Children and Family Services December 10, 2017

A Major Release of the N-FOCUS system is being implemented December 10, 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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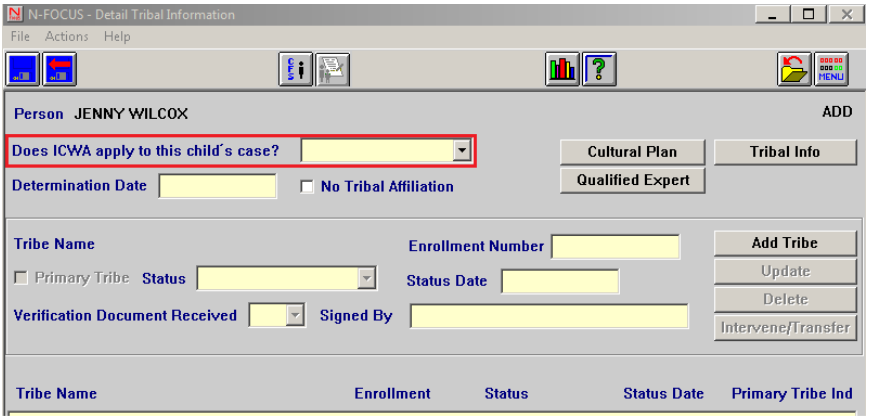
General Interest and Mainframe

Detail Tribal Information (Change)

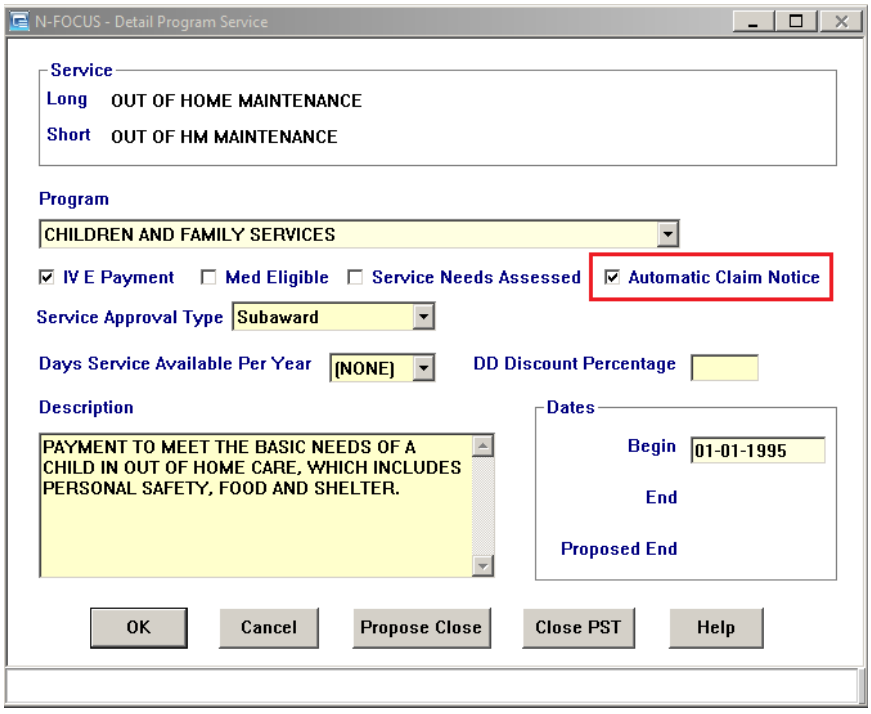
The ICWA question on the Detail Tribal Information window has changed to be clearer.



Child Welfare Service Authorization for 4480 and 7933 (Change)

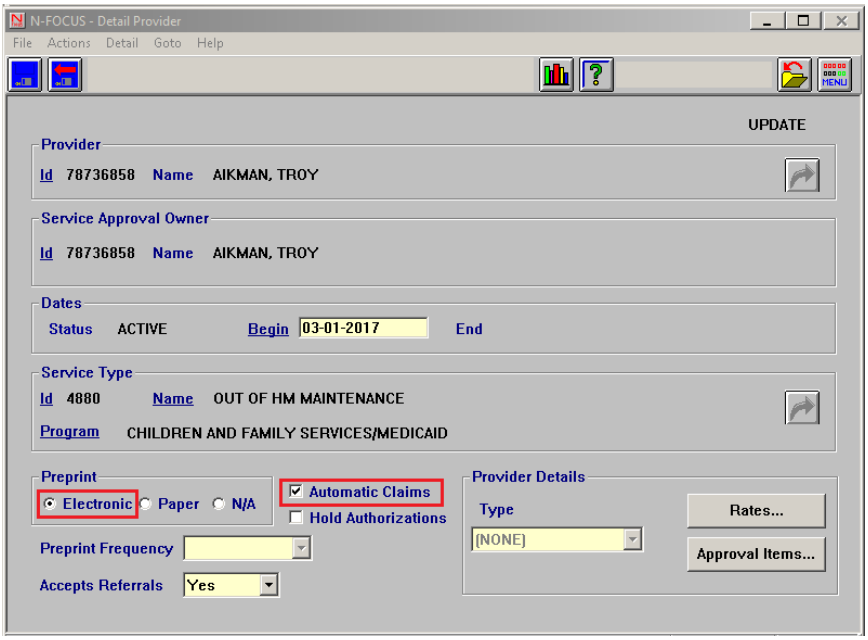
Specified workers will now have the ability to allow the sending of Service Authorization Notices for Out of Home Maintenance (4880) and Agency Supported Foster Care (7933) to the ECM portal for providers who want to receive their notices electronically. These services are paid via an auto claim process by the NFOCUS system.

There was a request from providers and CFS staff to allow the Service Authorization notices for these two service types only to go to the ECM Provider payment portal for providers to view the authorization notices. In order for this to occur in the service catalog, the Detail Program Service has to be auto claims eligible and has to be requested to have the Automatic Claim Notice box marked on the Service Request sheet.



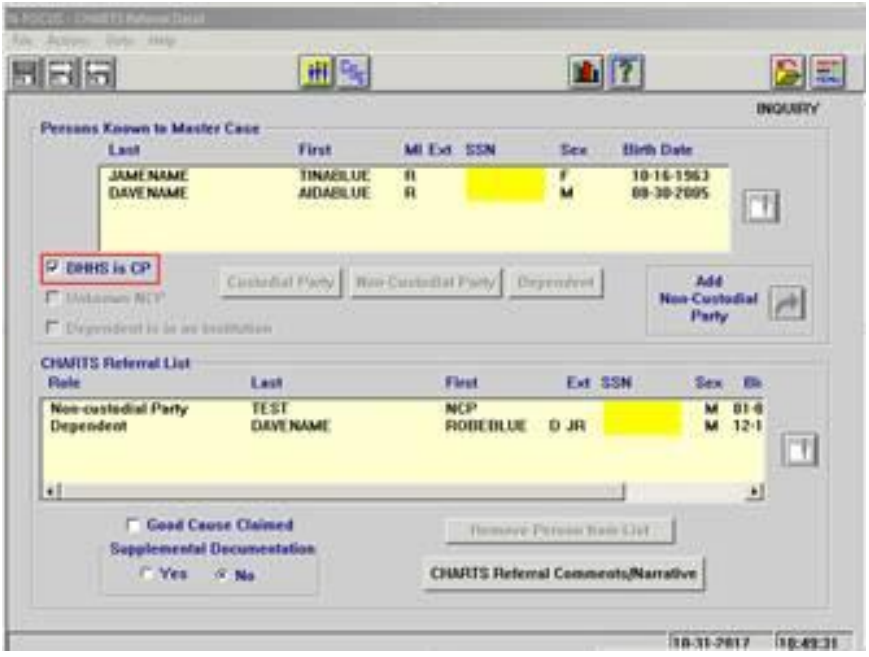
RD Staff, on the morning following the release, will have to go in and change these providers who have requested this ability in the Provider Details portion of the Org.

Automatic Claims should be selected and Electronic selected in order for the authorizations to go to the portal. If the provider wants to continue to receive the authorization notices in the mail, Automatic Claims and N/A can continue to be selected. The same process for any new providers providing eligible services would be set up this way.



CHARTS Referral on Subsidized Guardianship (Change)

CHARTS referrals on Subsidized Guardianship (SG) program cases can now be made in the Master Case with the SG program case. When making the referral in the Master Case with the SG program case, select "DHHS is CP".



The referral may also be made from the Master Case with the CFS Program Case if it is open at the time of referral.

CHARTS Referral (Fix)

The error has been fixed in CHARTS referrals when there was an active Child Care (CC) program case and Aid to Dependent Child (ADC) program case. The status of the dependents in the CC case (ex. one child does not meet the age requirement for CC) will no longer stop the referral of the ADC case to CHARTS.

Alerts

Alerts #599 and #600 – Child Removed from Home (New)

New alerts have been created to notify IMFC workers when a child has been removed from the home and the plan is to return the child within 90 days or not.

These alerts are identical to Alerts #175 and 176, but are specifically for IMFC workers.

CFS Alerts Implemented 12/20/17 (New)

Alert #602- Mark ICWA Indicator

When a child is active in a CFS Program Case and the ICWA Indicator has not been answered, the alert will be created 14 days from when the Program Case was opened, as well as every 30 days from the case opening date, until it is answered.

Text:

The ICWA Indicator must be answered for <ARP Name>. Go to the Tribal button and answer if ICWA applies to this child's case.

Alert #603- Create ICWA Notices

When a child's ICWA Indicator is marked Yes or Reason to Know, and the child is involved in a non-court, court involved or Alternative Response case, which Tribal Notices/Tribal Membership Inquiry Form have not been created, the alert will be created 3 days or 7 days after the legal status change, depending on the legal status. The alert will also be created every 30 days from the date of the legal status change, if a Tribal Notice/Tribal Membership Inquiry Form has not yet been created for the child.

Text:

Yes/Reason to Know was marked on the ICWA Indicator for <ARP Name>. ICWA Notices must be created, sent, scanned into document imaging and filed with court.

