N-FOCUS Major Release Economic Assistance August 13, 2017

A Major Release of the N-FOCUS system is being implemented August 13, 2017. 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

ADC 30 Day Application Denial (New)

Policy has requested that any application for which an interview was scheduled to be held within the 30 days following the application received date, but was not held, will be denied. A batch program will generate the appropriate correspondence and an automatic narrative will be created.

Child Care Sixpence (New)

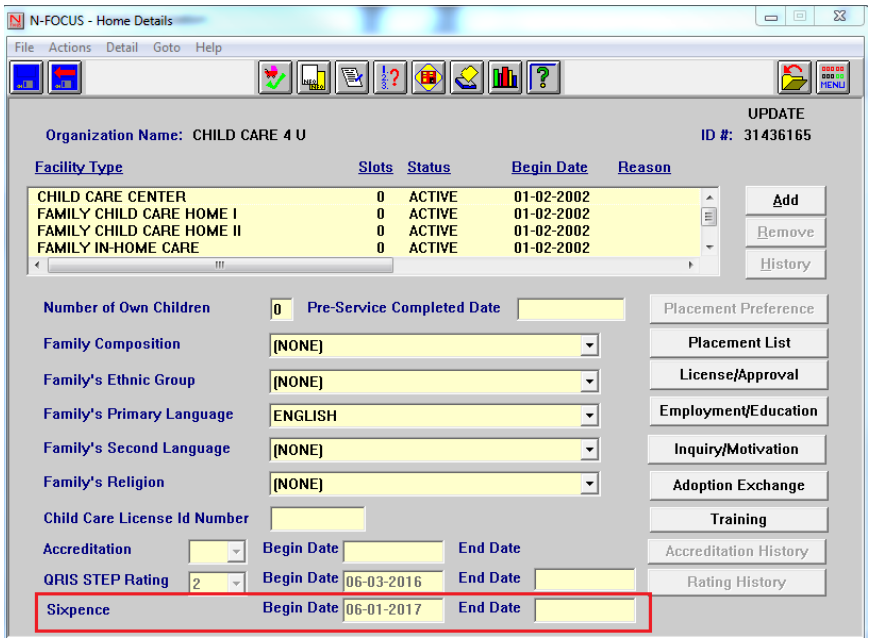
Sixpence is a federal program that promotes early care and learning opportunities that help parents guide the healthy development of their infants and toddlers.

Child Care Providers must complete training before they are eligible to participate. The following trainings have been added to the Training for Organizations Training drop down menu:

- Orientation/Pre-Service
- Recognition and Reporting Child Abuse and Neglect
- First Aid/CPR Training
- Other/Ongoing Training as Required by the Department
    - If Other is selected, the worker will be required to enter narrative.
    - When any of the other trainings are selected the worker will have the option to narrate.

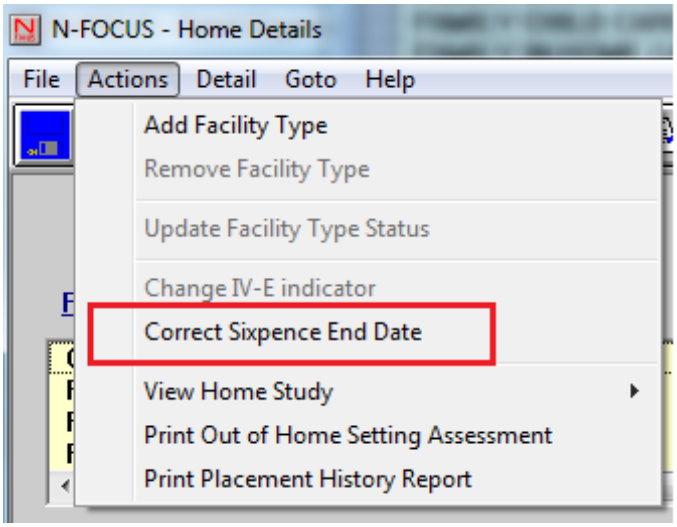
A Service Approval will be created with the Provider when the four trainings have been completed. The four trainings will have a completion date as the Service Approval Begin Date.

With this release, the Sixpence will be added to the Home Detail window for the Child Care Organization. The assigned worker will populate the Begin Date.

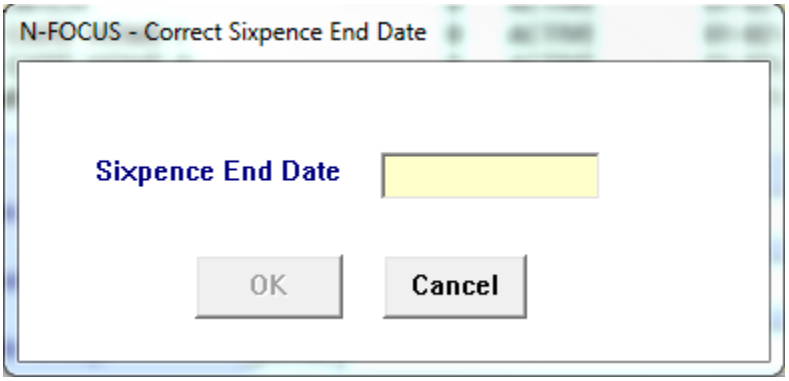


End Date Correction

If the Sixpense End Date is incorrectly entered, the date can be changed by selecting Action>Correct Sixpence End Date.



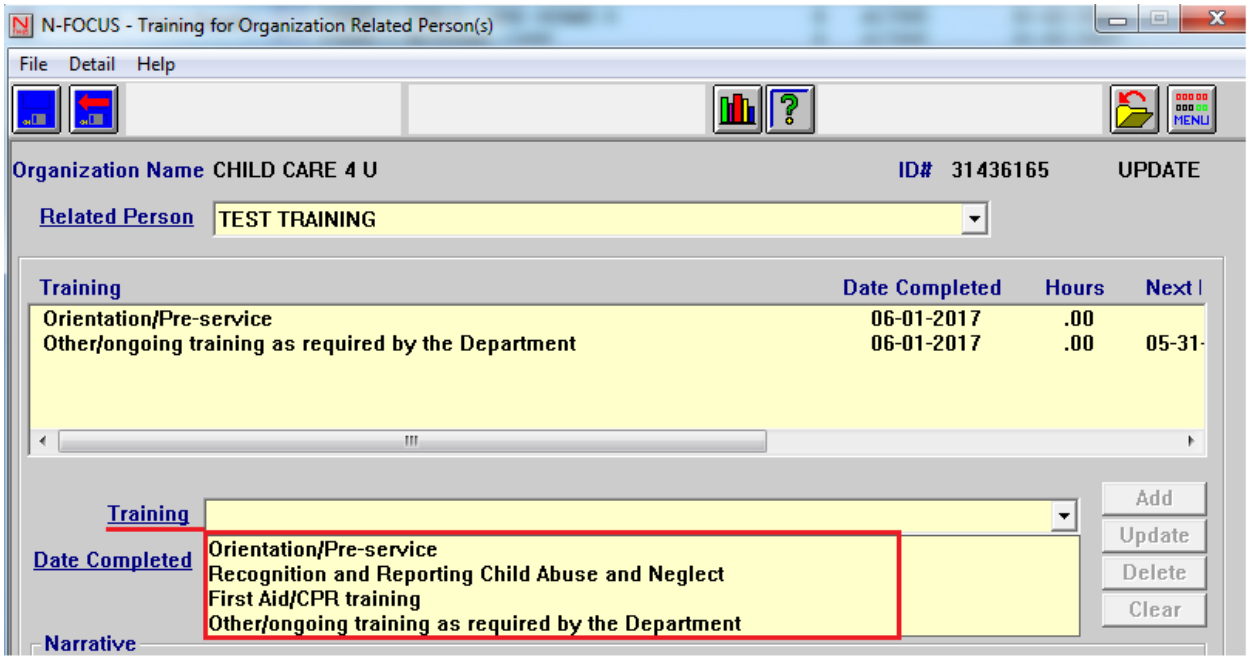
The Correct Sixpense End Date pop up window will display. Enter the correct End Date and click OK.



Child Care Training (New)

Federal mandate now requires Child Care Providers to complete additional training. The following new trainings have been added to the Training Organization Related Person(s) window in the Training drop down field:

- Orientation/Pre-service
- Recognition and Reporting Child Abuse and Neglect
- First Aid/CPR Training
- Other/ongoing training as required by the Department



A Service Approval will be created with the Provider indicating these four trainings completion date the same as the Service Approval Begin Date.

60 days prior to the due date for the trainings, the RD Worker will receive an Alert. The Director/owner of the Child Care Agency/Provider will need to provide the RD worker with verification that the trainings have been completed for all employees.

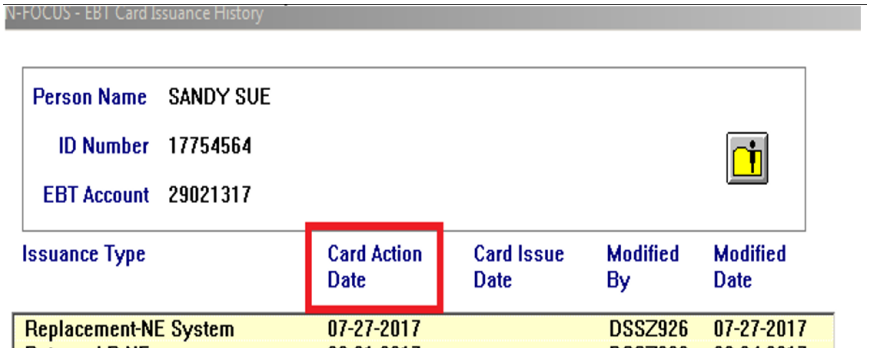
Child Care Authorization Closed (New)

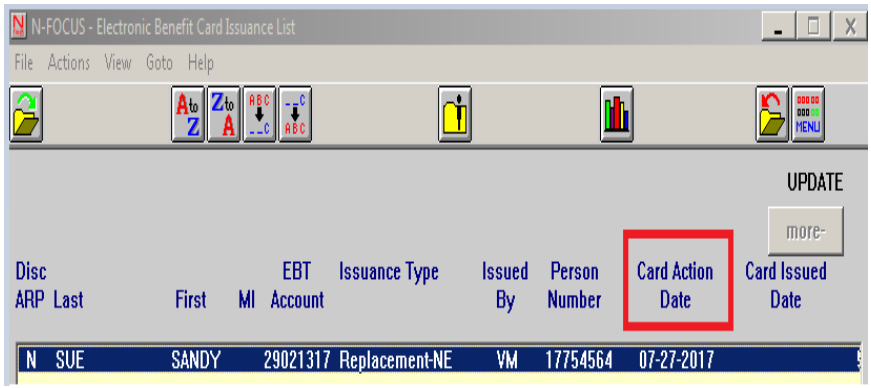
With this release, when a Child Care case is closed a batch process will be run to automatically close the associated Authorizations. This batch process will run on the same day as the SNAP closure process.

Note: Child Care Authorizations do not require a 10 day notice and will be closed for the same date as the program case is closed.

EBT Card Issuance History Window & Electronic Benefit Card Issuance List (Change)

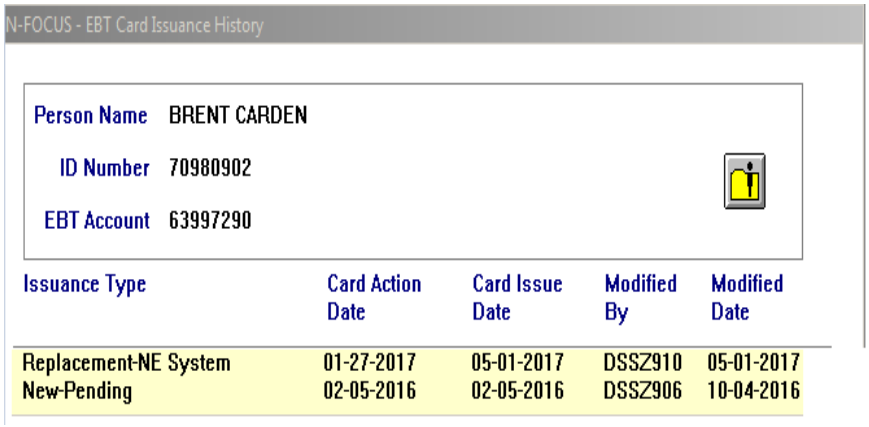
To alleviate some confusion on the EBT Card Issuance History window and the Electronic Benefit Card Issuance List Window, the 'Card Avail. Date' has been changed to 'Card Action Date'.





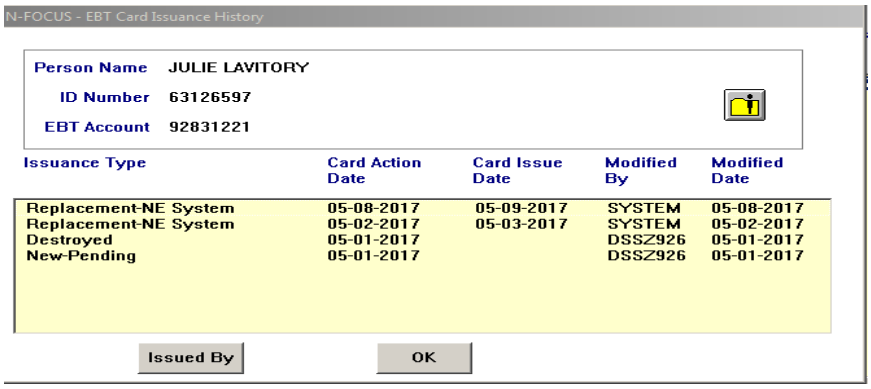
EBT Card Issuance History Window (Change)

The EBT Issuance History window will no longer create a new row when an EBT card is issued. With this release the Card Issue Date will be populated on the existing row, instead of creating a new row.



EBT Card Issuance History Window (Change)

The EBT Issuance History Window has been out of order for some time now. With this release the Card Action Date will be in the order.

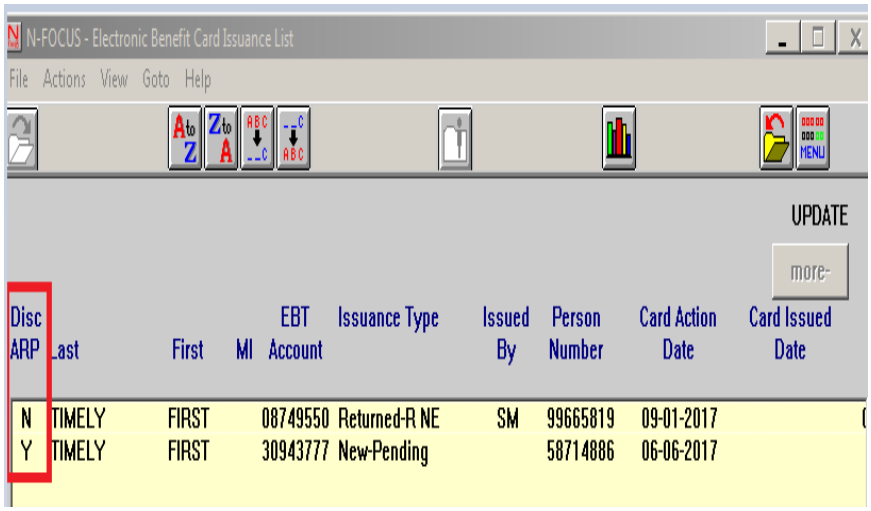


Electronic Benefit Card Issuance Window (Fix)

The Electronic Benefit Card Issuance Window was not allowing the user to double click on the Program Case, to get to the Electronic Benefit Program Case Name Person Window. This has been fixed with this release.

Electronic Benefit Card Issuance Window (Change)

All EBT accounts for an individual will be listed in the Electronic Benefit Card Issuance List Window. A new column of 'Disc ARP' has been added to the window. If a client was previously the Case Person name on a SNAP case and had an EBT account created, they will show up in in the window as a Duplicate ARP. The Disc ARP column with a 'Y' indicates this ARP is discontinued, and the 'N' is not a discontinued ARP, and is the current account the client should have an EBT card for.



