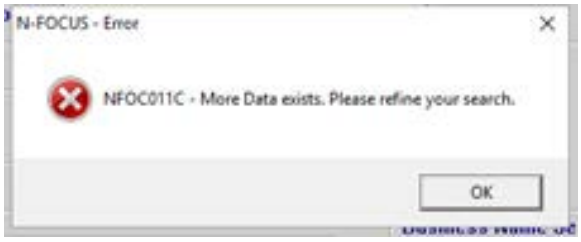
- The Name Search Method now has Exact Spelling and Sounds Like options
- DMV will report when a vehicle is Reported Sold by the owner
- DMV will report the Status of the Registration
- The Date Issued column in the Registration Information group box has been changed to be called the Commence Date
- The Title Owners pop up no longer shows the owner's Date of Birth

Search Driver License/Vehicle Window (Change)

With this release, you will be able to select an Exact Spelling or Sounds Like option for your Name Search and Business Name Search Methods.



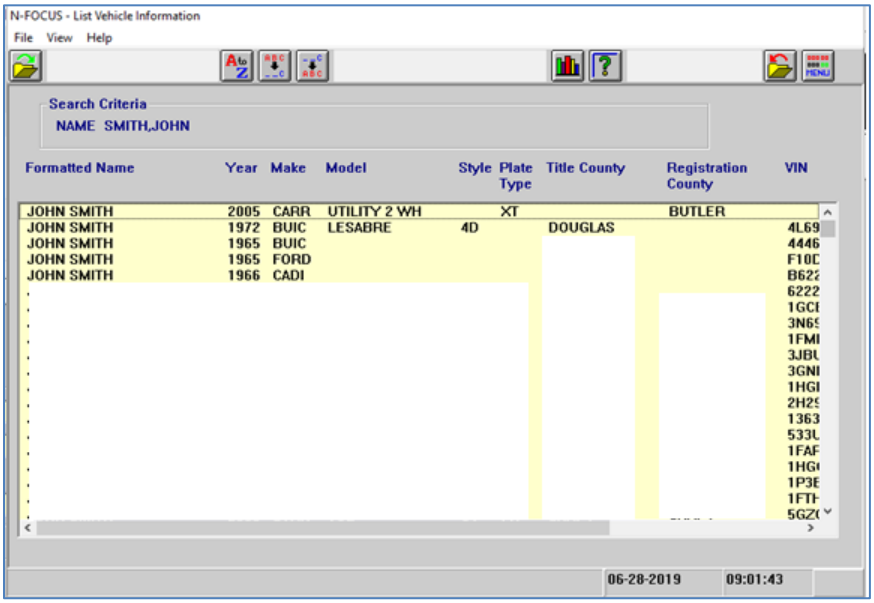
Note: The following message will display if the search results include more than 500 rows. Only the first 500 will display. Add additional search criteria to limit the number of results.



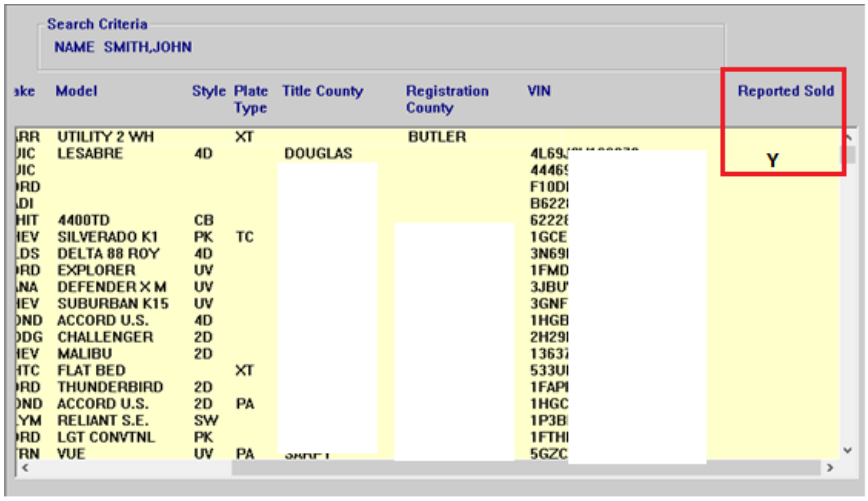
List Vehicle Information Window (Change)

The vehicle list window will now display Reported Sold information. Scroll to the Right to view this column.

This information is received from DMV when a person reports they have sold their vehicle. A 'Y' in the Reported Sold column indicates it was sold, it will be blank if there is no report. The DMV does not verify this information.



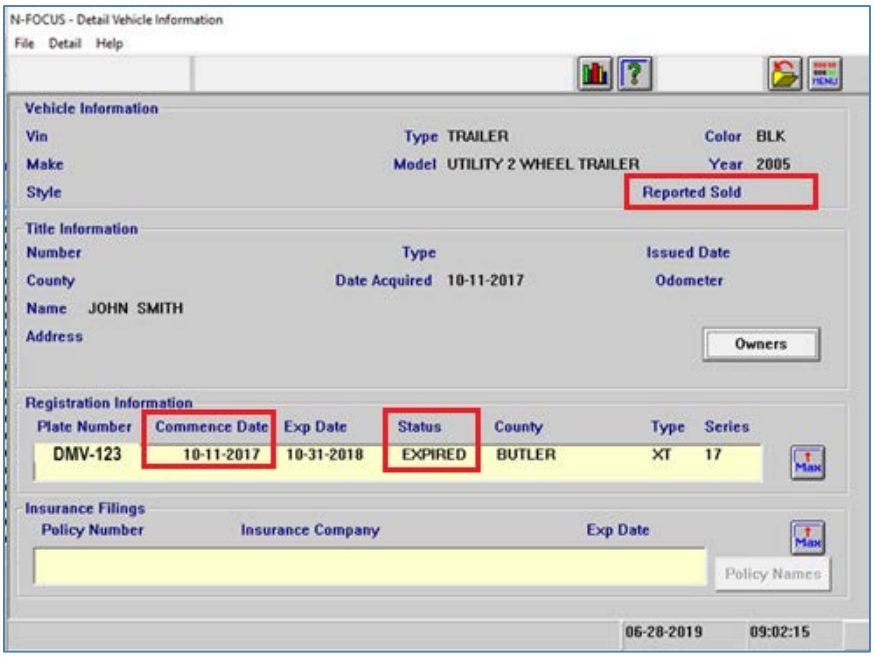
Scroll to the right to see the Reported Sold column.



Double click the row you wish to view, the Detail Vehicle Information window will display.

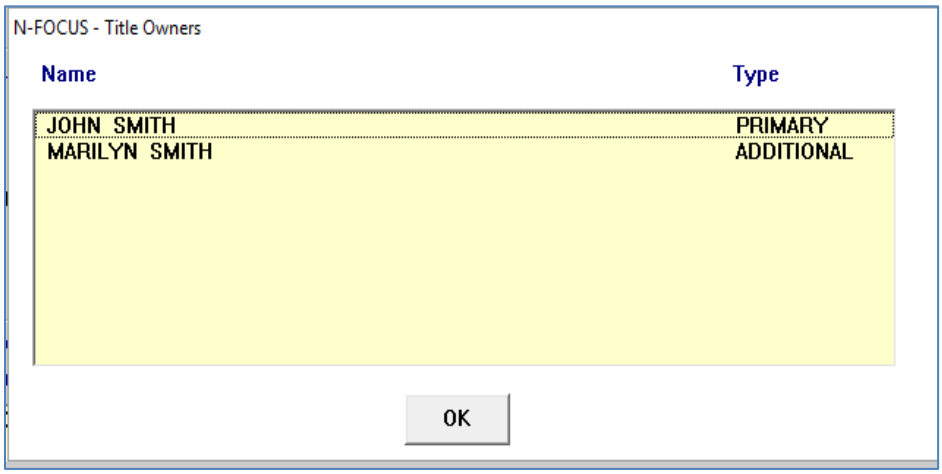
Detail Vehicle Information Window (Change)

- When an owner notifies DMV that a vehicle has been sold, a "Y" will display next to the Reported Sold field.
- The Date Issued column in the Registration Information group box has been changed to be called the Commence Date.
- The Status of the registration is displayed
- The County in which the vehicle is registered has been removed from the Insurance Filings group box.



