N-FOCUS Major Release Children and Family Services August 13, 2023

A Major Release of the N-FOCUS System is being implemented August 13, 2023. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections and addresses all the Divisions, MLTC, EA, CFS and DD.

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

ACCESSNebraska: N-FOCUS workers responsible for case activity received through the Web Based Electronic Application should read this section.

Expert System: All N-FOCUS workers with responsibilities for case entry for AABD, ADA Payment SNAP, LIHEAP, LIHWAP, CC, FL, MED, Retro MED should read this section.

Note: When new functionality is added to N-FOCUS that crosses multiple topics (i.e., 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.

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

Table of Contents

Alerts
Vital Statistic Alerts (Change)3
IMFC 562- Birth Certificate (Change)4
IMFC Alert 563- SSN Update (Change)4
IMFC Alert 578- SSN System Updated (Change)4
IMFC 579- No SSN (Change)4
Narrative
Automated Narrative – Vital Statistics5
Expert System
Child Care Without Regard to Income Notices5
Children and Family Services
Detail Intake (Change)5
Intake Tribal Affiliation (New)6
Steps to Enter Tribal Affiliation:7
SDM Intake Screening (Change)8
SDM Screening Detail (Change)8
Service Referral (Change)9
Safety Goal Narrative (Fix)11
N-FOCUS Tips
Reminder11
Logon
Pregnancy11
Duplicate Persons

Alerts

Vital Statistic Alerts (Change)

As per state statute and the direction of Vital Statistics and DHHS Legal, only Child Support Enforcement (CSE) workers may access Social Security Number (SSN) data from a birth records. Based on security profile, workers will notice changes to the Vital Statistics Birth Record Search/Details windows, Alerts and Automated Narratives:

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The Vital Statistics interface has been updated from displaying Social Security Numbers (SSNs) from the birth records, as well as removing the SSN search field. The only authorized workers allowed to view an SSN from the Vital Statistics interface file are Child Support Enforcement (CSE) workers.

Note: Economic Assistance, MLTC and Children and Family workers will no longer be able to view an SSN on Birth Alerts.

The Birth-Current Record details page will now mask the SSN for a Child, Mother, and Father, if applicable, except for CSE workers:

arch by Name Search by SS talls	N		
Certificate Number 39	4 1996		
Interface Received Date 06	-14-2007 💌		
Child			
Hame Ar			
SSN:	XXX-XX-XXXXX	Birth Date	12-12-1956
Sex	F	Place of Birth	OMAHA, NE (DOUGLAS COUNT
Marital Status of Parents Paternity Acknowledgement :	signed	Facility Type	Hospital
Mother			
Name AN	N MARIE DIANE		
SSN: XXX-XX-XXXX		Birth Date 0	1-01-1939
Physical Address PO BOX 95 LINCOLN, N	026 IE 68509-5026	Mailing Addre	ss PO BOX 95026 LINCOLN, NE 68509-5026
Father			
Name DA	D INTERFACE		
000		Dist Data 0	0.04.1000

The Search by SSN page will have the SSN disabled when the Birth radio button is selected:

Search	by SSN	
Search by Name Details	Search by SSN	
	Ent Search by: 🌒	ter Search Information Birth O Death O Marriage O Divorce

IMFC 562- Birth Certificate (Change)

The Birth Certificate Alert has been changed to be set as a Lead only. This is being done because it will no longer use SSN to verify the correct person. The alert will generate based on Name, DOB match and Program Cases with a pregnancy listed for that person.

Note: There could be times that this alert is generated on two people with the same Name, DOB, Program Case and have a Pregnancy. The SSN requested, and the parents SSN have been removed from this alert. The SSN has also been removed from the Birth Certificate Narrative.

IMFC Alert 563- SSN Update (Change)

SSN Update that provides the SSN from Vital Statistics. This alert will be discontinued and no longer generate.

IMFC Alert 578- SSN System Updated (Change)

SSN Update that provides the SSN from Vital Statistics. This alert will be discontinued and no longer generate.

IMFC 579- No SSN (Change)

Alerts workers to a person on the system for more than 90 days without an SSN. This alert will be discontinued and no longer generate.

Narrative

Automated Narrative - Vital Statistics

The Birth Certificate Automated Narrative and Birth Certificate Alerts (EA 240, MLTC 427, IMFC 562) will contain all the information except SSN if SSN was requested for a child.

See screen prints no the following page.