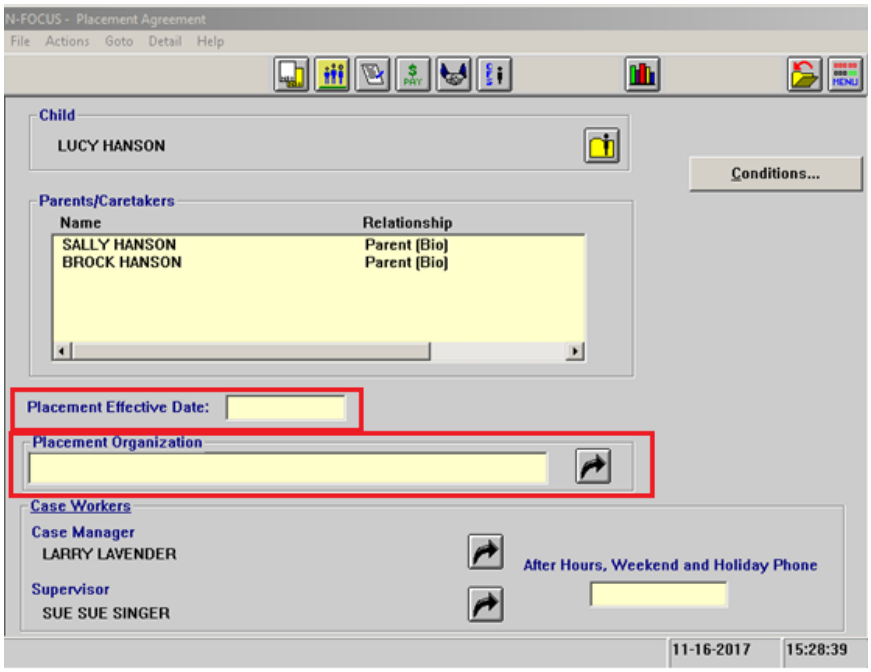
Correspondence

Placement Agreement Redesign (Change)

The Placement Agreement and Child Disclosure have been combined into one document.

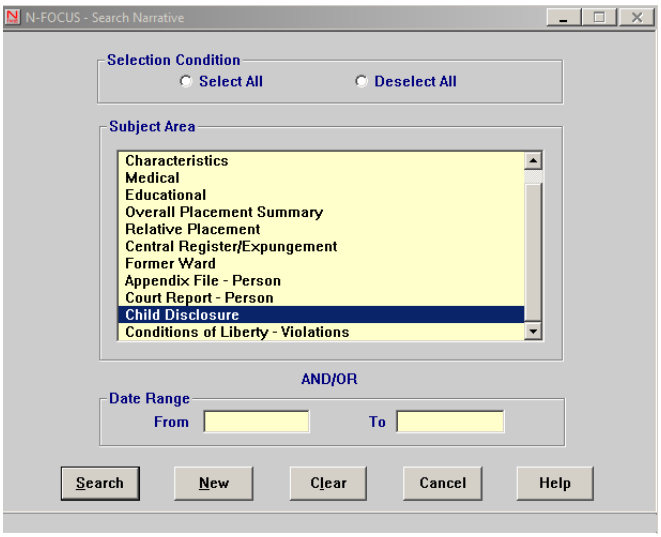
The Placement Agreement can be accessed through the Placement Agreement' button on the List Removal/Placement window and the Detail Placemen' window.

Workers must enter the Placement Effective Date and Placement Organization in order to print the Placement Agreement. Workers can type in any organization or black arrow out the child's placement.



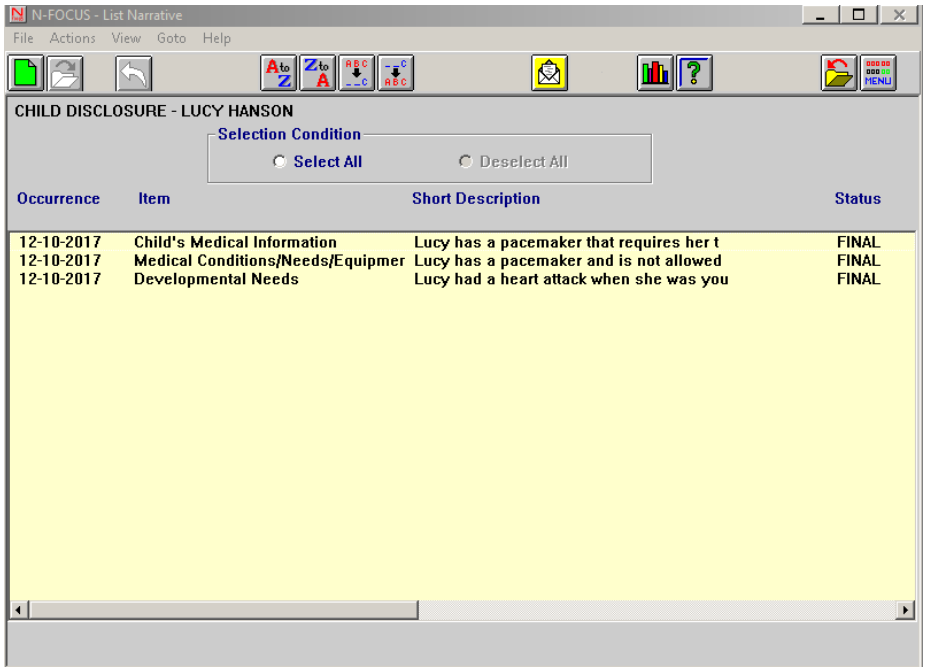
Workers can add narratives in the Child's Medical Information, Medical Conditions/Needs/Equipment and Developmental Needs sections of the Placement Agreement.

Select the 'Narrative' button
From the 'Search Narrative' window select Child Disclosure



Add new narratives.

Note: Narratives must be in FINAL status for them to print on the Placement Agreement.



Monthly Client Account Statement (Change)

Monthly account statements will be combined into one document when a Responsible Party is associated with more than one AR per program.

Interface

Early Development Network (EDN) Interface to CONNECT (New)

With this release, the Early Development Services Referral will be automated and sent to the identified EDN providers. The following will be accomplished with this interface:

- Identify children under the age of 3 that require to be referred to EDN (Early Development Network)/CAPTA (Child Abuse Prevention and Treatment Act) based upon a substantiated finding
- Expedite the referral electronically instead of relying on the CFS Specialist completing the referral and mailing the referral to the supporting EDN Office
- Validate that a referral was completed and entered in CONNECT.
    - In the past CFS has not been able to report this information accurately because it was difficult to verify that a person in CONNECT was the same person in N-FOCUS

Document Imaging

New Categories

New Document Imaging categories for EA have been requested, they are

- Fraud/IPV Information-EA
- Drug Felon Status

New main categories and corresponding sub categories have been added for IMFC.

Main Category:

- IMFC/IV-E Reviews

Sub categories:

- IMFC Opening Packet
- IMFC Permanency Review
- ICAMA Application
- ICAMA Correspondence
- ICAMA Documentation
- Sub Adopt Opening Packet
- Sub Adopt Reviews
- Sub Adopt Increase
- Sub Guard Review
- Sub Guard Opening Packet
- Sub Guard Increase
- Bridge to Independence Opening Packet
- Bridge to Independence Review
- IMFC Age Related Review

- Sub Adopt Age Related Review
- Sub Guard Age Related Review

Main Category:

- Mental Health Substance Abuse

New Sub-Category:

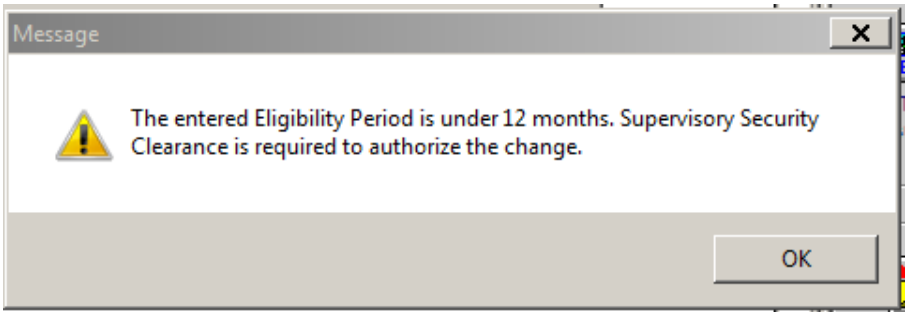
- Informed Consent

Expert System

Child Care Eligibility Dates (Change)

Supervisors and leads, along with Child Care Policy, will be able to shorten the Child Care eligibility dates between 1-11 months from the state month. Once they have approved a budget with the new dates, SSW's will be able to run consecutive budgets. SSW's will not be able to change the eligibility dates unless they are moving them to months 12-18 from the start month.

Workers that do not have the security to shorten the Child Care eligibility dates will receive the following message:



Child Care: Benefit Summary (Fix)

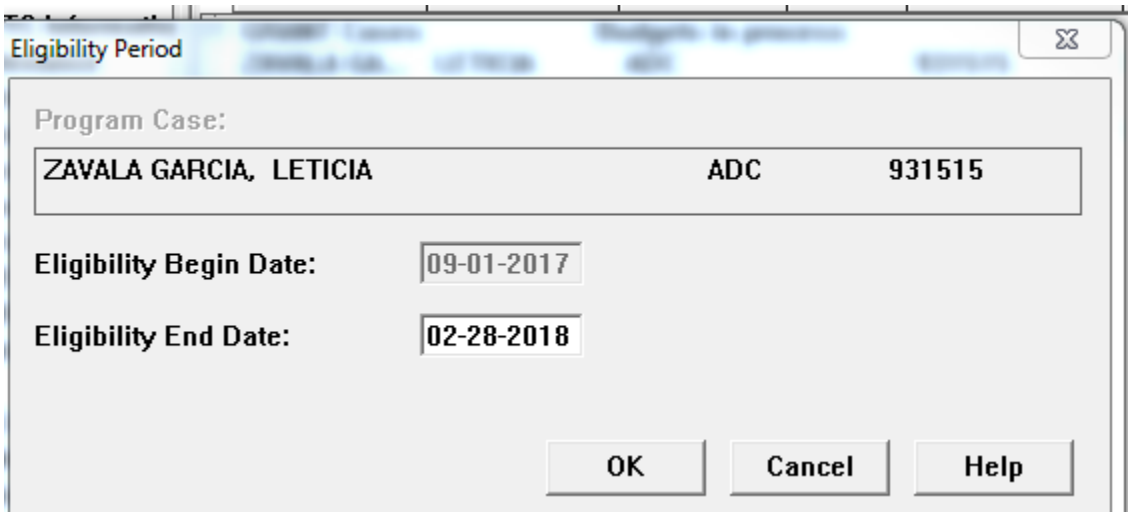
Workers will be able to double click on the earned income, in benefit summary, and see what income was used in the calculation.

N-FOCUS Tips

Closing Windows in Expert System

When you are processing in the Expert System there are two things that you should **NEVER DO**:

- **Use the ALT F4 to get off a window**
  OR
- **Use the X at the top right of any window**.



Both of these actions will cause issues with the case that you are processing. You will not notice an issue but certain data for this case will not get set correctly. This then will cause issue for the next person running this case or for our MESA processing.

