
NFOCUS Major Release

Economic Assistance

August 8, 2021

A Major Release of the N-FOCUS system is being implemented August 8, 2021. 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 NFOCUS users should read this section.

ACCESSNebraska: NFOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: NFOCUS 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 NFOCUS 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 NFOCUS 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 may be documented in both the primary location that describes the entire process in addition to being in the Alerts, Work Tasks and Correspondence sections. P

Interfaces, Document Imaging and NFOCUS Tips sections will be added as appropriate for the release.

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General Interest and Mainframe

SNAP Employment & Training Program (New)

A new mainframe program was created for SNAP Employment & Training (SET). This new program will be for Employment & Training (E&T) workers to create and track service authorizations under SNAP guidelines.

When an E&T worker adds the new SET program to a case, they will have the option to back-date the program begin date, per SNAP regulations. The program can only be in Assign mode, so, when the program is added, it will auto-assign to the Default position number. Two new Gatekeeper positions have been added for this new program for E&T workers to use; SET Gatekeeper (62175994) and SET Partners (2651030).

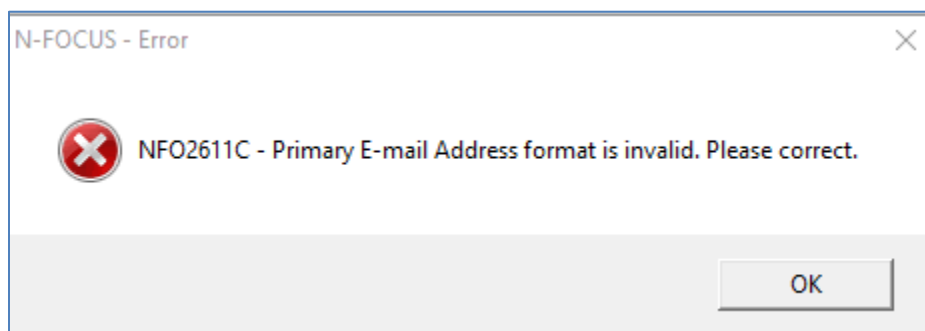
Once the program is added to a case, the E&T worker can issue service authorizations for SNAP E&T similarly to how they were issued previously under SNAP. Verification Requests can be sent under this new program, as well.

The ability to back-date the program closure is allowed, so long as there are no service authorizations issued after the proposed close date.

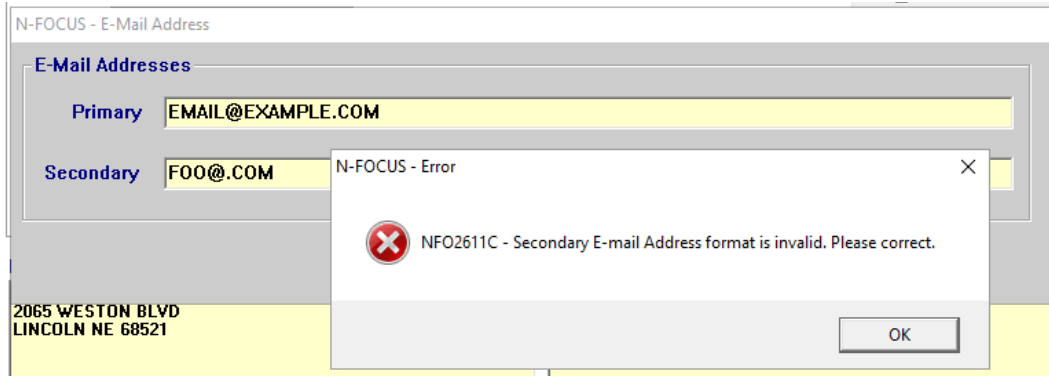
Invalid E-Mail Address (Fix)

If an invalid email address is entered on the Detail Address>Email Address window or the Detail Staff Person or the following error message will display. The worker is to check the address and enter correctly if appropriate. If the address entered was entered correctly, they will need to contact the client to get a new email address that meets E-Mail Address Standards.