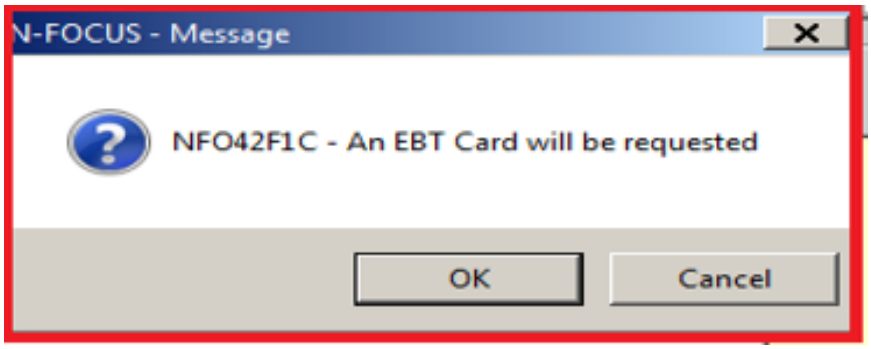
Note: Additional EBT cards should not be requested for a discontinued ARP(Y).

Cancel EBT Replacement Request (Change)

Currently users cannot cancel a replacement EBT card request once it has been made. Changes have been made with this release to allow users to cancel the request, as long as it is done the same day the request is made.

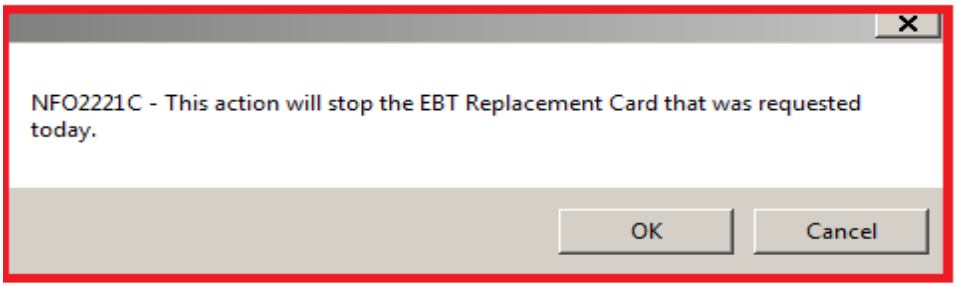
- There is a new action item under the Action menu called 'Cancel EBT Replacement Request'

- When a request for a replacement card is made, this NEW message will be received in the EBT Replacement Card window.



- Selecting OK will request a replacement EBT Card, and will return the user to the previous screen.
- Selecting cancel will keep the user on EBT Replacement window, to make changes or to cancel out of the window entirely.

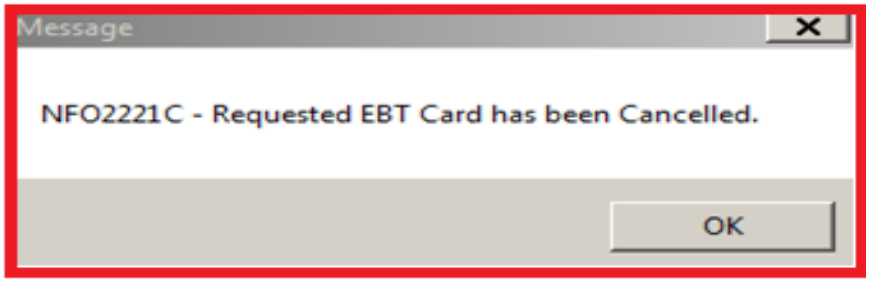
- If a Request for a replacement EBT card was requested that day, and then cancelled this NEW message will be received.



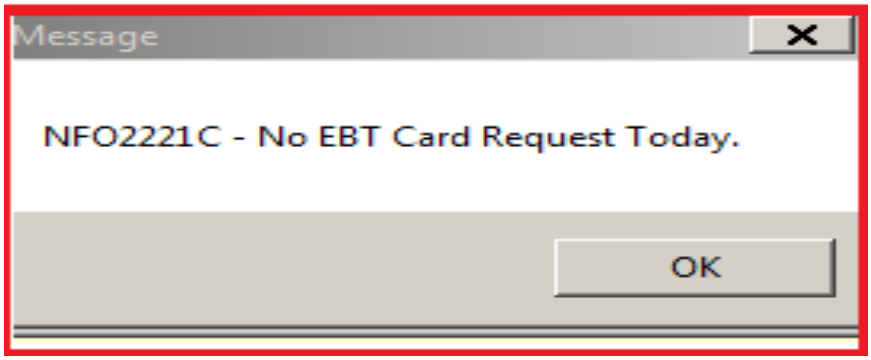
- Cancel will return user to the previous screen, and the card will not be canceled.

- OK will cancel the EBT Card that was requested, the user will receive the confirmation message below.

  - Workers will receive this NEW confirmation message when the requested EBT card has been cancelled.



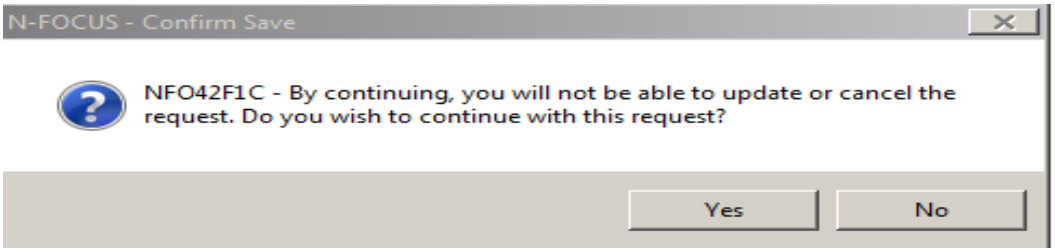
  - If a worker tries to cancel a Request for a replacement EBT card and either none was requested at all, or requested that day, this message will be received.



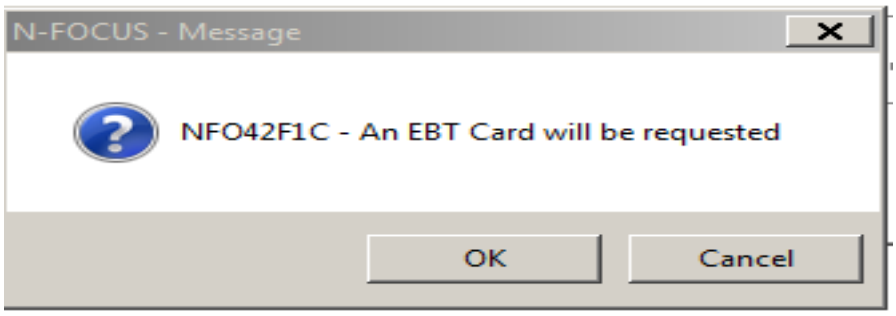
  - Workers will be allowed to request, cancel and request a card again in the same day, if needed.

Messages

Workers will no longer receive this confirmation message when requesting a replacement EBT card.

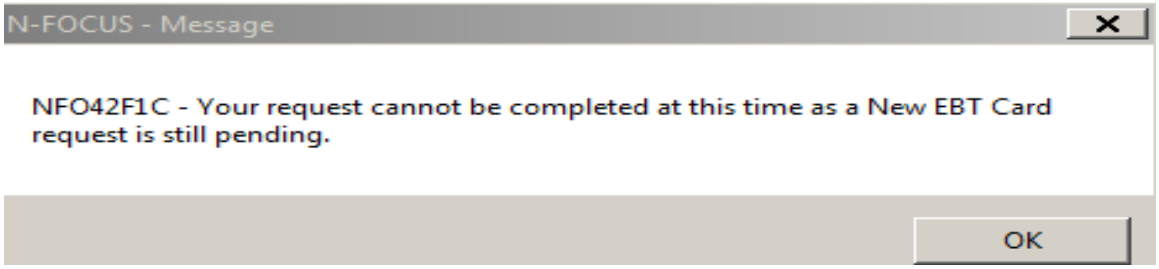


When a card is requested workers will receive this confirmation message instead.

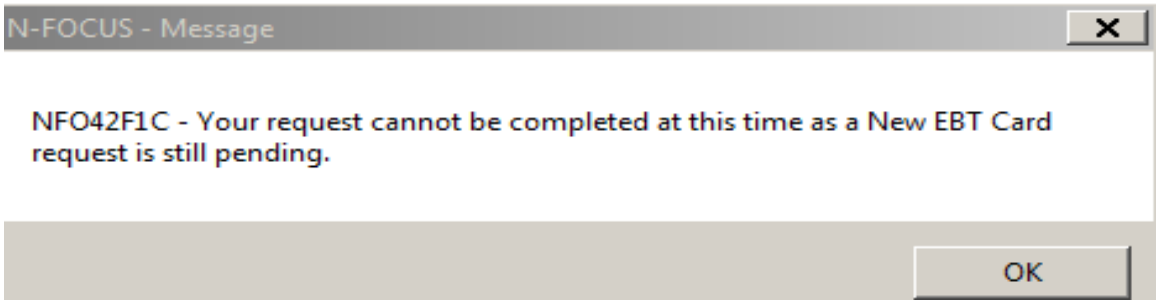


Note: Workers will be allowed to issue replacement EBT cards at any time other than the five situations below. In the five (5) situations below users will receive the following messages.

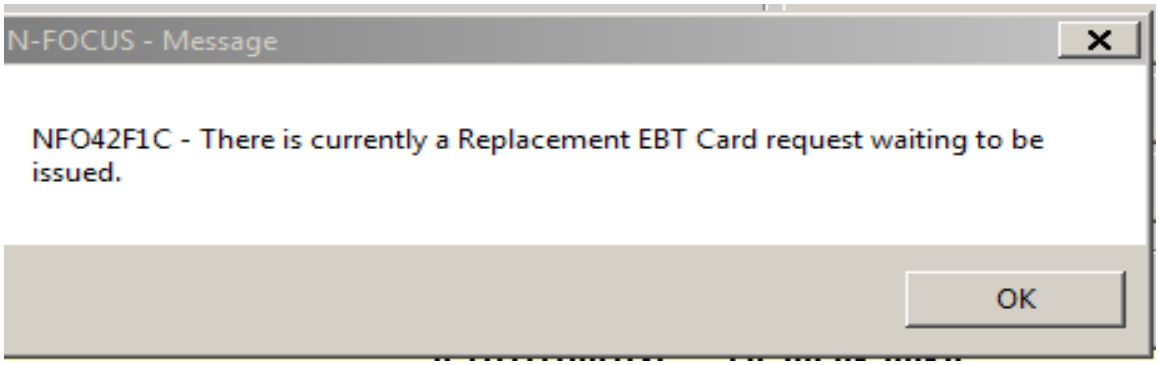
1. A newly pended case which does not have a card issue date listed for the EBT card. (Pending the case automatically creates the request for an EBT card to be sent if the client has not had one in the past for this SNAP Program Case).



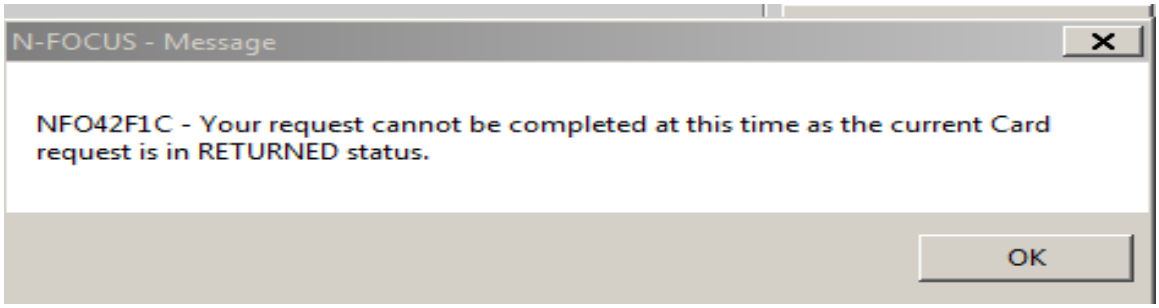
2. A new SNAP case which was pended and activated on the same day and does not have a card issue date listed for the EBT card.



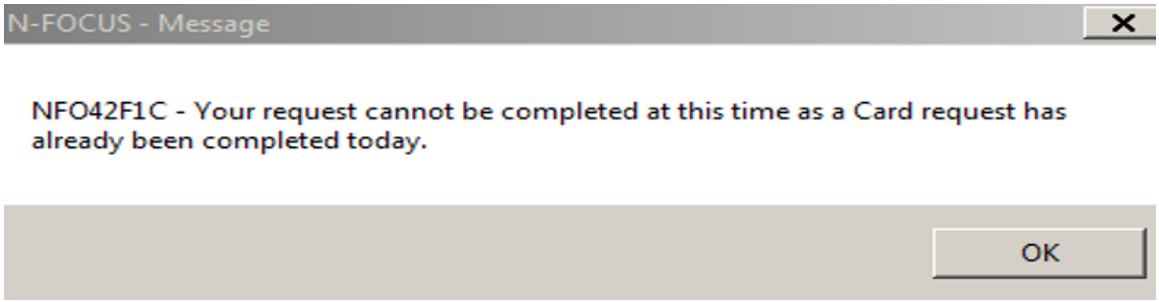
3. A request for a Replacement EBT Card has already been made, but not yet issued.



4. The EBT card is in “Returned” status.



5. A replacement or new card has already been requested and issued on the same day the user is trying to issue another one.



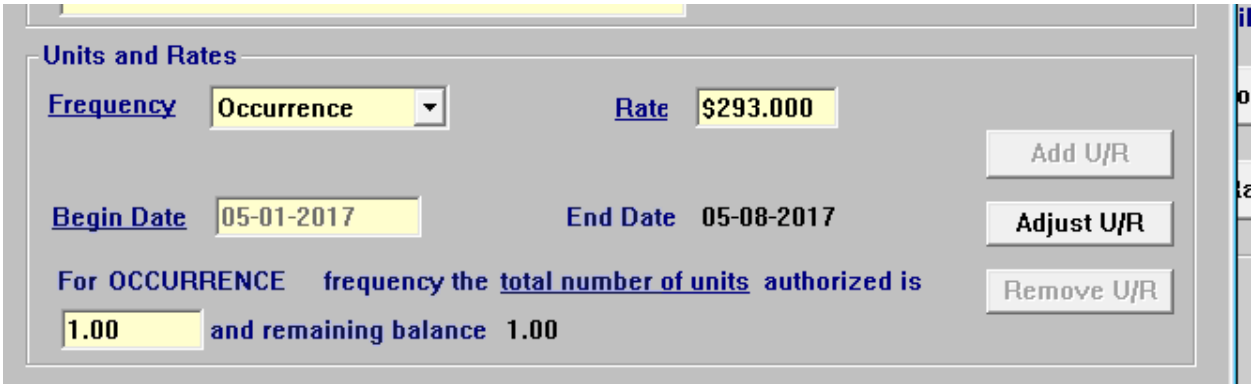
EBT SNAP Narrative (Change)

The Sub Heading EBT Card has been added back for use with SNAP Narrative. The question ‘If the client needed an EBT Card was one requested?’ will display for the worker to answer.

Service Authorization – Employment First and Emergency Assistance (Change)

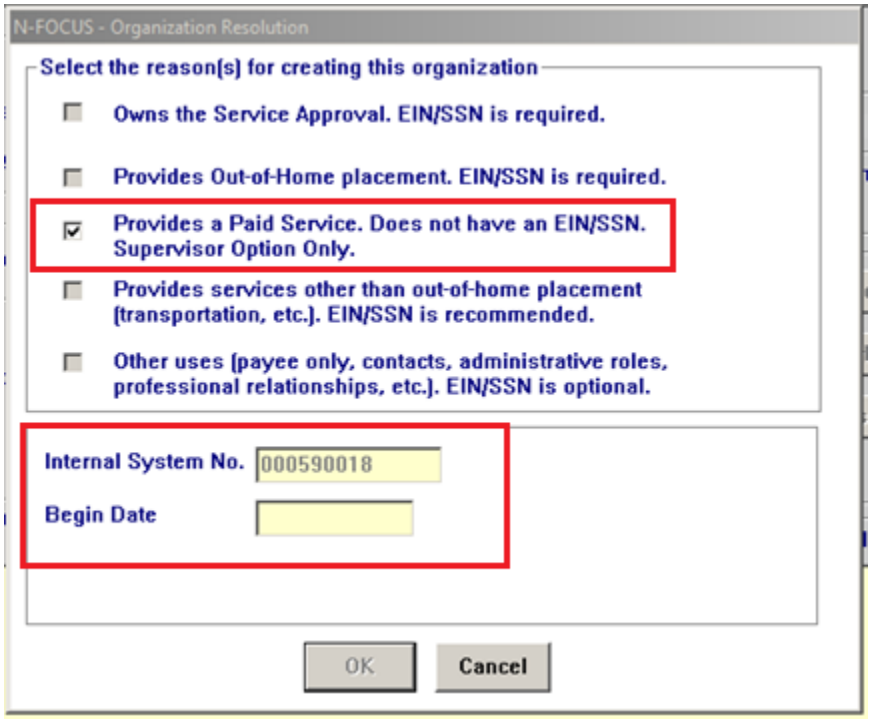
Service authorizations for services in Employment First and Emergency assistance programs will now have the occurrence field default to one (1) occurrence for all services with the exception of "Exempt Public Transportation" and "Trans Commercial".