Title Owners Pop Up Window (Change)

The owner's Date of Birth no longer displays on the Title Owners pop up window.



CHARTS Interface

Effective August 1st, CHARTS is no longer sending NFOCUS non-monetary Child Support payments that are from a child's Social Security claim from a non-custodial parent. This income is already received via the Bendex interface directly from Social Security.

Alerts

Alert #336 WP-1 Referral (Change)

The text of this alert now includes the city where the EF Program Case person lives. This is for the convenience of the EF Gatekeeper.

Correspondence

DD – Notice of Decision (New)

There are now eight Notice of Decisions that a Developmental Disabilities worker can create from Correspondence. The new notices are as follows:

- DD Exception Funding
- DD Priority Offer
- DD State General Funds
- DD Notice of Determination
- DD Funding Available
- DD Alternative Compliance
- DD Notice of Redetermination
- DD Termination

DD – New Correspondence for Developmental Disabilities (New)

There are three new correspondence for Developmental Disabilities with this release:

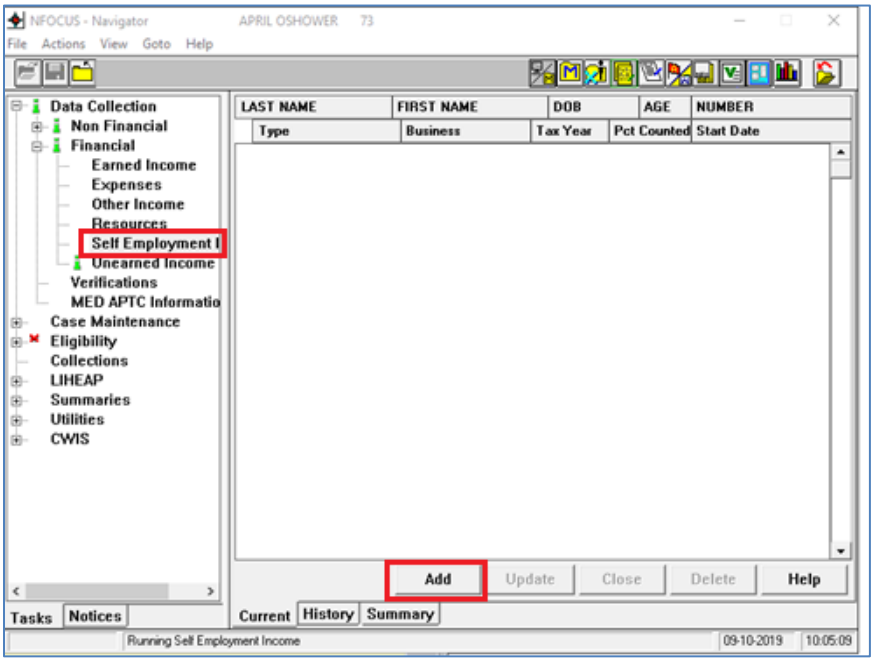
- Priority Offer
- Exception
- State General Funds

Expert System

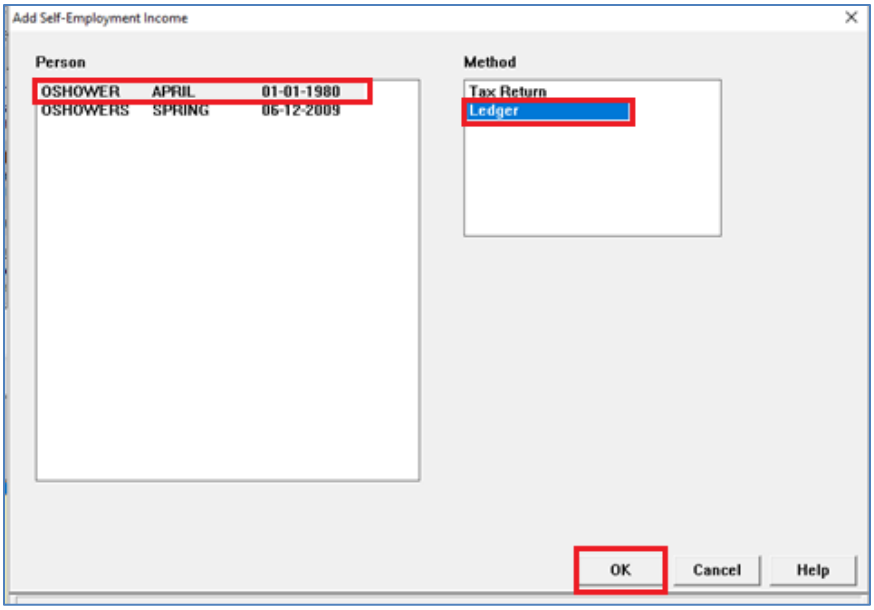
Add Self Employment Ledgers (Change)

Self-employment correspondence has been moved to Expert System with this release. Creating a self-employment ledger from the mainframe will now be disabled.

1. Select Add from the Data Collection>Financial> Self-Employment task

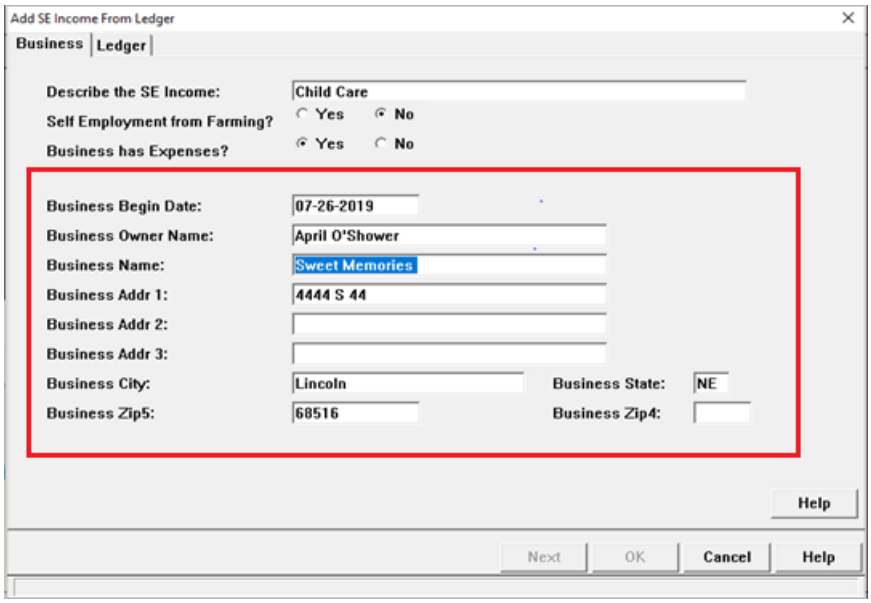


The Add Self-Employment Income window will display.



2. Select the appropriate Person.
3. Select Ledger as the Method.
4. Click OK.

The Add SE Income From Ledger window will display.