Note: On the Detail Staff Person>E-Mail Address field, the field will turn Red when an invalid email address is entered. If you try to save when the field is Red, the Error window will display.



Note: On the Detail Address window, there are two fields available to enter an email address. The error will indicate which email address is invalid and needs to be corrected.



The following provides examples of allowed configuration of an email address in NFOCUS:

1. The recipient's name or prefix that appears to the left of the @ symbol
2. The domain appears to the right of the @ symbol
3. Allowable prefix formats
 - a. Allowed characters: Letters (a-z), numbers, underscores, periods, and dashes
 - b. An underscore, period, or dash must be followed by one or more letters or numbers
4. Acceptable email domain formats
 - a. Allowed characters are letters, numbers dashes
 - b. The last portion of the domain must be at least two characters, for example .com, .org. cc

ACCESSNebraska

Add Interview question to DSNAP EAPP

The Disaster SNAP EAPP will have a question stating "Has an Interview been completed" with radio buttons marked Yes or No.

If "Yes" radio button is selected a question appears asking "By Whom", this question will have a text box where workers can enter their NFOCUS Logon ID.

Alerts

Alert Clear/Close Logic (Change)

When an alert is closed from the List Master Case Alerts/Work Task window it will be cleared from all assigned worker's List Position Alert.

When an alert is cleared from a worker's List Position Alert window it will also be closed and cleared from any other assigned worker's list.

[Alert #642 -ADC Pending 30 Days \(New\)](#)

This alert is for worker's assigned to pending ADC cases. It is created on Friday, looking for cases that will be pending for 25 days in the following week. Previously ADC cases received alert #120- pending 45 days- and now ADC has been removed from the 45 day alert.

[Child Care Worker Alerts \(Change\)](#)

When a worker alert is created for a Childcare Program Case, the system will check the assistance code of the case to determine which worker alert to create.

- If the assistance code is WI, the worker alert will either be 9994 or 9995 for Child Welfare staff.
- If the assistance code is not WI, the worker alert will be either 9998 or 9999 for EA staff.

[LIHEAP MESA Alert #641 \(Change\)](#)

MESA will stop and create alert #641 if a person in the LIHEAP case has an open LIHEAP Overpayment.

[Correspondence](#)

[Single person Case Closing for Work Requirement Sanction \(Change\)](#)

The SNAP Notice for a single person case closing for Work Requirement (WR) Sanction has been changed to more closely resemble a participant closing notice for WR Sanction. The individual status reason will be separate from the information text and clearly state who is sanctioned and why.

[Child Care deduction changes](#)

Previously child care expenses were only allowed to be applied to a child up to the age of 15. This age limit is now increased to 18. Dependent care expenses of "child care expense as billed", and "child care paid by other" are now allowable for SNAP.

[LIHEAP Approval Notice \(Change\)](#)

Additional wording has been added to LIHEAP approval notices to inform households that funds are expected to be received in November. This wording will only appear on heating approval notices ran before December 1 of the current heating year.

[CSE Sanctions for SNAP Participants \(Change\)](#)

SNAP Participants may now be sanctioned for sanction type "Child Support Enforcement". The Sanctioned participant will be considered financially responsible in the SNAP budget. All income and expenses of the sanctioned individual will be included in the SNAP budget at a prorated share based on the household size.

SNAP Expert Notice (Change)

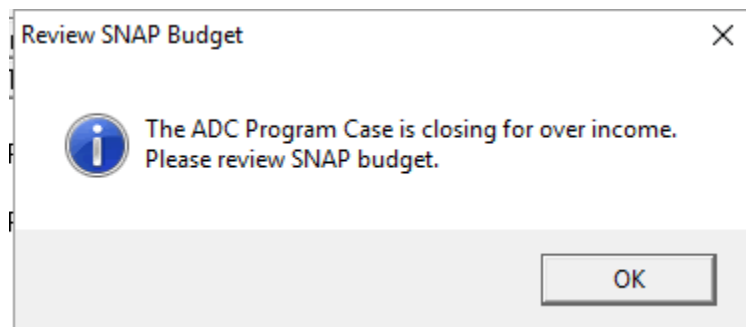
Simplified working on SNAP Notices now contains an additional section whenever a member of the household wins substantial lottery or gambling winnings. Substantial winnings are currently defined as a cash prize equal or greater than \$3,500 in a single game before taxes or withholdings.