All others will prepopulate with only one (1) occurrence.



Organizations without a Tax ID

Effective with the August 2017 release, an organization that does not have a tax identification number can be paid for providing Out of Home Maintenance. The only service that the legal division has allowed to be paid without a valid tax ID is service 4880 (Out of Home Maintenance) for the CFS program.



To accommodate this an Internal System Number will be used in place of the Tax ID for these providers. **Only RD Supervisors** have the security to generate an Internal System

Number. A new option has been added to the Organization Resolution dialog box. When a supervisor checks the new option a system generated number will appear in the Internal System No. field. The worker must add a begin date.

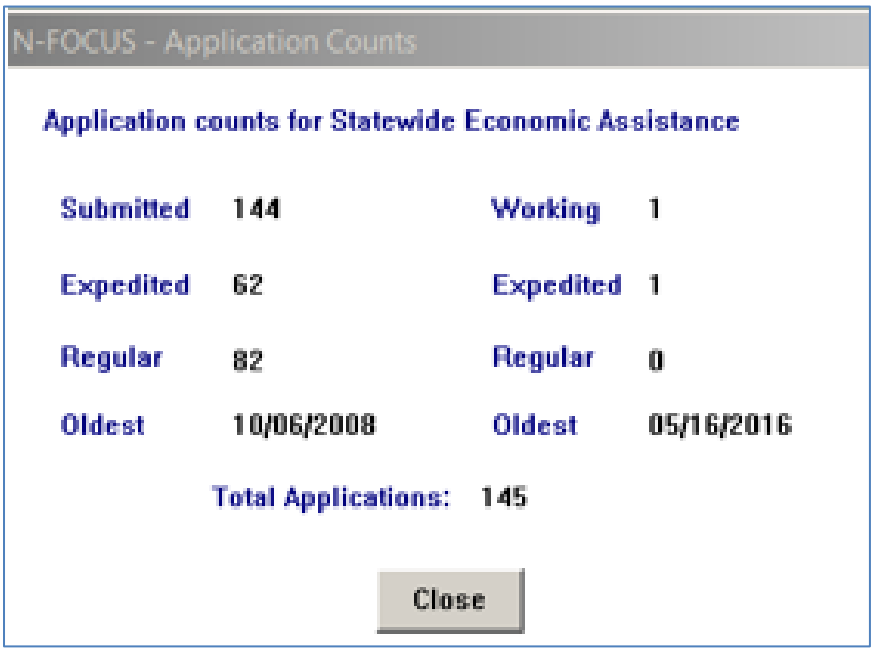
Edits have been added to prevent a worker from creating a Service Approval for Services other than Out of Home Maintenance (4880) for the CFS program if the provider has an Internal System Number as their Tax ID. They will get this error message.

Also, an edit has been added to prevent a Tax ID type of EIN or SSN to have a Tax ID that begins with three leading zeroes. There were several providers that had false Tax ID numbers entered on N-FOCUS.

ACCESSNebraska Electronic Application

Application Management Counts (Change)

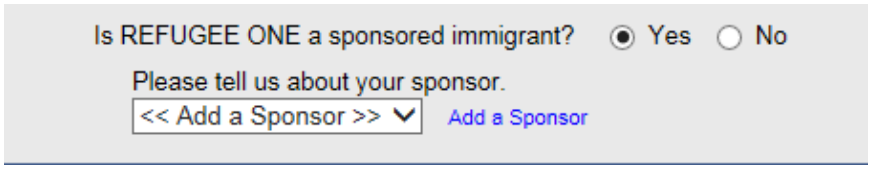
The Application Counts will display a detailed breakdown of submitted and working Economic Assistance applications.

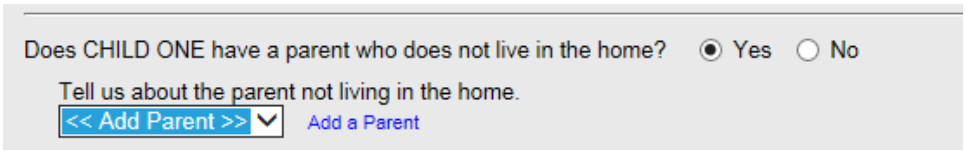


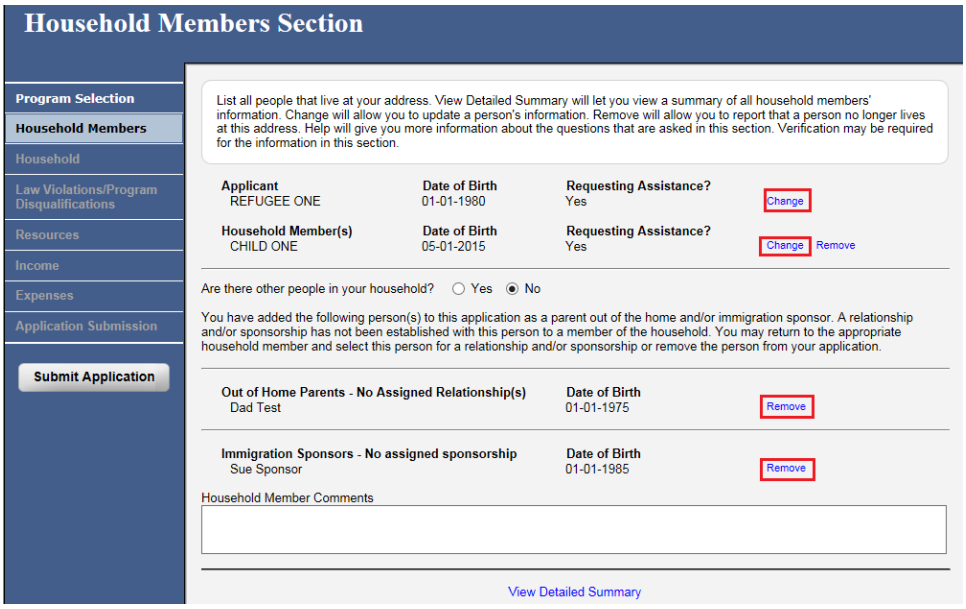
Electronic/Phone Application (Change)

Removed the AABD auto-selection for all programs except if SDP selected or RRP if anyone is over the age of 65 and/or receives SSI.

When a client or Worker is completing an Electronic Application or Phone Application, if they "Add a Sponsor" and/or "Add Parent" but do not select the sponsor and/or parent from the drop down list, on the Household Members Section, the client or Worker will have the option to either change the information so they may select the sponsor and/or parent, or they may remove the sponsor and/or parent, which would remove the information from the application.

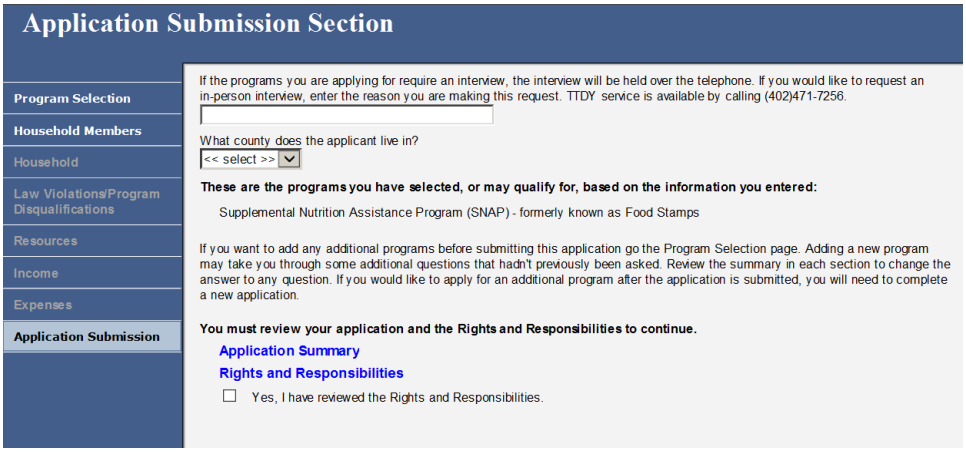






Phone Application (Change)

Removed the statistical location question from the EA Phone Application Submission Section.



ACCESSNebraska Do I Qualify? (Change)

Age will now be calculated if the Calendar function is used to add birthdate. Other fixes include correctly calculating third trimester for ADC.

Client Benefit Inquiry (Change)

AABD payments will be listed in CBI.

EA– Living Arrangement Section (Fix)

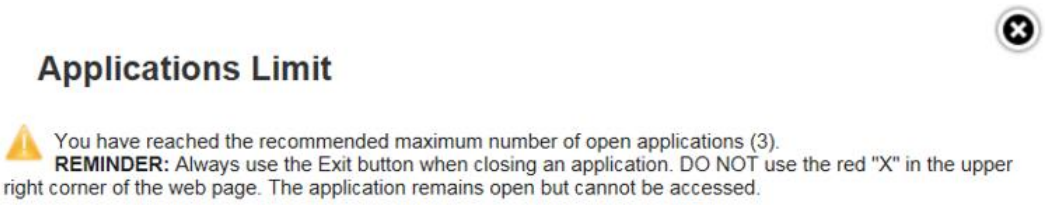
The questions regarding Living Arrangement and 'If you live in a nursing home or other facility's what is the facility's name?' have not consistently appeared on the PDF of the application if the applicant is applying for AABD, even if the question has been answered.

With this release, these questions will always appear. If the questions have no answer, they will still appear on the PDF and it will indicate 'Not Answered'.

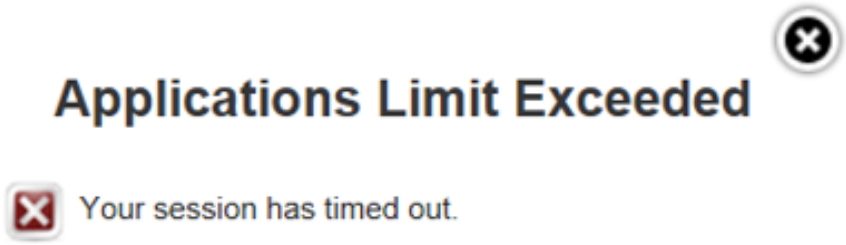
Document Viewer Application (Fix)

Fixed the order of bookmarks when Immigration Sponsors and/or Non-Custodial Parent information is added to the Electronic Application. Also fixed the duplication of Law Violation/Program Disqualification bookmarks and added sublevels to be consistent with other sections of the application.

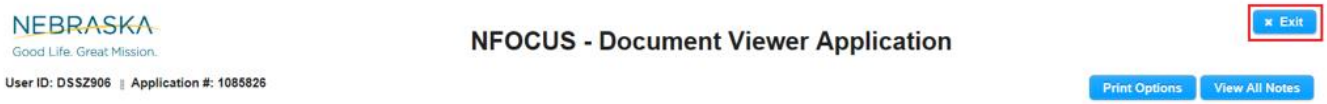
Add a warning if a Worker exceeds recommended number of open Electronic Applications. When the 3rd application has been opened, the following warning will display:



If a 4th application has been opened, the following warning will display and the user will need to close all open applications and reopen the application.



The "Exit" button has moved to a separate row. A Worker can click "Exit" button without receiving exit confirmation pop up boxes. A Worker will only receive Exit Confirmation pop up if Interview notes were added but not saved.



Alerts

Alert 590 - ADC ELIG. PERIOD END (SNAP & CC) (New)

A new alert will be created when the ADC program case is closed by the auto-closure program at the end of the ADC eligibility period. This program alert will be created for SNAP and Child Care (all categories except for "without regard to income") programs in the master case. A separate alert will be created for each program if both exist in the master case. If Child Care program is in the "without regard to income" category, no alert will be created.

THE ADC ELIGIBILITY PERIOD HAS ENDED AND THE ADC PROGRAM HAS BEEN CLOSED. RE-RUN BUDGETING FOR THE FOLLOWING DEPENDENT PROGRAM: CHILD CARE
THE ADC ELIGIBILITY PERIOD HAS ENDED AND THE ADC PROGRAM HAS BEEN CLOSED. RE-RUN BUDGETING FOR THE FOLLOWING DEPENDENT PROGRAM: SNAP

Alert 591 - RRP ELIG. ENDING (New)

This alert will be displayed to remind staff to change the immigration status of persons who have immigration status of 'RRP' at the end of the ADC eligibility period. The alert will be created when the ADC eligibility period closure program runs, which occurs on the same day as major payroll, but will be run prior to the major payroll job.

RRP ELIGIBILITY PERIOD IS ENDING FOR BOB BROWN EFFECTIVE 08/31/2017. CHANGE THE CITIZENSHIP CODE TO A PROGRAM APPROPRIATE CATEGORY.

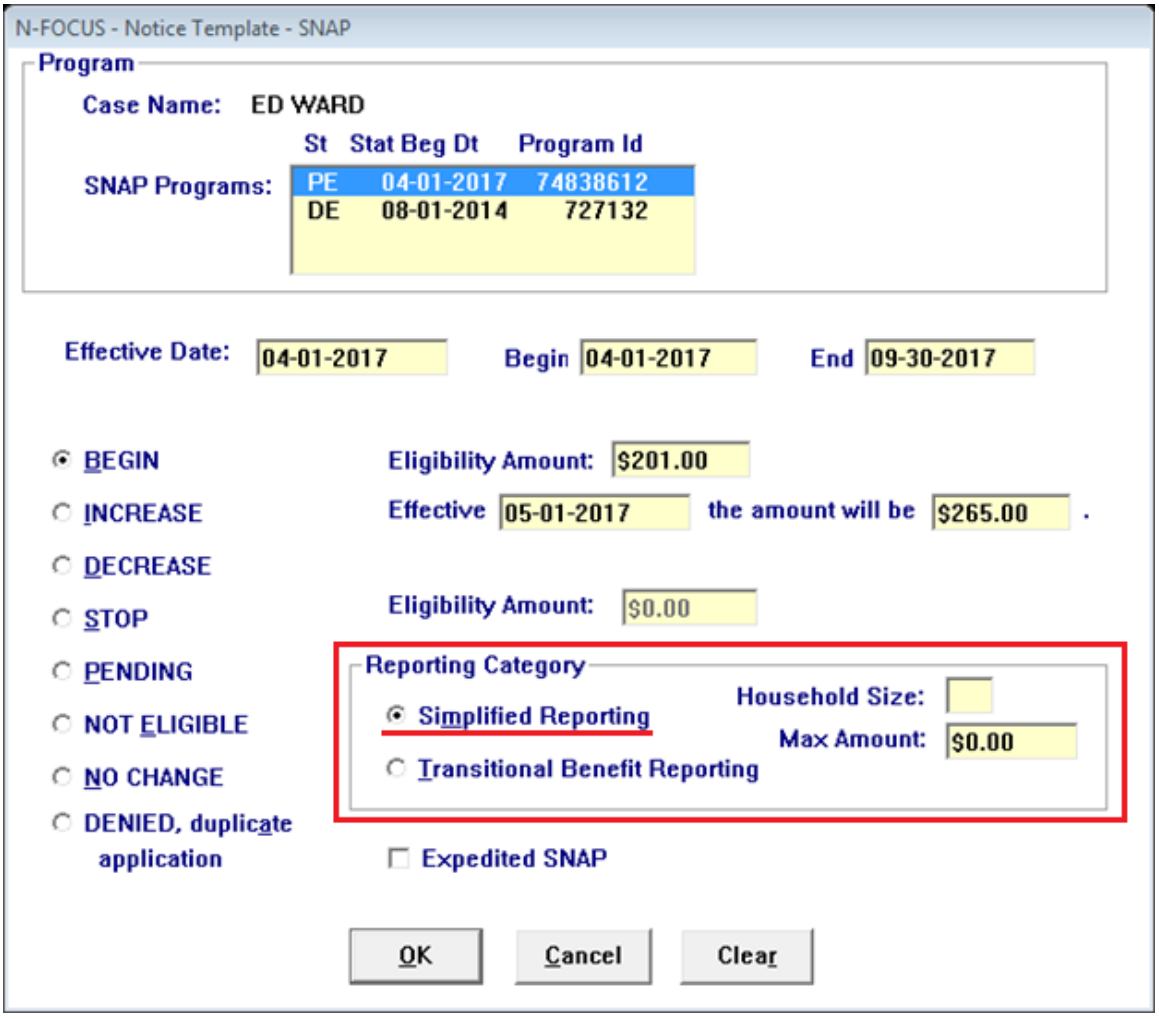
Alert 362 - Application Not Received (Change)

This alert will no longer be created for the ADC program case with the implementation of the ADC eligibility period project. The new monthly Batch job will close cases ADC program cases at the end of the eligibility period if an application has not been received and tied to the program.