Birth Mother's Name: ATOM, DAISY A Birth Mother's DOB: 02-01-1999 IBirth Certificate Number: 12348 Child's Name: ATOM, DAVID WAYNE Child's DOB: 06-30-2023 Child's Sex: M Child's Place of Birth: LINCOLN, NE Father's Name: ATOM, DANIEL DAVID

Alert Description

BIRTH CERTIFICATE

BIRTH - MTHR: ATOM, DAISY A DOB: 02-01-1999 B CERT #: 12348 BORN: ATOM, DAVID WAYNE DOB: 06-30-2023 SEX: M POB: LINCOLN, NE FTHR: ATOM, DANIEL DAVID

Expert System

Child Care Without Regard to Income Notices

When Child Care is approved for children in Foster Care placement, and the reason of need is "Support CPS" the approval notice will be sent to the foster placement.

Note: This is only on Child Care that is Without Regard to Income and the need reason is "Support CPS".

Children and Family Services

Detail Intake (Change)

With this release, the Intake notification button has been removed and a new Tribal Button has been added. The Tribal button is only enabled when the Intake is

saved with the Intake Type of Child Abuse/Neglect, Dependent Child, CPS Information/Referral or CPS Courtesy Interview.

N-FOCUS - Detail Intake	- 🗆 X
File Actions Detail Goto Help	
- Intake Information	UPDATE
Name JAMES TILDEN Number 1273	Add Allegation
Status Onen Status Date 08-13-2023	Tie Intake
Status Bason Beceived Date 09.13-2023	Caller/Reporter
	A/N Factors
	History
Received by DSSZ915	Intake Referral
Last Updated by DSSZ915 Plan of Safe Care	Screening Decision
Source Phone Call Type Child Abuse/Neglect T	Harm/Danger
	Tribal
Persons/Allegations	
Last First MI Allegation Role Age Class	
TILDEN JAMES 5 CHILD	
TILDEN DAN 73 ADULT	Search by Address
	Search by Phone
< >	
Organizations	
Name Role	
LANCASTER COUNTY SHERIFF'S DEPARTMENT Law Enforcement	
	School Involved

Intake Tribal Affiliation (New)

The Intake Tribal Affiliation window was created to capture potential tribal affiliation for the children. This window is accessed from the Detail Intake window and selecting the Tribal push button. This window lists all the children listed in the Intake. Workers can select each child and identify if the child has any tribal affiliation.

If the child has a tribal affiliation the worker will be able to identify which tribes the child may be affiliated with. If there is tribal affiliation but a tribe was not identified the worker can select the "Tribe not Identified"

The worker will answer if the Tribe(s) have been contacted "yes" "no" or "not applicable. If the child is marked no for Tribal affiliation this section will automatically be marked as "Not Applicable". Mistakes can be corrected with the "Update" and "Clear" buttons.

All information, except the Optional Narrative, must be completed to Save or Save and Close. In addition, to close the Intake Tribal Affiliation must be completed for all the children listed in the intake.

See screen print on next page.

🔄 N-FOUCS - Inta	ke Tribal Affiliation	_	
File Actions He	o		
	h ?		
Intake Name J	AMES TILDEN Number	1273	UPDATE
Intake Type (hild Abuse/Neglect Received Date	08-13-2023	
ls t	nere any information that indicates a child in this household may be an In eligible to be in an Indian Tribe? Please answer for each child in th Yes/No Child/Identified Child	dian child and/o he list.	or
	Yes JAMES TILDEN		
	Yes No		
-If 'Yes' what	ribes		
			Update
	Tribe Not Identified		Clear
	Has contact with the tribes been attempted? $\hfill O$ Yes $\hfill O$ No $\hfill O$ No A	pplicable	
Narrative test (Optional)			
		06-28-2023	14:22:37

Steps to Enter Tribal Affiliation:

To enter Tribal Affiliation, follow these steps:

- 1. From the Detail Intake window, select the Tribal push button.
- **Result:** The Intake Tribal Affiliation window displays. This window lists all the children listed in the Intake. Workers can select each child and identify if the child has any tribal affiliation.
 - 2. Select the child or children to identify their Tribal Affiliation (Yes or No).
 - 3. From the 'If "Yes" what tribes' select the black Out Select Arrow.

Result: The List Tribal window displays.

- 4. Select the appropriate Tribe affiliation.
- **Note:** This is a multi-select option window.
 - 5. Select the blue Return Arrow to return to the Intake Tribal Affiliation window.
- **Result:** The selected tribes will display in the 'If 'Yes' what tribes' list box.
- **Note:** If an error is made it can be corrected using the Update or Clear push buttons.
 - 6. Enter Narrative if appropriate.
- **Note:** Entering narrative is not required to save the Tribal Affiliation.
 - 7. Click the Save or Save and Close icons.