SNAP Minimum Allotment (Change)

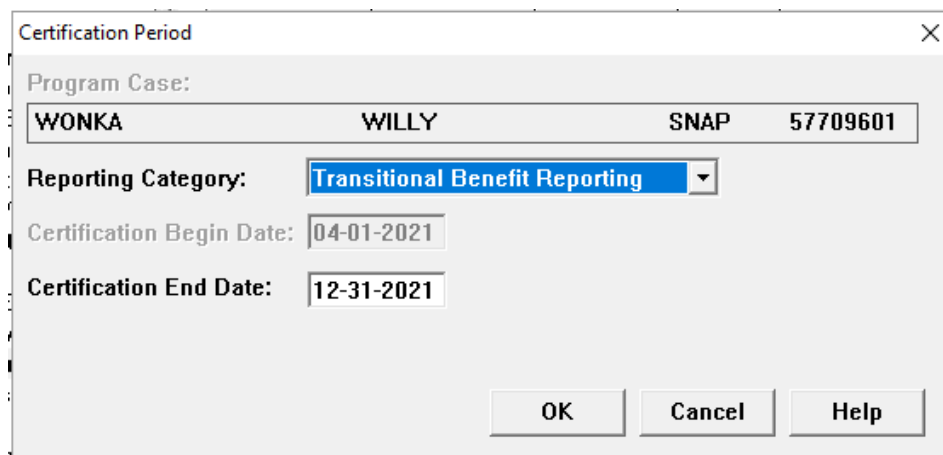
SNAP households that are considered Expanded Resource Program (ERP) that have 1 or 2 person household sizes are eligible for the minimum allotment amount of \$19.00 for non-prorated months.

SNAP TBR Budgeting (Change)

If ADC is closed due to over income limits a pop up message will appear asking the worker to review the SNAP budget due to ADC closing for over income.



The SNAP budget will auto-populate to the TBR reporting category for budgeting when the most recent ADC budget has closed due to over income.



If the ADC case is closed for any other reason than over income limits, no pop up message will appear asking the worker to review the SNAP budget. The SNAP reporting category field will auto-populate to Simplified Reporting Category.

In addition SNAP TBR budget will now reflect the most recent SNAP budget prior to going TBR. This includes recalculated budgets.

Narrative

[Voter Registration Subheading \(Change\)](#)

The subheading Voter Registration will be included in the following subjects:

- Application
- Interview
- Review/Recert/Renewal
- Change Management

This subheading is only available for Economic Assistance programs.

Expert System

[AABD PMT/Medicaid Resource Exclusion/Disregard \(Change\)](#)

The following changes to the Exclusion/Disregard window have been made for AABD payment and Medicaid budgeting:

- The following has been added as a property resource covered by the Exclusion Reason of Liquidation Period
 - Mobile Home
- The following has been added as property resources for the exclusion reason of Home
 - Mobile Home
 - House
- The following new exclusion has been added for the property resources of Mobile Home or House
 - Spouse/Dependent Relative
- With Property of Mobile Home, the following will be additional options available for selection
 - Home
 - Liquidation
 - Spouse/Dependent Relative

Add Resource

Resource: **Mobile Home**

Details | Owner(s) | Values | Exclusions/Disregards

Exclusion Reason(s):

- Farm Liquidation - SNAP
- Home - AABD, ADC, SNAP, MED, LIHEAP**
- Liquidation - AABD, ADC, FW, MED,
- Property for Sale - SNAP
- Spouse/Dependent Relative - AABD, ADC, MED**
- Used for Income Producing Activities - LIHEAP

Disregard Reason(s):

- Used to Produce Goods/Services for Home Consumption - AABD, MED

Begin Date:

Help

Next OK Cancel Help

- With Property of House, the following have been added as additional options available for selection
 - Home
 - Spouse/Dependent Relative

See Screen Print on next page.