5. Enter the following information:
    a. Business Begin Date
    b. Business Owner Name
    c. Business Name
    d. Business Addr 1, 2 and 3 as appropriate
    e. Business City
    f. Business State

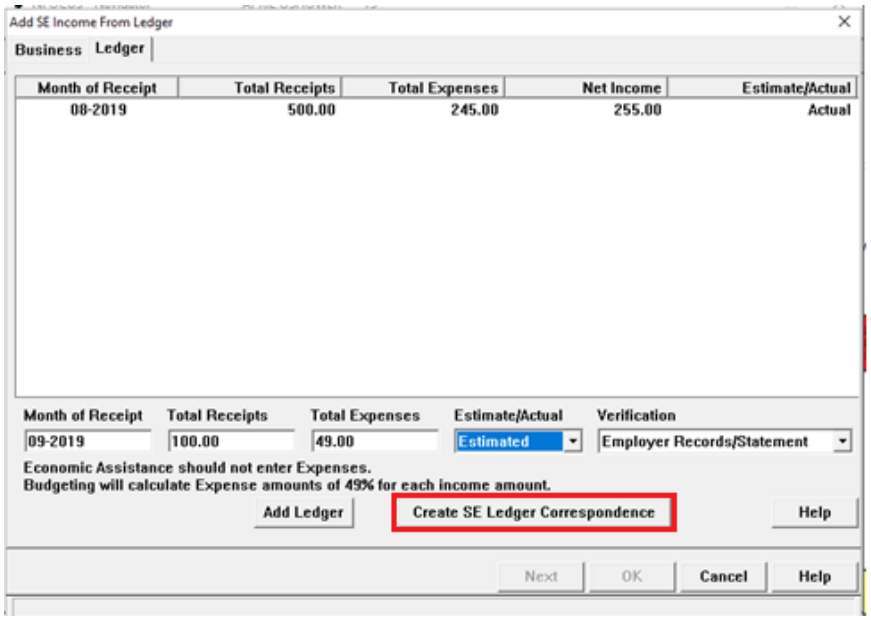
g. Business Zip5
h. Business Zip4

Note: The entered information will be transferred to the Self Employment Correspondence that can be sent to the Household.

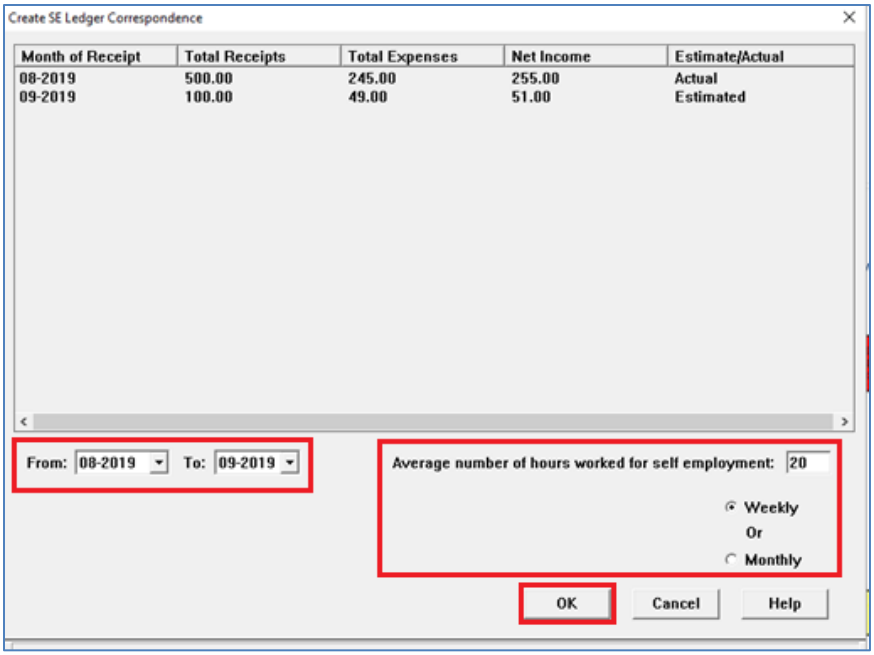
The first time Self-Employment information is entered, the Add or Next buttons will not enable unless the top part of the ledger is completed.

Note: If Yes was selected for Business Has Expenses, then the 49% deduction will automatically be calculated when adding the total receipts.

6. Select OK to exit the Add SE Income From Ledger window, OR Create SE Ledger Correspondence if a copy is to be sent to the Household.



The Create SE Ledger Correspondence window will display.



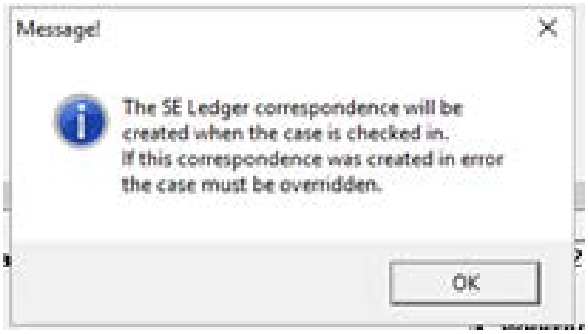
7. Enter the following information:

- Select the months to be displayed in the Self-Employment Correspondence.
- Select the average number of hours worked for Self-Employment
- Select Weekly or Monthly

8. Click OK.

The following message will display:

The SE Ledger correspondence will be created when the case is checked in.
If this correspondence was created in error the case must be overridden.



9. Click OK.

Update Self Employment Income (Change)

The IRS has made recent updates to the tax forms for the 2018 tax year:

- Form 1040 has removed many of the line item listings for income and adjustments and placed them on a new and separate document called *Schedule 1 (Form 1040) – Additional Income and Adjustments to Income.*
- *Capital Gains* amounts are now listed on line 13 of Schedule 1, instead of line 13 on *Form 1040*
- *Other Income* amounts are now listed on line 21 of Schedule 1, instead of line 21 on *Form 1040*
- Line number 29 (*Depreciation of your home*) on *Form 8829* has now been updated to line number 30

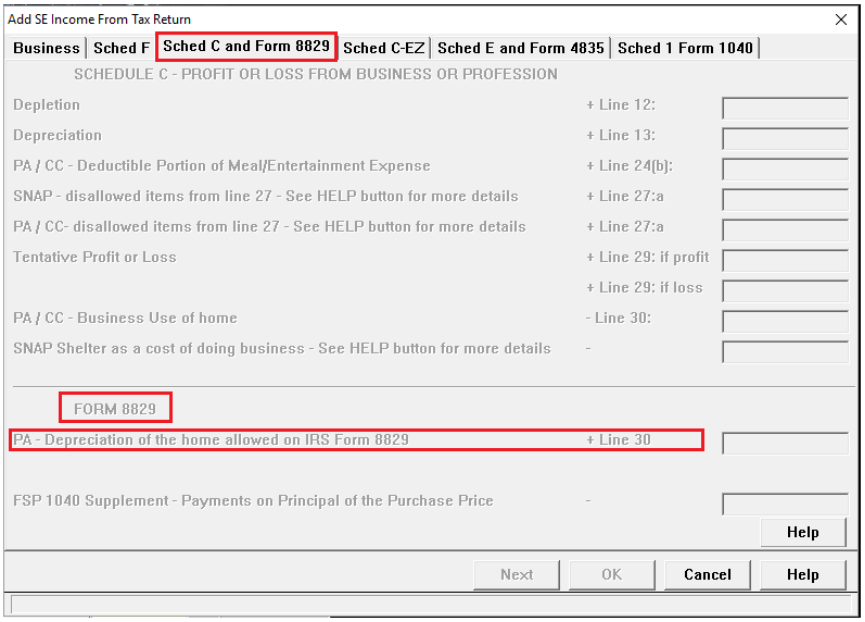
These updates have required label changes to the 'Self-Employment Income from Tax Return' screens in Expert System that apply to the actions of Adding and Updating SE Income from Tax Returns:

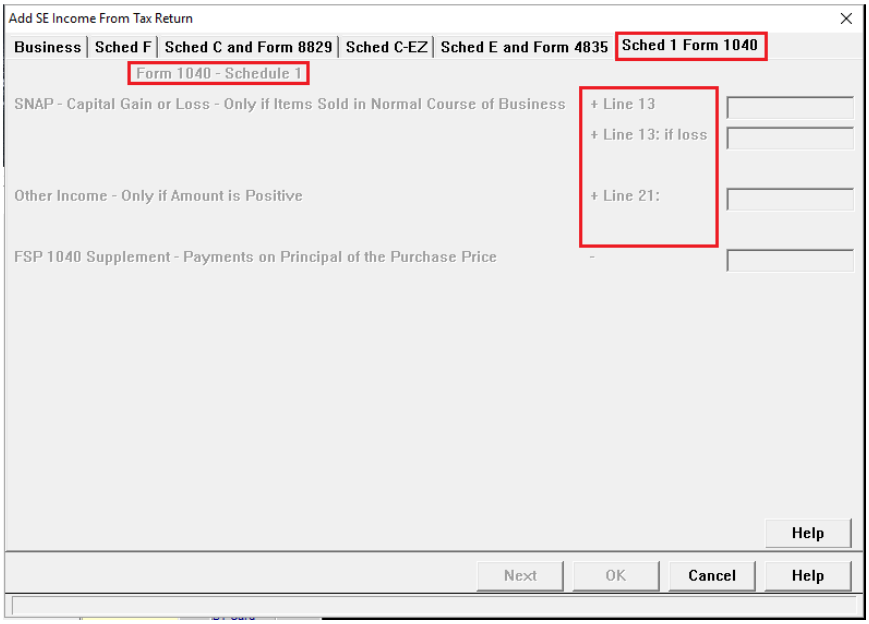
- The tab formerly labeled *Form 1040* now appears as *Sched 1 Form 1040*
- The window title for *Sched 1 Form 1040* which was formerly *FORM 1040* is now *Form 1040 - Schedule 1* when tax year 2018 or later is selected
- The line number for Depreciation of the home under the *Sched C and Form 8829* tab which was formerly 29 is now showing as 30 for tax years 2018 and later

The help text for the two affected tabs will also be updated to reflect these tax form updates.

Note: No matter what tax year is selected on the first part of this window (Business tab), the updated tab label of *Sched 1 Form 1040* will always show. All tax years prior to 2018 will show the window title *FORM 1040*, as opposed to the newly updated window title for 2018 and beyond titled *Form 1040 – Schedule 1.*

Note: To access the Add SE Income from Tax Return windows, from the Expert System Navigator, select Financial>Self Employment Income. From the Business Tab, enter the appropriate Tax Year to review in order to populate the remaining tabs.

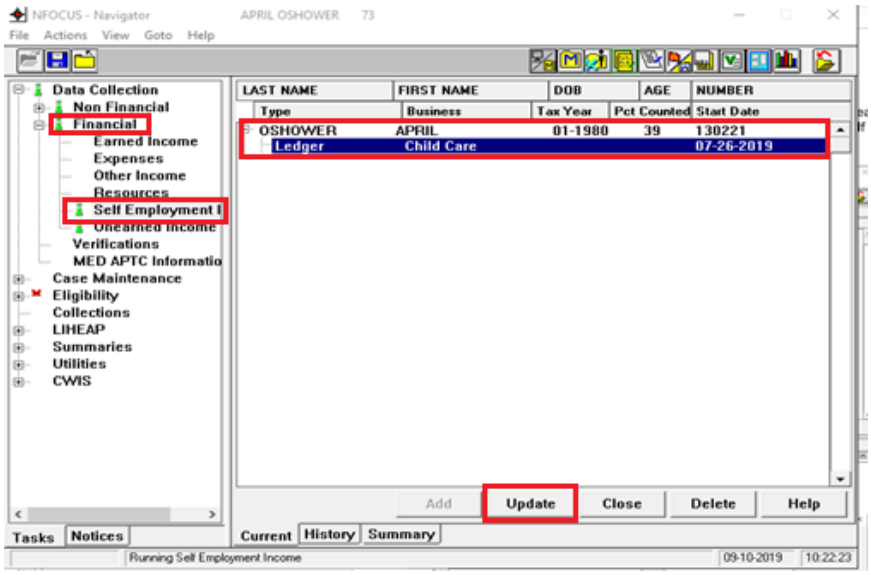




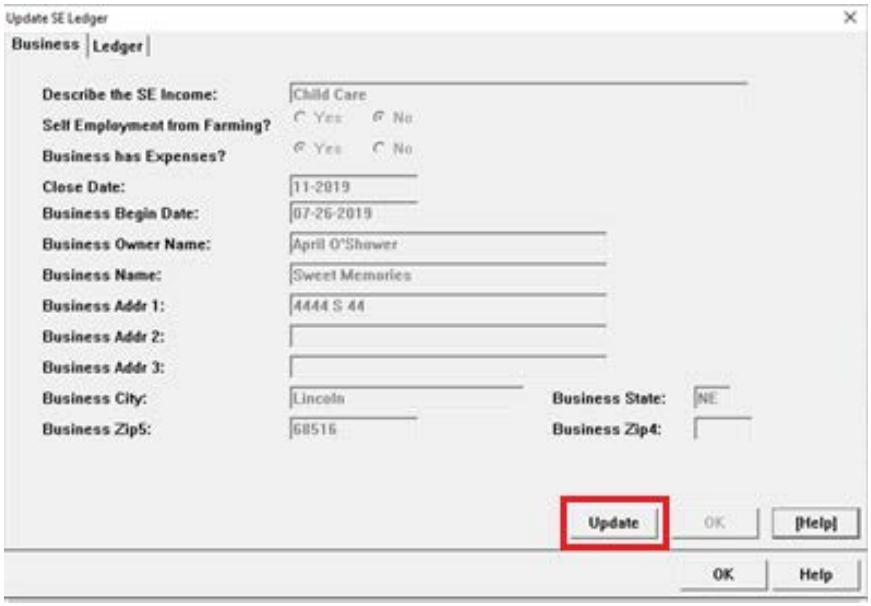
Update Self-Employment Business Information (Change)

To update self-employment business information follow these steps:

1. Navigate to the Data Collection>Financial>Self Employment Income task.
2. Highlight the row to be updated.
3. Click Update.