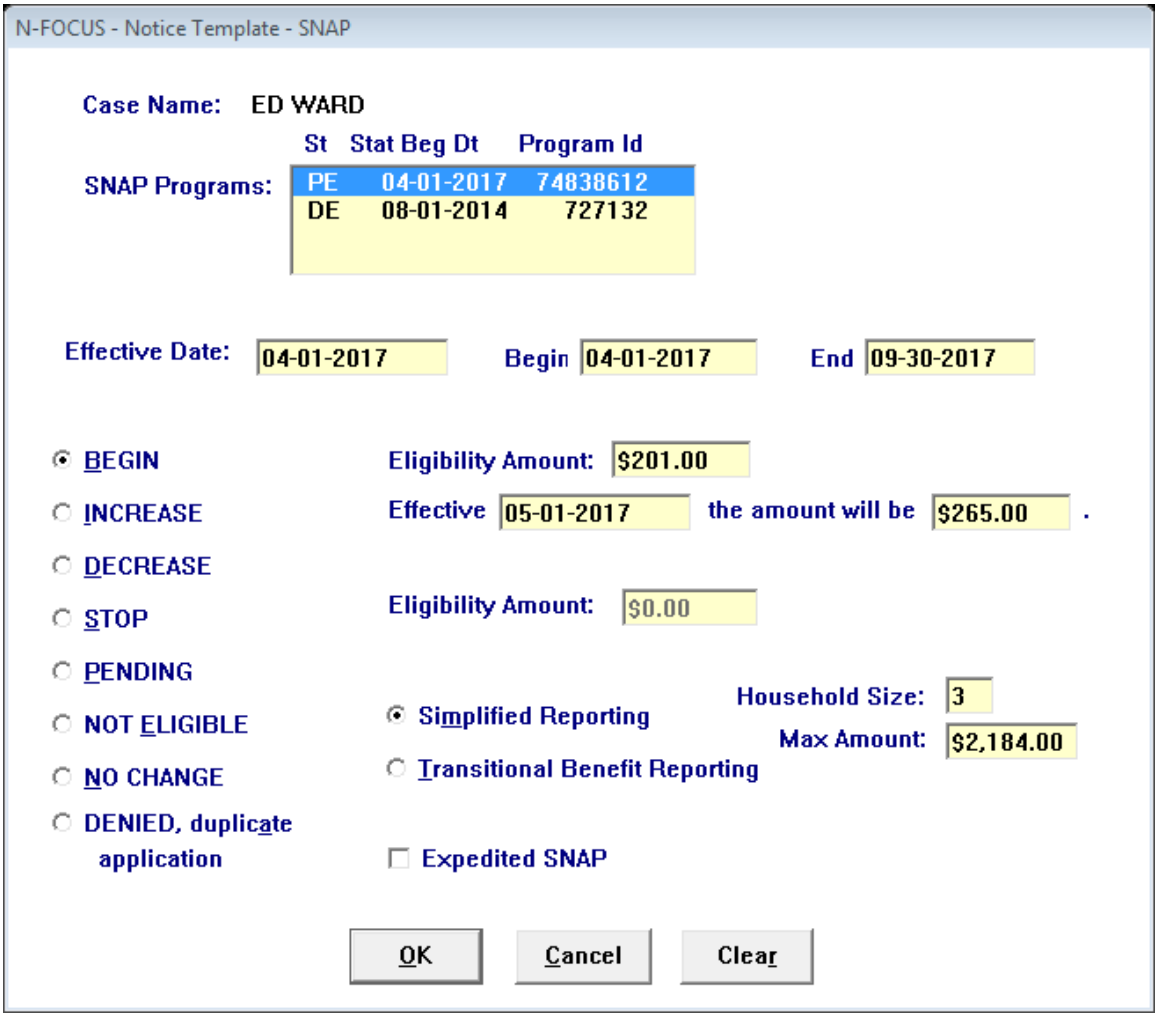
Correspondence

Notice Template for SNAP FPL (Change)

With this release, we have inserted a required field in the Reporting Category group box, Simplified Reporting for SNAP Unit Size which will call corresponding high-dated MAXIMUM GROSS INCOME STANDARD in the appropriate section of the style-sheet.



For an Example see Next Page



Notice Text:

Your SNAP certification period is 04-01-2017 to 09-30-2017. Effective 04-01-2017, your SNAP benefits will begin. The initial benefit amount is $201.00.
Effective 05-01-2017, your monthly benefit amount is $265.00.

SIMPLIFIED REPORTING CATEGORY

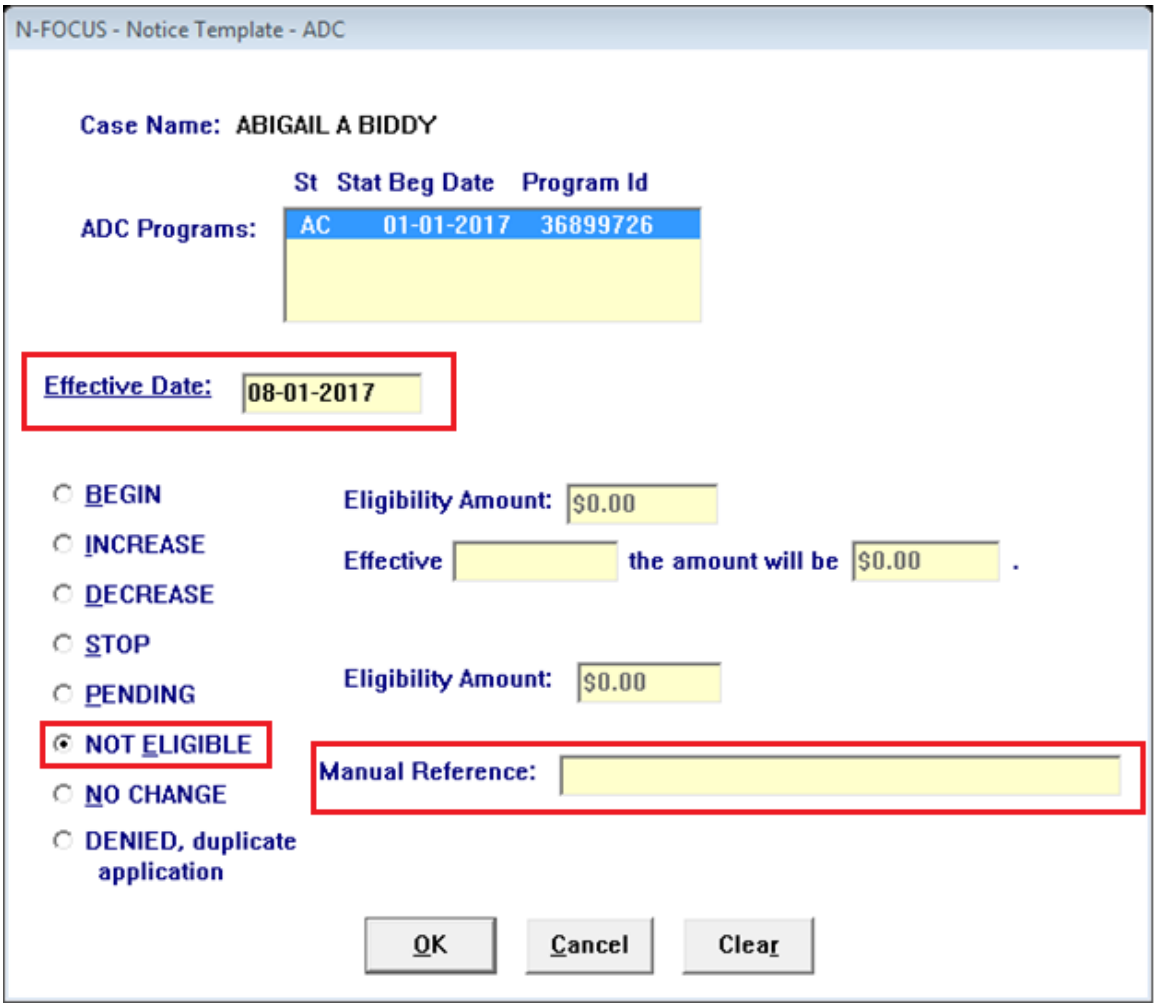
The benefit amount (s) listed above may be reduced if your household has a SNAP claim that has not been paid in full.

Your household is assigned to the Simplified Reporting category. You must report to DHHS if your household's income for the month goes above $2,184.00. Income includes gross earned and unearned income before deductions, such as taxes.

ADC Denial Notice Template (Change)

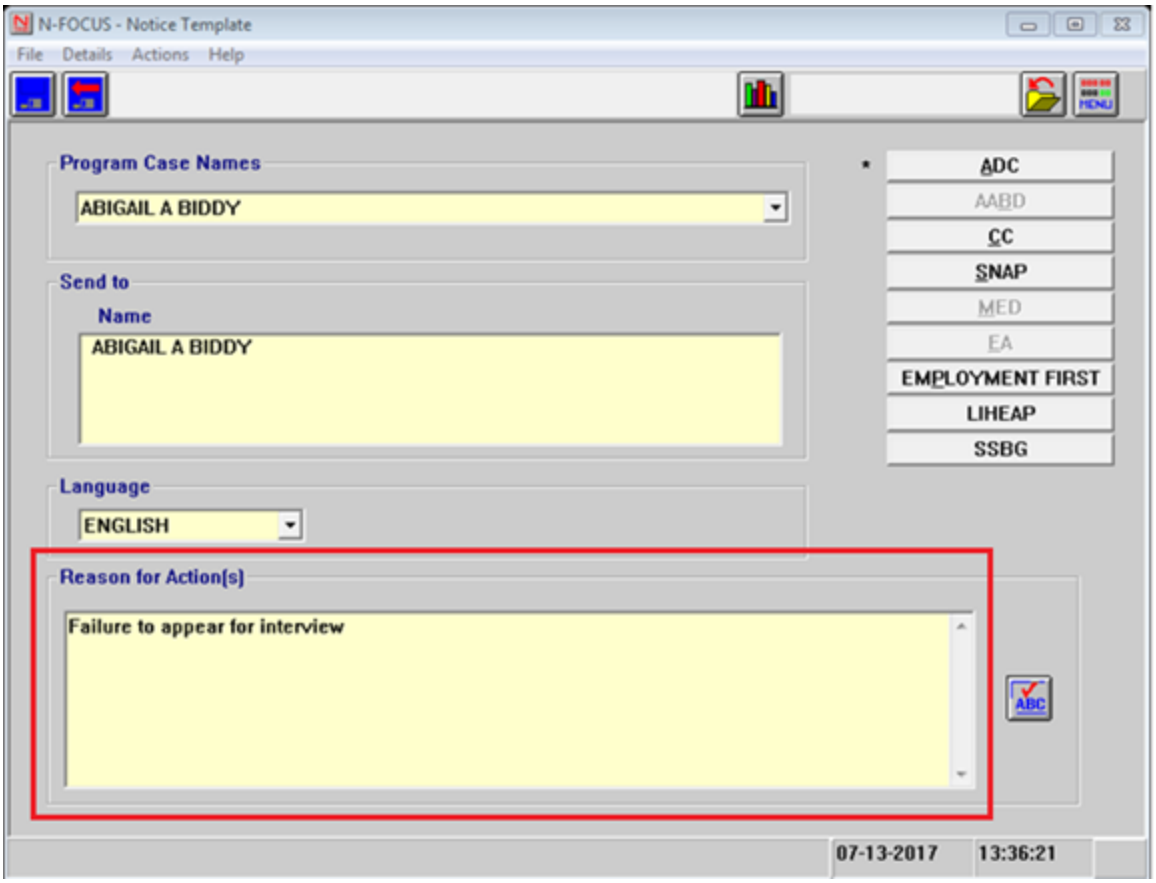
To generate a Notice of Action notice template for ADC ineligible due to failure to appear for interview, enter the Effective Date, and choose NOT ELIGIBLE. Click OK.

Note: Manual reference is not necessary because the notice is hard-coded to include this information.



The Notice Template window will display.

Note: A Reason for Action may be entered, but is not necessary.



Denial Notice Template Text

NOTICE OF ACTION

ADC PROGRAM

Effective 08-01-2017, it has been determined that you are not eligible for ADC.

Your application for ADC Cash Assistance has been denied effective 08-01-2017, as DHHS, due to circumstances beyond their control, has been unable to determine your household's eligibility within 30 days of your application received date.

If you take the required action from Day 31 through Day 60 after your ADC application received date, ADC eligibility is determined from the date sufficient information has been received. If DHHS does not receive sufficient information to determine eligibility by Day 60 after your application received date, a new ADC application must be submitted in order for your eligibility to be considered.

The manual references which support this action are - 468 NAC 1-009.02B, 1-009.02B1, 1-009.02F, 2-010, and 3-001 which can be found online at: ACCESSNebraska.ne.gov

REASON FOR ACTION(S):

None

Child Care Review Date Notice (Change)

With the August 2017 Major Release during the processing of the Child Care Redetermination, the review dates will now be included on the Notice of Action.

Due to system issues a work around is needed if the review date is extended any time after the month of approval.

Example: If a case is processed and approved in August and the review date is extended at that time, no work around will be needed. If a case is processed in August and the review date is not extended until September, a work around is needed.

The alignment of the Child Care review date is to only happen when a recertification/review is being completed on other EA programs such as SNAP, ADC, or AABD. If at the time of a SNAP, ADC, or AABD Recertification/Review it has been determined that the Child Care can be extended past 12 months but not to exceed 18 months to align to another program a notice is required. A manual notice must be created if the review date is extended after the month the case is processed. All the data will need to be manually entered.

To create a Notice Template follow the below directions:

1. In the Detail Master Case click the Correspondence Icon
2. Select New
3. Highlight Notice Template and select OK
4. Select your Program Case Name from the drop down and Click on CC on the right hand side
5. The Effective date will be the month you are currently in
6. Select Begin for the Child Care Notice Type.
7. The Child Care Eligibility/Authorization Period will be the review date timeframe
8. The Manual Reference to be used will be: **392 NAC 2-003.04**

Note: *Only include Fee amounts if the client is responsible for paying a Fee.*

This issue will be correct with the December Major Release.

Supervisors or lead workers should send questions to DHHS.EconomicAssistancePolicyQuestions@nebraska.gov

AABD Demand Letter (Fix)

Manual References have been corrected on the AABD Demand Letter.

Document Imaging

New Sub Categories (Change)

New Sub Categories were added for use when indexing documents to certain categories. Below is a list of the new sub categories with their corresponding main category:

Main Category: - Medical
Sub categories: - Dental and Vision

Main Category: - APS
Sub Categories: - Correspondence, Financial, Legal, Medical, and Photos.

ACCESSNebraska Submit Docs (Change)

Previously documents submitted online on ACCESSNebraska were routed to either Lincoln or Omaha based on the users selection criteria. Now all documents submitted online via Submit Docs, EA, MTLC, or Report Change will be routed to the Omaha server for indexing.

Corrections (Fix)

The QA Add and QA Show issue that we have had since July has been fixed. Users should no longer receive the error message that prevents them from using this feature.

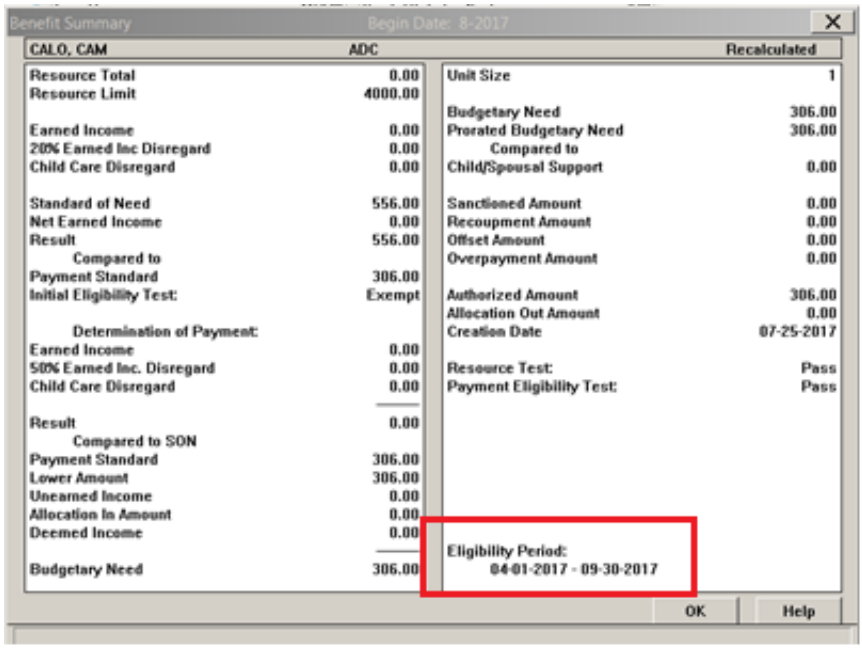
Update Index Information from search results has been fixed. Users can now update index information to a new person or category in NFOCUS without having to change the date to enable the update button.

