N-FOCUS Major Release Children and Family Services April 7, 2024

A Major Release of the N-FOCUS System is being implemented April 7, 2024. 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.

Home and Community Based Services: N-FOCUS workers who work directly with DD or AD/TBI 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 Developmental Disabilities Programs.

Expert System: All N-FOCUS workers with responsibilities for case entry for AABD, ADC Payment SNAP, LIHEAP, CC, 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.
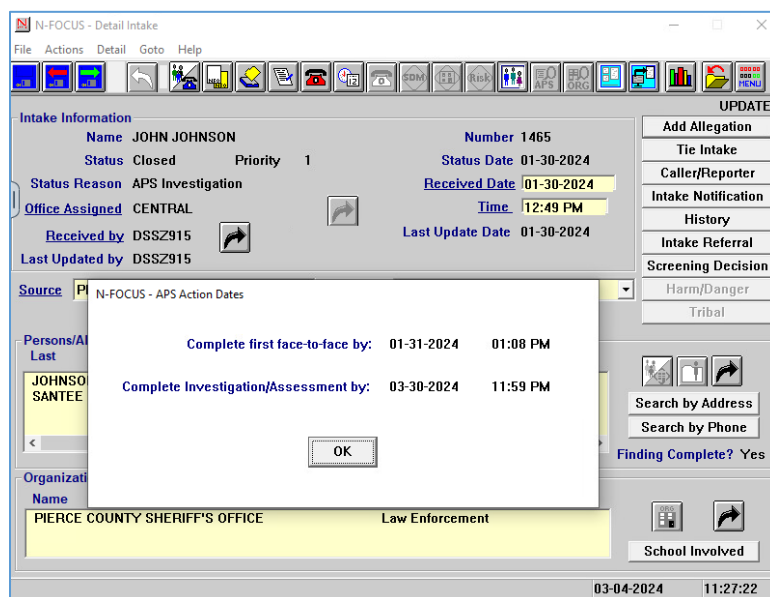
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General Interest and Mainframe

Children and Family Services

APS Priority 1 Response Time (Update)

The APS Priority 1 Response Time has changed from eight hours to 24 hours.

APS Service Referrals Added to CFS Billing Teams Window (Update)

The April Major Release will allow CFS Billing Teams to process APS Claims. This functionality will include the current service areas as it does now.

- Central, Southeast, and Western Service Areas will remain Billing Team One.
- Eastern and Northern Service Areas will remain Billing Team Two.

Select the Service Referral Billing icon from the Main Menu to display the List Service Referral window.

Case Plan Goal Requirement (Update)

With the April Major Release, Workers will now be able to finalize Case Plans with one parent or a child plan (goals, strategies, and services). The Worker will continue to be able to finalize a Case Plan with both child(ren) and parent plan (goals, strategies, and services).

Common Referral and FSNA Interaction (Update)

The Family Strengths and Needs Assessment (FSNA) is no longer required per the November memo. The Common Referral will no longer pull in the FSNA narratives automatically. Workers now can Tie and Untie finalized FSNA information/narratives to Common Referrals or use Youth Information Narratives.

When the worker completes a new Common Referral, on a case with a finalized FSNA, the below pop-up box will display.
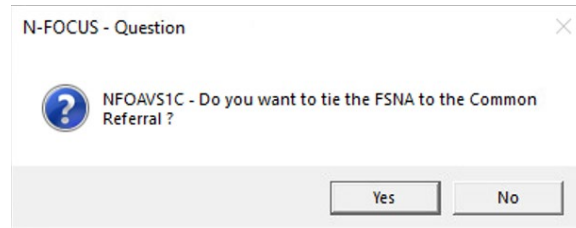
Yes: The Youth Information Box will contain FSNA information for the Worker to complete.

No: The blank Youth Information Box will display, allowing the Worker to enter information.

- If the youth does not have a Final FSNA the Worker will need to complete the Youth Information Box.
- The Worker will have the ability to Tie or Untie the FSNA.

Note: Tie and Untie will only be available if there is a Finalized FSNA.