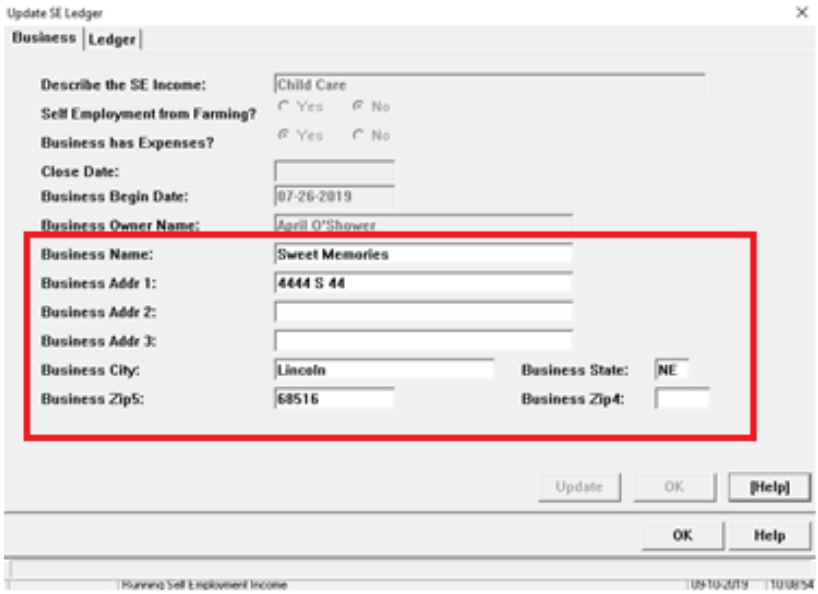


The Updated SE Ledger window will display.

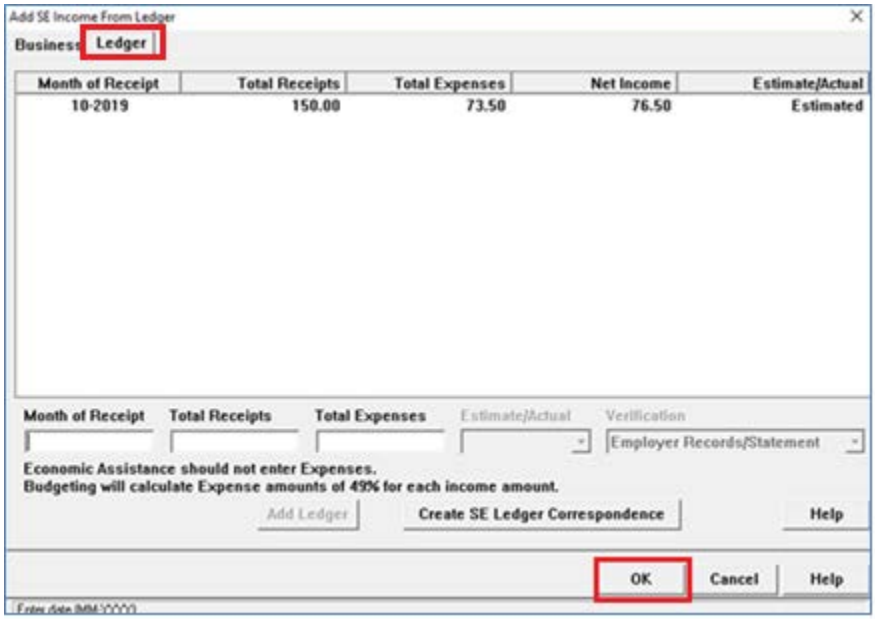


4. Click Update.

The Business Name and Address fields will enable.

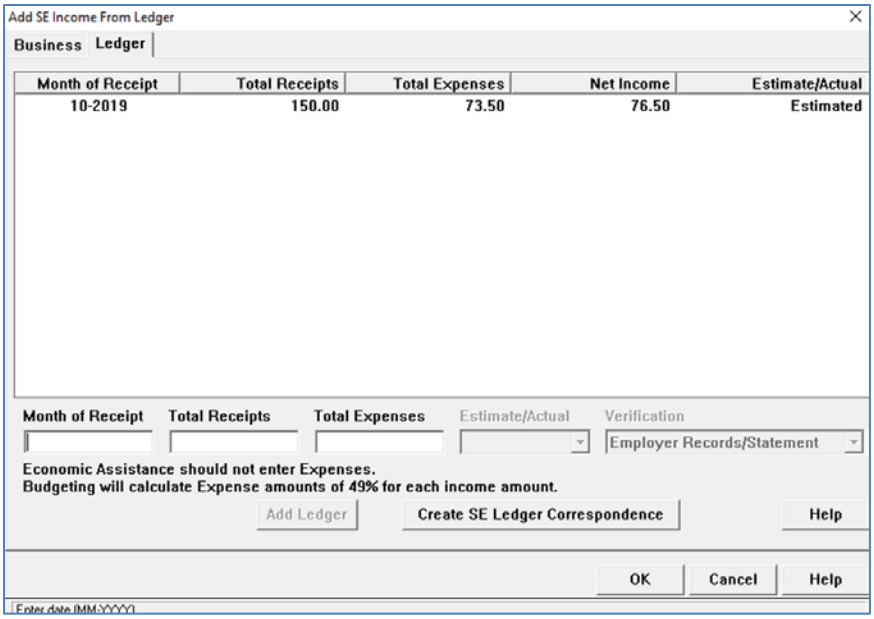


5. Enter the changes.
6. Click OK.
7. Select the Ledger Tab.



8. Enter the following:
    a. Month of Receipt
    b. Total Receipts
    c. Total Expenses automatically populates when Business has Expenses is Yes.
9. Click OK.

All of the Self-Employment Ledgers display on the Add SE Income From Ledger window.



- If no other changes are needed, click OK to return to the Navigator window.
- If correspondence is to be sent to the client, click the Create SE Ledger Correspondence button.

10. When the Create SE Ledger Correspondence button is selected, the Create SE Ledger Correspondence window will display.
11. Complete fields as appropriate.
12. Click OK to send the correspondence.

Note: When adding a new Ledger to an existing Self-Employment Income task, Click OK on the Add SE Income from Ledger window to enable all available months.

SNAP Replacement Benefits (Change)

The State of Nebraska is able to request a waiver from Food and Nutrition Services (FNS) in situations of an Emergency (mass power outage, flooding, tornado etc.) which allows us to issue mass replacement SNAP benefits to all SNAP recipients in a designated area as opposed to issuing them individually by workers. A Batch Process will allow the SNAP policy unit to request Mass Replacement benefits by zip code/county, without worker intervention.

SNAP Reinstatement Based on Pro-Rate Date (Change)

SNAP logic changed so that the availability of the "Reinstatement: Yes/No" is based on the "pro-rate" date that is entered on the reopen window. If the pro-rate date is 30 days or less from the Closed effective date, and case was not closed for "certification period ended" then the "reinstatement" option should be available.

LIHEAP Active Program Case (Change)

Only one LIHEAP program case can be active in a Master Case for any one benefit month. NFOCUS will not allow more than one active status LIHEAP program case in a single Master Case during any benefit month.

NFOCUS will prevent the worker from adding a new LIHEAP program, or from being able to reopen a closed LIHEAP program case if another LIHEAP program case is in active status during the benefit month that the add/reopen is attempting to be made.

LIHEAP Begin Date Default to Current Date (Change)

When entering a new Heating or Cooling provider on a LIHEAP Program Case, a "Begin Date" is required to be entered. With this release, the Begin Date of the newly entered provider for that LIHEAP Program Case will be defaulted to the Current Date.

Policy has requested the begin date default to the current date, however, the worker does have the option to change that begin date to an earlier or later date if it is determined that such an alternate begin date is needed.

LIHEAP Same Provider by Fuel Type Question (Change)

An issue was identified when entering utility providers for a LIHEAP cases. After the worker has entered both the Heating and Cooling fuel types then selects and enters a Heating provider, the worker was presented with the question "Is the household's heating and cooling provider the same?" This messaged occurred whether or not the Heating provider actually provided the entered Cooling Fuel Type. This was resulting in providers being entered for the Cooling side which do not actually provide the Cooling fuel type (electricity).

With this release, the "Is the household's heating and cooling provider the same?" question will only display if the entered Heating provider provides the Cooling Fuel Type (electricity) as well. If the entered Heating provider does not provide electricity, then the question will not be presented to the worker.