Expert System

ADC Eligibility Period

Policy requested to have an enforced eligibility period added to the ADC program that will ensure that ADC program benefits are being closed timely when eligibility reviews are not completed within program guidelines.

The ADC eligibility period will begin with the first month of ADC that is budgeted and approved on an application. The ADC Eligibility Period will be viewable in the lower right hand corner of the benefit summary. The dates will appear in the summary of any ADC budgets that are run after the release, but will not appear in any budgets that were run prior to the release.



The ADC Eligibility Period dates will also be able to be viewed through the Review Recertification Task (see "ADC Renewal / Reopen" heading below). There is not a Mainframe reference for ADC Eligibility Periods.

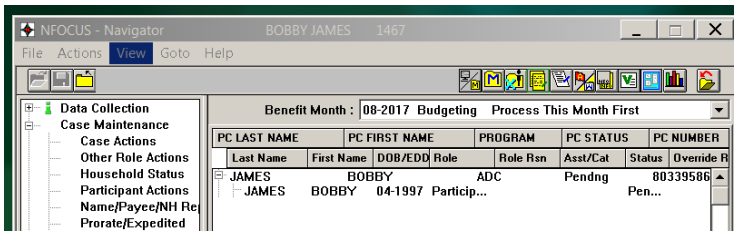
Logic has also been added to ensure that any benefit month can only exist in one ADC Eligibility Period. Additionally, only one active ADC Eligibility Period can exist at any one time.

ADC Review Due Date

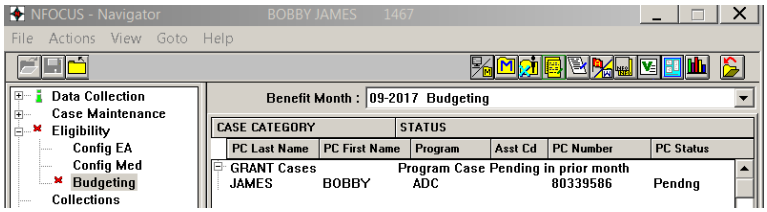
The ability to manually update the ADC Review Due Date through the mainframe has been removed with this release. The Review Due Date for ADC will be synchronized with the new ADC Eligibility Period. Once an ADC Eligibility Period has been established through budgeting and the case is checked in, NFOCUS will update the ADC Review Due Date to match the end of the ADC Eligibility Period that was established in Expert System.

Budgeting

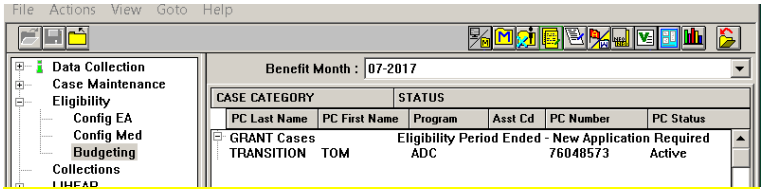
New functionality has been added to ensure the correct begin date is assigned to ADC Eligibility Periods. NFOCUS will now enforce running the earliest pending month first, like SNAP currently does. "Process This Month First" will be displayed next to the Benefit Month which should be processed first.



If user attempts to run ADC budgeting for an alternate month, notification will be presented that an earlier month should have budgeting run before the selected month may be budgeted.

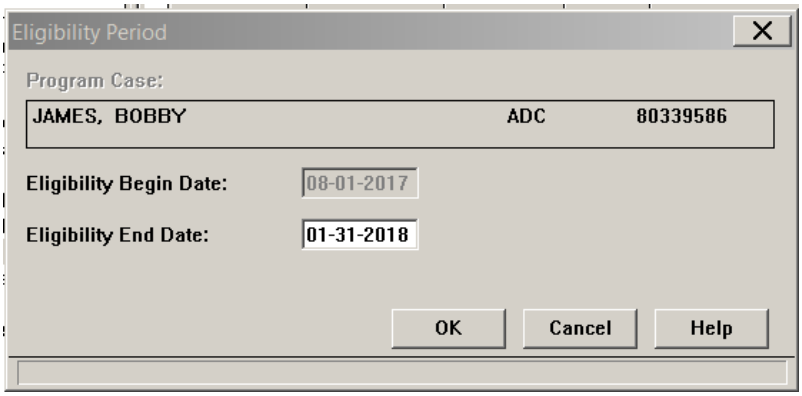


If an ADC case is still in Active status, but is at the end of the eligibility period, new NFOCUS logic will stop budgeting with a new status: **Eligibility Period Ended – New Application Required.**



NOTE: If ADC has reached the end of eligibility period (month 6), but may be eligible for TMA-G for the next month (month 7), policy has indicated that a new application will be required to look at ADC eligibility/ineligibility for the next month before approving the TMA-G program. The **Eligibility Period Ended – New Application Required** message will be presented in this scenario.

When you run budgeting, a new 'Eligibility Period' window will appear in the ADC budgeting flow. This window will only be presented when running the first "regular" type budget for the first month of an eligibility period. When this window is presented, the Eligibility Begin and End Dates will be pre-populated. The Begin Date will not be editable, and will be populated with the month being budgeted. The End Date will be initially populated with the end of the 6th month from the begin date (or 8th month if ADC participant has immigration status of RRP).

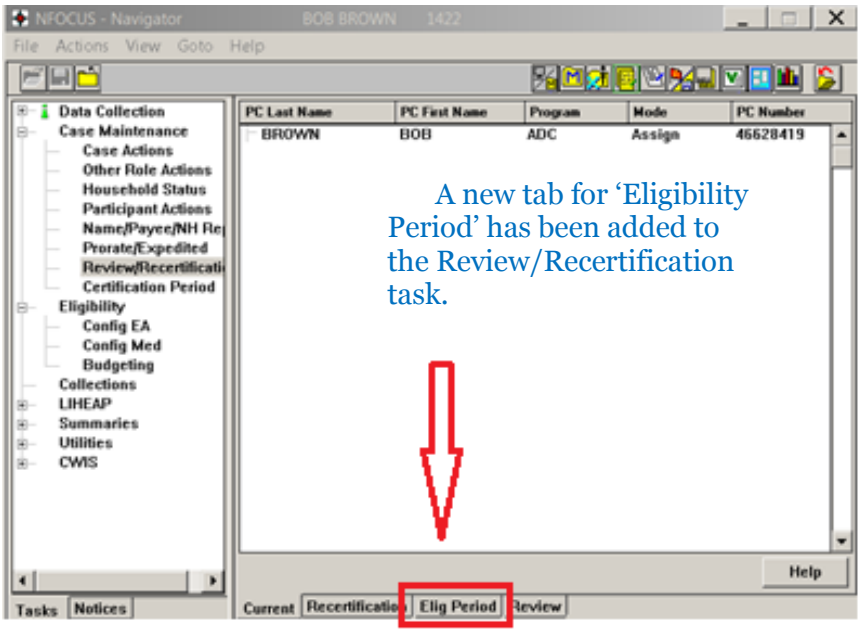


The End Date will be able to be edited to align with other program reviews or to account for remaining RRP benefits available, but **cannot** be changed to a date that is later than what is originally populated by the system**. If an edit is needed, it must be made during the first running of a "REGULAR" budget in the first month**. That is the only time that the Eligibility Period window is presented. Once a budget has been run and approved, the Eligibility Period is locked in.

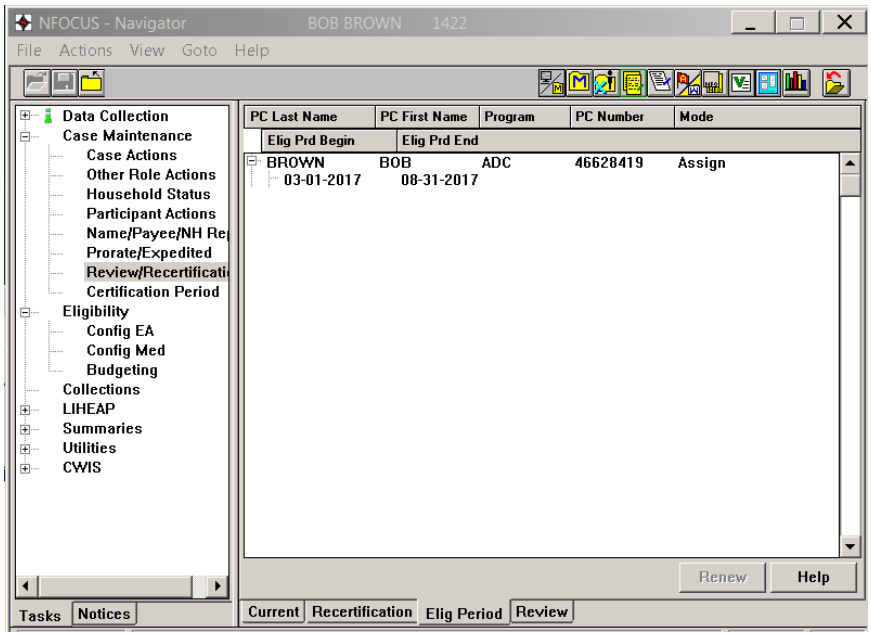
NOTE: If other program review due dates need to be reviewed, or if RRP months need to be reviewed, you will want to cancel from budgeting, review your information and then return to budgeting with that information so that the correct end date can be entered.

ADC Renewal / Reopen

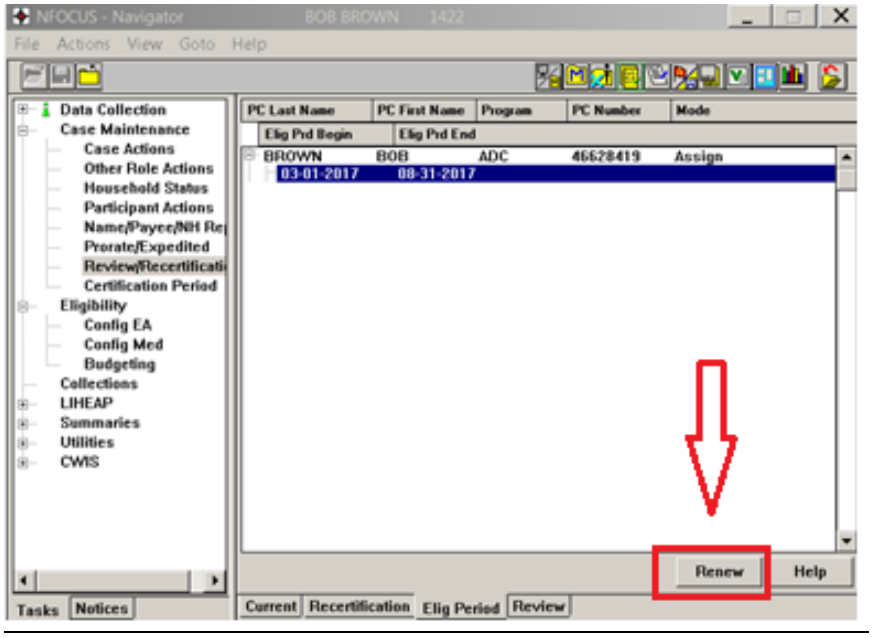
When eligibility period has ended, or is nearing its end, workers will need to "renew" the ADC eligibility period with **a new application**. This will require a new Pending status for the program. This will be able to be done through the "Review/Recertification" task in Expert System. The ADC program will appear on that list as being able to be renewed only when the calendar date is within 60 days of the eligibility period end, until 1 month after the eligibility period has ended and the ADC program has been closed. If a full month has passed, ADC will not be able to be renewed and the ADC program would have to be reopened through Case Maintenance task.



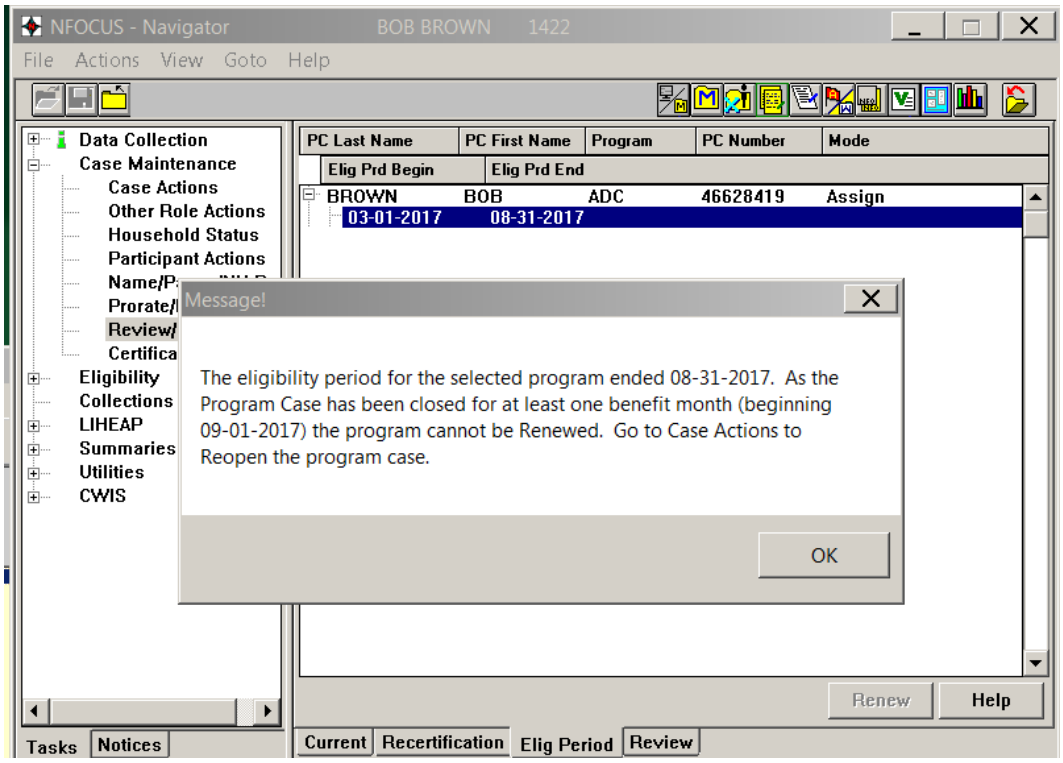
When the new tab is selected, it will behave similar to the recertification window for the SNAP program. The tab will display the program and dates of any eligibility periods that have existed for the program.



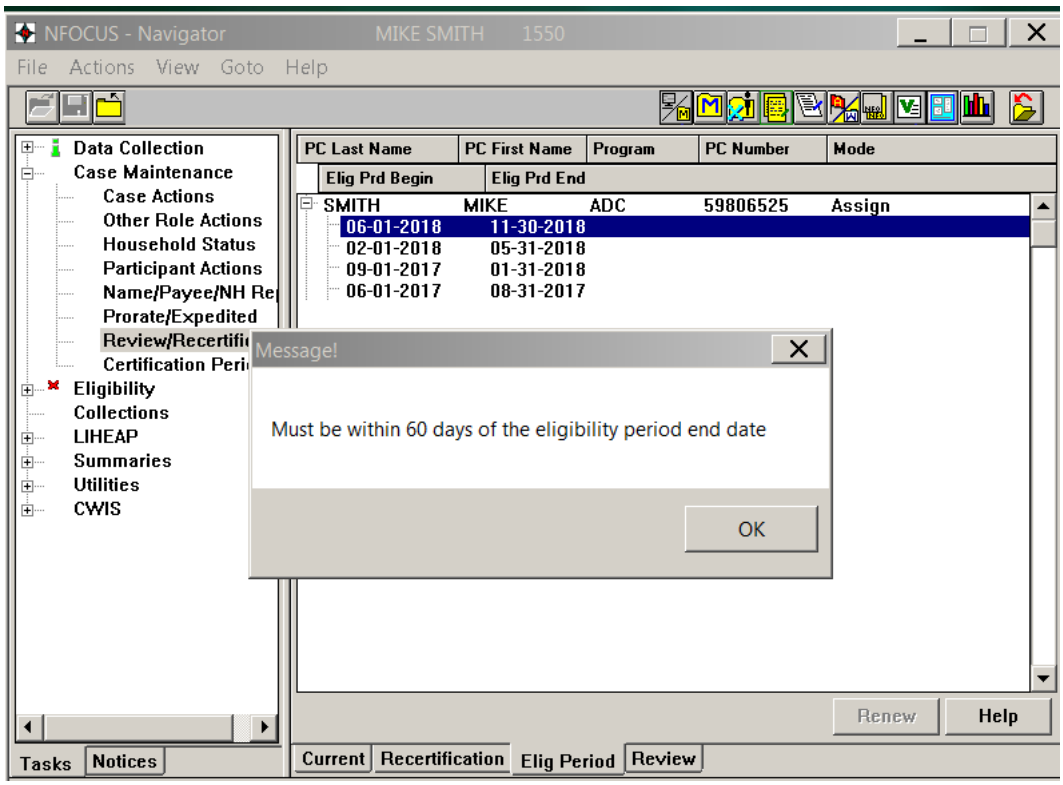
When an eligibility period is selected from the list, if the program is in the parameters to be eligible for a renewal (60 days prior to end date through 1 calendar month after end date), the 'Renew' button will enable.