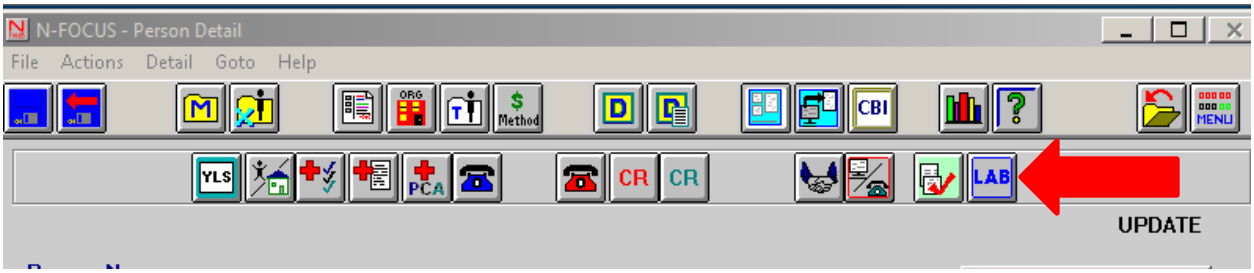
PLEASE never use the ALT F4 OR the X to leave a window in the Expert System.

Children and Family Services

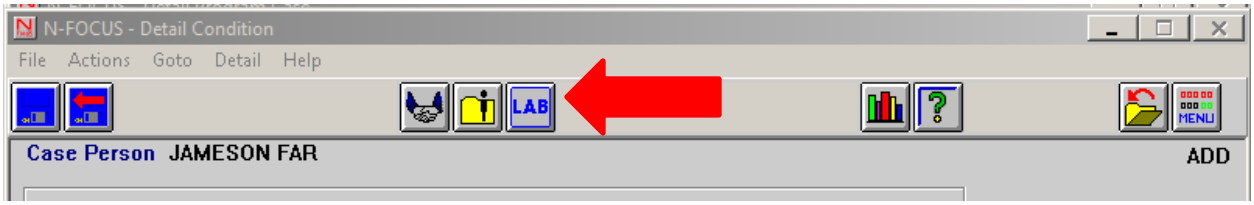
Drug Screening Results Window and Interface (New)

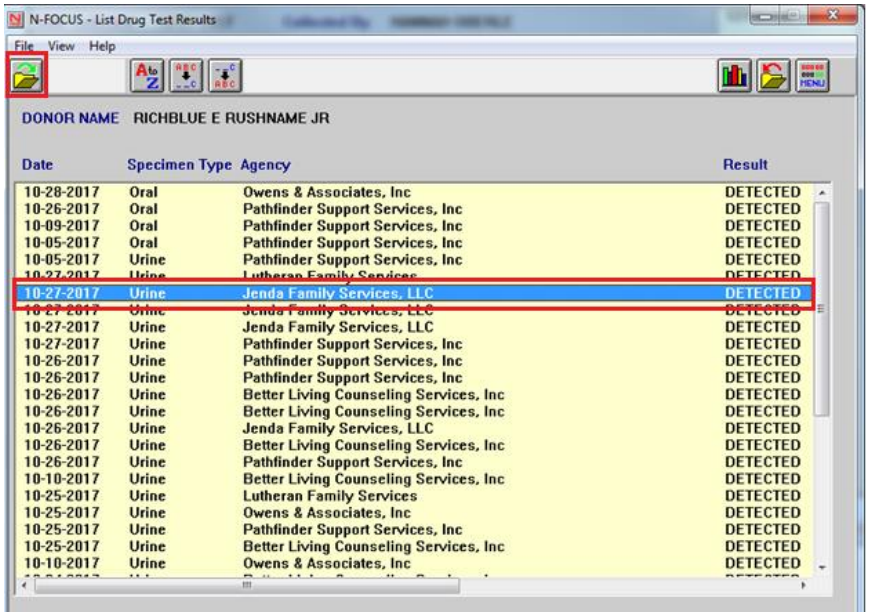
An interface has been implemented between Nebraska DHHS NFOCUS and Redwood Toxicology Lab. Redwood Toxicology is the single provider contracted to perform confirmations of all drug testing results. The interface will allow drug screening results to be sent directly to NFOCUS once daily. This information can be accessed from the person detail screen or from the conditions window. Additionally, this interface will allow DHHS to send Redwood Toxicology donor information twice daily directly from the service referral created in NFOCUS. This will ensure that client information on the Redwood Toxically site is accurate and will also reduce the time it takes providers to enter results on the Redwood site. Providers and DHHS workers can and should still fill out donor information on Tox Access if needed.

The new Drug Screening Results window is accessed by selecting the LAB icon on either the Person Detail or Detail Conditions windows. The List Drug Test Results window will display if there are multiple instances of Drug Test Results.



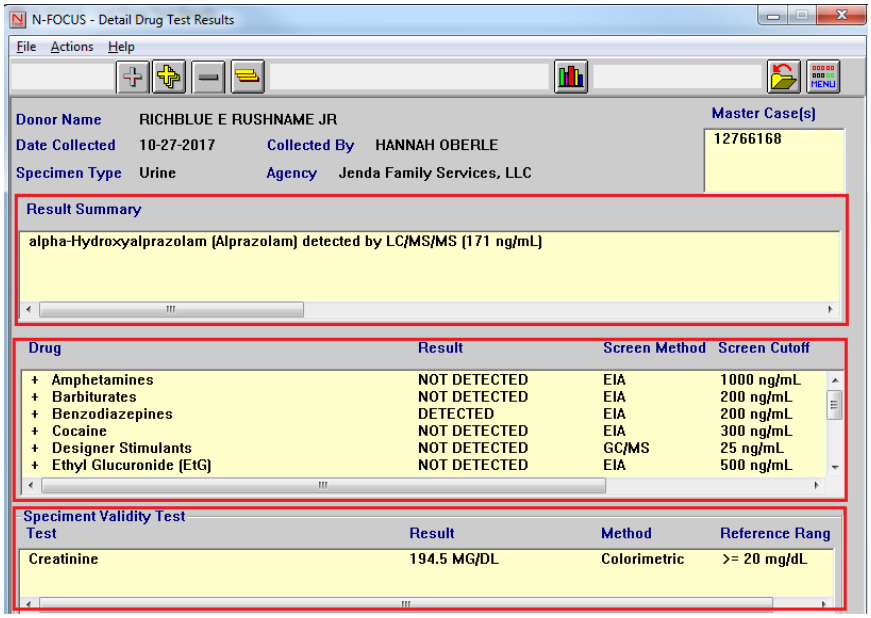
Or



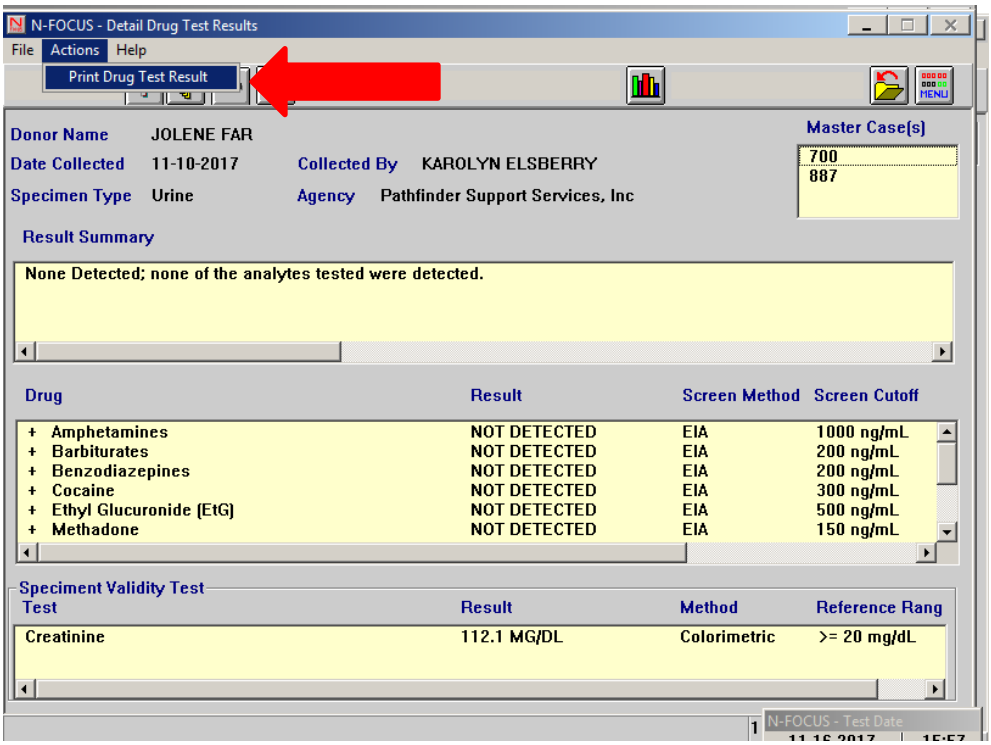


From the List Drug Test Results window, select the row to view more detail and either select the Open icon or double click the row to open the Detail Drug Test Results window.

The results of the drug test are displayed.



A worker will also receive an alert when drug testing results are received. These alerts are daily when a drug results is received. The alert is cleared automatically in 35 days. A summary of the drug testing result can be printed from the actions menu in the detail drug test results screen. The results printed from NFOCUS should NOT be used for official purposes such as sharing with attorneys or for court reports. If a worker needs official results these should be printed from the Redwood Toxicology site. Additionally, workers should verify results printed from NFOCUS with the official results on Tox Access.



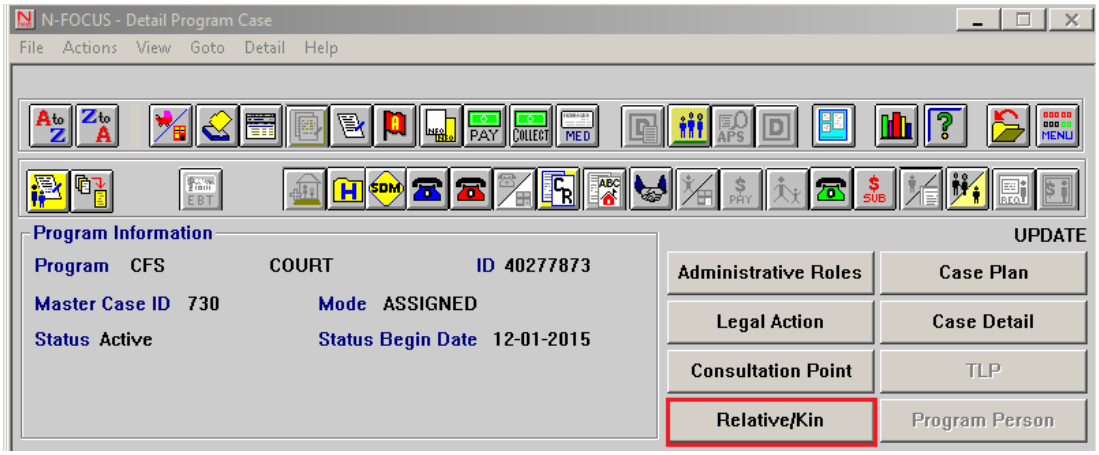
Legal Action Hearing Type (New)

Motion to Intervene has been added as a new hearing type in Legal Actions.