LIHEAP Case Closed View Providers (Change)

Prior to this release, when a LIHEAP Program Case was closed a worker was not able to view the providers which were associated with the Program Case when it was active. This resulted in issues related to the ability to process LIHEAP refunds.

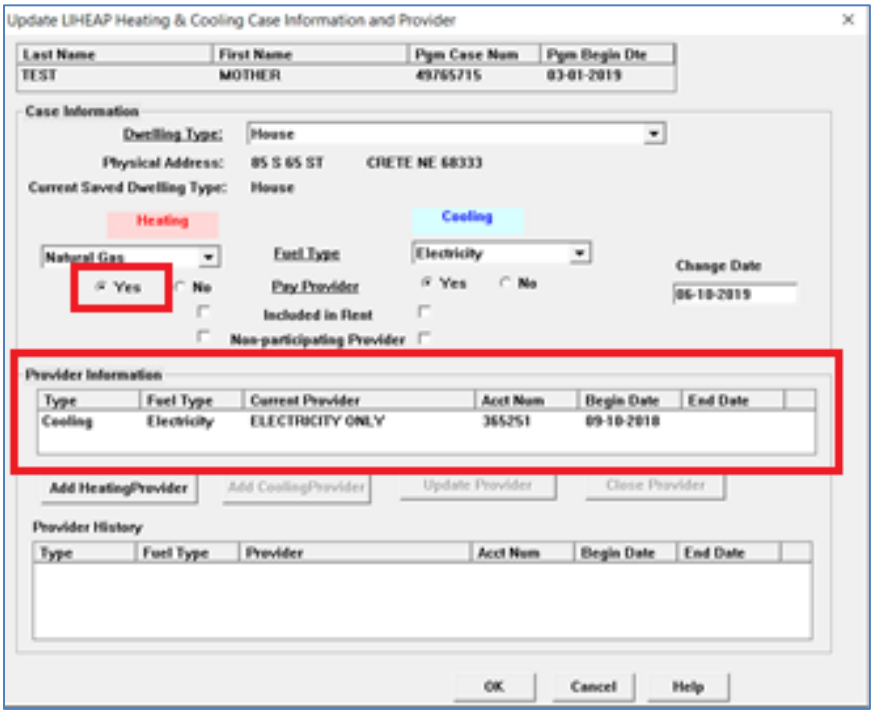
With this release, workers can now view the utility providers associated to a closed LIHEAP Program Case.

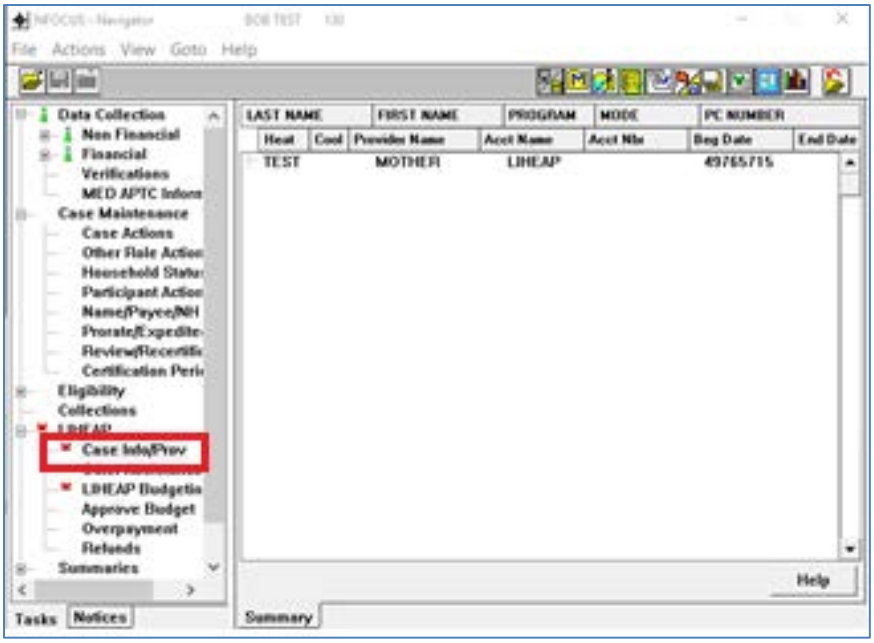
Note: This change is limited to those providers which were not ever end-dated in the Program Case, or those which were given an end date that falls within the most recent 3 energy years (including the current one).

LIHEAP Update Red X Logic (Change)

If the Heating or Cooling utility types do not have a utility provider entered for it and the utility type(s) without a provider entered has the question of Pay Provider answered as "Yes", then the Red X will be placed on the LIHEAP Case Info/Provider Task.

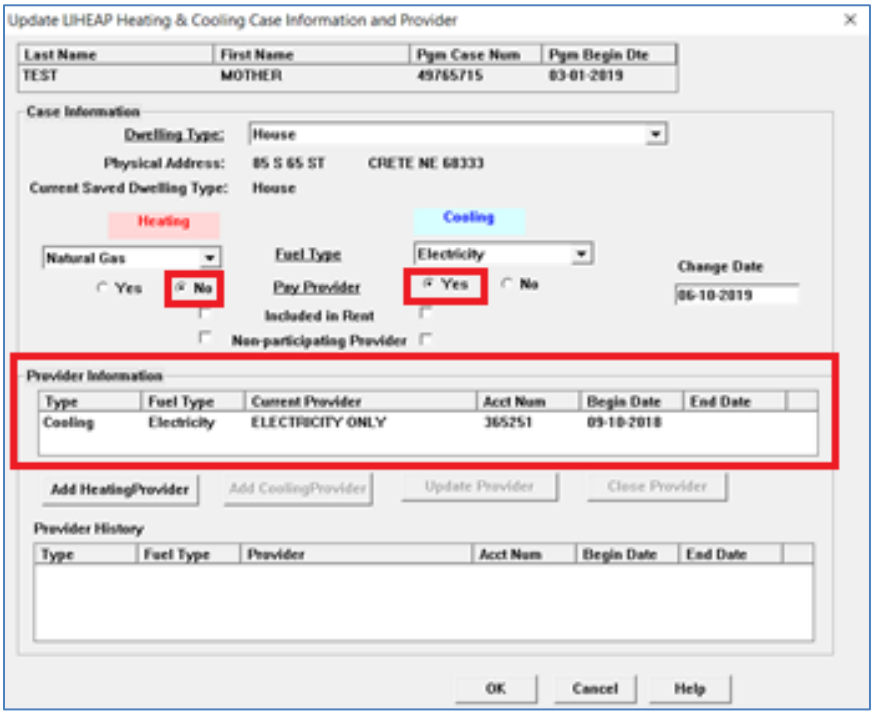
Example: In the following screen print examples, both Heating and Cooling utility types are marked as Pay Provider Yes. The Cooling provider has been entered. The Heating provider has not been enter. Therefore, there is a Red X in the LIHEAP Case Info/Prov task.