If the program is not eligible for renewal due to the eligibility period having been closed for more than a month, the following message will display and direct the user as to the action to be take.



If the program is not eligible for renewal due to the date being more than 60 days prior to the eligibility period end date, the following message will display.



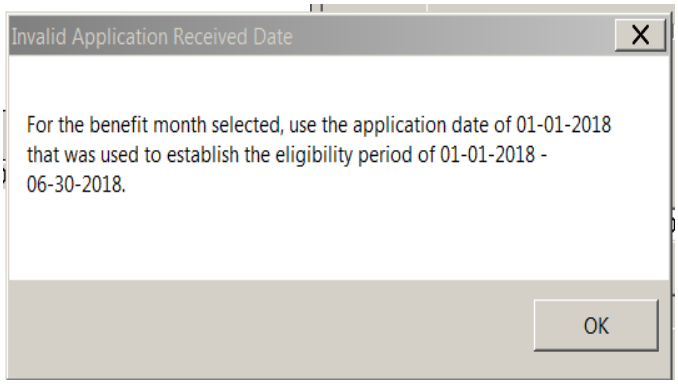
NOTE **If you feel that you should be doing a renewal (application is within 60 days prior to or 1 month after the end of an eligibility period) and the "Renew" button does not enable, go to Case Actions and select Reopen.**

NOTE **If you are trying to reopen an ADC program case and the system is not allowing you to enter your original application date, check to see if there is an AABD eligible individual that is not in an AABD program case. Use the phantom AABD work around and open an AABD program case, run the grant budgets, then close the AABD program case before checking in the master case, making sure to review the notice(s) that are created.**

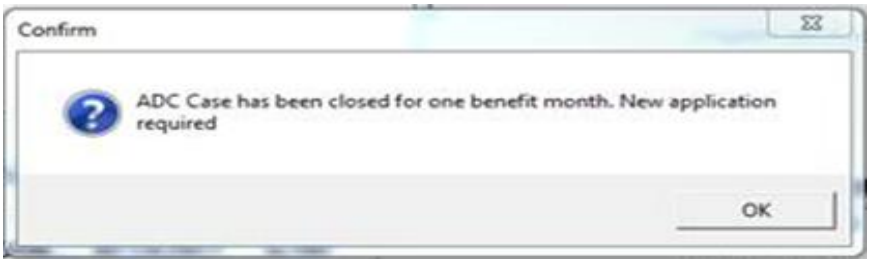
The application/application date which was used to establish the ADC Eligibility Period is an important factor. If you are trying to reopen/repend an ADC program, new system logic will check to determine if the application date you have entered is valid for the benefit month you are working and/or if an alternate application date should be used to align with an established Eligibility Period.

Multiple new messages have been added to the logic to assist in ensuring that the correct application date is being used for ADC benefit months. The messages provide the user with direction regarding how to proceed. Below are examples of some of them.:

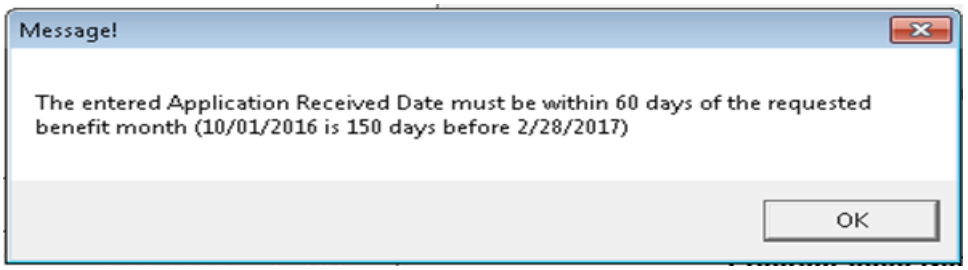
1). If an ADC or TMA-G program has not been closed for a full month (and there is an existing ADC Eligibility Period), and user is attempting to reopen the ADC program for one of the benefit months within an existing Eligibility Period, if an invalid application date is entered, system will direct user to enter the application date that was used to establish that period



2). If attempting to reopen ADC program case using the application date that was used to establish the ADC Eligibility Period and there was no ADC or ADC/TMA-G for a full benefit month, system logic will present the following message and will require a new application:



3). If an application date that is more than 60 days prior to the benefit month being pended is entered, the following message will be presented:



Conversion

A conversion program will run on 8/13/2017 which will result in the assignment of an ADC eligibility period being set on all active ADC program cases that will end with the same day as the program review due date that is set for the ADC program. The begin date of the new eligibility period will then be set to 6 months prior to the established end date. Notices will be created and sent to households notifying of the new eligibility period. These notices **will not be** stored or viewable on the correspondence list when created (similar to what occurs with correspondence regarding PIN numbers). A copy of these notices, however, will be scanned into document imaging for the case and can be viewed and printed from there, if necessary. As these notices will not be stored in case correspondence list, they **will not be** viewable through CBI.

Prior to the 8/13/17 release, TANF policy is reviewing all active ADC program cases that have review due dates of 7/31/2017 or earlier to either close the cases or update the review due date to at least 8/31/2017. If after the release, an ADC review due date is set to prior to 8/31/2017, the conversion program will assign an eligibility period with an end date of 7/31/2017 or earlier. If this occurs, a user will not be able to run ADC budgeting (regular or recalculated) for a benefit month 8/2017 or later without a new application. If the ADC program had budgets which were run for months after the review due date, policy should be contacted regarding potential overpayments.

Recalculated budgets for benefit months prior to the end of the eligibility period will be able to be run. If the benefit month being recalculated is within an established eligibility period, the benefit summary for the recalculated budget will now display the eligibility period dates. If the recalculated benefit month was not within an established eligibility period, the eligibility period dates will not show in the recalculated benefit summary.

ADC Auto-Closure:

A new Auto Closure program has been created for the ADC program. Each month, this closure program will run on the same date that the major payroll job is run. The closure job will run prior to the major payroll job in order to ensure that cases that are at the end of the

eligibility period are closed and are not issued payments for months outside of the eligibility period.

The closure job will begin running in August, 2017. On 8/28/2017, any active ADC program case which had a program review due date, thus now having an eligibility period end date of 8/31/2017 will be closed effective 9/1/2017 by the new batch program unless the program has had a new valid application received, pended and tied to it for 9/2017 (If a new application has been received, pended and tied for the ADC program, the closure program will not close the ADC program case).

If there are associated EF program cases, those cases will also be closed (If the associated EF program is in Sanction status, it will not be closed). If there are service authorizations within the EF program case, those service authorizations will be closed at end of the month. If service authorizations exist which do not begin until the following month, those authorizations will be deleted.

Notice Related Items:

The Auto Closure program **will not** create a notice for ADC programs that it closes as when the 8/13/2017 conversion program runs to assign the initial eligibility periods, notices will be sent to the ADC eligible households explaining that they will need to reapply and be determined eligible for benefits after the eligibility period ends.

Moving forward, when new eligibility periods are established, the initial eligibility notices will inform ADC eligible households of their need to complete eligibility reviews to receive any benefits after their eligibility period expires. The initial eligibility notices will indicate that "ADC benefits will end effective…" with the effective date being populated with the ADC Eligibility Period End Date. The policy approved reason that will display for the benefits ending will be "Review not completed".

LIHEAP Budgets (Change)

Starting with new regulations dated 10/1/2015, Self-employment tax return income/loss must be counted in LIHEAP budgets (regular and recalculated) exactly the same as SNAP budgeting calculates Self Employment Tax Return income. This is regardless of whether the worker selects "Project Income" or "SNAP Income" as the method in which to calculate the LIHEAP budget. This applies to all LIHEAP budget types (Heating, Cooling, Repair, Crisis, Supplemental and Deposit).

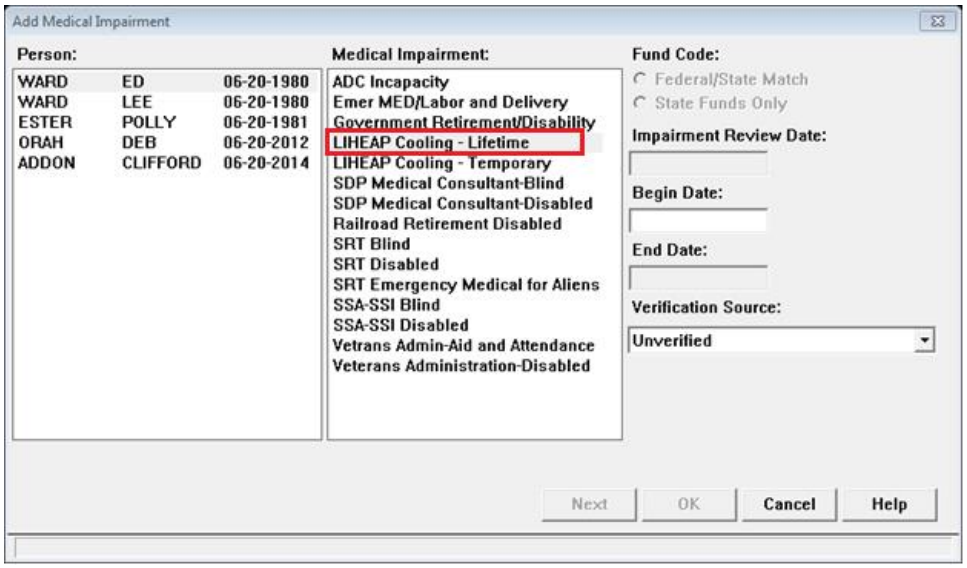
LIHEAP Medical Impairment, Cooling-Lifetime, Cooling-Temporary (Change)

With this release there are changes to Medical Impairment for LIHEAP. There is now LIHEAP Cooling-Lifetime and LIHEAP Cooling-Temporary.

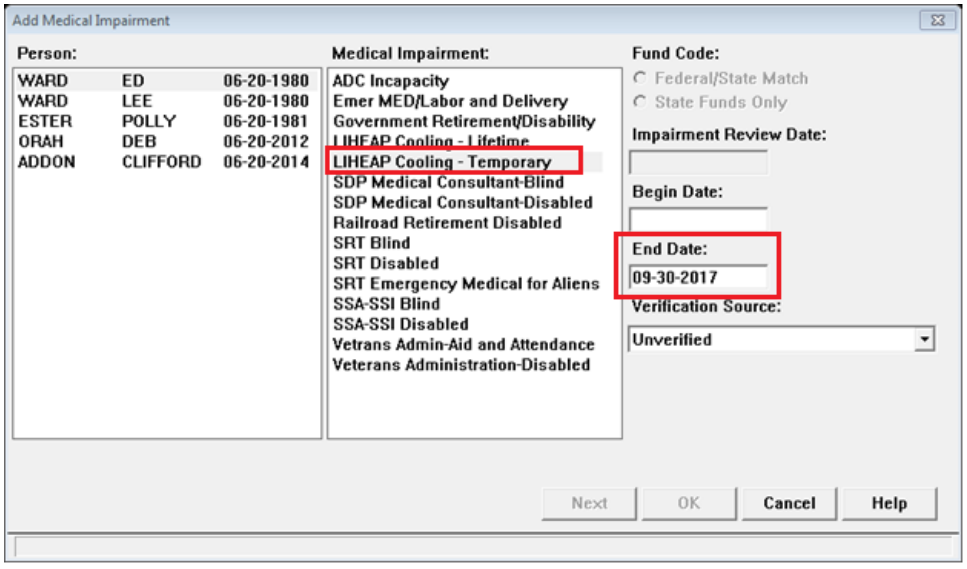
Note: LIHEAP Cooling-Temporary is end dated by the worker.

The new options are selected on the Add Medical Impairment screen in the Medical Impairment list box.

LIHEAP Cooling-Lifetime

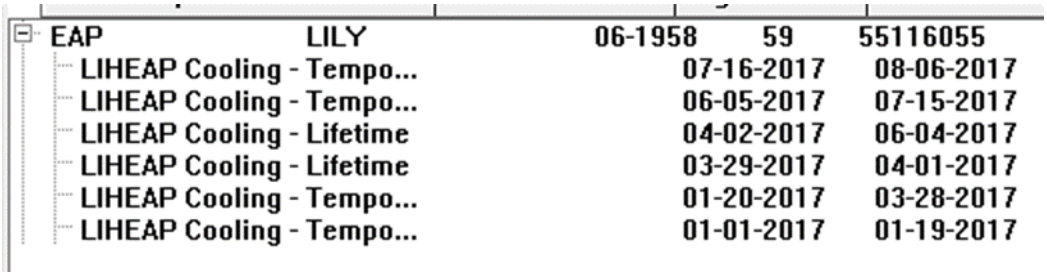


LIHEAP Cooling-Temporary

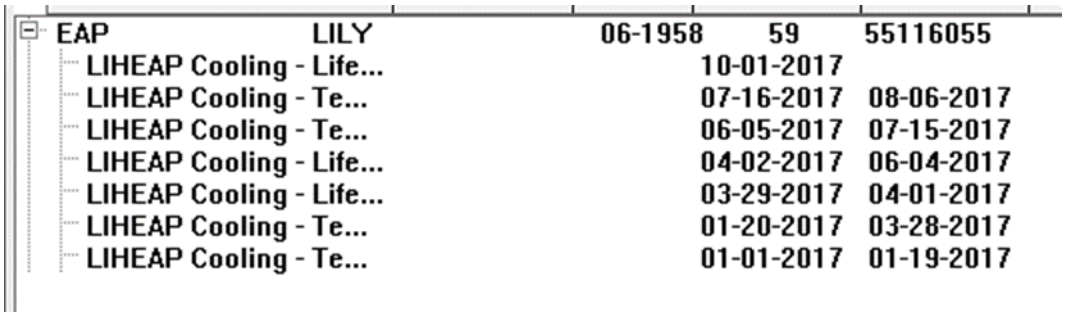


View of the Current tab

View of the History tab



View of the Summary tab

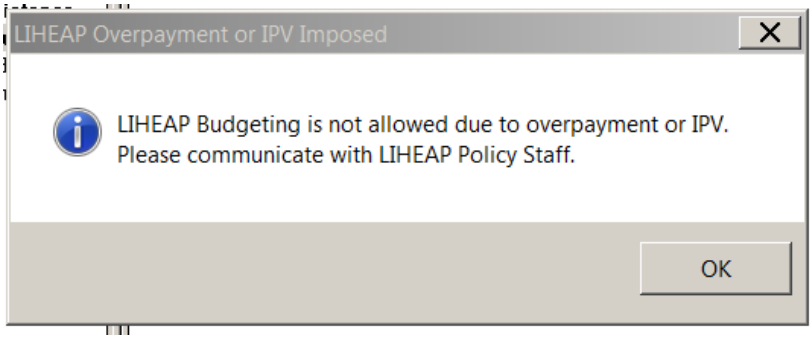


IPV (LIHEAP) Overpayment Types Prevent Budgeting LIHEAP Other Assistance

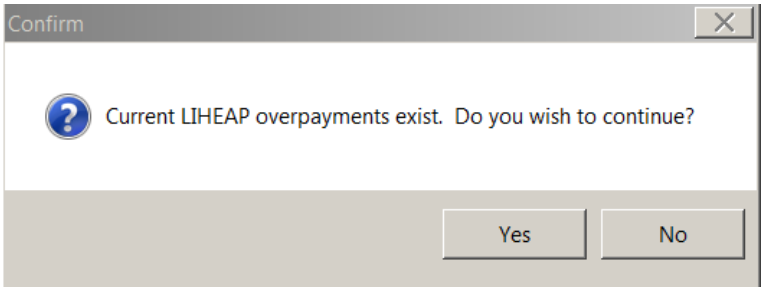
The following have been added to the list of overpayment types which will prevent running of LIHEAP "Other Assistance" budget types if one has been imposed on someone in the LIHEAP program:

- IPV #1 (LIHEAP)
- IPV #2 (LIHEAP)
- IPV #3 (LIHEAP)

The following message will be presented if one of these overpayment/sanction types is in place when budgeting is trying to be run.