This hearing type can be used when grandparents or the tribe files a motion to intervene.

Relative Notices Name (Changed)

The Relative Notices button on the Detail Program Case window has been changed to the Relative/Kin button.



The Relative/Kin icon has been added to the List Narrative, Detail Narrative, List Multi-Person Narrative and Detail Multi-Person Narrative windows.

Selecting either the Relative/Kin button or the Relative/Kin icon will display the List Relative Relationships window.

Kinship Search and ICWA Narratives (Change)

The ICWA narratives have been moved from the Kinship Search narratives and put into a new narrative subject are called ICWA.

The Kinship Search narratives have been disabled.

Note: You may search for existing narratives, but you may not create new narratives. The reason for this change is to keep all relative/kinship information in the Relative/Kin section.

Detail Education Report Copy Forward (Change)

Copy Forward is now available on the Education Court Report.

Copy Forward (Fixed)

The Copy Forward command has been fixed with this release.

EDN Automate Manual Referrals (Change)

When a CFS specialist creates an EDN referral on NFOCUS they will no longer have to print and then manually fax and or mail the referral. EDN referrals will be sent daily to CONNECT through a once daily batch process.

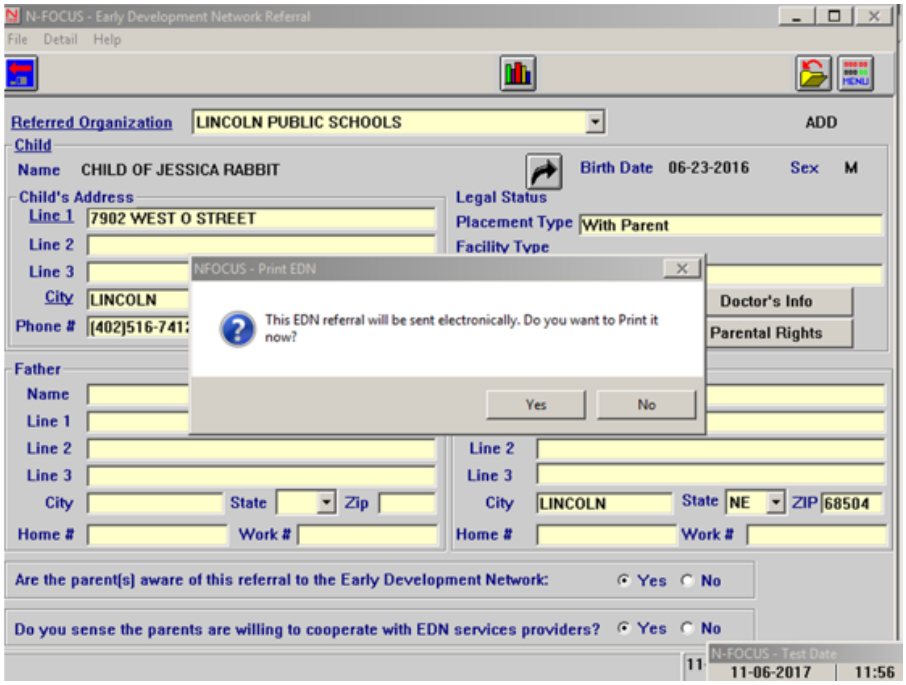
To create an EDN referral follow these steps:

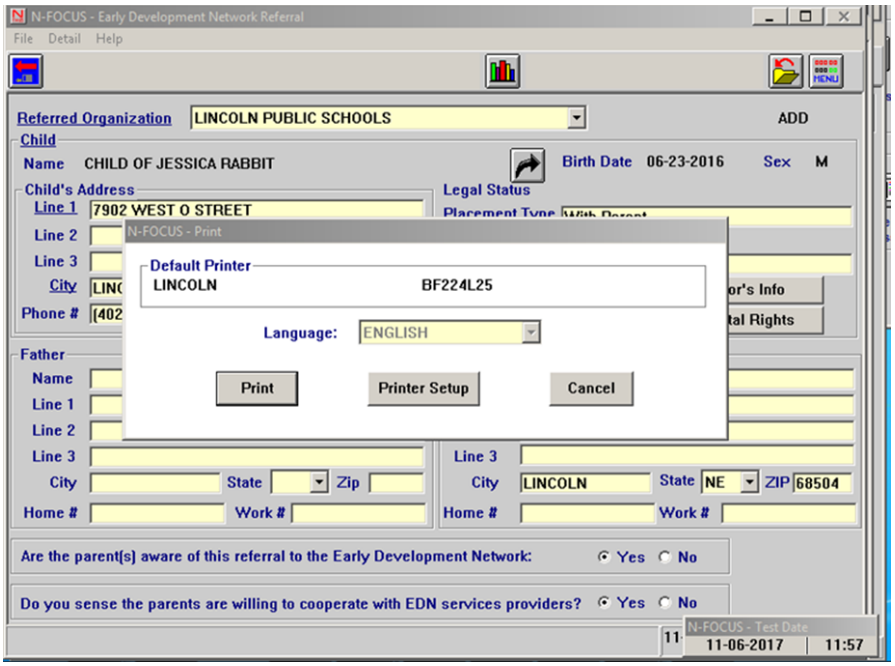
1. Navigate to the Detail Program Case Window and select the Correspondence icon.
2. Select the New button
3. Select Early Development Network Referral from the Create Correspondence List.

The Early Development Network Referral window will display.

4. Complete all the fields on the EDN referral form and click save and close. W

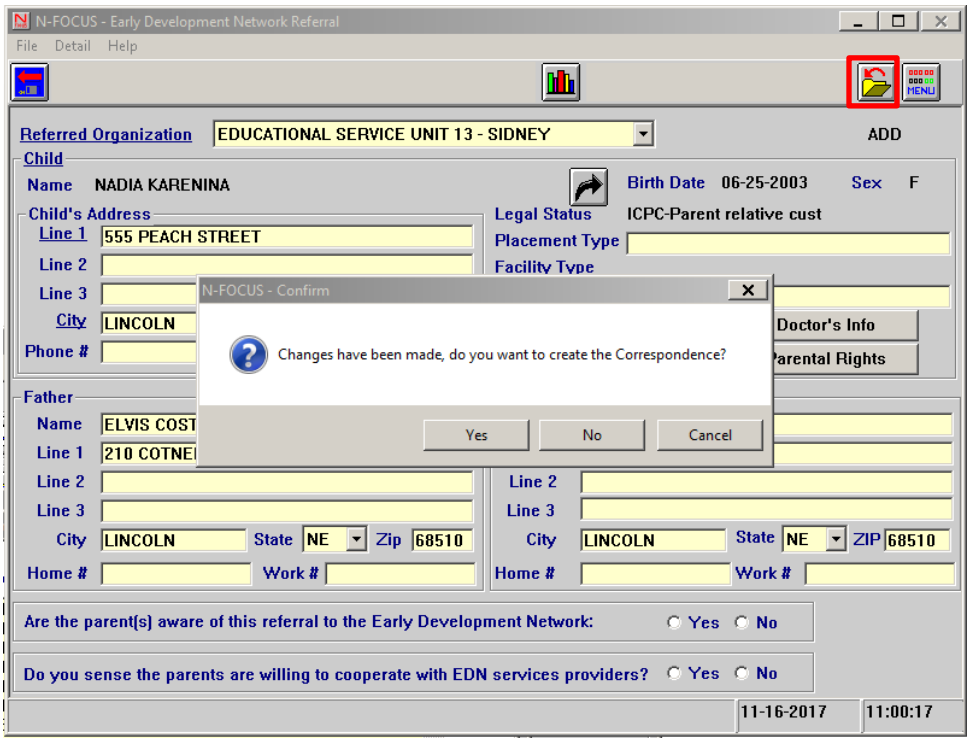
- The "Save and Close" is selected a message will display.
- The referral will be sent electronically once 'Yes' or 'No' is selected.
- Printing the referral is optional.
    - Selecting "No" will close the window
    - Selecting 'Yes' will print the referral and close the screen





Note: If the referral was created in error use the 'Yellow' Close icon. A new message will display that asks if the worker would like to create the correspondence.

- Selecting 'Yes' will allow the worker to create and send the correspondence
- Selecting 'No' will exit the window without sending the correspondence

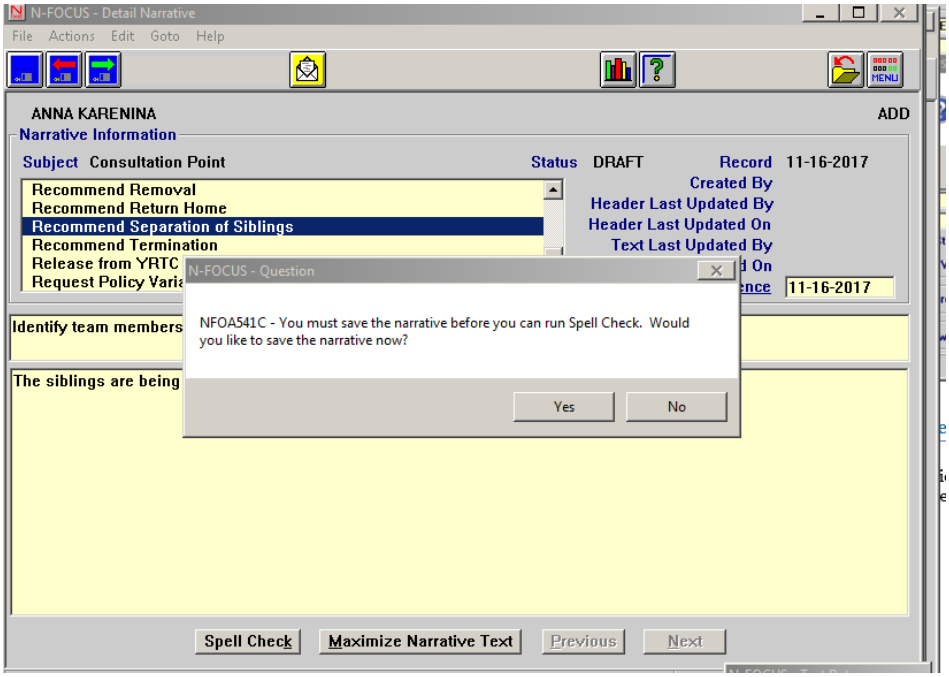


Detail Narrative Spell Check Error (Fix)

Sometimes when using spell check narrative has been lost. A change was added that will save the detail narratives before spell check is engaged.

The following message only displays the first time a narrative is created. Once spell check is used in the narrative the save is automatic and no message will display.

Note: The spelling check fix is not yet present in the SDM assessment narratives and the court report narratives.