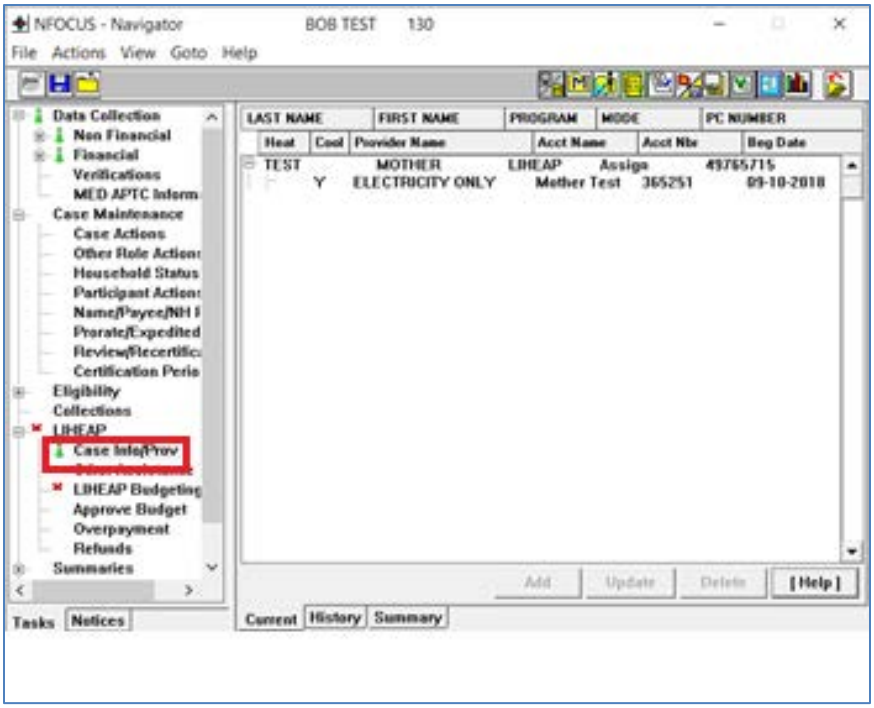




If one or both of the Heating or Cooling utility types does not have a utility provider entered for it and the utility type(s) without a provider entered has the question of Pay Provider answered as "No", then the Red X will not be placed on the LIHEAP Case Info/Provider task.

Example: In the following screen print examples, Cooling is marked as Pay Provider Yes and Heating is marked as Pay Provider No. This client has a Cooling provider but not a Heating provider. Since this is the case, no Red X will appear for the Case Info/Prev Task.

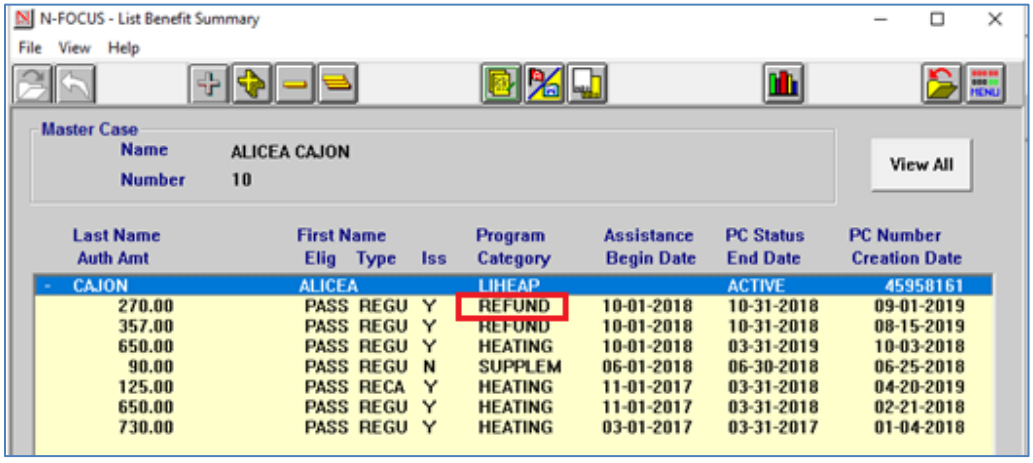




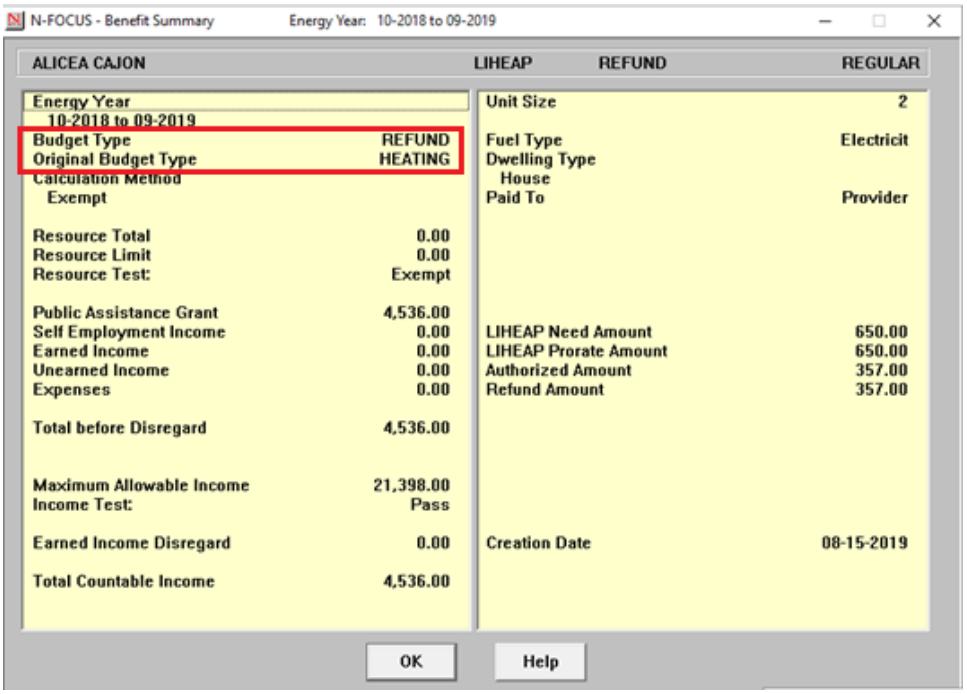
Note: The OK button on the Update LIHEAP Heating & Cooling Case Information and Provider window will be enabled for selection as long as each of the mandatory elements (Dwelling Type, Fuel Type, Heating fuel type, Cooling Fuel Type and Pay Provider) have entries made. There is not a need for a utility provider to be entered in order for the OK button to enable, however, if the pay provider is marked as Yes for a utility type which does not have a utility provider identified, then the Red X will still remain on the task when the OK is selected.

LIHEAP Budget Type: Refund (Change)

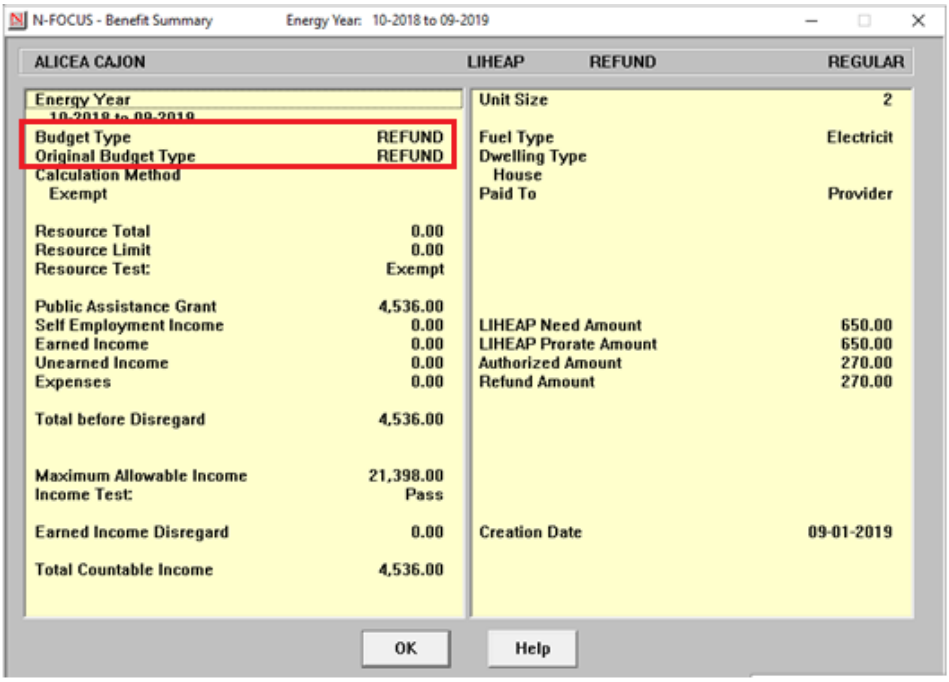
Logic has been change to allow a new "REFUND" budget type to be processed. This new budget type was needed in order for user to be able to see from the list of LIHEAP budgets which budgets represent the reissuance of a refunded payment from a provider. This new budget type will allow easy identification of the refund/reissuance of benefits after a refund has been created on the system.