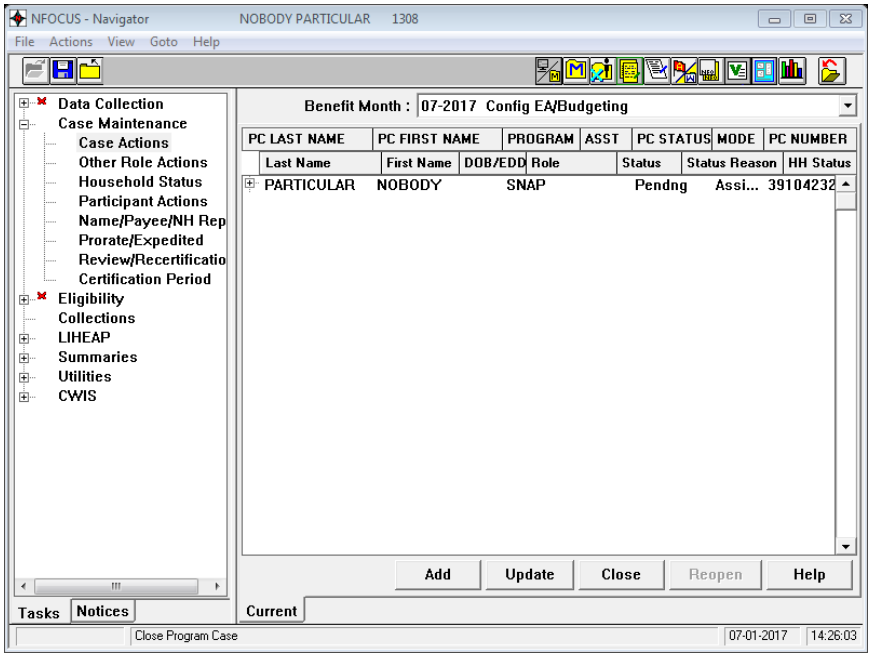
LIHEAP Policy Staff personnel will have the ability to run these budgets if it is determined appropriate. Staff with security clearance to budget through one of these overpayment types will be presented with the confirmation message below if an overpayment exists to ensure that the case has been reviewed entirely before budgeting is authorized.

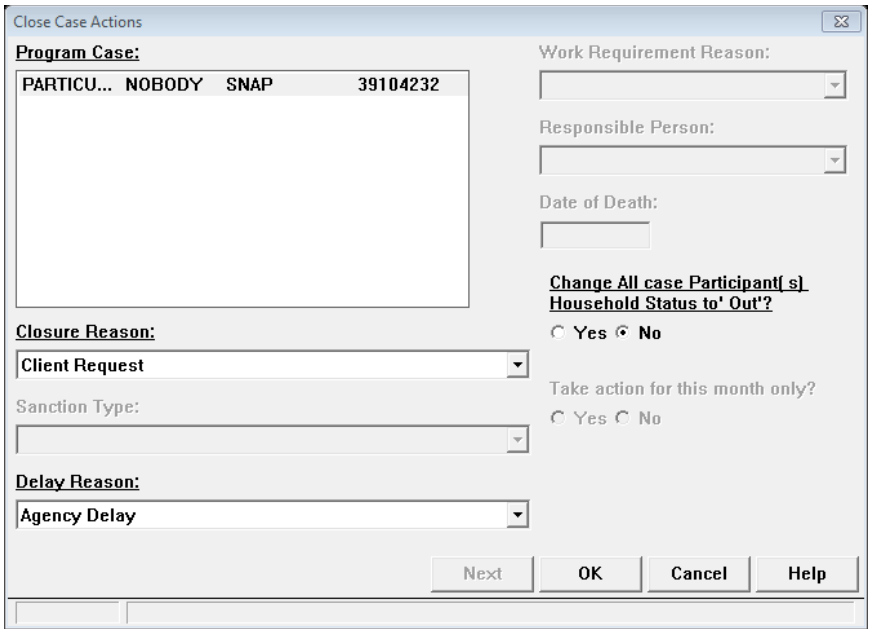


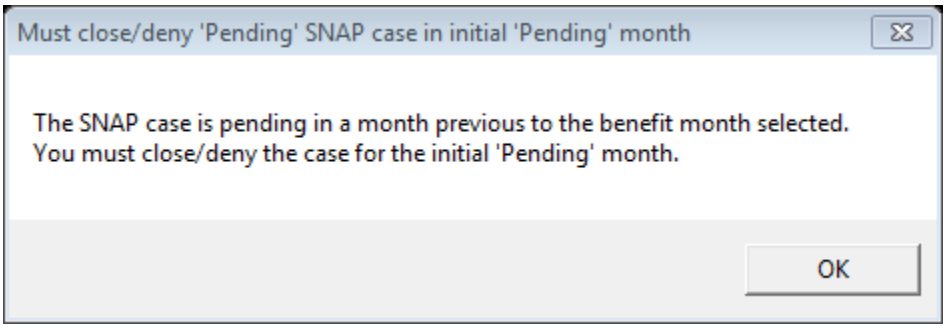
SNAP 2nd Month Denied-Prior Month Pending (Change)

If a worker needs to deny a SNAP case, and the case is Pending in a previous month to the month chosen for Denial, the worker will be directed to Deny the previous month.

Below are the series of windows that will display:







Income Exceeds Standards Case Action Closing Reason (Change)

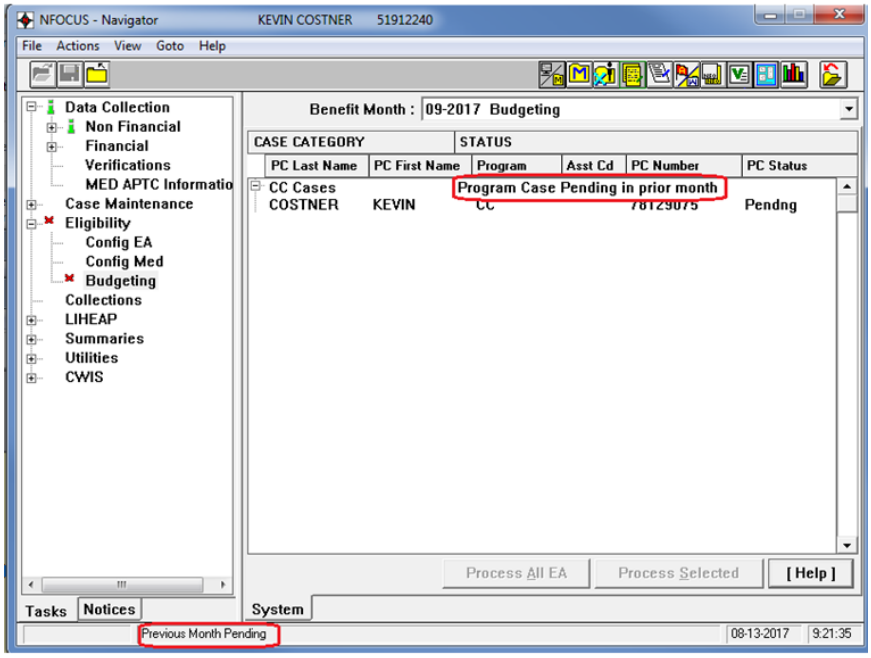
The status reason 'Income Exceeds Standards' has been removed from the Case Action Close Program Case drop down menu.

Closure Reason Income Exceeds Standards (Change)

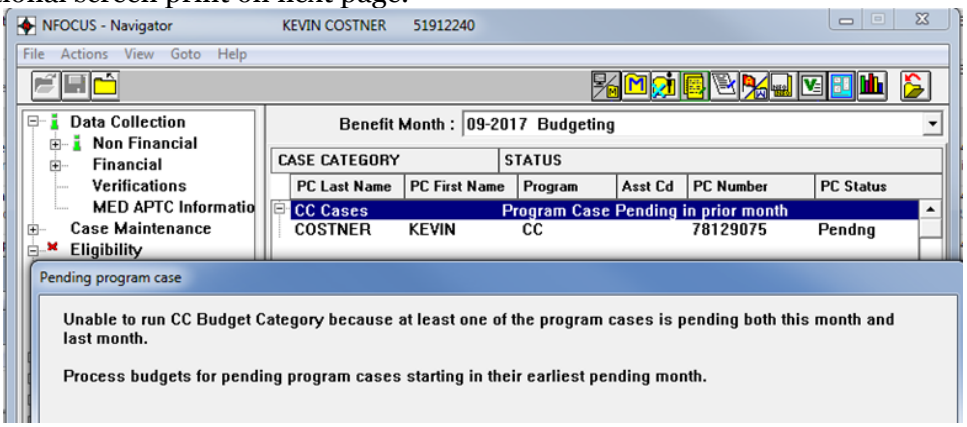
Effective with the 8/13/17 Major Release, Income Exceeds Standards will no longer be available as a reason for case closure in Expert System Case Maintenance>Case Actions>Close flow. Workers must run a budget to close or deny a program case for income exceeds standards.

Budgeting a Pending Child Care Case (Change)

When budgeting Child Care, workers will now see a message "Program Case Pending in Prior Month" if they choose an incorrect month to process first. This will appear on initial/pending child care cases. If they try to process a different month, before processing the first month in the eligibility period they will receive an additional message.



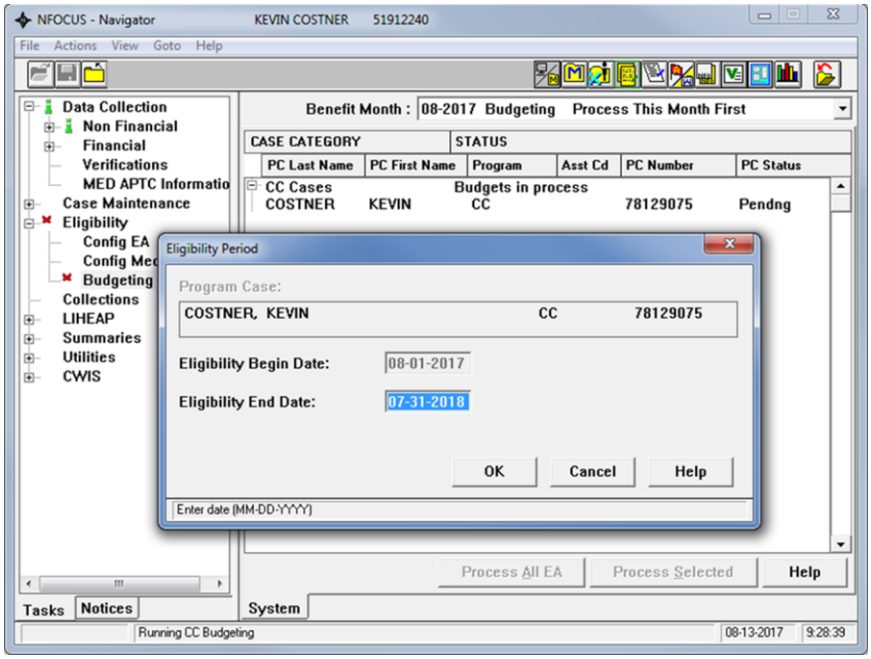
See additional screen print on next page.



Adding the Eligibility Date to Child Care (Change)

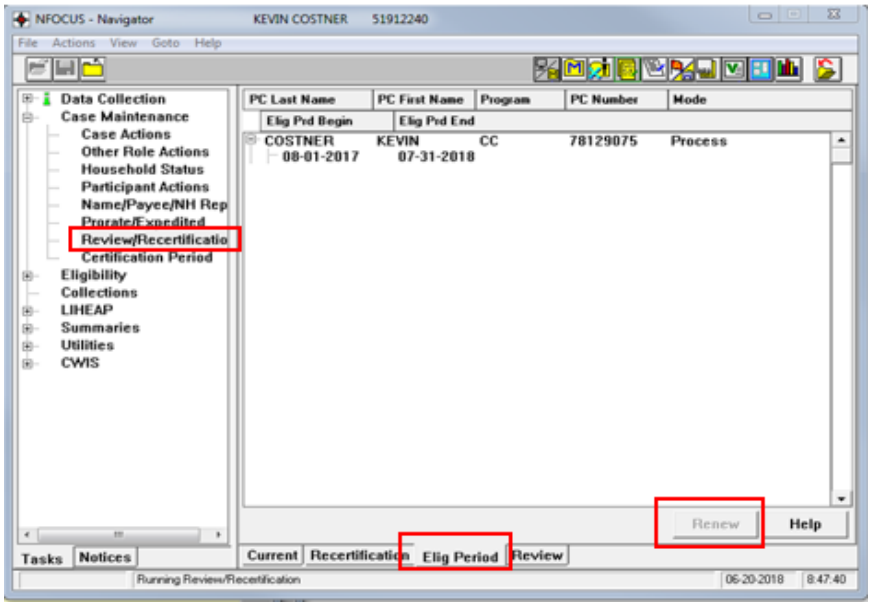
Child Care will now have a set eligibility period. When a worker processes child care they will be presented with an eligibility date box. The begin date is based on the date the application was received. The end date is adjustable, however, it cannot be set to less than 12 months. This box will be presented at every Child Care budget. Once the end date has been entered it will populate on every Child Care budget in that eligibility period. However, it can be extended up to 18 months if needed.

Note: Workers will no longer be able to adjust the Review Dates on the Mainframe or in Expert under update review date. Only during budgeting can the Eligibility End date be extended.

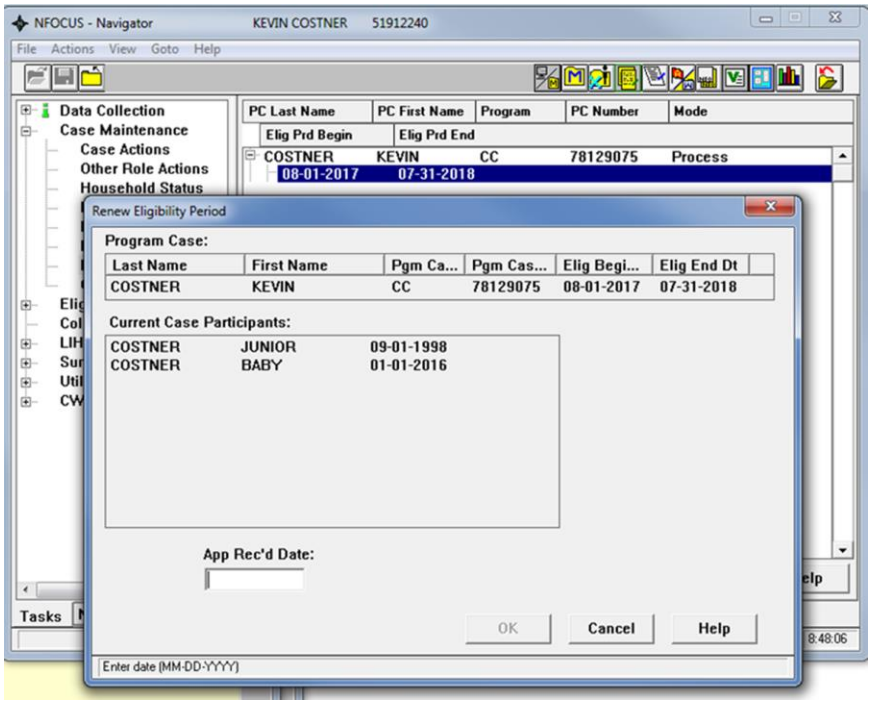


Pending a Review Child Care Application (Change)

When pending a Child Care application, workers will have a new tab in the Review/Recertification Tab. Child Care will utilize the Elig Period tab.