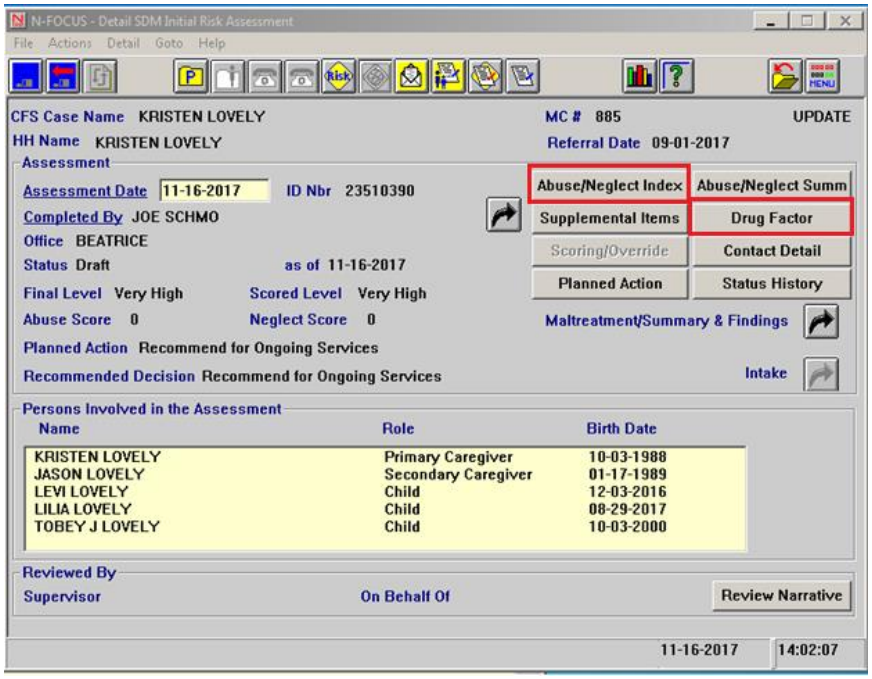
Drug Factor Risk Question Edit (Change)

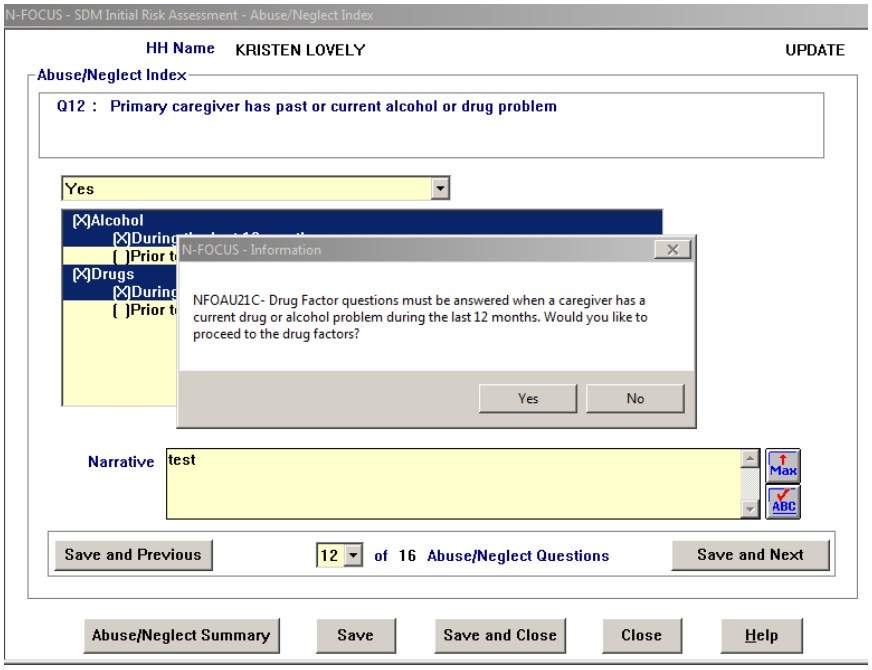
Currently, the drug factor questions are optional in the SDM Risk and Prevention assessments, however administration has requested these questions be mandatory when a caregiver has had a drug and or alcohol issue within the current 12 months period.

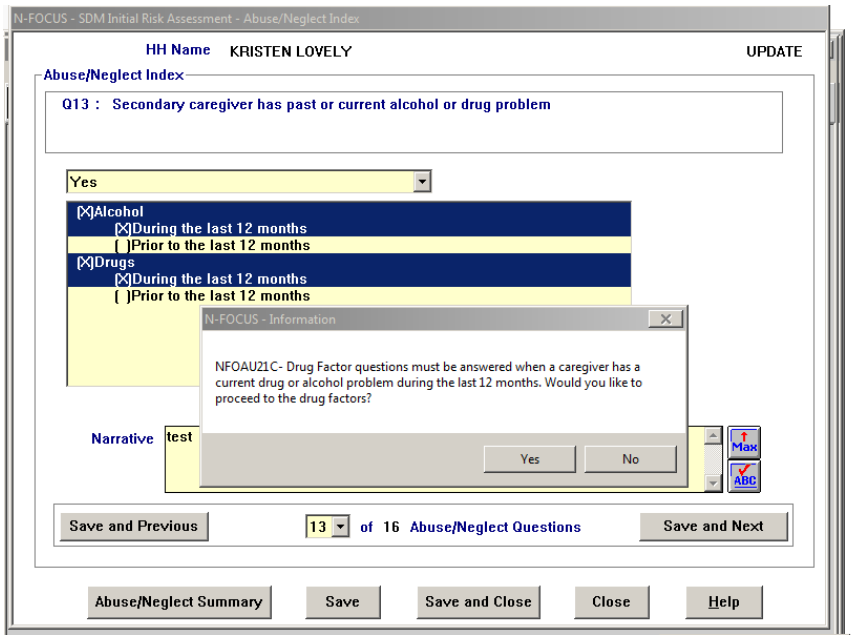
When a worker has indicated the Primary and or Secondary caregiver has a past or current alcohol and or drug problem during the last 12 months (Q12/Q13-Risk Assessment; Q10/Q11-Prevention Assessment) and they click on any of the save buttons they will automatically go to the drug factor questions.

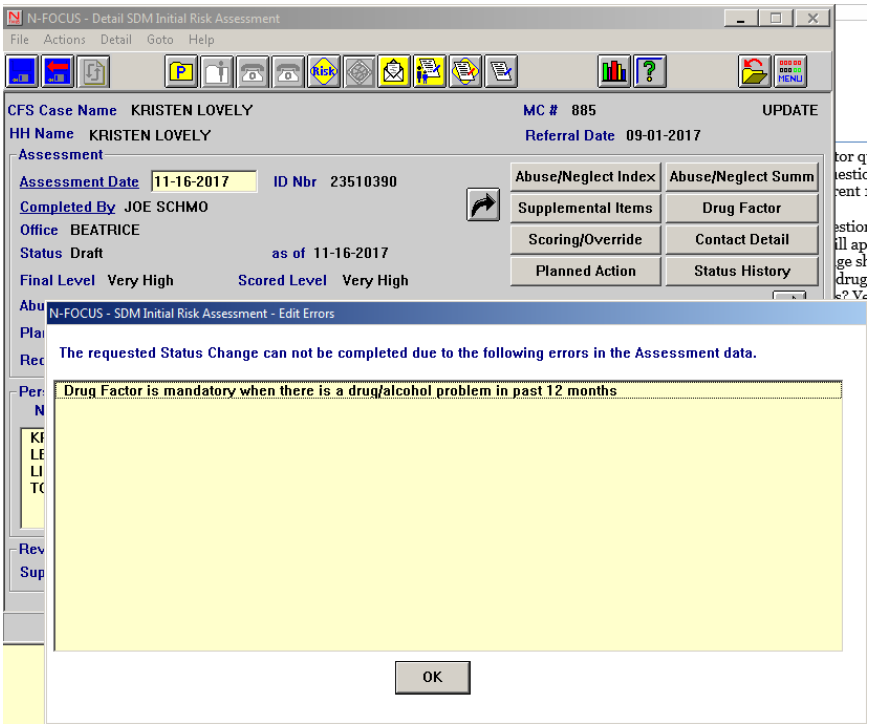
If the drug factor questions are not completed while answering the risk questions another edit will appear before the assessment can be put into ready for review.

The following screen prints show the progression of this task.


N-FOCUS - Detail SDM Initial Risk Assessment
File Actions Detail Goto Help
CFS Case Name KRISTEN LOVELY
MC # 885
UPDATE
HH Name KRISTEN LOVELY
Referral Date 09-01-2017
Assessment
Assessment Date 11-16-2017
ID Nbr 23510390
Completed By JOE SCHMO
Office BEATRICE
Status Draft
as of 11-16-2017
Final Level Very High
Scored Level Very High
Abuse Score 0
Neglect Score 0
Planned Action Recommend for Ongoing Services
Recommended Decision Recommend for Ongoing Services
Abuse/Neglect Index
Abuse/Neglect Summ
Supplemental Items
Drug Factor
Scoring/Override
Contact Detail
Planned Action
Status History
Maltreatment/Summary & Findings
Intake
Persons Involved in the Assessment
Name
Role
Birth Date
KRISTEN LOVELY
Primary Caregiver
10-03-1988
JASON LOVELY
Secondary Caregiver
01-17-1989
LEVI LOVELY
Child
12-03-2016
LILIA LOVELY
Child
08-29-2017
TOBEY J LOVELY
Child
10-03-2000
Reviewed By
Supervisor
On Behalf Of
Review Narrative
11-16-2017
14:02:07


N-FOCUS - SDM Initial Risk Assessment - Abuse/Neglect Index
HH Name KRISTEN LOVELY
UPDATE
Abuse/Neglect Index
Q12 : Primary caregiver has past or current alcohol or drug problem
Yes
[X]Alcohol
[X]Drugs
N-FOCUS - Information
NFOAU21C- Drug Factor questions must be answered when a caregiver has a current drug or alcohol problem during the last 12 months. Would you like to proceed to the drug factors?
Yes
No
Narrative
test
Max
ABC
Save and Previous
12 of 16 Abuse/Neglect Questions
Save and Next
Abuse/Neglect Summary
Save
Save and Close
Close
Help


N-FOCUS - SDM Initial Risk Assessment - Abuse/Neglect Index
HH Name KRISTEN LOVELY
UPDATE
Abuse/Neglect Index
Q13 : Secondary caregiver has past or current alcohol or drug problem
Yes
[X]Alcohol
[X]During the last 12 months
[ ]Prior to the last 12 months
[X]Drugs
[X]During the last 12 months
[ ]Prior to the last 12 months
N-FOCUS - Information
NFOAU21C- Drug Factor questions must be answered when a caregiver has a current drug or alcohol problem during the last 12 months. Would you like to proceed to the drug factors?
Yes
No
Narrative
test
Max
ABC
Save and Previous
13
of 16 Abuse/Neglect Questions
Save and Next
Abuse/Neglect Summary
Save
Save and Close
Close
Help