Add Resource

Resource: **House**

Details | Owner(s) | Values | Exclusions/Disregards

Exclusion Reason(s):

- Farm Liquidation - SNAP
- Home - AABD, ADC, SNAP, MED, LIHEAP**
- Liquidation - AABD, ADC, FW, MED,
- Property for Sale - SNAP
- Spouse/Dependent Relative - AABD, ADC, MED**
- Used for Income Producing Activities - LIHEAP

Disregard Reason(s):

- Used to Produce Goods/Services for Home Consumption - AABD, MED

Begin Date:

Help

Next OK Cancel Help

[Medical Impairment – LIHEAP Required End Date \(Change\)](#)

When adding a medical impairment type of "LIHEAP Cooling - Temporary" NFOCUS defaults the end date defaults to the end of the current energy year. It would be possible to change the end date if medical documentation confirmed an alternate end date, but prior to this release it was possible to also delete the defaulted end date resulting in no end date present on the "temporary" condition.

Logic has been updated to require that in order to be able to save a medical impairment type "LIHEAP Cooling – Temporary" there has to be an end date entered. That end date can be changed from the end of the current energy year, but NFOCUS will not allow saving instances of LIHEAP Cooling – Temporary without and end date included.

LIHEAP Refunds (Change)

Prior to the release, if a "paid to client" LIHEAP payment was return to the agency it could only be entered on NFOCUS as a refunded payment if it was the full amount. If a client returned, for some reason, only a portion of the LIHEAP payment that they had been issued, NFOCUS would not allow that partial refund to be loaded.

Logic has been updated to now allow partial payment refunds on LIHEAP payments to be loaded on NFOCUS.

ADC Budgeting Change When Adding New FR persons to an Active ADC Case (Change)

Changes have been made to allow NFOCUS to correctly handle situations when a new Financially Responsible Individual is added to an existing/ongoing ADC unit. The initial eligibility test will no longer be applied to individuals who are not financially responsible.

For specific guidance to follow, policy indicates to review EARL entry "[Adding a Financially Responsible Individual to an Existing ADC Unit](#)"

ADC Benefit Summary (Change)

The following labels in the ADC Benefit Summary window have been changed:

- The label marked below in Red used to read "20% Earned Inc Disregard" has been changed to now more accurately read as "Eligibility EI Disregard"
- The label marked below in Blue used to read "50% Earned Income Disregard" has been changed to now more accurately read as "Payment Det. EI Disregard"

See Screen print on next page.

Old Display:

OSTEELE, TAWNY	ADC	Regular
Resource Total	0.00	Unit Size
Resource Limit	6000.00	2
Earned Income	300.00	Budgetary Need
20% Earned Inc Disregard	60.00	393.00
Child Care Disregard	0.00	Prorated Budgetary Need
		393.00
		Compared to
		Child/Spousal Support
		0.00
Standard of Need	714.00	Sanctioned Amount
Net Earned Income	240.00	0.00
Result	474.00	Recoupment Amount
		0.00
		Offset Amount
		0.00
		Overpayment Amount
		0.00
Compared to		
Payment Standard	393.00	Authorized Amount
Initial Eligibility Test:	Pass	393.00
		Allocation Out Amount
		0.00
		Creation Date
		07-16-2021
Determination of Payment:		
Earned Income	300.00	Resource Test:
50% Earned Inc. Disregard	150.00	Pass
Child Care Disregard	0.00	Payment Eligibility Test:
		Pass
Result	150.00	
Compared to SON		
Payment Standard	393.00	
Lower Amount	393.00	
Unearned Income	0.00	
Allocation In Amount	0.00	
Deemed Income	0.00	
Budgetary Need	393.00	
		Eligibility Period:
		06-01-2021 - 11-30-2021

OK

Help

New Display:

ICASE, INGRID		ADC		Recalculated	
Resource Total	0.00	Unit Size		4	
Resource Limit	6000.00	Budgetary Need		382.00	
Earned Income	1204.00	Prorated Budgetary Need		284.00	
Eligibility EI Disregard	240.80	Compared to			
Child Care Disregard	0.00	Child/Spousal Support		0.00	
Standard of Need	984.00	Sanctioned Amount		0.00	
Net Earned Income	963.20	Recoupment Amount		0.00	
Result	20.80	Offset Amount		0.00	
Compared to		Overpayment Amount		0.00	
Payment Standard	543.00	Authorized Amount		284.00	
Initial Eligibility Test:	Pass	Allocation Out Amount		0.00	
Determination of Payment:		Creation Date		06-15-2021	
Earned Income	1204.00	Resource Test:		Pass	
Payment Det. EI Disregard	602.00	Payment Eligibility Test:		Pass	
Child Care Disregard	0.00				
Result	602.00				
Compared to SON					
Payment Standard	543.00				
Lower Amount	382.00				
Unearned Income	0.00				
Allocation In Amount	0.00				
Deemed Income	0.00				
Budgetary Need	382.00	Eligibility Period:		01-01-2021 - 06-30-2021	

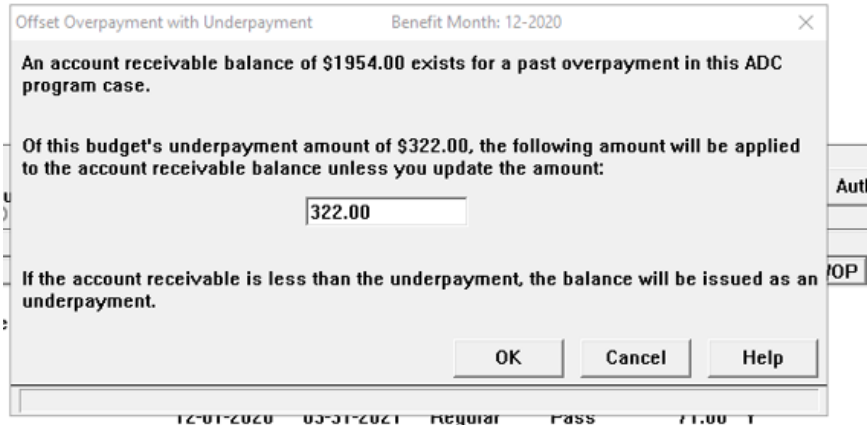
Budget Authorization - Overpayments/Underpayments, Budgeting ADC, Collections – Benefits (Change)

If a household received a TMA-G payment for a benefit month that included a recoupment for an existing Account Receivable, and then later requested/reapplied for ADC for that same benefit month, when the "authorize" button is selected, you are presented with the message "The ADC payment will be reduced by the amount of the issued ADC and TMAG for the benefit month".

Upon clicking the "OK" on the message, you are presented with the "Offset Overpayment with Underpayment" message (shown below) stating "Of this budget's underpayment amount of \$XXX.XX, the following amount will be applied to the account receivable balance unless you update the amount:

Note: **The message below is the old version message which would want to apply an additional recoupment to the newly authorized ADC budget for December after the household had previously been authorized for December TMA-G which had included a recoupment.)

Prior to the this release, this entry box is then populated with either the lower value between the full amount of the underpayment, or whatever the remaining balance is on the Account Receivable.



The logic update will now populate the Offset Overpayment with Underpayment message with \$0.00 value if a recoupment has already been taken on TANF for that benefit month.

[Child Care Status Reasons \(Change\)](#)

New status reasons have been added to Child Care Budgeting. They are:

- Homelessness
- Federal Funded Workforce Program

[NFOCUS Tips](#)

[VPN Users](#)

If you have been switched to a VPN Laptop:

- N-FOCUS runs very, very slow using VPN
 - Open N-FOCUS through CITRIX and it will run at the normal speed.

If you do not have CITRIX call the Level One Help Desk (402-471-9069) and ask for CITRIX.