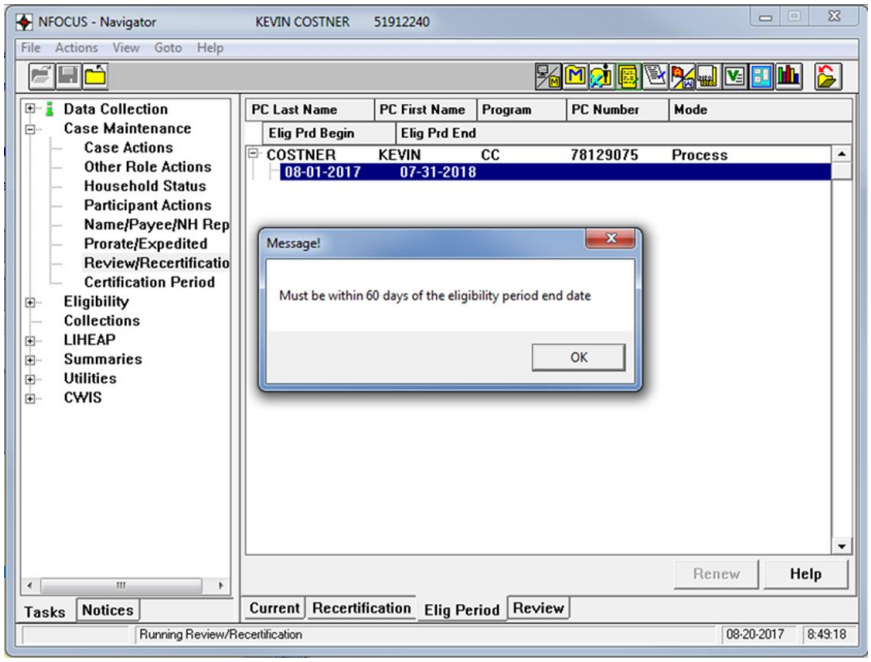


If the case is within 60 days to the end of the Child Care eligibility, the RENEW button will enable and workers will be directed to a new window that will allow them to enter the review app received date. (See window on next page)



Pending a Review Child Care Application (Change)

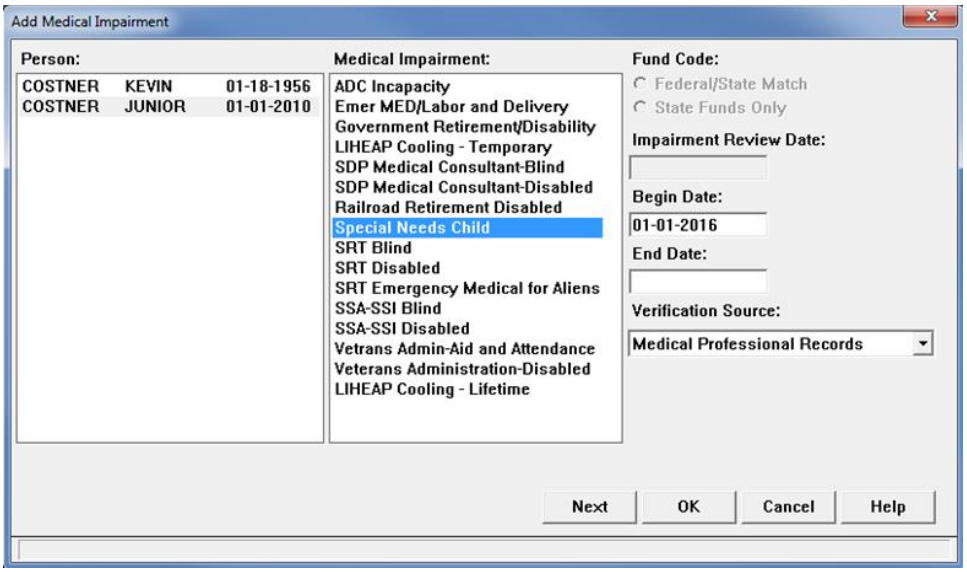
If the child care case is more than 60 days to end of the eligibility date, the workers will receive a message indicating that case is more than 60 days from the end date.



Special Needs and Medical Impairment (Change)

All children that are eligible for a Special Needs Authorization or an In-Home Special Needs authorizations will be required to have a Medical Impairment added in Expert. Without an existing Medical Impairment the special needs authorizations will be prevented from being created.

Workers will go to the Add Medical Impairment window, select the child that has qualified for Special Needs and add a begin date and verification.



At the time the worker selects the service Special Needs or In-Home Special needs, if there is not an existing Medical Impairment in Expert, the worker will receive the following message:

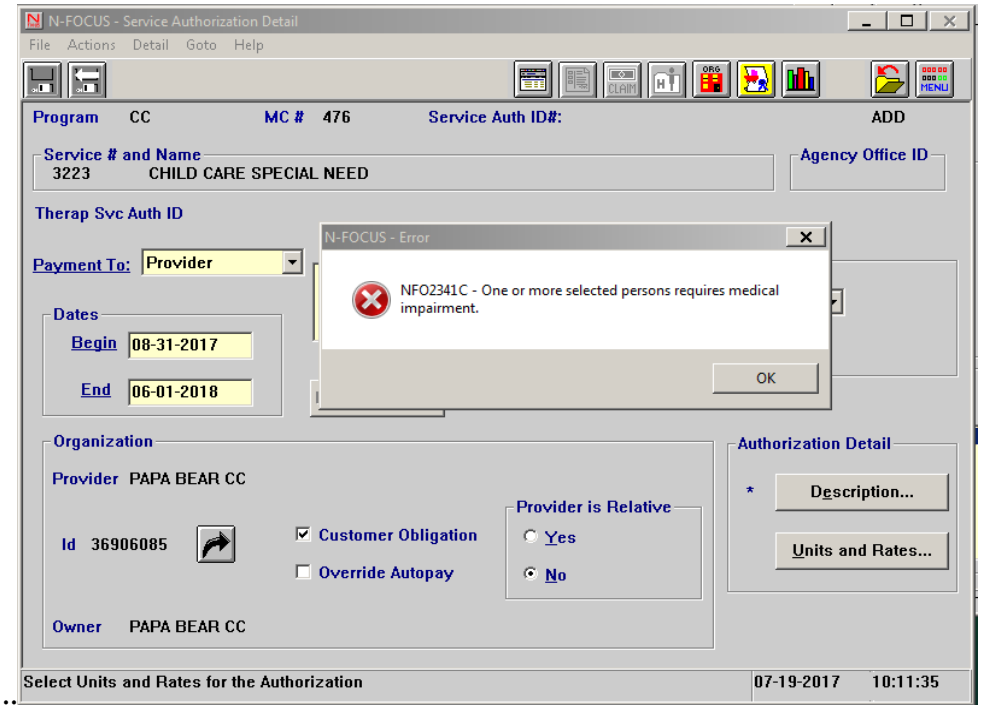
One or more selected persons requires a medical impairment.

If there is a medical impairment in expert, the worker will be able to select the Special Needs/In-Home Special Needs authorization. However, if the worker selects dates that do not align with the medical impairment in expert, the worker will receive the following message AFTER they fill in all the information up to the units and rates tab.

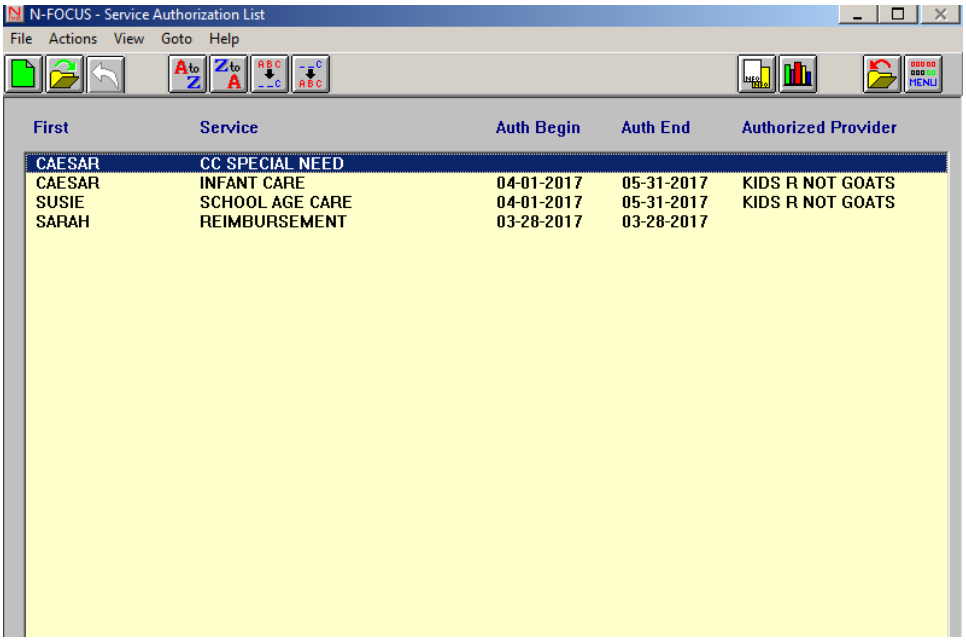
One or more selected persons requires a medical impairment.

Example: Medical Impairment dates in Expert are 09/01/2017 no end date. The worker tries to create a special needs authorization with dates 08/31/2017 to 06/01/2018, they will receive the message and the authorization will back out:

- One or more selected persons requires a medical impairment.
- If the Medical impairment dates in Expert are 09/01/2017 to 10/31/2017. The worker tries to create a special needs auth with dates 10/01/2017 to 09/30/2018. They will receive the message and the authorization will back out:
- One or more selected persons requires a medical impairment because the End Date is after the Expert dates have ended.

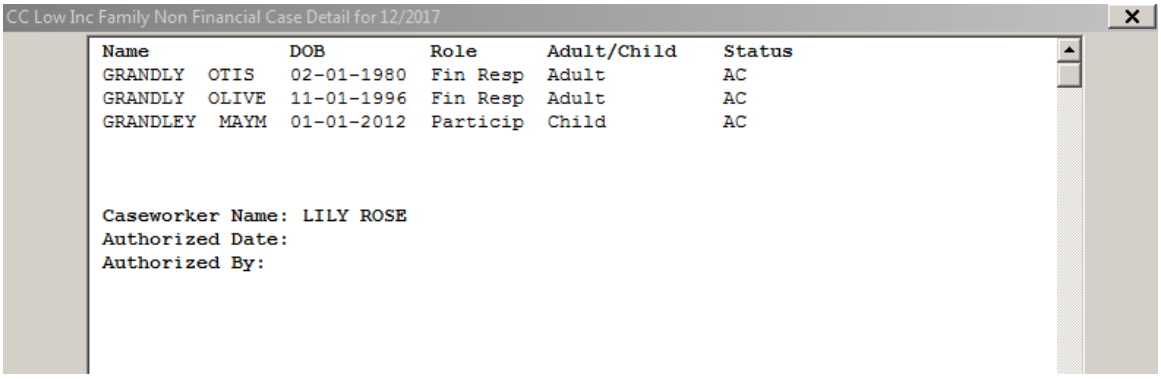


After selecting OK, the worker will be taken to the following screen.

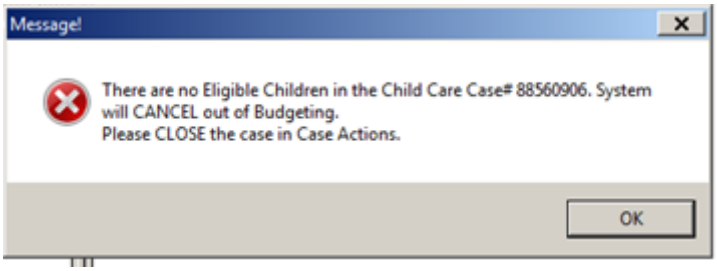


Medical Impairment (Change)

Special Needs Child can only be created for children under the age of 21. Any child with a Special needs Child impairment that turns 21 will either be changed to FR, if there are other children in the budget.



Or the worker will receive the following message indicating there are no eligible children.



Authorization Closing for Special Needs Medical Impairment (Change)

When a worker end dates a Special Needs Child Medical Impairment, that night the Child Care authorization will have an end date matching the end date of the Special Needs Child Medical Impairment.

Example: The medical impairment is closed on 12/15/2017 for 12/20/2017. The authorization will show an end date 12/20/2017

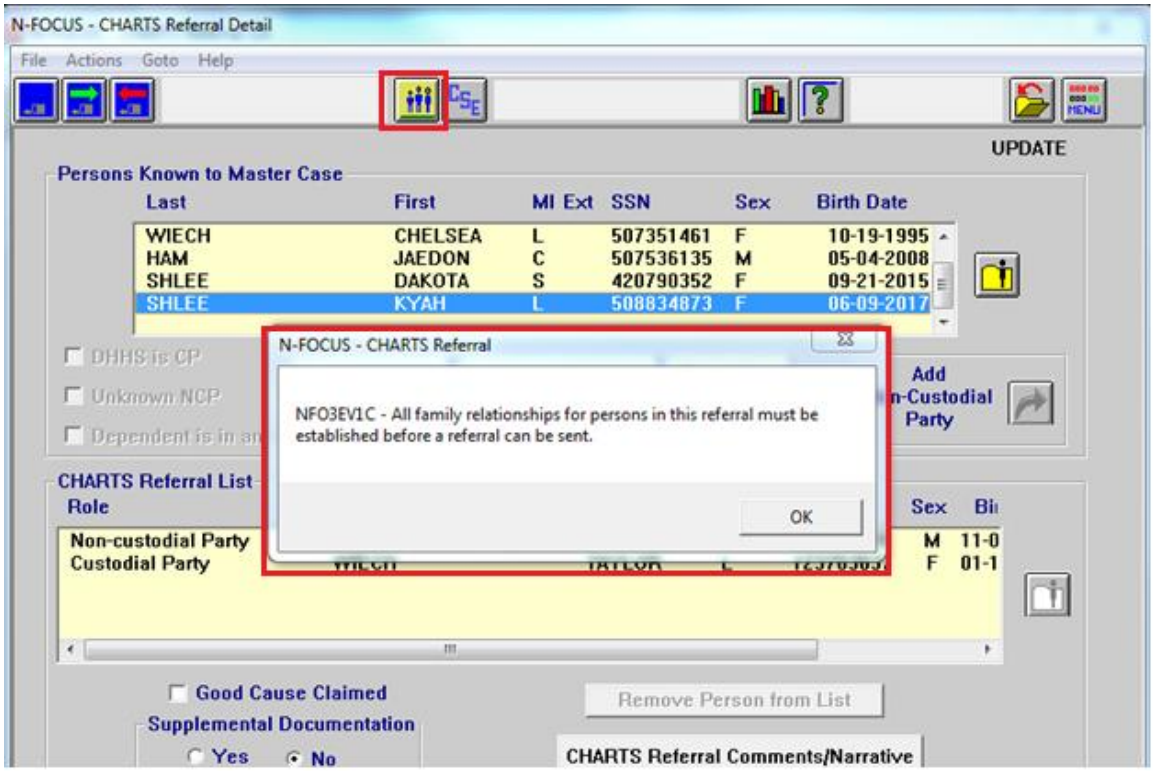
Employment First and Phantom Budget (Fix)

EF will remain open when ADC is closed for increased earnings and there is a phantom budget.

N-FOCUS Tips

CHARTS Referral-Family Relationships

When creating a CHARTS Referral, if you get the message 'All family relationships for persons in this referral must be established before a referral can be sent.' Select the Family Relationship icon to create the family relationships that are missing in order to proceed.



Child Care Referrals to CHARTS

Referral Requirement

- Child Care type referrals should be followed up with a Public Assistance Type referral to CHARTS

Note: Child Care referrals do not build CSE cases in CHARTS. Mom only gets a letter telling her she needs to apply for Child Support because she is receiving Child Care. Why only the letter? Child Care referrals are a State Requirement, not a Federal requirement to cooperate with Child Support. Completely different process and system.

N-FOCUS Access Schedule

Sunday:
12:00 AM to 4:00 AM: Limited access
4:00 AM to 12:00 AM: Normal access

Monday:
12:00 AM to 10:00 PM: Normal access
10:00 PM to 12:00 AM: Limited access

Tuesday through Saturday:
12:00 AM to 4:00 AM: Limited access
4:00 AM to 10:00 PM: Normal access
10:00 PM to 12:00 AM: Limited access

For a Major Release, there is limited access from 10 PM to 11 PM the Saturday before, and then no access from 11 PM until verification of the release is completed on Sunday.

The following functions are not available during limited access times:

- SNAP Expedited Worksheet
- Expert System
- State Ward Trust Accounts
- Child Review Selection
- Refunds
- Ability to Pay
- EBT Card Issuance

Note: If working during a period of limited access, be aware certain actions/icons/push buttons may be disabled. When normal access resumes, these functions will once again be enabled.

Note: If you attempt to work in N-FOCUS after 10 PM, please be aware that Batch processes are running. This processing locks up certain functions in N-FOCUS. You may receive errors and/or lose data. Also, the DHHS Help Desk and N-FOCUS Production Support staff are not available for assistance.