N-FOCUS - Detail SDM Initial Risk Assessment
File Actions Detail Goto Help
CFS Case Name KRISTEN LOVELY
MC # 885
UPDATE
HH Name KRISTEN LOVELY
Referral Date 09-01-2017
Assessment
Assessment Date 11-16-2017
ID Nbr 23510390
Completed By JOE SCHMO
Office BEATRICE
Status Draft
as of 11-16-2017
Final Level Very High
Scored Level Very High
Abuse/Neglect Index
Abuse/Neglect Summ
Supplemental Items
Drug Factor
Scoring/Override
Contact Detail
Planned Action
Status History
N-FOCUS - SDM Initial Risk Assessment - Edit Errors
The requested Status Change can not be completed due to the following errors in the Assessment data.
Drug Factor is mandatory when there is a drug/alcohol problem in past 12 months
OK

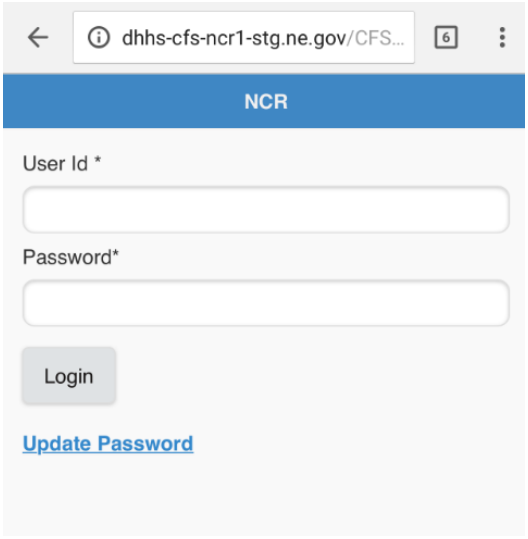
Nebraska Caregiver Responsibilities/NCR (New)

Workers can now create, update, and finalize NCR's on a new web applicable assessable from their desktop, tablet or mobile phone. The look and layout of the NCR will be different on the desktop and tablet versus the mobile phone.

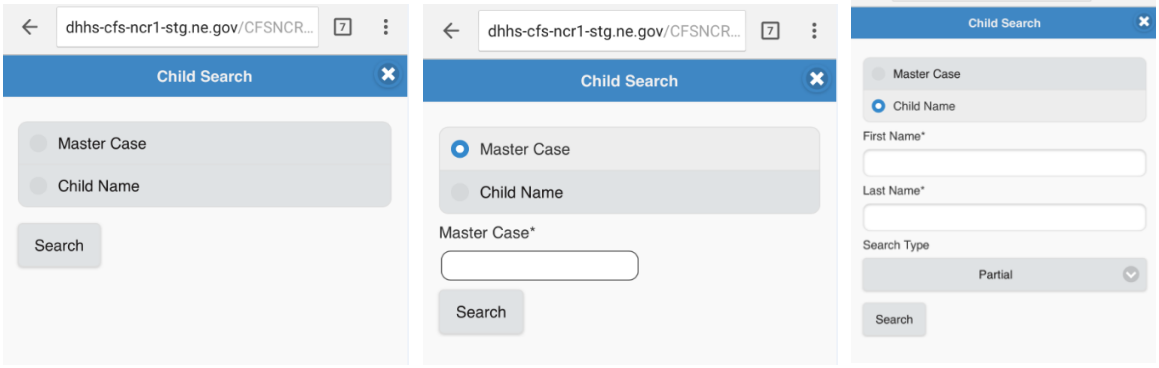
Mobile Phone:

https://dhhs-cfs-ncr.ne.gov/CFSNCR/

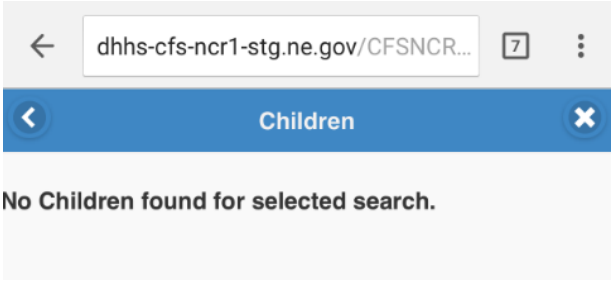
Type the web address in your mobile web browser. The page shown to the right will display. Log in using your N-FOCUS username and password.



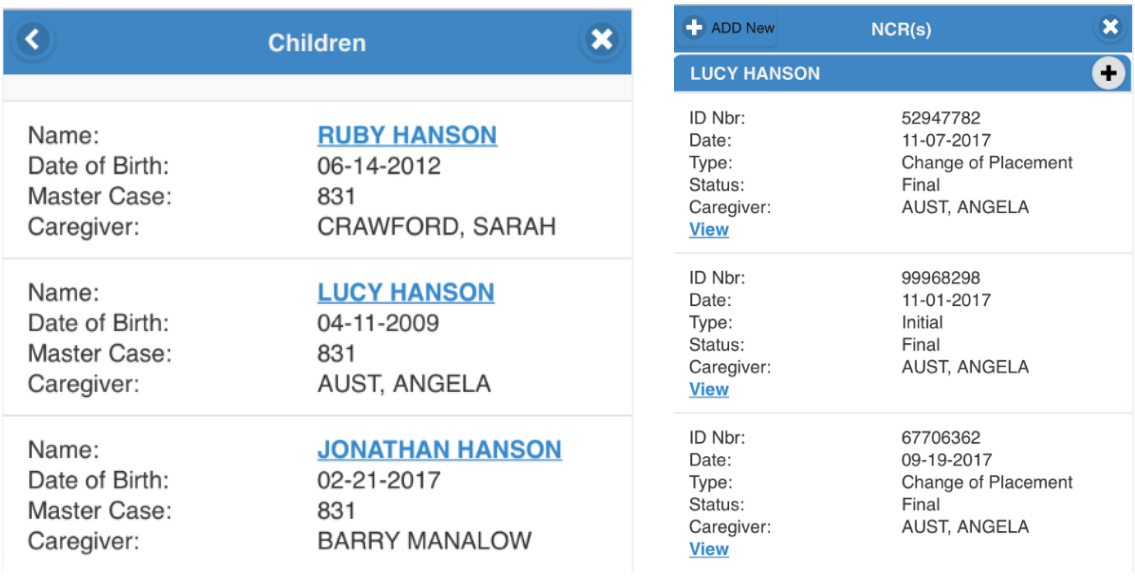
Searching by Master Case or Name.



Note: Only children in out of home placements will yield a result.

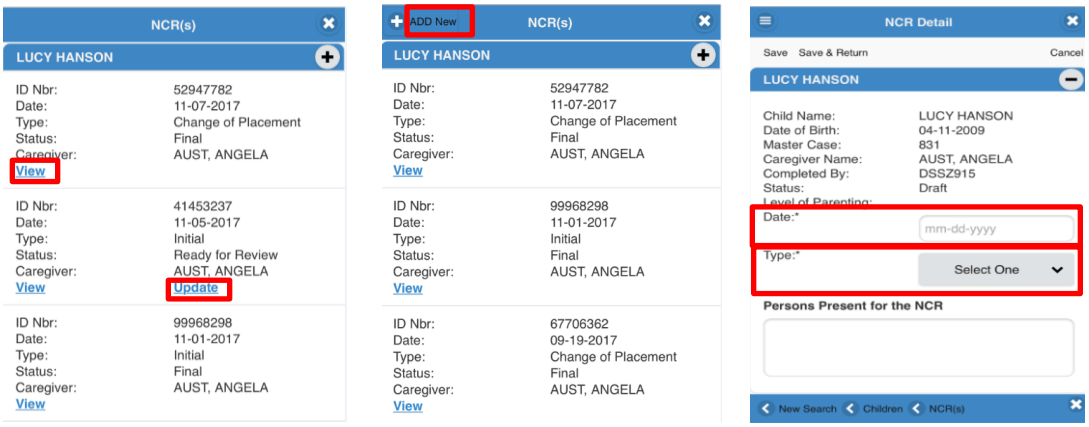


If searching by a Master Case, all children in active out of home placements in that Master Case will display. If searching by Child, you will be taken directly to the child's list of NCR's.



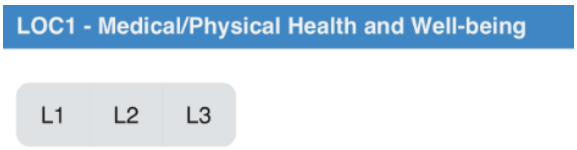
Workers can Update existing NCR's, View finalized NCR's or ADD New.

When creating a new NCR, the worker must enter the Date and select a Type before the NCR can be saved.

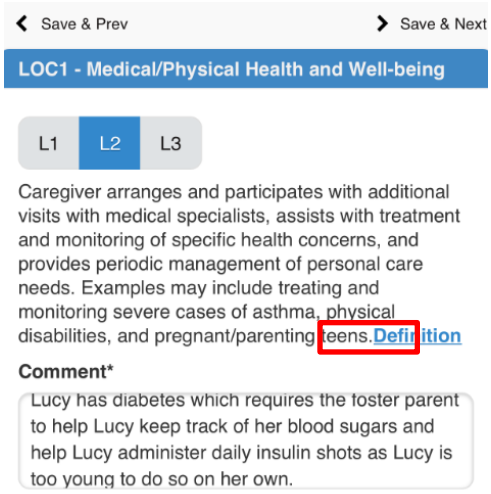


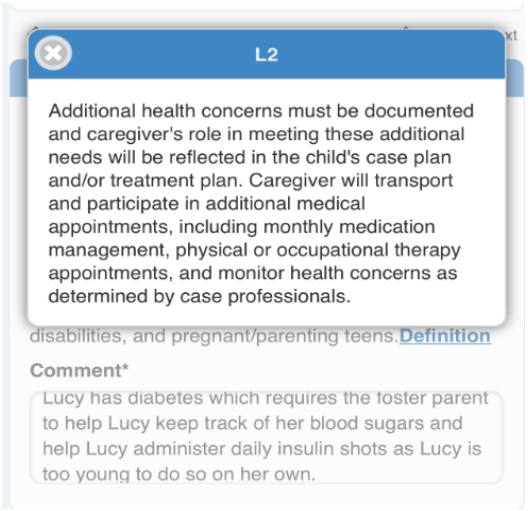
There is a new narrative box for the NCR where workers can enter comments regarding the NCR, to include who was present.

Clicking on the different Levels (L1, L2, L3) will select the level.



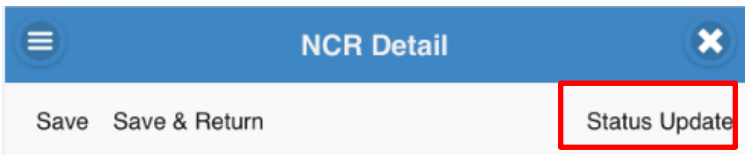
Workers can also click on the Definition link and a definition for the Level will pop up.