SDM Intake Screening (Change)

The SDM Intake Screening window is accessed from the Detail Intake window by selecting the Screening Decision push button. A new Prescreening push button has been added for Child Abuse/Neglect and Dependent Child Intakes.

Note: The Prescreening push button will enable after the Vulnerable Adult Status question has been answered and saved.

Selecting the Prescreening push button will display the SDM Screening Detail window. This is window is a multi-selection option for Prescreening Types.

Note: Only the Intake Notification push button will be enabled until the Prescreening items are completed.

N-FOCUS - SDM Intake Screening			
le Actions Go To Help	_		
		<u>ı</u>	
Intake Name		Intake Number 1282	UPDATE
Intake Type Child Abuse/Neglect		Received Date 08-13	-2023
Screening Detail	Prescreening	Screening	Besnonse Priority
nitial Screening Decision Final Screening Decision		Ouerridee	
Cross Report Required NO		Overnues	Alternative Response
		Intake Notification	Rescreen
Vulnerable Adult Status Does the report involve an alleged victim v	vho may be a vulnerable a	dult?	No
Vulnerable Adult Status Does the report involve an alleged victim v	vho may be a vulnerable a	dult?	No 💌
Vulnerable Adult Status Does the report involve an alleged victim v	vho may be a vulnerable a	dult?	Ç No 🔽
Vulnerable Adult Status Does the report involve an alleged victim v	vho may be a vulnerable a	idult?	No 🔽
Vulnerable Adult Status Does the report involve an alleged victim v	vho may be a vulnerable a	.dult?	Ç No 💌
Vulnerable Adult Status Does the report involve an alleged victim v	vho may be a ∨ulnerable a	idult?	Vo 💌
Vulnerable Adult Status Does the report involve an alleged victim v	vho may be a vulnerable a	.dult?	, No
Vulnerable Adult Status Does the report involve an alleged victim v	vho may be a vulnerable a	.dult?	No 💌
Vulnerable Adult Status Does the report involve an alleged victim v	vho may be a vulnerable a	:dult?	, No
Vulnerable Adult Status Does the report involve an alleged victim v	vho may be a ∨ulnerable a	idult?	

SDM Screening Detail (Change)

The SDM Screening Detail window is accessed from the SDM Intake Screening window by selecting the Prescreening push button. Workers can multiselect the options provided, however, if None Apply is selected, that is the only option that can be selected.

Note: If one or more options are selected, the Initial and Final Screening Decision will be Do Not Accept and the remaining buttons on the SDM Intake Screening window will be disabled.

If the None Apply option is selected, the Screening Button on the SDM Intake Screening Window will be enabled.

See screen print on next page.

N-FOCUS - SDM Screening Detail		- 🗆 X
File Detail Go To Help		
	11 ?	
Intake Name	Intake Number 1282	ADD
Intake Type Child Abuse/Neglect	Received Date 08-13-2023	
Screening Detail		
Initial Screening Decision		
Final Screening Decision		
Screening Types : Prescreening	<u> </u>	•
[] Information only report (share information with other a [] Reported victim is unborn [] Report does not meet jurisdiction for Nebraska [] Reported victim is older than 18, and allegation occur [] Insufficient information to locate family [] Allegation has been assessed already, and no new in [] None Apply	agencies as necessary) red when the reported victim was o nformation or allegations are repor	ver 18 ted
Cours and Devrines Cours and Next	Maria Full Tara	
Save and Previous Save and Next		
	06-28-2023	14:40:56

Service Referral (Change)

The new version of the Parenting Time Plan which was released on 4/16/2023 can now be printed.

Only tied Parenting Time Plans will print with the Service Referral if the create dates for both match timeframes.

- If a Service Referral was created on or prior to 04/15/2023 only Parenting Time plans created on or prior to 04/15/2023 and tied to that Service Referral will print.
- If worker ties a Parenting Time Plan created on or after 04/16/2023 to a Service Referral created on or prior to 04/15/2023 this following error will appear when the worker creates the correspondence:

N N-FOCUS - Detail Service	Peferral				
File Actions Goto Help	Referrar				
		P 😼		2 🔟	
Case 5554	Program C	FS	ID Nbr	84038439	UPDATE
Status Draft	Status	Date 11-17-2022	Modified By DSSZ	910 Modified Date	11-17-2022
Completed By MARY	' A WORTH			A	
Name					
HAPPY SCHOOL				(
Service	N-FOCUS - Information	al		×	
PARNT TIME/SUPRV	NFOAD91C - Parenting Service Referral. These	Time Plan(s) created on Parenting Time Plans m	or after 4/16/2023 are ti ust be manually printed.	ed to the	
Provider	go to the Parenting Tir	ne Plan and print the doo	uments there.	2	
BETTER LIVING COU				>	
Services				ок	
Begin Date 11-17-2				visitation Units	10
Units 10 1	Type Hour	Frequency	Week 💌	Drop In Units	0
Parenting Time Plan					
Tie, Untie and View	tied Parenting Time	Plan(s).		Jntie 🍂	
HH Name Presenting Strengths	Needs				
Caregiver	C Child	Presentin	g Strengths/Needs		
Save Svc Referral && Cr	eate New Svc Refer	ral.(Disabled until al	l required data en	07-18-2023	12:01:22

- If a Service Referral is created on or after 04/16/2023 only Parenting Time Plans created on or after 04/16/2023 and tied to the service referral will be printed.
- If worker ties a Parenting Time Plan created on or prior to 04/15/2023 to a Service Referral created on or after 04/16/2023 the following error will display:

N-FOCUS - Detail Service	Referral			_	□ ×
File Actions Goto Help		P 🖌	ENA LL	(111	
Case 5554 Status Revisions Requ <u>Completed By</u> MARY	Program uired Sta A WORTH	CFS tus Date 06-20-2023	ID Nbr Modified By DSSZ91	15452758 0 Modified Date	UPDATE 06-20-2023
HAPPY SCHOOL				P	
Service PARNT TIME/SUPRV	N-FOCUS - Informat NFOAD91C - Parent the Service Referral.	ional ing Time Plan(s) created o These Parenting Time Pla	n or before 4/15/2023 are tie ns must be manually printed	dto	
Provider BETTER LIVING COU Services	can go to the Paren	ting Time Plan and print th	e documents there.	ок	
Begin Date 06-20-2 Units 12 T	ype Hour	Frequency	/ Day 💌	VISNAUUN Units Drop In Units	0
Parenting Time Plan Tie, Untie and View t	ied Parenting Tim	e Plan(s).	Du Cu	tie İt	
HH Name AMY S Presenting Strengths/ Caregiver	SCHOOL Needs	Presenti	ng Strengths/Needs		
Save Svc Referral && Cr	eate New Svc Re	erral.(Disabled until a	Il required data en	07-18-2023	12:10:06

Safety Goal Narrative (Fix)

An error with the Safety Goal narrative that deleted the narrative has been fixed.

N-FOCUS Tips

Reminder

N-FOCUS Production and Support hours are 7:00 AM to 6:00 PM CT.

On-Call Hours

- • Weekdays 6:00 PM CT until 9:00 PM CT
- • Saturday 8:00 AM CT until 5:00 PM CT
- • Sunday 8:00 AM CT until 5:00 PM CT
- • Holidays 8:00 AM CT until 5:00 PM CT.

During On-Call Hours:

• Phone Number 402-326-1279

If you need assistance outside of these times, please call back during the next day or send an email to

<u>DHHS.NFOCUSPRODUCTIONSUPPORT@nebraska.gov</u> and we'll respond on the next business day.

Logon

If you log onto N-FOCUS and it gives an error stating the N Drive is missing do the following to set the N Drive:

- Go to the Start Menu
- Run Map Network Drives



Pregnancy

- If there is already an unborn, check the Expected Date of Delivery.
- If this is for a pregnancy that ended, terminate this pregnancy.
- Add a new pregnancy for the new Expected Date of Delivery.
- Never just change the Expected Date of Delivery for a new pregnancy.

Duplicate Persons

If there is an alert regarding a possible duplicate person and research is needed, please contact N-FOCUS Production and Support for assistance. We set this alert because we could not determine if this was a duplicate person or not. We need assistance from the worker to resolve the issue.

Each person on N-FOCUS is assigned a unique number. The same person should **never** be in N-FOCUS twice. If a duplicate is created, resolve by completing <u>each</u> of the following steps:

Call Production Support to assist if you are not able to complete each step in the resolution process.

- Duplicate person is removed from the Household list
- Duplicate person is removed from all active programs; administrative roles and participation are closed
- Duplicate person is discontinued with the permanent person number

Before adding a new person to a Master Case, look in the household status icon (yellow HH folder) from the Detail Master case window. This provides a list of all household members still in the household and those removed. Many duplicates are created when the person is already in the Master Case and listed as out of the household.