Tie FSNA

To Tie FSNA, from the Detail Common Referral for Placements window, select Actions>Tie FSNA.
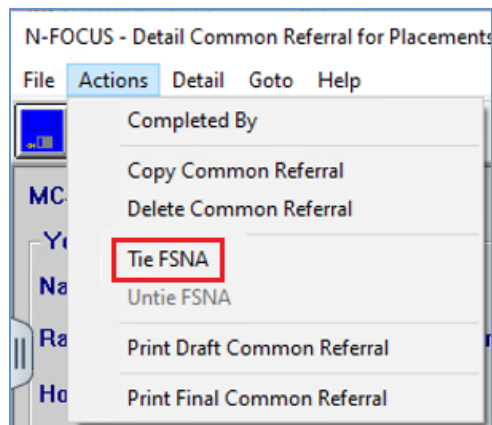
When Tie FSNA is selected, the following pop-up box will display:

Yes: All existing youth information will be deleted. The Worker will need to complete the FSNA questions as they do now.
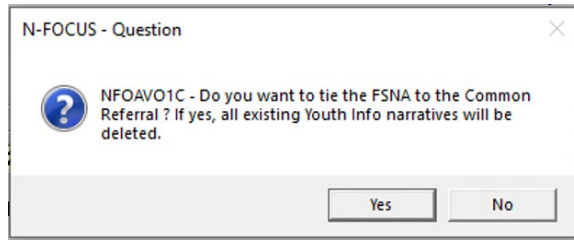
No: The Youth Information box will display. The Worker will need to complete the youth information.

Untie FSNA

To Untie FSNA, from the Detail Common Referral for Placements window, select Actions>Untie FSNA.

When Untie FSNA is selected, the following pop-up box will display:

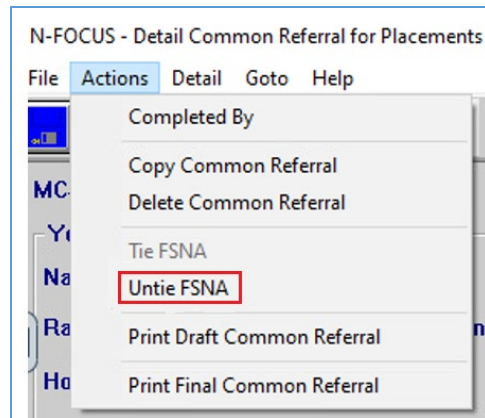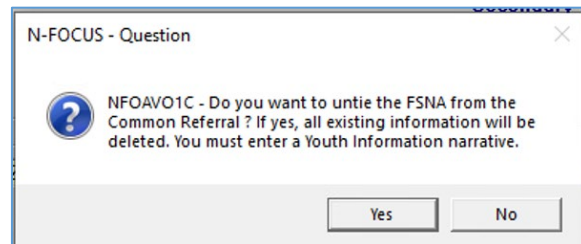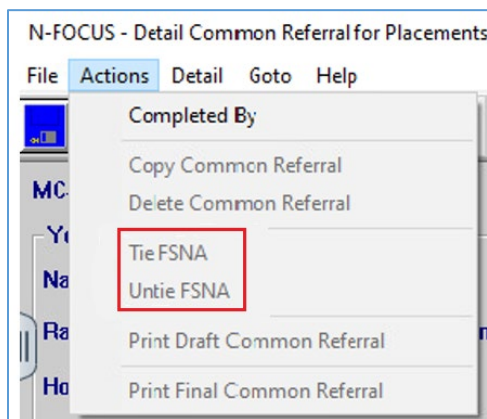**Yes:** The FSNA information will be deleted, and the worker must enter a Youth Information Narrative.

No: The FSNA will continue to be Tied to the Common Referral.
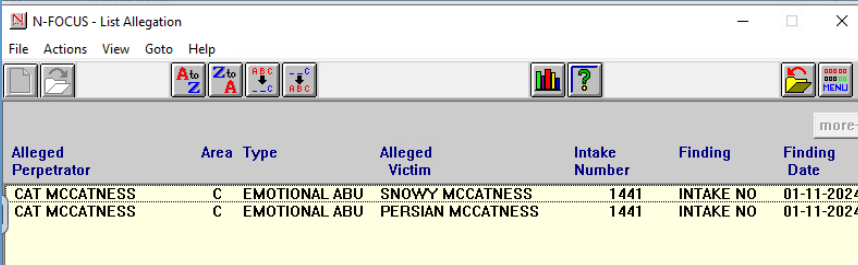

Note: If there is not a finalized FSNA the Tie FSNA and Untie FSNA options are not active.