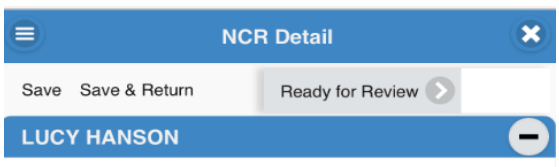


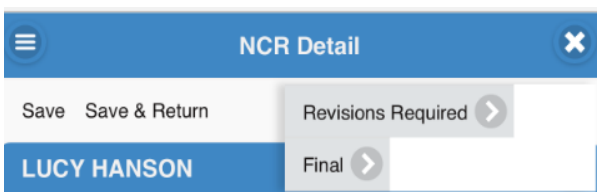


Workers can use the buttons located at the bottom of the screen to navigate to the Child's list of 'NCR(s)', the list of 'Children' in the MC or a 'New Search'. The 'x' will log the worker out of the NCR application.

When a worker has completed all eight (8) Levels of Care (LOC). A Status Update icon will appear at the top of the screen. After clicking on the Status Update icon, workers can put the NCR in Ready for Review status. The worker will be taken back to the child's list of NCR's after updating the status to Ready for Review. The worker will then need to click on the Update button to be taken back into the NCR to put into Final status.







Desktop

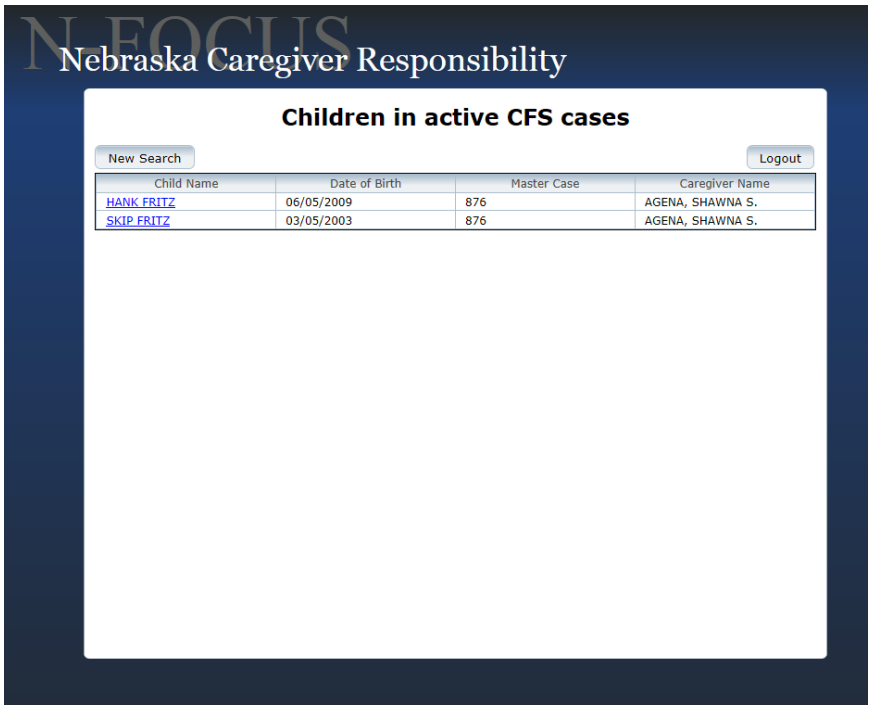
https://dhhs-cfs-ncr.ne.gov/CFSNCR/

Workers can type web address into their web browser. They will be taken to a log in page using their N-FOCUS username and password.

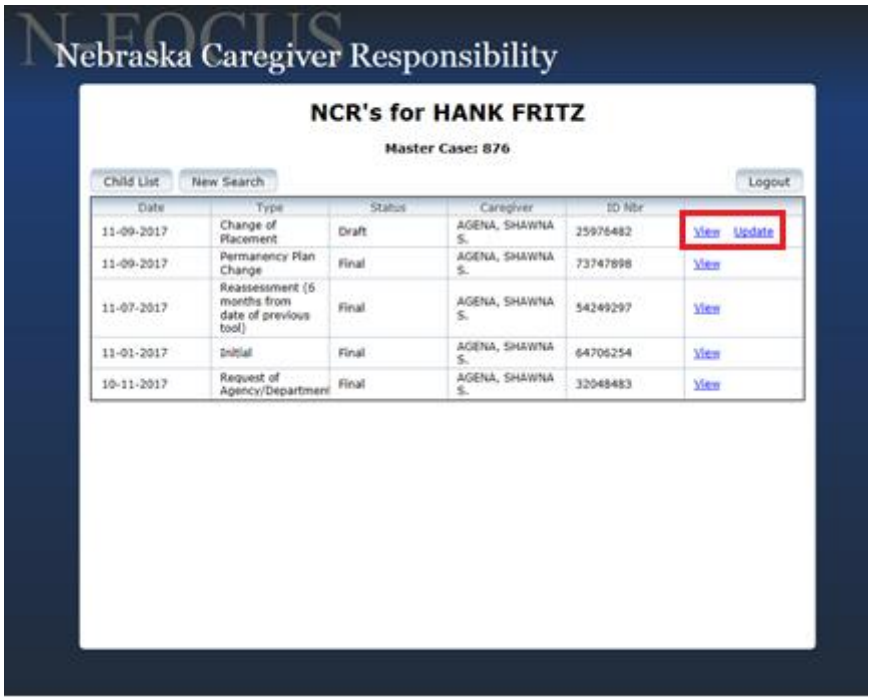
Searching by Master Case or Name

Note: Only children in out of home placements will yield a result.

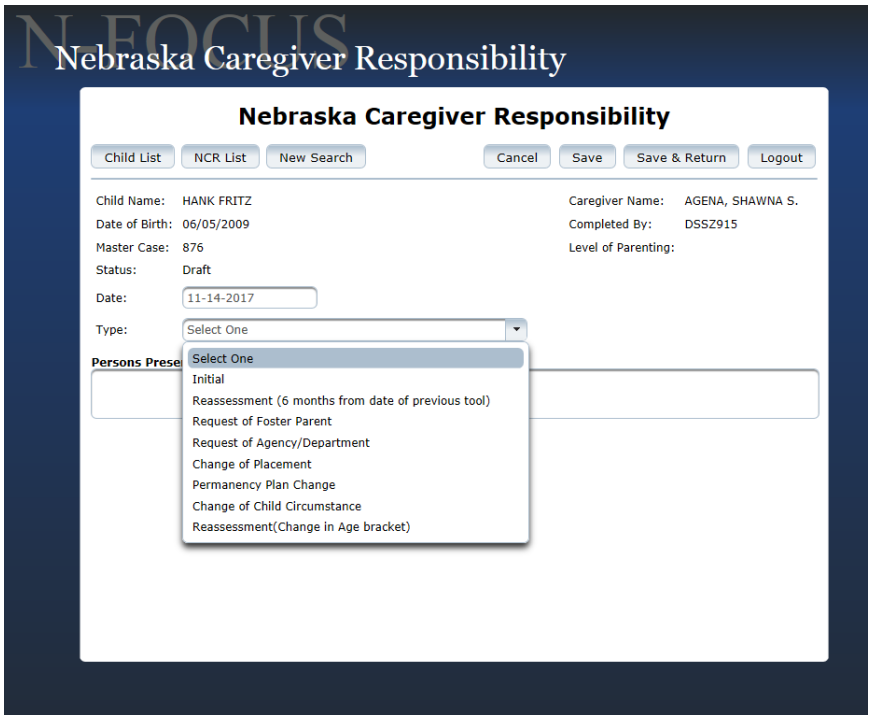
If searching by a Master Case, all children in active out of home placements in that Master Case will display. If searching by Child, you will be taken directly to the child's list of NCR's.



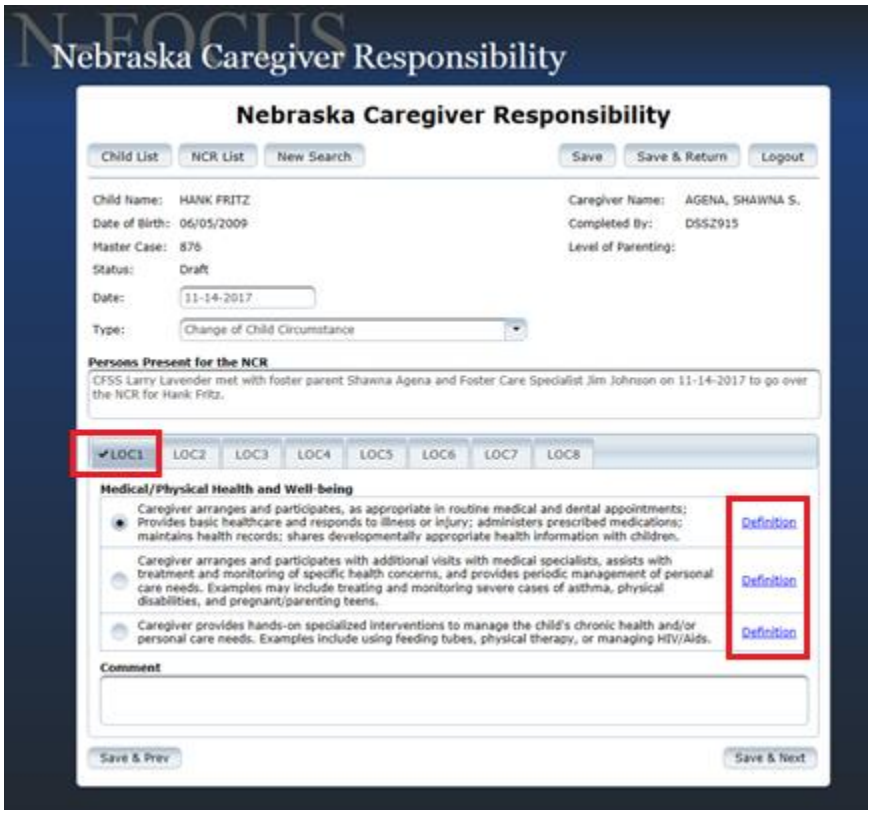
Workers can Update existing NCR's, View finalized NCR's or ADD New.

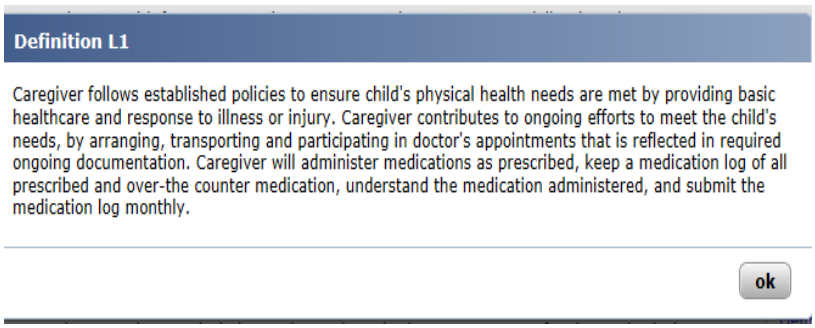


When creating a new NCR, the worker must enter the Date and select a Type before the NCR can be saved.