The benefit summary for a “Refund” budget type will identify the budget as a refund budget, and will also display the original budget type where the benefits were initially determined.



It is possible with the new “Refund” budget type for a refund to be received on a refund budget type. If this occurs, the new refund budget will show the original budget type as “Refund”, but if you go to the original Refund budget, you can see the originating budget that refund budget was associated with.



LIHEAP Refunds on Crisis, Deposit or Repair (Change)

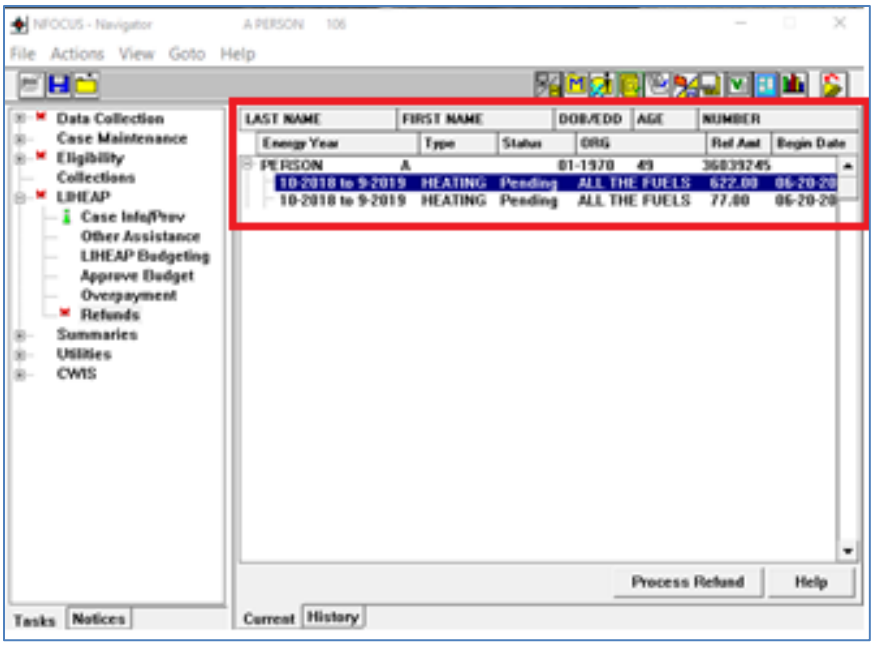
If money has been returned by a provider (or a client) which is from a payment that was issued out on a Crisis, Deposit or Repair budget, the person who creates the Refund on NFOCUS (Policy Staff or Accounting) should not create an alert for that refund (check the box to not create the alert).

IMPORTANT: Refunds on Crisis, Deposit or Repair budget types will need to be processed immediately by Policy Staff. As no Alert is being created, failure to process the Refund Budget immediately may re3sult in the refunded benefits not being reissued in a timely manner.

Note: If the alert is created on this type of a budget payment, the refund will not appear to any worker not in the Policy Unit, and this may be confusing if an alert shows up with no Refund to be processed.

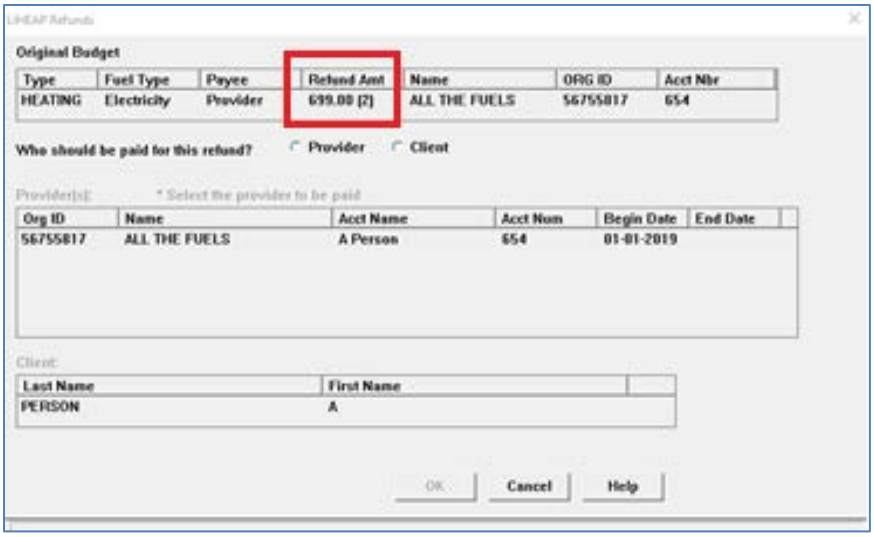
LIHEAP Combing Refunds (Change)

If a LIHEAP household has multiple refunds from the same original budget (example below shows 2 separate partial refunds from the 2018-2019 Heating budget), you will be able to only select one of the refunds to be processed



When the Process Refund button is selected, the LIHEAP Refunds Window will display. If the original budget type (2018-2019 Heating) for the refund selected had additional refunds which were also created, the LIHEAP Refunds Window will process all of the related refunds at the same time and will display the total refund amount of all of the associated refunds. The number of refunds represented by the total will display in the Refund Amount column of the Original Budget.

(See screen print on next page)



LIHEAP Benefits Shown on CBI (Change)

LIHEAP benefits displayed on CBI do not include amounts from any new 'Refund' budget types. The benefits shown in a Refund budget are not newly calculated benefits, rather they are benefits being "reissued" either to a new payee, or to a new account. There is not a new eligibility amount, just a new distribution of benefits which were previously calculated and issued through another budget type.

The previously calculated benefit level was displayed on CBI when they were in the original budget type. The Refund budget benefits are not being displayed as it would appear as though the client is receiving more benefits than they were determined eligible for.

LIHEAP Allow Breaks in Energy Year on Reopen (Change)

Logic has been updated to allow a LIHEAP program to be reopened at any point/benefit month during the energy year. Prior to this release, if a LIHEAP program case has been closed at any time during a LIHEAP year, when reopening the program case, the worker would need to reopen in the first month of the energy year.

The logic change now allows the LIHEAP to be reopened at any point during the energy year and have the program reflect the begin date of the reopened case as being the first of the month that the program was pended for, not necessarily the beginning of the energy year in an effort to allow an accurate representation of what actions were taken for the program.

NFOCUS Tips:

Data Integrity

It is very important to maintaining the integrity of the data contained on NFOCUS that workers Do NOT enter false or fake data in fields. This includes but is not limited to the following:

- **Email Field** – Entering None or No Email in the field. If the client does not have an email, leave the field blank.