Domestic Violence Allegation Coding (Update)

With this release, both Emotional Abuse and Physical Abuse options will be available to select as an Allegation Type.
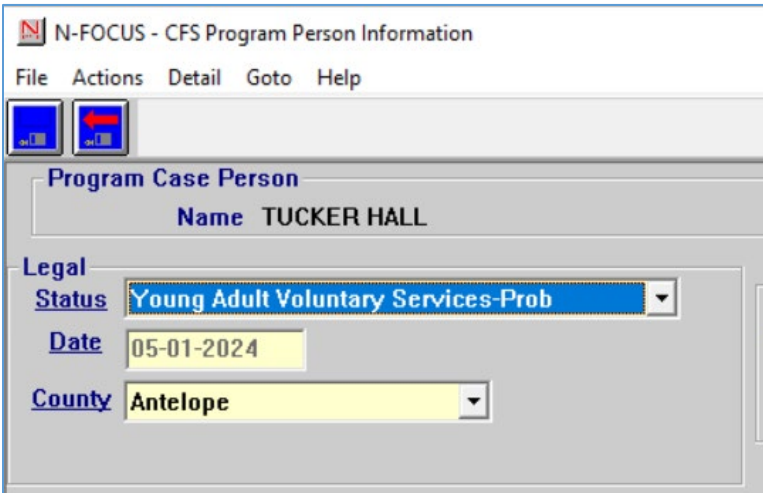

Legal Status: Young Adult Voluntary Services – Probation (New)

A new legal status titled Young Adult Voluntary Services-Probation has been added to the options on the legal status drop down. This addition will help capture information on youth who are entering the Young Adult Voluntary Services Program though a probation track rather than including them in the records of youth who are currently entering the program though a prior 3a juvenile adjudication, the equivalent under tribal law, a prior juvenile adjudication due to an adoption or guardianship disruption/termination after the age of 16, or the equivalent under tribal law.

All of the current rules for entering a legal status of Young Adult Voluntary Services will apply to the new legal status. The only difference will be how the youth came into the program.

Note: Although this is available now on N-FOCUS, the Probation option should not be used until 1/1/2025. On that date Probation Young Adults will be eligible for entry into the program.

Removal Reason (Update)

There has been an update to the Removal Requirements for a Young Adult who is a Non-Ward and will be entering a Legal Status of Young Adult Voluntary Services.

If the Young Adult is entering an Independent Living Placement, a new Removal will need to be created. The new Removal Reason/Conditions will be Child/Young Adult Requests Placement.

Family First Prevention Act (FFPSA) (Update)

With this release, the FFPSA Assistance Code of a Traditional Case will be able to be changed to "Prevention" instead of closing the case. This change will ensure a seamless continuity of Prevention Services. The transition will be seen in the Program Case History window.

When changing to "Prevention," the Current Worker's Assignment will be end dated, and the case will be Assigned to the Default position. An informational message will notify the worker of this change.

Note: Only workers with Supervisory Authorization will be able to change the Program Assistance Code to Prevention.

This change has been made to align with the Family First Prevention Services Act (FFPSA), requiring a "Prevention Plan," to be documented under a new "Prevention" category in the SDM Household status. This will allow for documentation without an active investigation or traditional case management.

Switching the SDM household status to Prevention will be allowed only if other Households in the case are in Closed or in After Care Status, AND the Case has the Prevention Assistance Code. A new entry will be appended to the SDM Household Status History when selecting the new Prevention status.

If there is a Prevention Plan tied to the SDM Case Plan, this change disabled the need to document a Safety Goal when finalizing a Case Plan.
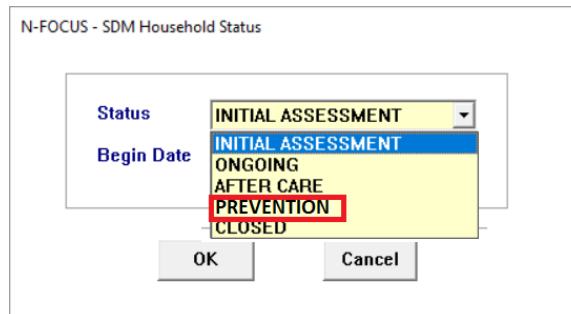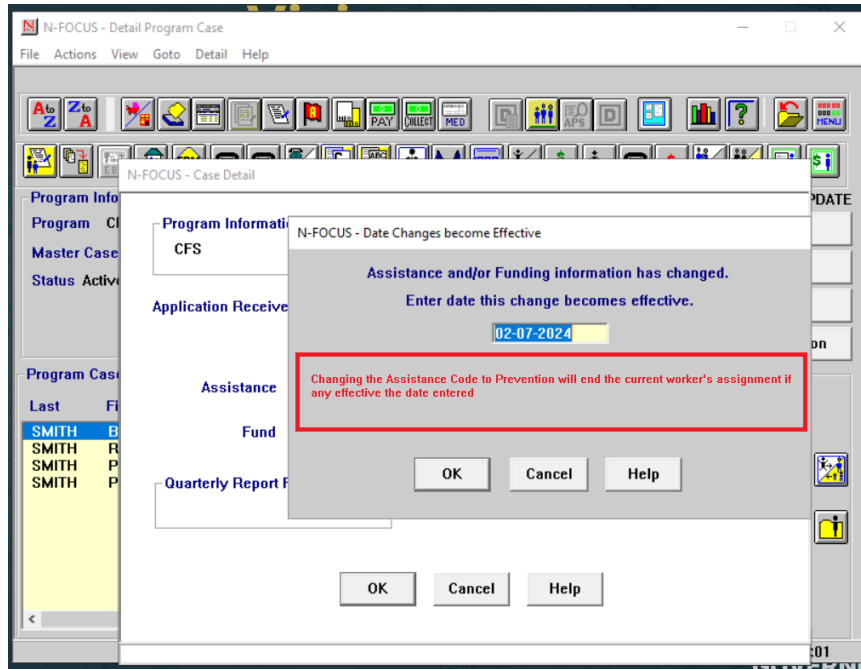
NFOCUS Tips