The worker can click on the different Levels (L1, L2, L3). The worker must select a Level within the LOC. A black checkmark with appear to signal the Level was selected. Workers can also click on the Definition link and a definition for the Level will pop up.

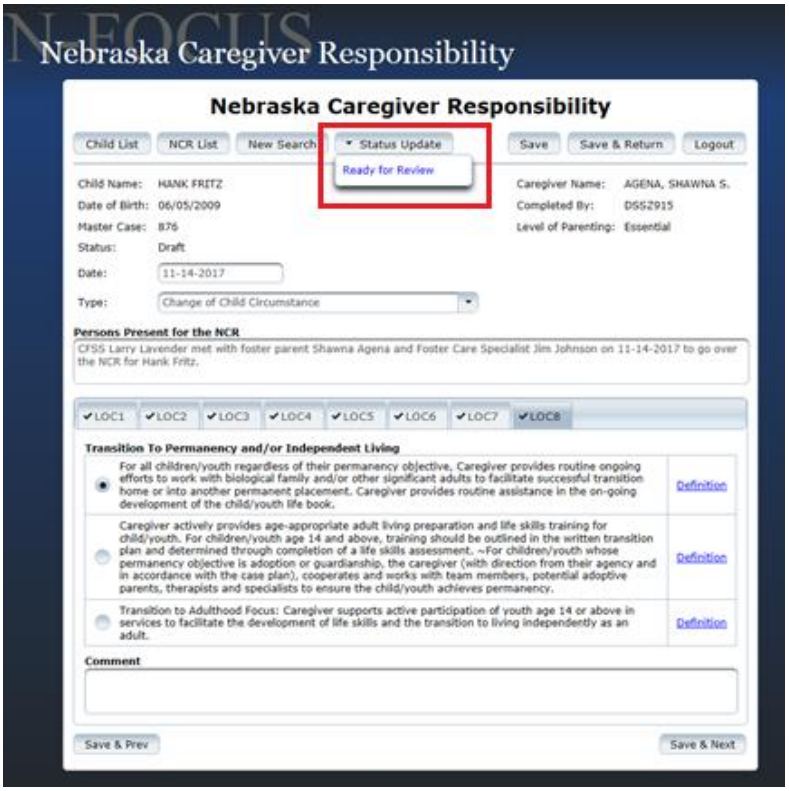


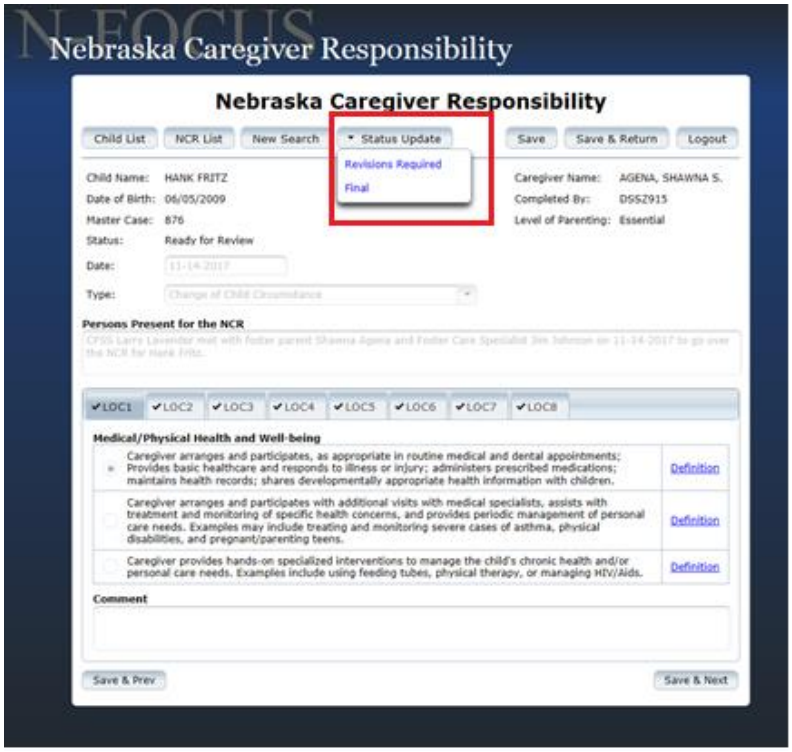


Workers can use the buttons located at the top of the screen to navigate to the Child's list of NCR(s), the Child List in the Master Case or a New Search. The Logout will log the worker out of the NCR application.

When a worker has completed all eight (8) Levels of Care (LOC). A Status Update icon will appear at the top of the screen. From there, workers can put the NCR in Ready for Review status and then Final Status.

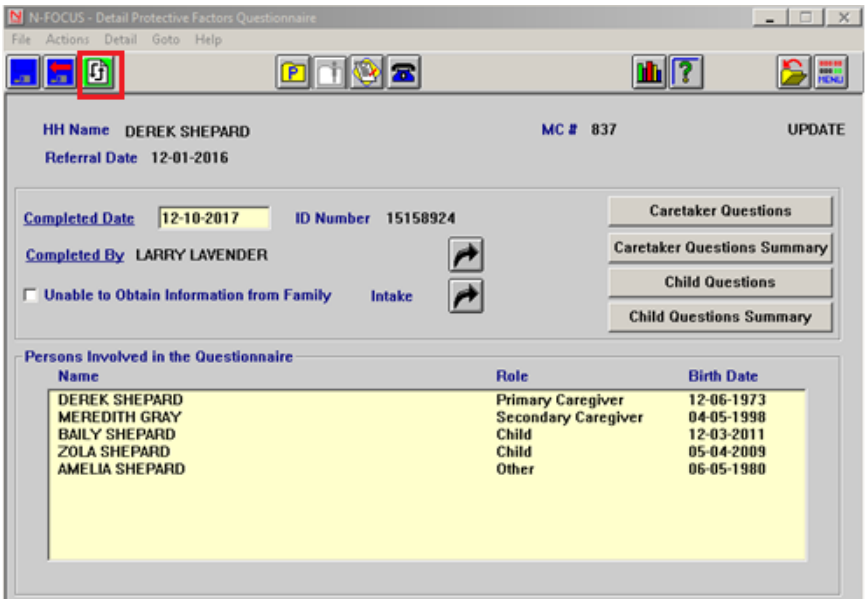
The worker will be taken back to the child's list of NCR's after updating the status to Ready for Review. The worker will then need to click on the Update button to be taken back into the NCR to put into Final status.





Protective Factors Questionnaire Copy Forward (Change)

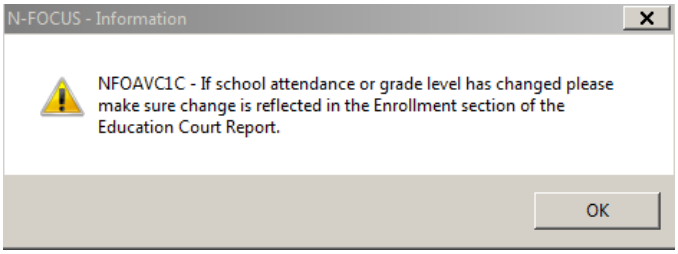
Copy Forward is now available on the Protective Factors Questionnaire (PFQ). Workers can copy forward the most recent PFQ. All of the Caretaker and Child Question responses will copy forward.



Education Court Report Copy Forward (Change)

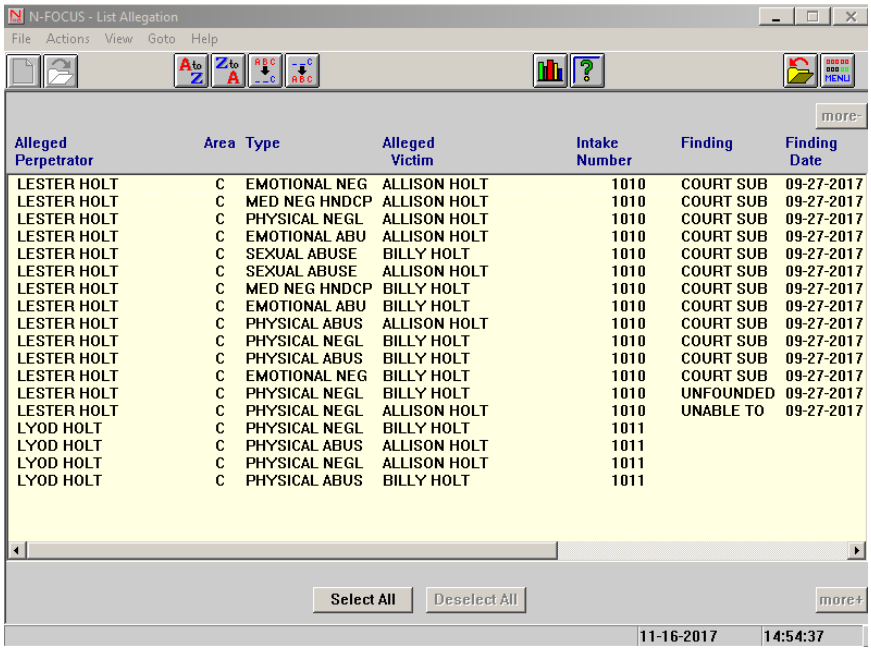
Copy Forward is now available on the Education Court Report. Workers can copy forward the most recent finalized Education Court Report.

Question 01: Is the child enrolled in school, preschool, child care of Early Development Network (EDN) will copy forward, to include the School and Grade Level for the child listed in the last Education Court Report. So if the last Education Court Report was completed in May 2017 at which time the child was in 2nd grade and the worker copies forward that court report in August 2017 (a new school year), the court report will still show the child in 2nd grade. The worker must go in and manually change the school attendance. Additionally 'Length of Attendance' will not copy forward. When the worker goes to put the Education Court Report in Ready for Review status they will receive a message signaling the worker to change school and grade level if needed.



Question 03: Has the current change in the school attended been determined to be in the child's "Best Interest"? Will NOT copy forward.

Question 04: Has an Education Court Report been jointly developed by DHHS, the school of origin, and the child's parents (or education surrogate) following removal from the home? Will NOT copy forward.

Allegations Duplicate/Permanent ARPS (Change)

When searching for an ARP on the Central Registry or Allegations, a search will also occur for any associated duplicated or permanent ARPS. The worker will no longer have to search in the Person Detail of both duplicate and permanent ARP, both permanent and duplicate ARPS will appear with respective allegations.