Duplicate Person (ARP) Decision Points

How do I know if I should update the DOB and SSN for a potential duplicate person or the information is really someone else?

Two people may share similar or the same name and yet, be different persons.

Before updating an existing person's information, ask the following questions.

- Does the existing person have an SSN?
- Has the SSN been verified?
- Was this person in a master or program case?

- o Yes, to any **ONE** of these questions, consider that this is a different person from who you are searching. Create a new person within NFOCUS with the information provided.
- Does the existing person have an interim SSN?
- Does the person have the same name and DOB?
  - o Yes, to any ONE of these questions, consider that this could be the same person from who you are searching. Update information **only if verified** this is the same person.

Production Support has access to program involvement and other systems to assist reviewing current information to come to conclusion to create a new person or to update existing. If in doubt, please call for assistance.

A person is NFOCUS is referred to as an Agency Related Person (ARP) and every ARP in NFOCUS has a unique (ARP) id number. The same person should **never** be in NFOCUS twice.

When a duplicate is created or identified in a Master Case, one of the ARPs must be discontinued to avoid duplicate services. For assistance with identifying the ARP to be discontinued and discontinue process, please call NFOCUS Production Support.

EBT Pin

EBT Customer Service 1-877-247-6328

An individual's PIN number is provided in a letter that is included with the EBT card. If a caller does not know their PIN number, then they can use the automated system to change it to a new PIN number.

- Automated system for Clients
  - o Change PIN Number
  - o Check transactions/balances.
  - o Report lost or stolen cards.

EBT Edge Support

EBT Edge Support ebtEDGE.Cardholder.portal@fisglobal.com

- Online system for Clients
  - o For assistance or if locked out
  - o All contact is done by email.
  - o For the caller's security, advise them to only include Name, last four digits on EBT card and description of issue.

ACCESS/iServe Nebraska Portal Support

Access /iServe Nebraska Portal Support https://iserve.nebraska.gov/

- If caller is locked out of the online portal and/or needs assistance with their assigned PIN number.
  - FIRST, please confirm that their current email address and phone number are correct in NFOCUS.
  - SECOND, transfer caller to NFOCUS Production Support for assistance.

LIHEAP REMINDERS

- If processing a crisis assistance request and a Case Error is received on authorization, please check if there is an EF sanction. Only supervisors or lead workers have authority to authorize these budgets.
  - If yes, call P&S to reset case and have supervisor or lead worker bypass the EF sanction and approve the crisis assistance if all requirements are met per LIHEAP guidelines.
- A **Supervisor or Lead Worker** can approve refund budgets, if the refund is paid to the provider that originally returned the payment.
- Address Change for LIHEAP Household.
  - Always change the address in the Mainframe before taking any LIHEAP actions in the Expert System.

LIHEAP Refund in N-FOCUS

Previously, only LIHEAP staff could approve a refund budget to issue the refund to the same utility provider that returned the payment. However, updates were made to N-FOCUS to give supervisors and lead workers the authority to approve these refund budgets.

Effective immediately, policy questions should no longer be sent to LIHEAP staff to process these cases. Emails must be sent to supervisors and lead workers to process these cases.

The guidance in the LIHEAP Desk Aid was updated to accommodate the change in the process. Additionally, guidance for supervisors and lead workers, when determining whether a refund should be issued back to the utility provider that returned the payment, was added to the desk aid.

Please send questions to DHHS.EconomicAssistancePolicyQuestions@nebraska.gov.

N-FOCUS Budget Checkout Options

If the intended work includes processing budget(s) for past months greater than 3 years from current date, the Budget Years needs to be changed to 6 years.

Note: N-FOCUS will not know to process recalculated budgets if the old budgets are not download.

N-FOCUS - Budget Checkout Options

Select number of Budget years

- ● 3 years
- ○ 6 years

OK